

Joint CCL and LSP Governance Retreat

July 30, 2019

Attending: Did not get this list

Notes: E. Lord and D. Reed

- Meeting called to order at 1:00 pm
- Introductions : CCL Board and LSP Governance Committee introduced themselves

Amy Beadle reviewed timeline thus far and upcoming dates until GoLive. Updated calendar will be posted to wiki tomorrow.

Budget request for ongoing support will be reviewed in August by Consultation Council

Request is for \$4 million / year for five years. Request is submitted on Chancellor's Office form.

There are 8 signatories in support of budget request. Proposal for funding is from CCL

CCLC is assisting CCL with advocacy for funding.

- How to improve communication - discussion - comments from members at the retreat - * represents number of similar comments.
- Discussion from group was wide-ranging; this is a sample from a longer list:
 - unique challenges faced by small schools and how to best support them.
 - Could Ex-libris do conference calls for issues? Local ITS wants local Ex-Libris contact **
 - Ways to bring together colleges with same legacy systems.
 - Desire for more information about the cut over process -
 - More support in working through workflow especially in tech services **
 - Finding time for staff training - especially constraint for classified - how to cover the front desk while staff are at training - could we train with zoom * **
 - How to better take advantage of our size - example: adding statewide databases once, timezone once... Are we really going to take advantage of the benefits - add a list to the outcomes and create a positive list
 - Need to know bare essentials are to get going on day one - what is the essential training that is needed? Is there anything we can put off until later?
 - Suggestion: find a buddy in the CSU
 - Create a list of workflows - phase 1, phase 2, phase 3
 - Primo VE - not trusting results not consistent, needs lots of configuring* *
 - Suggestion: send IT folks to ELUNA (next year in LA)
 - How to manage the network zone prior to getting a manager - will need structure, policy and procedure
 - Concern about federated gateway issue - have not seen a structured project plan

with deliverables, timelines, dates. *****

- Would like to get feedback loop to supervisors so they know how things are going.

- SWOT Analysis - captured by Amy Beadle
 - **Action:** will fill this out and prioritize

- CCL's Role in the LSP Professional Development, Communication and Advocacy
 - Professional development - how should we do this moving forward
 - Governance committee will take the lead - training for all levels of staff
 - CCL has funding to support ongoing training efforts
 - Long list of recommendations for training generated

- CCL and LSP - Partnering Out of Success
 - Recognition that together we are going to move mountains
 - Appreciation of the partnership
 - Reflection: a year ago we had our first meeting - we have travelled far!
 - Academic Senate (ASCCC) has been a steady partner in this venture - need to seek out future partners
 - Amazing that 110 colleges have moved forward together
 - Acknowledging the Amys
 - Grateful that we are doing this as one cohort

LSP Governance Meeting

July 31, 2019

Attending:

- Discuss/Record Project Successes - tactical view
 - Brainstormed list of project successes to date
- 2019 Milestones & Lessons Learned
 - Involving local IT and ensuring that they are in the loop and aware of deadlines
 - Maintaining connection with CSUs is very important
 - Building a strong relationship with the vendor has been vital to the success of the projects
 - Conversations in the workgroups has made us realize that we are in charge of our own destiny
 - Learned not to reinvent the wheel - drawn from what others have done
 - We are stronger together
 - Strong incentive to do things in new ways with students in mind
 - Say it, say it again, use a different font, say it again - focus on communication
 - Project team needs to track things and not make assumptions about where people are
 - A way for faculty and staff to collaborate differently
 - This is the first time we're pulling together a working tool that is centrally focused and managed.

- Things that could have been done differently -Discussion
 - If someone has used the system at another college, that knowledge and expertise would have been available - an RFP consultant
 - Should have hired people with really deep knowledge
 - Needed to better penetrate the whole stakeholder process so that local staff had a better grasp of what was coming
 - Better integration of local IT staff and a CISO rep.
 - Getting the CEOs on board and engage them in the communication process
 - Takes a commitment from the full library
 - Wish we could have made sure that ExLibris knew more about the state than they do
 - Challenges due to disruptive statewide environment, turnover in leadership, we've had to forge ahead without a clear path - success
 - The process of getting the contract signed - wish we had paid more attention to the pricing structure. Timing was tight in getting the IPAs signed.
 - Sometimes being physically present makes a difference
 - It makes a difference to have librarians and library technical expertise - expertise is key

- Hire training people at the start to supplement the vendor-provided training
 - Get the right communication tool from the beginning
 - Doesn't hurt to ask for a change
 - Better understanding of the time commitment - better support or funding for reassigned time
 - Ensure that people understand what certification is for and who should be certified
 - Focus on training over data clean-up
 - If the college is big enough, assign different focus areas to different people
- Goals for the 2019-20 Governance Committee & Assessment of Goals (Amy B. recorded a more official version.)
 - Improving communication
 - Earlier
 - More content
 - Key saturation points
 - 1-2 page report that informs stakeholder groups. Statewide marketing for rollout - provide materials that each library can use to communicate to local audience
 - Provide materials
 - Campaign around the go-live
 - Faculty training at College Flex day opportunities
 - Institute policies and best practices
 - Developing a framework for our policies
 - Monthly workgroup leads meeting - embedding professional development members on each work group
 - **Action:** Find and curate good content vs. re-create
 - How to effectively share the how-to and continue to view the project as ongoing/phase 2
 - **Action:** Hire a NZ manager and other expertise
 - **Action:** Have the go-to source for all information to our wiki (rename it)
 - Measure traffic to the site
 - Increase and improve the content on the wiki - open it more to the workgroup leads - distributing responsibility
 - **Action:** create assessment plan
 - Figure out how we are going to leverage the new LSP and collaborate further
 - Is this for 20/21?
 - Important not to drop this
 - Find more effective ways to support small colleges on an on-going basis
 - Regular assessment feedback from the colleges
 - Proactive contact built into the system where there is a regular touchpoint
 - Hire a specialist to "ride herd" for smaller colleges

- Make effective use of our ELUNA membership
- Plan for end of life for Canvas site
- Celebration of success (Baby Alma)
- Comments from ExLibris
 - How to assess where you are with workload readiness
 - Important to prioritize
 - It would be great to have a feedback loop
 - Concern heard – recommendation for Go Live: prioritize anything that is a public service function
 - See document: Go-Live Readiness Checklist
 - Will customize and share with us
 - This will give us an idea of how ready we are to go live
 - Difference between ExLibris providing demos vs. workflow based discussions - noted as a topic to take back to the ExLibris team
 - Search results in Primo - some of the issues are due to how your Primo is configured
 - Example: deactivate wikipedia if that is an issue
 - Review the recorded web sessions - maybe we need to use some of the office hours
 - Create some general discover process
 - Cutover process anxiety - will follow up with the team to schedule a review of what to expect - have a dedicated session in September
 - **Action** Doug A. will send out a communication about what is coming
 - **Action** ask ExLibris to read chat questions out loud
 - Course Reserves - will ask ExL to do a dedicated session
 - Certification process onerous - reminder, not all people need to be certified. Only those who need to make modifications to the system. At least 2 per campus.
 - Network manager role - may be able to assist smaller schools
 - Network Zone management - can statewide databases be input once - yes. This is an example of where the organization can be leveraging the system.
 - Training - will send a job description that was posted on ELUNA list.
 - Concerns about how printing is managed in Alma - will check into this with the team
 - Support issues - out of necessity, there needs to be a systematic process because of the thousands of questions coming in. Phone support is not scalable. That said they do want to provide support when case is not sufficient.
 - Positive note- shares the confidence that we have that we'll get there on time. We are asking the right questions and making the right preparations.
- Work Group Recommendations
 - Cataloging
 - Reclamation project - see recommendation from the group
 - Passed 100%

