LSP Governance Committee

October 2, 2020

Attendees: Jeff Karlsen (co-chair), Michelle Ohnstad (co-chair), Gregg Atkins, Amy Beadle, Megan Kinney (notetaker), Amy Brinkley, Karen Tercho, Evelyn Lord, Matt Baker (Ex Libris), Doug Achterman (past chair), Monika Chavez, Ward Smith (NZ task force), Cheryl Cruse, Katrina Rahn, Mary Wahl (NZ task force), Stephanie Roach (NZ task force), Jennifer Coleman (Tech Center), Lori Lisowski, Lauren Saslow, Rupa Saran (CISOA - IT), Dan Crump, Norman Buchwald, Eve Miller, Lauren McFall, John Taylor

Welcome and Introductions - Michelle Ohnstad/Jeff Karlsen (10:00 am)

- Vacancies

- Student senate & small school (< 2K FTEs) seats
- Two consortium LSP positions not yet hired

REPORTS and updates (10:20)

Approval of minutes, September 4

- Approved by acclamation

Consortium Update - Amy Beadle

- Letters of intent were sent 9/29/20; 35 have been signed and returned; 10 others working through internal processes; due Fri 10/9; if a college is having a hard time getting through process, email Amy Beadle and let her know so the college can be marked as in progress; intent is a preliminary commitment to participate; after that, libraries will move them through their college process (probably their boards)
- Updates on LSP and processes at next Wednesday Webinar - 10/7 at 11am
  - series going well; over 100 attendees each time; workgroups have been contacted to present in future
- Beginning negotiations with ExL; not expecting significant changes; will use same standards from contract last year to build potential for continuity if funding is secured next year; calendar year term is difficult for some of the colleges - hoping to be able to prepay six months and make the adjustment to a fiscal year after; ExL not interested in changing to our FTEs formula, but are considering not putting their pricing in the contract (to help with confusion); scheduling has been difficult but should clear up
- Consortium info - updated MOU with CCL signed; calendar year pricing for databases and services will be up on website in the next few days; 10/14 - Consortia Manager will be the Wednesday webinar topic; Amy Beadle apologizes if response time slower than desired - juggling a few jobs at the moment; hiring timeline for the new LSP positions: League preference is to wait until January 1 start date, but that would probably mean we need some NZ support in the interim; hoping for applicants who can manage the NZ and someone who has program management experience - hopefully these people will have crossover skills; send Amy Beadle some ideas of people if you have them; the positions are intended to be on-going but funding uncertain

Funding Update - Gregg Atkins

- "Third time's the charm" - BOG at Sept board meeting approved the systems 2021-2022 budget request to go forward; includes $4M funding request per year for the LSP; rest of process - the agency prepares explanation and descriptive materials to go to the Dept of Finance in the Governor's Office; in January, the state can expect to see a proposal from the Governor for 21-22 and we would hope to see that it now includes the LSP project; if it's not there, may come up in the May revise (depending on whether pre-COVID timelines are in place); at this time, LSP is a self-funded project of the libraries carried

through the CCL consortium program (governed by MOU between CCL and the League - will go up on CCL website next week)

- Should we get full funding, there would be a conversation about moving into a new arrangement and with whom (CCC Tech Center in the past)
- CCL extended the contract for the NZ consultant through November; NZ task force is being trained to take on several of the consultant tasks; will be a conversation with the League to continue the consultant role until we can bring in a full-time person, and convo with the NZ task force of what they are capable of doing on their own

Support/SalesForce cases update - Jeff Karlsen

- Michelle/Jeff/Amy Beadle have monthly call w/ ExL support team (w/ Matt Baker + Brian Noone, Callie Mendoza)
  - Review outstanding high-priority support cases and issues that require development work for our network; Jeff raised observation that the level of support we have been receiving is often not satisfactory; collected a number of cases on the same issue with multiple institutions in different statuses without updates in months (despite being on the same issue at different levels of resolution)
  - Matt explained what recourse we have in these situations - process of escalating issues has been explained before but can be reiterated; Jeff will send out info about this over the listserv and post it on the wiki encouraging people to use this option; escalation contacts the manager of the support person who is not responding
  - Quality of response - when a ticket has been filed, the individual has often done lots of work ahead of submitting, and the concern is that the response has been too rote (rather than digging into the question that has been asked)
  - Phone support available? (And we can mention in the case that you want a call instead.)
  - Chat for Primo VE coming (for EMEA regions - maybe coming for our NA soon)

Network Zone Administration - Jeff Karlsen

- Israel presented at the Wednesday Webinar; Israel is reaching out to institutions that did not do the reclamation to see if they are confident their holdings are accurate - there can be a check to see how many bibs are in Alma and then to compare to OCLC; if things look ok, those libraries can be added to the query collection that determines which OCLC records are refreshed in the NZ; Israel helping a few institutions complete final reclamation steps; Israel has been transferring more tasks to the NZ Task Force when they are confident they can do them independently; the Task Force will continue; fourth member added (Stephanie Roach - SMCCD); lots of confidence in the team and we are all grateful they are doing the work for all of us!
- Experiences good so far; good coordination and scheduling of clean up; on their way to creating a solid NZ; clear sense of the goals; one benefit of doing the LSP project has

been connecting with others up and down the state and the Task Force is representative of that connection building

NEW BUSINESS (10:50am)

Electronic Collections in the NZ - Jeff Karlsen

- Electronic Collections in the NZ have recently become a pain point for several institutions; last semester, former NZ manager added the EBSCOhost databases (under the statewide contract) to the NZ - this is standard practice in the CSU
- Some consequences of doing this - in some cases, duplicate links are showing for certain resources (one link from the IZ and one link from the NZ); in other cases, institutions have wanted to create tabs in Primo VE that shows NZ only; since the e-collections are there, they are getting article results (not just ebooks); in other cases, an institution may want to suppress a journal, but they can't because it is controlled by the NZ (when it's in the NZ, the institution doesn't have direct control over it)
    - Question: Can the FRBR/Dedup settings in Configuration/Discovery/Other be of use to consolidate records that are identical but coming from the NZ and IZ simultaneously?
- Putting resources in the NZ could have advantages - centralized management of consortial resources can benefits colleges and reduces duplication of effort; once a collection is active in the NZ, institutions who have added to IZ would need to remove from their IZ, so that maintenance can be done once (in the NZ)
- Concerns
    - the pros & cons were not fully evaluated by the ERM work group ahead of being added to the NZ; a change this significant should come before the Governance Committee
    - we don't currently have a NZ manager who is working on electronic resources (NZ manager consultant focus is on physical resources, due to time and experience)
    - Jeff has access to the NZ and as people have requests (to be removed from the collection), he can manage it, but it would be a piecemeal approach rather than a systematic view of how this should be getting done
- The best approach currently is to deactivate the NZ collections, and then, when we have a NZ administrator in place who has ERM responsibilities, pros/cons could be fully explored & detailed.
- ERM work group has it on the plan to figure out HOW this could work for our system (like what are the options for institutions that need opting out? exceptions made?) rather than doing it as requests come in
- Discussion:
    - student experience - currently there are old ebooks, and if this effort is centralized, we can get them out all at once (VS instructions for each institution to remove on their own)

- ○ if we turn off the NZ collections for now, are there going to be any negative consequences? - if someone has been relying on those collections, they would have to go back and activate their electronic collection for their IZ; it could also be that some institutions that were late in implementing Primo, maybe they never activated one of these databases and so perhaps we need to send out notice that you need to check that you find it in your IZ (because it's being deleted from the NZ)
  - ○ we need to have something in writing that states what NZ is (w/ respect to e-resources) and an opt out procedure on how to do that
  - ○ another tool in how links look in Primo VE (discovery display logic) - ability to set that logic for NZ resources is pretty limited
  - ○ if we can adopt this practice with attention to why the benefits are better than the drawbacks VS now when we don't have much recourse for them, it makes it seem like our consortium is not helping (it is creating limitations more than advantages at the moment)
- ● Motion: Jeff will check to see if this will impact any libraries (via Analytics) and follow up with them, deactivate the network zone collections, and send notification out to the field about it. ERM Work Group will work thru pros/cons of NZ for e-resources and bring back to this committee.
  - ○ Amy Brinkley - 1st
  - ○ Norman Buchwald - 2nd
  - ○ Discussion - once we have deactivated, we need to send out a notification to all institutions (letting them know to activate via the CZ);
  - ○ Vote (passes unanimously)

BREAK (11:20am)

LSP Outreach Related to Training Needs - Jeff Karlsen/Michelle Ohnstad

- ● How do we continue to assess what our colleagues need in terms of training (in light of Wednesday Webinars + Ex Libris acceleration training happening)
  - ○ Webinar format can be good at getting information, but after, must spend additional time applying the info. People benefit from making changes with someone in real time (not just giving the info). Difficult given the time factor.
  - ○ [Proposal](#) sent to Amy Beadle in the past - LSP emergency room; drop in room with availability; on-call group of people - so people can get live help in time of need
    - ■ Jeff has been piloting something like this in Los Rios - Analytics office hours - open session
    - ■ Screen sharing and breakout rooms of Zoom
    - ■ Question of frequency
    - ■ Put the idea out there and see how people respond?
  - ○ Multi-college institutions have unique needs in working in Alma/Primo
  - ○ The sign-up sessions for institutions with Ex Libris helped a lot last year.

- ○ Suggestion to reach out to people who aren't represented in any work groups to promote.
  - ○ Hard to keep track of all the information that is already out there.
- Need to identify experts from our system who might be able to help troubleshoot. Experts don't have to come through the work groups.
  - ○ a triage approach presumes that we take all comers and sort them into "levels" and kinds of questions, addressing the most urgent questions once and practicing mutual aid because someone with a question/need may also have an answer/solution for somebody else.
  - ○ The wiki could be a good place for that for folks to sign up as volunteer "mentors" in various areas, or just a willing partner to puzzle through.
- What information do we want presented at Wednesday Webinars? Send feedback to Amy Beadle.
- Knowledge Acceleration sessions feedback
  - ○ Sessions are a pilot for our system in response to our feedback about the style of training offered throughout implementation; KAs are intended to bridge that gap, but there feels like there is a serious style difference. Information overload is not helpful where we are at; Matt - will consider tailoring sessions with relevant vignettes/focused around real work experiences
  - ○ It might be useful for some Ex Libris folks to view recordings of some of the previous successful sessions done in our workshops.
- Tiered approach
  - ○ For people who don't have basic understandings in place, these deeper KA sessions aren't going to help them (and then, how can we make these instructions easily accessible to people, so no one has to do things from scratch).
- How can we make "Quick Tips" more visible (than within Work Group wiki pages)?
- Work Groups can schedule drop in sessions to help support a peer-to-peer need. Would be scheduling drop in sessions, informing the community via the listserv, and inviting/organizing how they see fit. Not like presenting a webinar! Mostly being available. Questions might not get resolved, but could identify what could be taken offline. Invitation from leads would define the sessions - as places to get help (offer help?)
- Request to document what should be easily implementable up to this point (things they can check and fix themselves)
  - ○ Work Groups could create a checklist (Did you get a search box? Can you edit the links at the top? Do you want to change where is says "tweak your results?" Where can you reorder facets)?" and a list of who has worked with whom. Could track who has the basics down. Benchmarks.
  - ○ What is the next step of things we can make sure that people have? It would give us a tool to ensure everyone is getting a similar experience when they're working with us and they're getting similar information across people as well.

Communications and Surveys From Work Groups / Process - Michelle Ohnstad

- How should we best coordinate when work groups want to send out surveys? (Lots of overlap).
  - Work Groups should send survey questions to Amy Beadle by 10/16 and she will compile them into one survey. LSP Task Force will put eyes on it before distribution.
- Things that came up in other parts of the meeting for future discussion:
  - What kind of tool do we want to use for on-going communication? Revisit in November meeting. Would be wise to be ready to move the Wiki.
  - How to highlight Quick Tips (VS Work Group Policies & Recommendations)

WORK GROUP REPORTS AND POLICY RECOMMENDATIONS - Work Group Leads (12:17pm)

Acquisitions/ERM - Norman Buchwald

- 6 members (3 librarians, 3 technicians) - new infusion of Acquisitions skills!
- Goals: policies to finish from last year; thinking up scenarios for ExL trainings; talked about NZ databases and will focus on that issue this fall; CDI spreadsheet could extend to cover ERM issues in general - tracks some on-going issues that might not be well known; group reviewing all previous documentation and giving some input, and will think of ERM/Acq issues that we will discuss and start focusing on throughout the year

Analytics - Katrina Rahn

- Have been discussing how to support the system with the Chancellor's data survey (due at end of October); have communicated out a little; currently reviewing the shared reports; thinking about the challenges of stats from two different systems (with the migration mid-data cycle); can offer model versions of how different libraries have approached Circ reports; could use an open office hour to help people solve the problems they have; Mt Sac and LACC have offered to share their reports as some models to look at

Cataloging - Cheryl Cruse

- Mary from NZ Task Force will be joining their next call; per Israel - should NZ Task Force report to Cataloging Work Group? If so, Cataloging Work group can bring it to the next Governance call for a vote.
- Will be looking into reclamation activities and challenges of the project
- Thinking about making videos to complement Israel's instructions
- Los Rios will spearhead project to standardize 9XX fields

- Looking at documentation from Washington about replacing LC "illegal immigrant" and other objectionable subject headings.
- Interested in doing a survey to get sense of priorities and lead contacts for cataloging

Circulation - Lori Lisowksi

- Still meeting everyone; have circulated new Quick Tips to the field via the listserv; have been discussing the 'lost' items question posted to the listserv; circulation is still happening even though things are still closed - have been adapting and discussing PPE, curbside pickup, distributing more campus materials than ever before; has been helpful to share information about all these new things happening (captured in Google doc); might want to add weeding & inventory down the road; Lori to send out email to encourage people to add more entries to the doc

  ### Resource Sharing - Michelle Ohnstad

    - Unofficial group - under Circ group for now; 5 people so far; 10/13 and 10/20 resource sharing webinars from ExL - will meet to talk about what they learned; will then identify major issues with resource sharing in Alma; might be options that there are some global changes that have to happen so big decisions to be made (about policies and changes in system); copyright cautions in the chat

Discovery and User Experience - Amy Brinkley

- Trying to get established as a new group and figure out what everyone is interested in doing; Glenn Tozier will be be on ExL search algorithm bias work group (with Megan Kinney); also identifying who has functional expertise

Instruction - Karen Tercho

- First meeting; 9 members; working on the charge and will share at the next Governance Committee call; will be submitting a few questions to Amy Beadle for the survey

ADJOURN (1:00pm)

Next Meetings:

- November 6, 2020, 10:00 am - 1:00 pm (Webinar)
- December 4, 2020, 10:00 am - 1:00 pm (Webinar)
- February 5, 2021, 10:00 am - 1:00 pm (Webinar)
- March 5, 2021, 10:00 am - 1:00 pm (Webinar)
- April 2, 2021, 10:00 am - 1:00 pm (Webinar)
- May 7, 2021, 10:00 am - 1:00 pm (Webinar)
- June 4, 2021, 10:00 am - 1:00 pm (Webinar)