Library Services Platform Governance Committee Meeting

Thursday December 6, 2018
Embassy Suites San Diego

Attendees:

Amy Beadle, Amy Carbonaro, Luis Gonzales, Leslie Tirapelle, Gregg Atkins, Doug Achterman, Jennifer Coleman, Gary Bird, Walter Butler, Dan Crump, Lauren Saslow, Eve Miller, John Taylor, James Wiser, Will Breitbart, Donna Reed, Steve Hunt, Michelle Ohnstad, Norman Buchwald, Jeff Karlsen, and Aloha Sargaent.

Welcome and Introductions

Amy Beadle opened the meeting at 10:00 am.

Purpose Statement/Charter

Amy shared the charter and explained that any proposed changes would be submitted to the Chancellor's Office for review and approval. It was suggested that scope be amended to include deployment and management and to establish uniform system standards and best practices.

Amy outlined voting membership and representation, including appointments and terms. Leadership committee roles and responsibilities and meeting requirements were addressed. Gregg asked where all the meeting minutes and project documentation will be housed, it was decided they would reside on the LSP Confluence page which was shared with the committee.

Will motioned to vote for approval of the charter as presented and recommendation to Chancellor's Office. Doug seconded. All members voted in favor of the motion.

Election of Co-Chairs

Amy outlined the requirements for chairs and co-chairs and asked for nominations. Will nominated Doug as Co-chair, the motion was seconded. Doug accepted and the Committee voted in favor. Doug nominated Eve, the motion was seconded. Eve accepted and the Committee voted in favor.

Updates

Ongoing Funding Request

Gregg provided an overview of the budget request for an additional five years of funding. He spoke with a Department of Finance representative who is satisfied with the information received. He added that if the project is not included in the budget, a second request can be made for the May revise.

Library Systems Specialists

Amy reported that the job posting is currently out for library systems specialists. Some very well qualified applicants have indicated interest. Project staff hopes to get two consultants on-

boarded by mid-January to help with implementation processes. Additional positions will be filled in the months following. The positions are contract hourly for 10-15 hours per week.

Primo Interface Name – System or Individual Colleges
Doug discussed branding and asked if the committee 1) wants to adopt similar branding across system and 2) if this something that the Discovery work group can be tasked with. There was discussion regarding logo and search scopes. Donna wants to advocate for single branding source and provide Discovery/UX work group with examples of CSU discovery.

Doug will write a request for the work groups including the following:

Work Group Action Items:
> *Context with CSU sites*
> *Common logo with customizable college branding still visible*
> *How to identify name – possible contest for students*
> *Search scope parameters – where does scope occur*

Vanguard Experiences
Amy asked the vanguard schools in the room to give a brief overview of their experiences. Several people shared and discussed experiences and findings including the following:

> *Reaching out to local CSU for help*
> *Involving their ASCCC*
> *Changing the Monday meetings format to a flipped classroom model*
> *Glossary of terms (action item for ExLibris)*
> *ExLibris making people "feel stupid"*
> *ExLibris lessons learned "asking too many questions, use KB"*
> *Delay Primo access*
> *Limit staff in implementation*
> *Keeping good notes*

Gregg added that all schools will benefit from the lessons learned during the vanguard experiences and from changes made as a result of those experiences. Amy indicated a timeline would be distributed likely in early January and a Kick-off event is being planned. She reported that 110 schools had signed on.

Work Groups
Reports and Recommendations
<u>Circulation Report</u>
Michelle gave a summary of meetings. They have compiled lists of items to discuss and prioritize and written a statement describing their charge.

Tasks to The Committee:

1. *Identify the standards and practices that should be individual colleges vs. systemwide (i.e., CCCID)*
2. *Identify decisions on implementation (and other) forms*
3. *Create a template of policy and practices*
4. *Coordinate between committees, re: annual reporting*
5. *Involve ExLibris in the conversation, ask for sample template as starting point*

ERM/Acquisitions

Norman reported that the group has met twice. They have compiled a list of key items, created a work group charge, and potential internal work group charges. He outlined many of the goals they plan to tackle. There was a question about link resolvers to be provided by ExLibris. It was determined that an FAQ for each area in Confluence would be helpful.

There were group discussions regarding the following: Work group leads to meet together; Creation of work group leads Basecamp group; Confluence uses and standards; The possibility of work group overlap; and the question of how the League consortium might be involved.

Tasks to The Committee:
1. *Connections with bursar, etc. to maximize (open channel API) workflow*
2. *Incorporate with analytics*
3. *Help dispel the idea that you don't have to utilize the acquisitions module*

Systems

Steve reported that the group is attempting to quickly educate themselves on the system from a broad point of view and are creating a document outlining preparations for systemwide migration. The document will then be shared out on listservs. There was discussion on encouraging the sharing of information. There has been sparse attendance and the question of enforcing charter participation (missing three consecutive meetings) was posed and discussed. It was determined that will be addressed later.

Tasks to The Committee:
1. *Develop work flows and best practices of supporting overall library staff*
2. *Support acquisitions and cataloging*
3. *P2E file needs*

Discovery/UX

Aloha shared that the charge is to propose and recommend policies, work flows and best practices for development and use of a discovery system as related to interface and overall user experience. The group has met twice and has been determining basic priorities. Gregg mentioned the task list and outcomes from this work group could be leveraged for the instruction group that will be created. Norman added that that there will be overlap between groups and there should be an effort to streamline the process.

Tasks to The Committee:
1. *Seamless integration with library websites for customized branding*
2. *Primo integration with EBSCO*
3. *Consistent user experience for student interfaces*
4. *Creating video tutorials and live guides*
5. *Textbook reserve and material display*
6. *Third party integrations*
7. *Linking library resources*
8. *Proxy*
9. *Student ability to save results*

Analytics

Jeff shared that there has been one call with just five members, additional members are in the process of being approved. A charge was developed. There has been discussion of things they need help with, analytics, surveys, and ongoing decision making. They are attempting to understand the needs of students and the value of libraries systemwide. One challenge is not having access to analytics in the sandbox environment. They would like to determine what Alma products meet their needs and which need customization. There was discussion surrounding what ExLibris already has available for use and proof of library value between institutions.

Tasks to The Committee:
1. *Develop work flows and documentation for systemwide reporting needs that support all CCC libraries*
2. *Streamline current analytic procedures*
3. *Identify available reports to meet needs of system*
4. *Compile data on annual spending*
5. *What information to collect about use of Primo*
6. *Create templates for the system*

Professional Development

Amy Carbonaro reported that the group met once and established the charge. There was committee discussion surrounding staff turnover and product developments over the next five years and how on-going training might be provided. There was a suggestion of statewide regional meetings and an outline reference tool.

Tasks to The Committee:
1. *Coordination, development, evaluation of professional development training*
2. *Best practices*
3. *Work with other groups*
4. *Outreach to college community for training needs*

Cataloging Subscriptions
Monica Jones reported that the group was able to determine their charge which includes; proposing policies related to cataloging; assisting in the development of cataloging work flows; and assisting in the development of training for cataloging in the new shared environment. There was committee discussion of a coordinated survey rather than multiple surveys. Amy addressed the budget and the fact that other needs are still being identified but the picture will change after ongoing funding is granted and new priorities are determined. There was discussion on shared cataloging, standards, shared network zone, and when the manager will be needed.

Tasks to The Committee:
1. *Creating a survey*
2. *Network zone manager*

The work group recommends that each library participating in migration subscribes to OCLC cataloging and metadata services such as Connection and/or WorldShare Collection Manager. Some of the advantages are updates and match point records.

Cataloging Subscription and Reclamation Project
Doug presented background regarding the need to provide the best quality records to the network zone which would require a reclamation project. OCLC will only do a reclamation project if all contributors are subscribers of OCLC. There are issues around quality control and automatic updating of records, and there is a need to ensure an established standard of quality. There is a significant savings in doing it once as a system rather than 110 times individually. There has been talk of how to get subscription for the 24 schools that currently do not have one, and the question was been posed to OCLC for a systemwide subscription. The OCLC cost is close to $550,000 annually. Amy proposed a six-month subscription to be paid by the current subscribers to last through June 30 and the duration of the reclamation project, with future subscription to be determined. There was discussion around on-going numbers, what subscriptions entail, completeness of bib records, and system robustness.

A motion was made by Gregg that the committee agree to do the reclamation project at a cost of $10,000, and to support that that they agree to spend the $68,000 for six months to cover the 24 colleges currently without OCLC subscriptions. The motion was seconded by Will.

A question was posed around ongoing funding and subscriptions and whether those costs might be passed on to colleges, it was determined that no one knows what will happen after July 1. John Taylor would like to have more information prior to agreeing to spend the funds. It was recommended that institutions be prepared to pay after the first year, both for Alma and OCLC. Doug discussed some of the risks of costs going forward.

Amy proposed a motion that there are more conversations with OCLC and ExLibris as to what it looks like if the situation were to occur, and the need to be aware that they have not made a clear offer to say that they would accept the six-month term. If the motion does go forward, it

will be an ask of OCLC. The reclamation queue is two to four months long and we do not get put in the queue until after signing the contract. Gregg pointed out that there was another piece that needed to fall into place. Amy advised that the January meeting will be focused on recommendations and policies. There was additional discussion of how OCLC numbers are attached to records.

The committee voted unanimously to approve the motion.

Next Steps
Amy thanked the members and covered travel reimbursement processes. The next Governance meeting is in Irvine on January 18, 2019.

Adjourn:
The meeting concluded at 3:45 pm.