<u>**Librarians' Meeting Minutes: August 27, 2015**</u>

Present: Ann, Melinda, Ali, Paul, Rick, Leah, Dejah, Fran, Stacy, Mari, Kristy, Dave, Scott, Jackie Hughes (guest speaker)

Distributed Agenda by Melinda, 8/25/2015:
1. Academic Technology inventory- Jackie Hughes, FCTL
2. Catalog display issue- Dejah
3. Review of Website Usability Team Charge
   http://fir.ferris.edu:8080/xmlui/bitstream/handle/2323/3919/LibraryWebUsabilityTeamCharge.pdf?sequence=1&isAllowed=y
4. Streaming Video discussion- Fran (see attachment)
5. Records collection/music listening discussion- Melinda, Mari
6. Class help directory webpage
7. Deans report- Scott

Agenda Items
Note: The meeting began with Agenda item #2, with Jackie joining the meeting later to present.

2. **Catalog display issue - Dejah:** Dejah presented information on series titles searching/discoverability. Currently we can find *most* of the books in a series using our OPAC's title search, but using Primo/SmartSearch to search series titles will give you both books in that series as well as books not in that series. In the future Dejah hopes that our discovery system will have a series title search function like WorldCat's that will limit to books only in that series. Dejah asked if we want to be able to search by series title, and noted that most books in series are not shelved together, but rather by call number. A brief discussion ensued about some series that are searched for by series title. It was determined that the librarians should send Dejah lists of series titles that we would like to have discoverable through Primo/SmartSearch and Dejah will perform the necessary cataloging of those particular series.

3. **Review of Website Usability Team Charge**: Kristy distributed copies of the *Website Usability Team Charge,* and indicated that the charge has areas that need to be updated. The charge includes that it will be assessed by FLAC in April 2014, which never occurred. Suggested updates included:
   - Having the Emerging Technologies Librarian as a permanent team member
   - Extending terms from 1 semester to a year
   - Having requests for usability studies sent directly to Usability Team members rather than the Dean's office

Ali indicated that this discussion is really part of a larger discussion that is needed regarding standardized team membership timelines and assessment of teams. Scott indicated that this is in the Strategic Plan. Ann indicated that all charges need to have a date so we know when the charge was written to establish the team. Melinda indicated that the discussion of standardizing team timelines, membership dates, charges, assessment, etc. will be put on the agenda for next month's Librarians' Meeting.

4. **Streaming Video - Fran:** (see proposal, **Appendix A**): The purpose of this discussion/proposal was to determine if we should start purchasing streaming video rights rather than individual DVDs. Fran indicated that there are advantages as well as disadvantages to streaming video. Primary advantages include availability everywhere and ability to create play lists. The primary disadvantage of streaming video is that the library does not own the content. ERG has been looking at streaming video platforms. Kanopy Video and Alexander Street are platforms that are being strongly considered, and a trial with Kanopy ran through part of the summer semester. Stacy indicated that a faculty member in Social Work found the video content from Kanopy to be very useful. Rick indicated that setting up streaming video is more challenging than setting up other electronic resources, so this is something to be considered with streaming video platforms. Kristy indicated that a major concern will be ADA compliance – the current ADA mandate indicates that materials must be accessible (proactive rather than reactive), so video material must be closed captioned when used in classes. Fran said ultimately:
   - We will do everything we can to meet faculty requests
   - We will make sure that closed captioning is available
   - A video platform should be selected with videos-on-demand so we can determine what is getting used

Scott inquired if subscribing to both Kanopy and Alexander Street was an option, and Fran indicated that there is significant video overlap between the two platforms, so it would not be practical. There was consensus that having a streaming video platform is desirable. Fran, Stacy and Rick will work together to make a recommendation regarding which platform the library should utilize.

1. **Academic Technology Inventory- Jackie Hughes, FCTL:** Jackie is the chair of the Learning Technologies Advisory Board (LTAB). This board looks at tools instructors can use to teach with, and operates without a budget, so they are unable to make purchases. They have developed a list of learning technologies that are being used on campus (**See Appendix B**), as well as a list with the costs of these technologies (**also in Appendix B**). Some of these tools have redundant functions; however, these tools with redundant functions may operate differently so as to have utility in certain situations, while another does not (example: one functions in BlackBoard while another one does not). Jackie's visit to the Librarians' Meeting was informational, and she hopes in the future that LTAB can be provided with a budget and be involved with purchasing technologies for teaching. Scott recommended that Jackie may want to visit with the I.T. Advisory Board to present this information.

At this time Melinda indicated that we were going to table all further discussions except for a Dean's update because we had run over time. Ali stated to Melinda that the **Class help directory** webpage discussion still needed to occur because we hoped to have this taken care of prior to fall semester. Melinda indicated that this was "being worked on" so would not be discussed at this meeting.

7. **Dean's Update:** Scott reminded everybody to attend Bill Quiqley's going away potluck and said a Dean's Update would be coming via e-mail (**see Appendix C**).

Appendix A: Streaming Video Discussion/Proposal

There are many advantages to providing streaming video content. Multiple people can watch from different places at the same time, there is no DVD to ship to another site or get broken, and there are usually additional features that allow faculty to highlight or clip pieces of video content, and allow students to create playlists.

There also may be disadvantages. Streaming video requires more technology, and we need to be sure we can deliver the content and that it is reasonable to expect that students and others will be able to access it using a variety of devices and connections. Also, streaming video is rarely purchased (or purchasable); content is available with a 1-year or multi-year license and the library owns nothing at the end of the license period. Some vendors will sell us a DVD and then add streaming for an additional cost.

Over the summer, members of the Electronic Resources Group (ERG) have looked at some streaming video platforms and providers.

Because of scheduling issues the ERG has not formally met to discuss what we've learned. But with school starting soon and video requests coming in to librarians, I have two proposals that I would like the librarians to discuss.

Proposal #1:

When possible, purchase streaming licenses when videos are requested during the 2015-2016 academic year. This will give us some experience working with faculty to use this content & to understand the license time limits.

Proposal #2:

Adopt a preferred aggregator for streaming video content and set up a "video-on-demand" program. If we have a preferred aggregator then it will be easy to license videos without having to check out the platform or license terms (and thus make it easier for us to implement Proposal #1.) Video-on-demand is a way to provide a large amount of high-quality streaming video content but limit cost by only paying for what is used.

We set up trials with two streaming video aggregators this summer: Kanopy and Alexander Street Press (ASP). The platforms have different features, and the content for the trials was different. There are also differences in the technical set-up and in the video-on-demand program they offer.

Platform Features: Both platforms provide streaming video content, including a broad array of high-quality documentaries and feature films (i.e., the Criterion collection.) There is a set price for film licenses (1-year and 3-year), and the license includes public performance rights and unlimited simultaneous access. The response I received was that Kanopy has better features for faculty to use to set up video segments and for students to create play-lists.

Video Content: This is hard to compare since Kanopy opened up their whole collection for our trial and ASP gave us a trial to their big subscription video package. I don't think there is a lot of difference in what is available from each of them, although ASP says they have some exclusive titles.

Technical Set-up: Rick reported that ASP is easier to set up and simpler to use. He did work with Kanopy to get the Kanopy platform accessible through the proxy server

Video-on-demand: With video-on-demand, we could add records for films to our catalog, and make them accessible through SmartSearch, without licensing them. If a film is used a certain number of times, then a license subscription is triggered & we are billed a set amount for a 1-year license. All films are the same price. When the license expires, the film goes back into the video-on-demand pool. There are no "short-term loan" fees.

I think Kanopy has a nicer and more user-friendly video-on-demand program. There are 3 free uses, and then a license is purchased on the 4th use. The set costs are $150 for a 1-year license and $350 for a 3-year license. There is no minimum spend requirement, and we give them a cap so we don't spend more than we have budgeted. Uses don't accrue past 1 year.

The ASP video-on-demand program also has a budget cap with a minimum of $2000. They limit the amount of time we can increase the budget cap, and they also require that we spend the $2000 before we can quit the program. For ASP there are 2 free uses, with a purchase on the 3rd use. The price is the same.

Some libraries have reported that video-on-demand gives students and faculty what they want and need at a fraction of the cost of purchasing content. The Kanopy rep wrote that "Studies have shown that over 55% of any film collection will never be viewed with the vast majority of the remaining films only generating low-use browsing (1 - 3 views). PDA aligns your costs with the very small percentage of films that drive the majority of your use. "

Appendix B: Academic Technology Software

INSTRUCTIONAL/ACADEMIC TECHNOLOGY SOFTWARE INVENTORY AT FERRIS STATE UNIVERSITY

Tool Type	Tool Name	Description/Purpose	Bb Integration?	Ferris Standard?	Student Access to Use?
Access	Bomgar	Allows Technical Support to connect remotely to faculty, students, and lab computers.	N	Y	If invited
Access	SkyTap	Allows students to access special software (e.g. CAD, SPSS) from their own personal computer.	N	Y	Some
Accessibility	3Play Media	This cloud-based tool/service allows instructors to upload video and audio files to get transcripts and captioning.	Tegrity Integration	Y	N
Administrative	Adobe Acrobat Professional	An organizational/managerial tool that allows people to edit and create PDF documents and forms.	N	Y	N
Administrative	Google	This is a tool that serves a variety of functions. It is a an administrative tool because components of it helps students to manage and organize documents, communication, and daily calendar events. It is also a collaboration tool that provides email, calendaring, instant messaging, web conferencing, video hosting, etc.	N	Y	Y
Administrative	Higher One: Campus Labs	Online course evaluation to survey students and gather feedback for administrators to analyze student perceptions and to determine how we are doing. (IDEA form, SAI form)	N	Y	Y
Administrative	Office 365	This is a tool that serves a variety of functions. It is a an administrative tool because components of it helps people to manage and organize documents, communication, tasks and daily calendar events. It is also a collaboration tool that provides email, calendaring, tasks, instant messaging, web conferencing, as well as Microsoft Office tools. It is accessible on the client (computer) or web.	N	Y	N
Administrative	SPSS	Research Statistics Analytics software	N	Y	Y
Administrative	Trac Dat	Software that helps administrators align planning initiatives, review and reflect on academic and non-academic outcomes, and take action to improve performance.	N	Y	N
Blog	Blue Host	Hosts Word Press blogs so that faculty "web pages" have the Ferris State University branding.	N	Y	?
Blog	Word Press	Free blog tool being used by faculty to host their web pages	N	?	Y
Clicker	Poll Everywhere	Clickers	N	N	Y
Clicker	Turning Technologies	Clickers	Y	Y	If bought
Computer Lab	Net Support School	A software tool that gives the instructor the ability to interact and control student computers in a lab so they cannot surf the internet during a lecture.	N	Y	Certain Labs
Conferencing	Adobe Connect	Web conferencing, Chat, Polling, Online Teaching, Meetings	N	Y	Y
Conferencing	Google Hangout	Web conferencing	N	N	Y
Conferencing	Join.Me	Web conferencing	N	N	Y
Conferencing	Meeting One	Phone conferencing ("800" numbers) system so that people can call in and meet remotely	N	Y	If invited

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Tool Type	Tool Name	Description/Purpose	Bb Integration?	Ferris Standard?	Student Access to Use?
Conferencing	Skype	Web conferencing	N	N	Y
Design	Adobe "Other" Titles	Captivate (interactive eLearning), Cold Fusion (build/deploy web and mobile apps), Flash Media Server (streams digital content/video), Presenter (eLearning video creation)	N	Y	Some
Design	Adobe Creative Cloud	Variety of software programs in a suite including Photoshop (image/photo editing), Premiere Pro (video editing), Dreamweaver (web editing), Flash (interactive content design), Illustrator (graphic editing), InDesign (publication design), After Effects (video title animations).	N	Y	Some
Design	CAD	Computer Aided Design software for engineers.	N	Y	Some
Design	MS Dreamspark	Microsoft web editing software	N	Y	Some
Design	Snagit	Screen Capture and Annotation	N	Y	Y
Learning Portal	Blackboard	Learning management system, Online Learning Environment	--	Y	Y
Learning Portal	Blackboard Mobile Learn	Learning management system access on mobile devices	Y	Y	If bought
Survey	Question Pro	Survey creation and administration	N	Y	If invited
Survey	SNAP	Survey creation and administration	N		
Survey	Survey Monkey	Survey creation and administration	N	N	Y
Testing	Maple TA	Test generator specializing in complex mathematical equations.	Y	Y	Y
Testing	Respondus Campus	Test creation	Y	Y	N
Testing	Respondus Lockdown Browser	This software is test environment security system that locks up the comptuer so the student cannot print, take screen shots, access the web or any other applications while taking a test.	Y	Y	Y
Testing	Respondus Monitor	Test proctoring and identity confirmation. This tool is an option within the Lockdown Browser that instructors can turn on. Students (especially online students) can be required to show their identification to prove they are the person who is registered to take the class. Their web-camera videos the student while they take the test to deter cheating.	Y	Y	If invited
Testing	Respondus Study Mate	This tool provides students with flashcards and games to help them study for tests. It is setup by either the instructor or the students within the Blackboard integration. Students can access the flash cards and games from the StudyMate mobile app.	Y	Y	If invited
Textbook	ALEKS	Online learning system that guides students through an independent learning experience where they answer questions or solve problems and, depending on the student accuracy, they move on to a more difficult question/level or they go back to review material until it is mastered.	Y	Y	If bought
Training Tutorials	Atomic Learning	Training tutorial videos	Y	Y	Y
Training Tutorials	Lynda	Training tutorial videos for people to learn how to use certain software or to learn certain concepts like time management.	N	Y	N
Video	Camtasia	Video and screen recording, Lecture Capture	N	Y	N
Video	Tegrity	Lecture capture, video recording, video hosting, and test proctoring	Y	Y	Y
Video	Vimeo	Video hosting	N	N	Y
Video	YouTube	Video hosting	Y	N	Y

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Tool Type	Tool Name	Description/Purpose	Bb Integration?	Ferris Standard?	Student Access to Use?
Website	**Digital Measures**	Web-based faculty activity reporting tool where faculty can share their activities and accomplishments	N	?	N
Website	**Site 5**	This software is used for hosting websites created by students in their design classes.	N	?	Some
Website	**Weebly**	Website creation/hosting	N	N	Y

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INSTRUCTIONAL/ACADEMIC TECHNOLOGY SOFTWARE INVENTORY AT FERRIS STATE UNIVERSITY

Tool Name	Department(s) Using the Tool	Department / Budget that Pays for the Tool	Annual Cost	Subscription Duration	Maintenance Costs
Adobe Acrobat Professional	All	TAC	$ 12,000.00	Year	
Adobe Creative Cloud	All	VPAA, LieM, Kendall, EIO, VPAF	$ 97,000.00	Year	
Adobe "Other" Titles	TDMP, Kendall, etc	Department	$ -	One Time Purchase plus yearly maintenance	
Adobe Connect	All	VPAA	$ 9,900.00	Year	
Atomic Learning	All	VPAA	$ 31,500.00	Year	
Blackboard	All	VPAA	$ 167,000.00	Year	$ 19,950.00
Blue Host	IT	RSS	$ 203.32		
Bomgar	All	IT and Telecom	$ 6,000.00		
CAD	Engineering	?	$ -		
Camtasia	Some	TAC works with Department	$ 3,770.00	$45 Per license per year. Maintenance is about $75 per license per year.	$ 1,950.00
Digital Measures	Business, Health Professions				
Higher One: Campus Labs	Academic Affairs, Deans/Chairs, Faculty	VPAA	$ 48,030.00		
Google Mail	Students	IT	$ -	-	
Lynda	Employees	HR, TAC	$ 25,000.00	We are on a two year contract for 1500 FTE's	
Maple TA	Mathematics, Engineering	Engineering	$ 3,750.00	Per Year for 500 users	
Meeting One	LTAB	VPAA	$ 13,722.00	.06 per minute per person	
MS Dreamspark	Business, Engineering		$ 200.00	IT pays $200 every 3 years.	
Net Support School		TAC	$ -	Annual maintenance costs for 1000 computers	$ 4,000.00
Question Pro	All	TAC	$ 7,000.00	Per Year	
Respondus Campus, StudyMate	All	VPAA	$ 2,545.00	Per Year	
Respondus Lockdown Browser	All	VPAA	$ 4,145.00	Per Year	
Respondus Monitor	All	VPAA	$ 3,950.00	Per Year	
SkyTap	Business, HVACR	VPAA / Department	$ 79,030.00	Funding comes from VPAA up to limit, then overages charged back to department incurring the overages	
Snagit	All	TAC	$ -	Site License	$ 980.00
SPSS	All	IR		Institutional Research purchases license and separate offices pays their part (Business, Arts and Sciences, DCCL, etc.)	
Study Mate	All	VPAA	$ 4,395.00	Per Year	
Tegrity	All	VPAA	$ 51,500.00	Per Year	
Trac Dat	Academic Affairs, Deans/Chairs, and Faculty	VPAA	$ -		$ 6,370.00
TOTAL ANNUAL COST FOR 2014-2015:	**$594,860.32**		**$561,610.32**		**$33,250.00**

Note: Software purchased by some colleges may not be represented here if LTAB is unaware of it.

Appendix C: Dean's Update – E-mail Communication sent 8/27/2015

Everyone,

Here are this week's brief updates. As always, please send any questions you may have about them.

1. As you'll recall, we've spent some time reviewing and discussing the strategic planning framework for the library this summer, and you've provided very helpful input at various draft stages. The provost has also given me some suggestions for our document, from his priorities. Now it's time to finish the document so we can move forward. Please review the current draft at J:\workgroup\flite\planning 2014-15\Library strategic plan framework latest 2015-08-13.docx and send me any feedback you have by no later than 5pm on Friday September 4. Remember that this document is meant to provide the "what" (initiatives, measures, and some action steps) and the "why" (core values, mission, vision and culture vision). We will need the major functional teams and other teams to engage on the "how" and the "when" for putting this framework into action.

2. To carry out our plan, we're going to need a lot of communication, shared understanding, clear processes (e.g. for policies, procedures, and work teams), and tools for managing change and conflict. Remember that our culture vision includes the ideas that:

- we foster open and honest collaboration, communication and trust
- we conduct ourselves courteously and professionally in our working relationships
- we work through change, conflict and criticism as objectively as possible

We have some tools to help us realize our culture vision. One is books such as Crucial Conversations (http://www.amazon.com/Crucial-Conversations-Talking-Stakes-Second/dp/0071771328/ref=tmm_pap_swatch_0?_encoding=UTF8&qid=1440695275&sr=1-1), which Carrie, Josie, Leah and I will be reading and using as an administrative team this fall. Another is the university's Employee Dignity/Harassment/Discrimination policy, summarized with further information at http://www.ferris.edu/htmls/administration/president/DiversityOffice/employee.htm . Carrie, Leah and I will work with everyone to apply this policy as needed.

Here are a few things I try to keep in mind, myself as I deal with conflict that sometimes happens:
* Conflict happens - when it does, communicate about it and seek help from a supervisor if needed. If it feels like you are in conflict with someone, ask that person, and listen to what they have to say.
* Don't assume you understand conflict you perceive between others - just because you perceive conflict between others doesn't mean it's there. If you're concerned about someone, ask if they're OK, and if they need someone to listen.
* Conflict may not be personal - each of us carries our whole lives and personal histories around every day. If you perceive that someone is upset about something, don't assume they are, or that you know why.
* Conflict is not always "equal" - two people in conflict may have very different perspectives about why conflict has happened, and others' intentions. It can be very difficult to reconcile those perspectives, especially without facts, evidence and examples.
* No one can resolve others' conflict for them, but there are resources to help, including assistant deans, the dean, and Human Resources and the Equal Employment Opportunity office. Please ask for help from one of those resources if you need support in handling conflict.

Thanks as always for reading.

Scott

Scott Garrison
Dean