May 29, 2013 Ferris Library Advisory Council Meeting

Chairperson: Scott Garrison

Present: Scott Garrison, Leah Monger, Rick Bearden, Josie VanAvery, Randall Schroeder, Melinda Isler. Lyle Mourer, David Scott.

Topics

Draft Core Values/Mission/Vision
Scott noted that he received three comments from the Lib Guide link regarding the core values/ mission and vision statements. He also had a further thought and observation that he inserted into the Value statement.
Of the three comments, two of them contained suggestions for slight modifications to the language. He inserted those edits and handed out copies of the new version to the group.

One comment received via the link regarding the paragraph "Access" emphasized the idea that not only do we have our own collections and things that we can borrow from other libraries (engagement clause) but there is also trusted online information (government documents and other sources that we trust). This person's comment wanted to be sure that it states the access that we provide goes beyond what we collect physically and online to include Discovery publications and other resources such as that. That is why "trusted online information" will be added to the first sentence of the paragraph labeled, Access.

The other comment stated that while the ALA Bill of Rights is listed as the guide to FLITE's core values so should the ACRL standards because those standards are of libraries of higher education. Their standards contain principles of performance indicators, tendencies with sample outcome, and marketing and peer comparisons.   Scott noted that the ACRL merged multiple standards into one document from pockets of college libraries, community libraries, and university libraries. Scott concurs with the suggestion because ACRL principles are based on how we should operate considering institutional effectiveness, discovery, professional value, educational role, collections, space, personnel, management & administration, and external relations.

❖ Core value comments from the link and group were as follows:

A suggestion was made to move the paragraph at the top that includes the bullet point, "FLITE operates according to: followed by the ALA Bill of Rights" to the bottom. It is thought that there are too many words.

Leah thought it starts the core values as a preamble.

❖ Mission statement comments from the link and group were as follows:

Comment noticed a slight syntactic (sentence missing the word "in"). Scott added it.
Comment suggested that the mission statement should be shorter but Scott doesn't know any way to shorten it and yet maintain its meaning so he left it alone.
Comment suggested modification on the tag line "Discover More so Scott added, "Create More".
Comment suggested that the second tag line doesn't include the idea of dissemination so Scott added "and sharing" knowledge. The group concurred.
Comment that a comma was missing in last sentence. Scott added the punctuation.

Scott noted that he is not sure as to where we will use the tag lines but thought perhaps on the website, the promotional materials such as pens or Frisbees. Scott also noted that they just seem like catch phrases that align FLITE in keeping with the way Ferris has its "Imagine More".

Rick suggested that the word find was redundant and as this was discussed the group concurred to remove the word find.

❖ Vision Statement comments from the link and group were as follows:

Comment wanted to emphasize that we work together with other libraries and the library community so Scott's interpretation of the library working together on certain initiatives could be emphasized with the words " joining with others" instead of only stating FLITE continually responds to global changes.

The group concurred.

Also discussed within the line mentioned above was the meaning of Ferris and communities and after discussion it was agreed to change communities to "and the people we serve".

Oxford comma & semi-colon punctuation were also discussed and agreed that Scott would make an executive decision regarding the punctuation.

Scott Garrison made a motion to support and release the draft of the Core Values/Mission & Values Statement.

The FLAC Council voted unanimously in favor of supporting and releasing the Core Values/Mission & Values Statement on May 29, 2013.

Web Site Development
Rick discussed the web site development update. He handed out a draft version of the proposal detailing the step process of the development.

Rick noted the following below:

He noted that he would try to incorporate suggestions where they made sense but mainly wanted to come up with a way to use what we are doing already and jumpstart the process of the web site development.

The first step involves the formation of two small teams, a tech team and usability team; the other steps of the plan include goals, process, communication and other to include incentives for usability studies.

Rick noted that the plans are to integrate discovery tool into the website anywhere that it would be appropriate. They would implement functionality improvements using a TQM model based on results of usability tests, make modest updates, keep it speedy and provide consistent navigation whenever possible.

There will be a focus on the usability and that will be demonstrated with a focus test group. They will then acquire the feedback and process the results.

This idea is new and unique and it will need to be tested. Rick would like to get the approval to go forward, get it going, work with it and look at it next April to evaluate how well the process worked or do we need to do something else.

The process would involve the proposal to be discussed at FLAC and then presented at the librarians meeting. Once approval is gained from the librarians meeting, a communication process would be established between the two small teams. The teams will start first with the Discovery service rollout

Rick noted that there would be a weekly report to the library via blog so each person will know the "when and why" of the evolutionary changes. For internal purposes there will be a weekly report on blog to include three things: what is coming up, what are we working on right now and what do we have done. A reminder email will go out to all FLITE staff (and designated others) with each fresh blog post.

The tech team will be Rick, Emily, and Melinda and the usability team will be anybody who is interested in participating.

Rick emphasized communication is a priority and very important as well as keeping it tied to the technology plan.

He also suggested an incentive plan for participation with the testing and noted this was previously approved by Scott.

Melinda noted that library staff could participate willingly but incentives will be needed for student / faculty participation.

Scott concurred and noted that FLITE will offer incentives for student participation.

Questions asked by Scott and the responses were as follows:
>How will users offer requests for content ideas on the web page?
>>*Rick noted that the content submission was the least controversial in the past and that content is not ever limited. Everyone's content will remain and they can continue to put in content; the only editing will be done for grammar.

>>*Melinda thought that the submittals should not be a rigid format because it might limit participation.

*Scott noted that concern if someone might be offended when their submission is edited but Rick and Melinda do not feel it will be an issue.

*Rick noted that the user could be notified if there were any changes.

How will we evaluate the effectiveness of the "two small teams" approach?
*Melinda suggested a survey.

*Rick mentioned we should add a phrase to the proposal stating the team approach will be evaluated according to the goals.

How could people give input to the goals and process with communication?
*Rick suggested that the contingent and the usability team could meet with the tech team to discuss what has been learned and what functions we would like to move forward.
*Melinda noted that communication could be addressed at those meetings.

Who is the authoritative person who supervises the two teams?
*Melinda noted their goal was not to have an in-charge person. This would depend on the request.

*Rick suggested meetings to communicate possible changes or problems.

Who is the go-to-person if there are problems?
*Melinda suggested that all problems should be addressed to FLAC and Rick concurred.

If the usability team allows a vacancy, who is placed on it and who is the person who appoints this new team member and explain how a person can join the team?
Melinda noted that anyone is more than welcome to volunteer and suggested that the authorization will come from FLAC.

Leah suggested that the usability team create a charge.

Scott concurred that the team should draft a charge with explanation of how a person could join the usability team with specific details.

Rick noted that it is a fair request and will pursue that process.

Scott also thanked the group who brought this document to us for their work and agrees it is a step forward. He hopes people will recognize that.

Other Business/Roundtable
Scott noted that he received some constructive criticism and wonders if FLAC should meet more often than once a month. This might be necessary to assist him with the "On deck" initiatives and the re-org in terms of how the department heads and chairs are evolving. He confirmed his thoughts of once a month might not be often enough.

Rick noted that it was a good idea but it might be difficult to work another meeting within his monthly schedule.

David though it was worth it to try.

Randall noted that with all of the new initiatives coming down, it would be beneficial to have more eyeballs looking them over and if FLAC was meeting more often it would be useful for that purpose.

Scott suggested that if we have a meeting twice in the month, we should be incorporating the building partners to attend the FLAC meetings either quarterly or one of the two monthly FLAC meetings; mainly in regards to tornado drills, bomb threats strategies, etc.

Lyle noted the node furniture for 133 has arrived and the old furniture has been moved to 446.

Scott noted that he would prefer some Aeron chairs remain in FLT 133.

Scott noted the café plans are still in progress.

Randall noted that we need to finalize the fees schedule.

On deck for future meetings:
      * moving forward with the new position
      * assessment of last year's reorganization. What has gone well? What needs to
        be revisited? What remains unfinished?
      * managing building partner relationships
      * cafe logistics

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Next Meeting
June 26, 2013, 2:00-3:00 p.m.

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