

Work Team Annual Report Worksheet

Work Team: Advisory & Accountability Committee

Chair: Paul Kammerdiner

Date: March 14, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

Originally charged with providing “a structure and procedure for rotation of membership and effective communication for library committees, work groups, task forces, etc.,” the AAC, in its inaugural year, has also added providing a structure and procedure for work teams to generate and communicate annual reports as well as for the initiation and revision of work team charges to its list of goals.

Several documents have been created and approved to achieve AAC goals: Work Team Charge Worksheet (a carryover from the Work Teams Task Force), Work Team Revision Worksheet, Work Team Revision Process, Work Team Annual Report Worksheet, Work Team Annual Report Timeline. To promote transparency and communication, the AAC is in process of creating and unveiling the AAC Info. Hub, a LibGuide intended to provide membership lists and key documents for every library work team. The AAC has also updated the Work Teams Inventory to highlight not only the overall scope of internal library work teams but also library engagement across campus.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

All activities undertaken by the AAC, as described in the Brief Narrative section, are in support of Initiative 5 of the library’s strategic plan: “All library positions and work teams are refined and developed, to deliver collaboration, responsiveness and innovation.” The AAC’s main focus this year is to create a framework in which a work team annual report process and work team membership rotation can occur.

Assessment

Please relate how the work team has assessed its activities.

As the AAC is in its first year and is still rolling out its initiatives, assessment will more properly occur during the early part of the next academic year when the AAC can reflect upon and solicit input from the library as a whole as to how well the initial cycle of annual reports and membership rotation was achieved.

Work Team Annual Report Worksheet

Work Team: FLITE Assessment Committee

Chair: Stacy Anderson

Date: April 27, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The FLITE Assessment Committee has met regularly throughout the year. We have spent a significant amount of time developing a plan and an instrument to assess the strategic plan, one of our goals. This plan involves using a heavily modified balance scorecard and is presented in a libguide (<http://ferris.libguides.com/strategicplanassessment>) where the measures, action steps, targets, questions to consider, a color “grade”, and other information can be collected and made available. We have attempted to add content to the guide and assess the initiatives simultaneously this time around; this follows a prescribed rotating calendar. This has taken longer than we may have anticipated, but we feel that the next iteration of the strategic plan assessment will flow more smoothly and be more effective.

Another activity that has come out of one of the goals is the Assessment Committee’s work on developing FLITE’s Quality Initiative projects that are part of Ferris’ overall quality initiative submission to HLC. These projects revolve around the concept of the Center for Academic Literacies and the areas of Learning, Completion, and Climate.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

- Building on meetings with Ferris faculty and staff with experience with the Balanced Scorecard as well as conversations with librarians at McMasters University who have implemented a modified Balanced Scorecard to assess their strategic plan, led us to develop a modified approach to assessing the strategic plan (<http://ferris.libguides.com/strategicplanassessment>) (Initiatives 1.1, 1.2, 1.4, 1.5)
- Began assessing the Strategic Plan initiatives and enter data and other information into the libguide (Initiative 1.1, 1.4)
- Developed the Quality Initiative plans for the HLC Quality Initiative; presented on the initial plan and the first report to the Academic Affairs Assessment Committee (AAAC). (Initiative 1.3)

Assessment

Please relate how the work team has assessed its activities.

Assessment is built into the Quality Initiative projects in the form of periodical reporting to the Ferris Academic Affairs Committee until the projects are completed in 2019-2020. The FLITE Assessment

Committee will discuss the advantages and disadvantages of the modified balanced scorecard approach and libguide before the development of the next strategic plan.

Work Team Annual Report Worksheet

Work Team Building Emergencies Coordinators

Chair Lyle E. Mourer Jr.,

Date 4/24/2017

Brief Narrative

The Building Emergencies Coordinators group has been in place since 2001. Appointment has been by the Dean of FLITE, usually lasting for time of employment at FLITE, this year in late October Dean Garrison appointed Dorothy Hart to the group replacing Josie VanAvery. Dean Garrison as sponsor of the group did a “walk- through” of FLITE to review safety and security issues in case of an active shooter or other similar emergencies with Bruce Borkovich the Director of Public Safety. In December, we had a potential bomb in FLITE. The building was evacuated and staff assisted in getting us back in operation after the OK to return to FLITE. Public Safety complemented the FLITE Staff in the way we dealt with the situation. Campus wide meetings of all of the Building Emergencies Coordinators did not take place this year. The two goals that we did work on were 1. To encourage building partners to be active participants in the safety and Emergency preparedness activities in FLITE discussed that at meeting mentioned below. 2. We have touched on training in fire and tornado safety methods.

List of Activities, Projects; Relevance to Strategic Plan

- Scott met with Library staff to go over his discussions with B. Bokovitch,
- BEC's with assistance of Physical Plant conducted a fire drill.
- Scott met with BEC's as follow-up to the December Bomb incident,
- Scott and the BEC's met with building partners to discuss general emergency preparedness in FLITE as well as the bomb incident and the steps to follow in an active shooter situation.
- Lyle has sent follow-up e-mails out to FLITE Staff, encouraging staff to read .Mike McKay's emails regarding emergency procedures.
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- Lyle did a PA announcement on Tornado awareness day indicating what would take place in an actual tornado.
- Lingfei and Lyle have worked with student employees regarding emergency procedures.

The activities of the BEC's fall under Initiative 3: “Library policies, procedures, signage and communication are user-focused”.

Assessment

No attempts have been made to assess the reaching of our goals as we have not had any meetings outside of the ones Dean Garrison has called.

Work Team Annual Report Worksheet

Work Team

FLITE Diversity Committee

Chair

Mari Kermit-Canfield

Date

4/27/17

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The Diversity Committee was reinstated by Dean Scott Garrison in the 2016-17 fiscal year and has not yet completed its first year as an active committee. The group has experienced growing pains in terms of determining and maintaining reliable membership (particularly student members) and in determining committee goals with related projects. In many ways it would seem that the main goal of the committee this past year has been to decide upon such goals from a wide range of possibilities.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

- Identify committee membership – **5.5**
- Identify related stakeholders throughout the university population – **5.5**
 - o OMSS
 - o Diversity and Inclusion Office
 - o Student Government
 - o Transgender student group
 - o MoSO
 - o Office of International Education
 - o Disability Services
 - o D-SAGA
- Discuss and identify potential committee projects – **5.5**
 - o Diversity research guides update
 - o Meditation, prayer, and reflection space installation – **2.5**
 - o “Safe Space” for minority student populations without their own dedicated space on university property (aka transgender, LGBTQ, students with abuse disorders, etc)
 - o Targeted diversity-based materials collections

- Advisory group formed and meeting held to determine appropriate location and materials needed to install a Meditation, prayer, and reflection space. Installation of an early low-impact version of the space should be possible in Summer 2017. – **5.5**

Assessment

Please relate how the work team has assessed its activities.

As the committee has not yet been in existence for a full year, nor has it completed any major projects no assessment has been completed at this time.

Work Team Annual Report Worksheet

Work Team FLITE Space Utilization and Furnishings Team

Chair David Scott

Date April 1, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The purpose of the FLITE Space Utilization & Furnishings Committee is to study student behavior of the library's public, physical spaces, identify areas that are in need of refreshing, and make suggestions on furniture replacements to improve student productivity and learning.

In the Fall of 2016, new furniture arrived on the second floor. This included a raised floor, which added additional power, new study rooms, and an assortment of functional and colorful furniture that was selected after student input. This new arrangement of items on the 2nd floor replaced an area that housed periodical stacks, and after they were removed, empty space.

Additionally, the committee developed the Library Zones and implemented that in the fall as well. This concept identified areas of the library and classified them into one of three zones. The zones attempt to quantify acceptable levels of noise based on the study needs of the area and the design of the space.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

Initiative 1 – Library collections and services are in strong demand, are based on data and best practices, and demonstrate value to current users (1.1, 1.2, 1.3, 1.5)

1.1 – Determine what we are currently doing well and how to expand/enhance that
--Survey users on new furniture and interpret results.

1.2 –Inventory data we do and do not yet have and find ways to gather, store and interpret data we do not have.

--This is our number one goal for the upcoming year.

1.5 – Report data/results to university community as part of telling the library's story

--Once we have more concrete data, inform university stakeholders of our successes

Initiative 2 – The library is an affirmative, attractive, responsive, safe “21st century” environment for users (2.2, 2.4)

2.2 - 2.2 Replace furniture, carpet, layouts, etc. to enhance the library's attractiveness

(maps to measures 2, 4, 5).
-- Furniture added to 2nd floor area.

Initiative 3 - Library policies, procedures, signage, and communication are user-focused (3.1, 3.2)

3.1 - Collect, review and update all policies and procedures ensuring they put users first and help users "get to yes" *(maps to measures 1, 2, 3, 4)*

--Continue to work with RIS department and others to ensure consistent image/wording our all our signs

3.2 - Replace "punitive" signage with "affirmative" signage *(maps to measure 4*

--see Above

Assessment

Please relate how the work team has assessed its activities.

To date, there has not been any formal assessment of the new furniture on 2nd floor. During this year, the committee restructured with new members and we have begun talks in beginning our assessment in the Spring/Summer of 2017. Additionally, the committee plans to touch base with the Dean to see if there are any future potential budget allocations for an area, and then studies on the use of that area can begin to repeat the process we used to furnish the 2nd floor. We also hope to have some input on current renovations for the prayer/meditation space.

Work Team Annual Report Worksheet

Work Team: FLITE Internal Event Planning Committee

Chair: Josie VanAvery

Date: March 17, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The Event Planning Committee is charged with the purpose of promoting comradery between FLITE faculty/staff, student employees, and building partners and celebration of special events. The membership is open to volunteers. This membership is renewable each fiscal year and newcomers are welcome effective July 1 of each fiscal year.

Members on the 2017 team are as follows and are renewable if desired:

1. Josie VanAvery
2. Laura Wernette
3. Kristy Motz
4. Carrie Donovan
5. Carrie Buss
6. David Scott

For planning purposes, the six-member team attended four one-hour meetings during 2016 and one in 2017. This allowed the team to work together and assign responsibilities to appropriate members needed for the event activity. With a variety of ideas and suggestions, six events successfully came together within the fiscal year, one event is in progress and two potentially will finish out the fiscal year.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

Since the formation of this Event Planning Committee in August 2016, the workgroup has assisted with the planning and preparation of eight events. Those events include:

1. FLITE Annual Picnic – building wide/emeriti/VP office
2. The United Way Chili Cook-off – building wide event
3. Furniture open house – campus wide event
4. Retirement reception for Helen Sobers – building wide event
5. Welcome brunch for Heather Symon Bassett – building wide event
6. Holiday potluck – building wide event
7. Memorial Tribute to Dr. Atwell – campus wide event
8. Student employee appreciation luncheon – building wide event

Assessment

Please relate how the work team has assessed its activities.

Six events included invitations to FLITE personnel including building partners and two events were campus wide. The Dean's office financially sponsored four events while three events were faculty/staff funded and the picnic was a combination of the Dean's office & staff. Four events are annual and four were FY17 one-time events. The goal of the workgroup is to plan and prepare for events as needed. All events planned are with the intent of good will and promoting comradery.

General Protocol / Punch list in planning the events:

- Identify the need
- Acquire approval
- Decide date/time/venue/theme if applicable
- Identify the invitees – send invites
- Define the budget
- Choose the suppliers (i.e. food & décor)
- Decide set-up / clean-up crew
- Identify what worked and what did not

General assessment: The team has worked well together accomplishing the intended goal while trying to keep costs minimal. All members made every effort to be inclusive to the campus when a campus event, all personnel of FLITE, and the FLITE building partners on all events. Considerations for provisions and schedules continue to be a priority as we move forward to the event needs of the library.

We could be more diligent with the last item of the punch list for each event.

Work Team Annual Report Worksheet

Work Team Library Student Scholarship Review Committee

Chair Dejah Rubel

Date 4/24/17

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

We created a flyer and began soliciting for applicants in January. Submissions closed at the end of February. We had a very strong pool of 9 applicants. We awarded two \$500 scholarships. One to Dominique Starling and the other to Kyle Rice.

We attempted to raise funds for an endowment while the Ferris Futures Scholarship Challenge is matching funds in \$1000 increments. We raised \$1000 before winter break from current FLITE faculty and staff. We will also send a letter and brochure to FLITE emeriti faculty.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

This committee does not align with any part of the strategic plan.

- Created J:\Workgroup\Flite\StudentScholarship to store agendas, flyers, etc.
- Created 2017 Library Student Scholarship flyer
- Created Giving to the Library Student Scholarship Brochure Current Faculty
- Created Giving to the Library Student Scholarship Brochure Emeriti Faculty
- Collected recipient thank you letters
- Solicited \$1000 from current FLITE faculty and staff

Assessment

Please relate how the work team has assessed its activities.

Both scholarship recipients have submitted their thank you letters, so I believe we have fulfilled our duties in a timely manner. I am not sure if we need to be formally assessed like other committees because we serve a very specific and limited function.

Work Team Annual Report Worksheet

Work Team Marketing

Chair David Scott

Date 4/1/17

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The Marketing & Messaging committee is a standing committee charged with reviewing current marketing strategies for the library and identifying new opportunities for outreach to students, faculty, and the community in alignment with campus policies and procedures. In addition to planning events and identifying strategies to situate the library more prominently on campus, the Marketing & Messaging Committee will develop best practices for library faculty and staff to follow in order to ensure a consistent message to external audiences. Integration with social media is crucial to the success of the team's efforts.

This past year, the chair developed social media guidelines and began our digital sign efforts with the first digital sign in the Extended Study Area. To date well over 50 signs have been posted promoting not only FLITE events, but campus events as well. He's also tracking social media analytics and will put goals for social media milestones in his annual plan.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

Initiatives 1 and 2:

Final exam week activities. Each semester, the team meets and decides on an array of activities for exam week. Therapy dogs are a staple of these events, but we have had yoga, acupressure, aromatherapy, decorating cupcakes, and a dance party. We have just started some surveys of the events and will continue to work on this as time goes on.

Initiative 3:

National Library week. Each year during the week, we do some events for the students. Our largest is we pop some popcorn, hand out candy, and make READ posters for our students. This gives us a chance to talk about the library in a casual setting.

Initiative 5:

The committee is always asking all staff to promote the library in their daily work. Something to build on would be the creation of that consistent message that is very important.

Money smart week is another large event that ties in with the President's goal of financial literacy. We hosted 4 events ranging from investments, car buying, and budgeting all done to increase financial literacy of our students and tying into the President's vision. This past year, we refocused our efforts in this area by spreading the events out throughout the semester and rebranding the events as "Money Talks". We found that having the events in one week close to finals as Money Smart Week was a difficult draw.

Assessment

Please relate how the work team has assessed its activities.

Social Media analytics are analyzed and goals are set.

We will develop more surveys and user connections at our events. We received many favorable comments during Money Smart Week, which led us to spread the talks out for subsequent semesters.

We need to develop a way to measure the effectiveness of the digital signage.

Work Team Annual Report Worksheet

Work Team: PILOT Committee

Chair: Stacy Anderson

Date: April 27, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The PILOT Committee has not met regularly throughout the 2016-17 academic year, and may have only met once or twice in Summer 2016. This is not terribly unusual for this committee because most of the work is done in the summer. However, individual members of the committee have worked on various goals of the committee including the goal to maintain and troubleshoot PILOT, assessing and revising content to keep PILOT up-to-date (including the new citation module) and assessing usage data. We have had very preliminary conversations on moving PILOT to a new platform; these were prompted by the retirement of Rick Bearden, the librarian who knew the most about the technical aspects of PILOT. We've begun looking at LibWizard as a replacement but it didn't seem optimal; however, their newest release of LibWizard will need to be looked at more in-depth as a possible option.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

- Re-examined the pre/post test questions (1.1 Determine what we are currently doing well and how to expand/enhance that)
- Re-examined the learning objectives for PILOT (1.1 Determine what we are currently doing well and how to expand/enhance that)
- Data analysis of the pre/post tests each semester (1.1 Determine what we are currently doing well and how to expand/enhance that)
- Enter data results into TracDat (1.5 Report data/results to the university community to tell the library's story)
- Worked on re-creating PILOT content in LibWizard to see how it might work (2.4 Refresh online system user interfaces in ways that meet user needs and are consistent with common university standards for an enhanced user experience)

Assessment

Please relate how the work team has assessed its activities.

The data is analyzed and distributed to faculty, shared with librarians, and uploaded to TracDat. The questions on the pre/post tests and the learning objectives are analyzed as to relevance to the learning outcomes of PILOT. The content is reviewed for accuracy and currency; this typically occurs between May and July.

Work Team Annual Report Worksheet

Work Team RADTech

Chair Dejah Rubel

Date 4/24/17

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

RADTech's first meeting was held in June 2016, so we are nearing one full year of operation. Our two goals are to develop efficient processes for implementing and maintaining access to electronic resources and to promote collaboration and communication about those processes.

We have tried to meet these goals by implementing the electronic troubleshooting ticketing system and by discussing certain issues and processes, such as the content on the SpringShare A-Z list, with a broader audience. Work on the ticketing system has not always gone smoothly, but it has led to other initiatives, such as implementing reporting features available within the SFX menu. We have also attempted to improve communication through the use of all-FLITE emails, internal FAQ posts, and regular presentations on known issues or improvements as they arise.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

RADTech directly supports Initiative 2, Action Step 4 of the FLITE Strategic Plan: Refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user perspective. All work listed below is applicable.

- Obtained a generic flitetechnservices@ferris.edu email
- Migrated website A-Z database list to SpringShare A-Z list
- Corrected lack of SFX / Google holdings extract leading to a massive improvement in Google Scholar and Primo search result accuracy
- Created documentation for adding and updating databases in SpringShare A-Z list
- Implemented electronic troubleshooting ticketing system
- Switched to simplified SFX menu, added broken link and problem reporting features, corrected inconsistent display of ILL link, and implemented changes suggested by Usability Team based on their testing

- Investigated best practices for SpringShare A-Z lists with a focus on icons in collaboration with the SpringShare and Usability Teams
- Initiated possible purchase of LibGuides pipe for Primo
- Customized new Primo user interface

Assessment

Please relate how the work team has assessed its activities.

We were planning on assessing our activities in June and issuing an annual report at that time. This report would include information from the electronic troubleshooting ticketing system as well as the SFX broken link and report a problem reports in addition to listing our accomplishments.

Work Team Annual Report Worksheet

Work Team: Scholarly Communications Interest Group

Chair: Carrie Donovan

Date: March 2017

Brief Narrative:

This group started in Fall 2015 as an informal gathering of FLITE faculty and staff interested in issues related to open access, copyright, digital scholarship, and alt-metrics. The group shares information on relevant topics via email and during meetings that are held as-needed. This information-sharing has focused on resources, strategies, readings, and professional development related to Scholarly Communications. In addition to advancing our own understanding of these topics, members of the interest group also discuss the potential relevance or impact of such innovations for research and scholarship at Ferris. Members of the group share inquiries received from campus colleagues regarding various topics, including digital object identifiers, institutional repositories, and research social media. Through these opportunities, we develop our awareness of how scholarly communications are influencing the work of faculty, staff, and students locally.

List of Activities, Projects; Relevance to Strategic Plan:

While the group's interests and activities are not specifically related to the library's strategic plan, the following are some examples of our collaborative efforts:

- Following a request from a Ferris staff member regarding the availability of DOIs for FSU Checksheets, the group met to discuss the question and pooled their collective wisdom in order to provide an informed answer.
- A faculty member at Ferris who is an ambassador for the Center for Open Science was interested in learning about FIR and the possibility for using it to generate permanent URLs, which provided a good point of discussion and learning for the interest group.
- At the recommendation of one of its members, the group hosted the day-long NISO webinar on *Institutional Repositories: Ensuring Your IR Is Populated, Useful and Thriving* in February (2017) and invited all FLITE employees.
- One member of the group attended the 2016 *Michiana Scholarly Communication Librarianship Conference* and shared some of the highlights learned at the event about digital scholarship, institutional repositories, social media metrics, copyright, and fair use.
- One meeting of the interest group focused on an article reading and discussion: *Meaningful metrics: a 21st century librarian's guide to bibliometrics, altmetrics, and research impact*.
- The group has explored various tools together, including ResearchGate, ORCID, and Google Scholar citations.

Assessment:

The interest group has not made an effort toward assessing its activities to date. If other webinars are hosted for FLITE or if the group pursues any campus-wide event associated with Open Access week, for example, we could track attendance and inquire about participants' feedback in order to improve.

Work Team Annual Report Worksheet

Work Team : Springshare Investigative Committee

Chair: Gary Maixner

Date: April 17, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The major change in this committee has been it's operating behavior. When originally instituted, the Springshare Investigative Committee met like other committees and generated work in many of the same ways that other committees in FLITE do. In the last month the committee has made a dramatic shift, holding weekly meetings with stakeholders, as a way of providing education to those stakeholders and to collect tasks for the committee to perform.

This will help the committee meet several of it's goals by meeting more regularly with those outside of the committee and giving stakeholders an opportunity to learn and offer input.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

This last year the committee has worked on integrating more Springshare more deeply into the architecture of the website in the form of the AZ Database List feature that is included in LibGuides. This has made up the bulk of the committee's work, along with work done by both RADTech and the Usability Committee. This fits in with Initiative 1 and 2 of the Strategic plan, particularly sections 1.1 and 2.4.

As mentioned above the committee has been working on changing the way it operates to better support the strategic plan. We expect to do more projects in the coming year.

Assessment

Please relate how the work team has assessed its activities.

The team had decided that the methods that it was operating under prior to March 2017, were not as efficient or useful as originally hoped. As such they undertook a process of evaluation and evolution to change the meeting structure of the committee and increase the exposure committee members have with key stakeholders.

For next year the committee plans to look at the number of attendees at our open meetings, the number of questions we answer for stakeholders, and the number of projects that the committee successfully actualizes as three of the primary ways we will assess our work.

Work Team Annual Report Worksheet

Work Team: FLITE Website Usability Committee

Chair: Kristy Motz

Date: April 21, 2017

Brief Narrative

In 1-2 paragraphs, please elaborate upon how the progress the work team has made in order to meet its goals over the past academic year.

The committee has held four usability tests during this academic year to receive student input on database identification, database icons, the sfx link resolver, and the chat button. Since we strive to continuously improve the FLITE website, this user-solicited information gives us data to improve the FLITE website interface.

Based on the approval of the Librarians in April 2016 and the beginning work of the Advisory and Accountability Committee, we consider that we will have completed our one-year term on the committee in August 2017. Our charge requires that we review the charge every three years, so it will need reviewing in 2019.

List of Activities, Projects; Relevance to Strategic Plan

Please include all major and minor activities and projects undertaken during the past academic year. For each, list the specific area of the strategic plan in which the activity or project has helped fulfill.

Web Usability Testing – MeL and MeLCat	7/28	Initiative 1.1 Determine what we are currently doing well and expand/enhance that
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Website Usability Testing on db icons in FLITE lobby	11/21	Initiative 2.4 – refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience.
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Web Usability Testing on sfx and Google Scholar	2/27	Initiative 2.4 – refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience.
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Web Usability Testing on the homepage chat button	4/19	Initiative 2.4 – refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience.
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Continuous work with Springshare database icons	Ongoing	Initiative 3.4 Implement new ways to tell the library’s story and share news/Initiative 3: communication is user-focused
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Assessment

Please relate how the work team has assessed its activities.

After each test, the committee summarized the results and then made recommendations to the appropriate department to make changes.

Following the July testing on MeL and MeLCat, the committee decided to ask students to help us design database icons.

After the November testing for student-recognition of icons and student-designed icons, the team chose to look at more Springshare library icons.

- The Springshare A-Z database list became our default for access to the databases instead of the custom-designed page we had before.
- Gary began searches of the many Springshare databases, their database icons, and what potential this could have for us to rethink our A-Z list.

After the February tests, a list of recommendations was made to the Librarian’s meeting based on its findings. Discussion ensued, and CAS implemented the following changes:

- “Free e-journals” became “open e-journals”
- CAS reinstated the Google Scholar search link and moved it up the list of responses.
- “View source in a new window” wording was changed to “Full Screen”.
- On the “Report A Problem” response form, the wording was edited concisely.

After the April tests, a list of recommendations will be taken to the April 2017 Librarian's meeting for discussion and implementation.

- Display the red/closed chat button on the home page whenever the OID is closed, eliminating the need for click-through to Hours page. (Committee will see whether Hours information can be added to chat widget.)
- Change text on "Get Help" page to *By Chat*, not *By Chat Reference*
- Discuss whether or not to move chat box to upper left corner
- Continue to label chat button "Live Help"
- Eliminate click through to Hours page and go directly to the chat box