

Work Team Annual Report Worksheet

Work Team: FLITE Advisory & Accountability Committee (AAC)

Chair: Co-Chairs-Heather Symon Bassett & Stacy Anderson

Date: 4/26/18

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 chief interests of the Advisory and Accountability Committee are two-fold, the first being to, “provide a structure and procedure for rotation of membership...” To that end, in August 2017, emails were sent to FLITE faculty and staff outlining a membership “freeze” due to the newness of work group structures and processes. Most groups opted to “freeze” membership and there were no membership transitions that August, with exception to groups having open membership slots and those groups more loosely structured with open, voluntary membership. Also pertaining to membership, the AAC established a process for resigning from a group.

The second chief interest of the AAC is to provide a mechanism for “...effective communication for FLITE committees, work groups, task forces etc.” The main avenue by which the AAC was able to provide a structure and procedure for effective communication was the unveiling of the AAC InfoHub LibGuide. The InfoHub contains membership information, charge statements, annual reports and in the interest of promoting work team activity transparency, meeting agendas, minutes, etc. It is the responsibility of group leaders to update the InfoHub page for their respective groups, as well as the J Drive, which continues to serve as the primary archive for FLITE-related documents. The intent of the InfoHub is to provide a platform for outward-facing documents relevant to a group and also, for committee information not readily available on the J Drive (current chair, membership, membership terms, etc.). Other manners by which the AAC has facilitated group communications have included emails to group leaders and/or arranging forums for dialog as pertinent by topic, conducting AAC meetings to address regular AAC business and review charge worksheets submitted by group leaders, and reporting activities at All College meetings.

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.

Actions and projects undertaken by the AAC all fall under the scope of Initiative 5 of FLITE’s 2015-2018 Strategic Plan, “All library positions and work teams are refined and developed, to deliver collaboration, responsiveness, and innovation.”

Specific Activities and projects have included the following:

- Approval of Marketing Committee Work Team Revision Worksheet requesting a restructure to an Interest Group, (with indication of approval, the AAC posed a question regarding the feasibility of goal facilitation (per Charge) as an Interest group)

- Circulation of Web Architecture Task Force Work Team Charge Worksheet to AAC members for consideration of a new group [Approved at 3/7/18 AAC Meeting]
- Unveiling of, and provision of information and instruction pertaining to, the AAC InfoHub for all FLITE stakeholders
- Facilitation of 2017 annual reporting process including group leader instruction for submissions of Annual Reports, oral reporting guidelines for May 2017 All College meeting, AAC report submission review and completion of a document summarizing all group progress for the year
- The AAC offered its own Annual Report of activities dated 3/14/17
- Facilitation of membership rotation including accommodation of first-year membership “freeze” for most groups and guidance for filling vacant memberships on the Advisory & Accountability and SpringShare Investigative Committees
- Presentation of AAC information and updates at 8/22/17 All College meeting pertaining to All College agenda item, “Work team kickoff for new academic year.”
- Approval and posting of a “Process for Resigning from a Work Team” document

One challenge noted during the report period was the difficulty in arranging meetings which accommodated all group member schedules.

Assessment

Please relate how the work team has assessed its activities.

Completion of a first Annual Report cycle is indicative of sufficient processes and instruction being established by the AAC to facilitate the process. AAC interests, including reporting of Annual Reports, have been represented on several All College agendas in 2017, allowing for feedback from all FLITE faculty and staff. Additional assessment may occur after the membership rotation in early fall through self-reflection, considering any formal or informal feedback received throughout the 2017 Academic Year. Varying levels of participation on the InfoHub (as indicated through posted agendas, minutes, updated charges etc.) might suggest that the AAC should consider how to encourage greater participation for the 2018 Academic Year.

At the time of this report, it appears that major work for the 2018 Academic Year could be effecting processes and frameworks already established in recent history by the AAC, refining them as necessary. Since there was a membership “freeze” in 2017, the AAC will need to facilitate a first official membership rotation of groups under the AAC purview.

Work Team Annual Report Worksheet

Work Team: FLITE Assessment Committee

Chair: Stacy Anderson

Date: April 30, 2018

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 discussing FLITE's Quality Initiative projects that are part of Ferris' overall quality initiative submissions to HLC. These projects revolve around the concept of the Center for Academic Literacies and the areas of Learning Completion, and Climate.

We did spend some time working on assessment of the strategic plan though we were not good about keeping to the calendar outlined in the strategic plan scorecard. All of the relevant information from the FLITE committees and task forces' Annual Reports, presented at the All Staff Quarterly Meeting in May 2017, were added to the scorecard. (<http://ferris.libguides.com/strategicplanassessment>)

Though the FLITE Strategic Plan is due to end in June 2018, the Assessment Committee discussed that we should extend it for one more year while the University writes its new strategic plan. The goal will be to closely align with that overarching strategic 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.

- Discussed how assessment activities should be promoted and reported on the new Library website (Initiative 1.3, 1.5)
- Continued adding to and assessing the Strategic Plan initiatives and entered data and other information into the libguide (Initiative 1.1, 1.4)
- Continued working on the Quality Initiative actions for the HLC Quality Initiative; presented on the second report to the campus-wide meetings hosted by 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 continued discussing the advantages and disadvantages of the modified balanced scorecard approach and libguide in anticipation of the development of the next strategic plan.

Version 1; Approved by the AAC March 9, 2017

Work Team Annual Report Worksheet

Work Team Building Emergency Coordinators

Chair Lyle E. Mourer Jr.

Date 04/30/18

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.

Building Emergency Coordinators Team was not vary active this year. No Campus wide meeting was held and the Team only met once.

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.

1. The Team met once viewing an updated FLITE emergency phone list to determine who would call individual FLITE staff in the case of changes in FLITE's hours etc primarily due to weather.
2. Past member Josie VanAvery assisted Lyle in getting the First Aid Kits updated by the Health Center
3. Emergency preparedness training is ongoing with student employees in the Public Services area.,
4. Lyle Assisted the OMSS Office with FLITE Emergency Maps after they had Director of Public Safety Bruce Borkovich in to discuss the Active Shooter Video
5. Leah Monger approached Lyle indicating the need for a Library Bed Bug Policy. Mike McKay was contacted as to what happens else ware on campus. Procedures from ALA were found, MelCat Books ordered and other general research took place plans were to form a team composed of the Bec's and staff rom CAS that did not happen.

Activities of the BEC's fall under imitative 3"Library policies, procedures, signage and communication are user focused"

Assessment

Please relate how the work team has assessed its activities.

Version 1; Approved by the AAC March 9, 2017

No attempts were made to access the reaching of goals.

Work Team Annual Report Worksheet

Work Team

FLITE Diversity and Inclusion Committee

Chair

Mari Kermit-Canfield

Date

4/12/18

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 Diversity and Inclusion Committee met on several occasions over the past academic year. The committee had several difficulties listed below:

- 1) Finding and retaining members. This includes both student members who have complex schedules and FLITE employees who had varying perceptions of their roles, input, and effort on this committee.
- 2) Difficulty in agreement between committee members on a chosen focus for the committee's efforts.

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.

The FLITE Diversity and Inclusion committee had one major success this past year which was the receipt of a Diversity Mini-Grant from the Ferris Diversity Office. The grant was a collaborative effort between FLITE Assessment Librarian Stacy Anderson, the FLITE Outreach Librarian David Scott, and members of the FLITE Diversity and Inclusion Committee. With funds from the mini grant an interactive art piece called Project I-Dentify was built and installed in FLITE's Information Commons. As members of the Ferris community interacted with the artwork the piece grew to represent our diverse yet overlapping population. The piece has been very well received and well publicized throughout the university.

Assessment

Please relate how the work team has assessed its activities.

Unfortunately I do not think that this year has been a particularly successful one for the FLITE Diversity and Inclusion Committee. While the committee's focus is on diversity the committee's charge requires specifically diverse members for the committee and it is difficult to recruit these members and then find reasonable times for meetings. Additionally members seem drawn to this committee with the perception that the committee may be used as a resource to choose and effect issues of personal interest at the university. I would suggest an addendum to the committee charge that this committee's work be tied directly to the diversity concepts listed in the Ferris Mission and Vision Statements or to the Strategic Goals of the Ferris Diversity Office.

However Project I-Dentify was tied to the goals of the Ferris Diversity Office and it was a very successful project. I would like to see other efforts like this from the FLITE Diversity and Inclusion Committee in the future. Project I-Dentify has both a formal survey being run by FLITE's Assessment Librarian (yet to be processed as the project has just been completed) and data from the project itself will be matched with datapoints from the Ferris Fact Book and other available demographic data.

Work Team Annual Report Worksheet

Work Team: FLITE Internal Event Planning Committee

Chair: Josie VanAvery

Date: May 1, 2018

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 2018 team are as follows and are renewable if desired:

1. Josie VanAvery
2. Kelly McNeill
3. Kristy Motz
4. Tammy Finch
5. Carrie Buss
6. David Scott

List of Activities, Projects; Relevance to Strategic Plan

In accordance to FLITE's Strategic Plan, the list of activities is to promote a culture that will be respectful and inclusive to all who attend.

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.

1. Fall Meet & Greet – student employees /FLT faculty & staff introductions
2. FLT Prayer & Meditation Space – introduction to campus
3. FY18 United Way Chili Cook-off
4. FLT Fall Pot Luck to include Emeriti
5. FLT FY18 Student Appreciation Luncheon

Assessment

Please relate how the work team has assessed its activities.

Event #1 – The meet & greet was held within the 140 open area and that was considered positive because it was close to where most students were at work and less formal making it inviting & relaxing. The pizza and salad was well received along with employee donated desserts.

After assessment the recommendations are as follows:

- a. No recommendations but location may need to be re-evaluated pending new building partner location.
- b. Thumbs up for this event.

Event #2 – The prayer & meditation space intro was on the 3rd floor. This was a one-time event, no suggestions needed for next year.

Event #3 – The United Way chili cook-off and fundraiser by far is the big event for FLITE. It is a great avenue to stimulate comradery among all of our building partners and our Ferris community. The event was well attended and the funds raised through donations for chili testing and baskets totaled \$468.15.

After assessment the recommendations are as follows:

- a. Silent Auction baskets: Make them a lesser value and use a sign-in by number with bid rather than a secret bid.
- b. Now that we obtained approval to receive donations from the community businesses, solicit donations for the baskets on behalf of United Way and FLITE.
- c. Continue to involve FLITE /building partner employees for contributions as well.
- d. Suggestion to invite FLITE Emeriti
- e. Thumbs-up for this one.

Event #4 – The fall pot luck had a fair attendance but no Emeriti even though letter invites were sent. Menu was well received.

After assessment the recommendations are as follows:

- a. The pot luck event is very close in schedule to the United Way event and the holidays of Thanksgiving and Christmas. Suggest to discontinue the fall pot luck and host a summer pot luck to be held in 442/446 and 438 if needed. Open the balcony. Tents cost a few hundred dollars plus the cost of the grill to host outside and weather is unpredictable.
- b. Thumbs-down for this one due to timing of the United Way drive.
- c. Indoor picnic - the Dean's office could continue to host the main entrees and all who attend may bring a dish to pass. This will still promote comradery.
- d. Emeriti would also be invited.
- e. Suggesting a June or July date.

Event #5 – The student employee appreciation luncheon was well received, well attended and a great avenue to show the students they are important and appreciated. The event appears to be a great tool to initiate comradery within the building partners when involving them with prize contributions and the pot luck.

After assessment the recommendations are as follows:

- a. Taco Bar was well received-keep the same arrangements
- b. Prizes- well received – continue to involve the partners along with the Dean's office on those.
- c. Timeline for luncheon – continue the 12:00 pm – 1:30 pm timeframe.
- d. Great tool for comradery through all personnel including students.

- e. Suggestion to add treat /social time during the Student Employee Appreciation Week as well as the luncheon.
- f. Thumbs-up for this one.

Work Team Annual Report Worksheet

Work Team **Library Student Scholarship Review Committee**

Chair **Dejah Rubel**

Date **4/24/18**

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 began soliciting for applicants in January and submissions closed at the end of February. We had a small pool of 4 applicants. We awarded two \$500 scholarships. One to Courtney Bieszczad and the other to Megan Kleitch.

Due to some changes in membership, we did not attempt any fundraising activities this year. We have discussed meeting with Kristine Workman over the summer to clarify what the unmet need and FAFSA status really indicate on the scholarship application. We would also like to recommend that next year's committee create new essay questions for the application.

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.

The Library Student Scholarship Review Committee supports the following Initiatives and Measures of the FLITE Strategic Plan:

- Initiative 1, Measure 4: Students, faculty and staff are able to articulate the value of the library in terms of what they do, and in terms of the university overall
- Initiative 1, Measure 5: Results we report to the university garner greater fiscal support to the library (e.g. for collections)
- Initiative 2, Measure 2: Students cite the library as one reason they came to Ferris and/or were successful here
- Initiative 2, Measure 5: Students report feeling greater ownership of and pride in their library
- Initiative 4, Measure 5: Users report being better informed on what's happening at the library

We supported these initiatives with the following activities:

- **Posted the 2017 Library Student Scholarship flyer with updated dates**
- **Evaluated applicants**
- **Collected recipient thank you letters**

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.

Interest Group Annual Report Worksheet

Interest Group Marketing

Chair David Scott

Date May 29, 2018

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.

This year the work team was changed to an interest group as the marketing efforts became the work plan for one librarian, and the committee met as needed to plan events, thus not needing the structure of a formal work team. Most of the efforts of the Group focus on Initiatives 3.2, 3.3 and 3.4.

To date 40 digital signs were created and posted on a variety of events. Many of our signs were shared on campus and we posted other signs from campus areas as well. Initiative 3.3

Our social media reach increased in each platform. Facebook had over 1210 likes and twitter is up to 250 followers. Both platforms changed their analytics during the time frame so comparisons are difficult to measure. A goal for next year to figure out their methods. Initiative 3.4

All library signage is consistent with images, text, font and color and is more positive in nature. Initiative 3.4

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.

Final exam week activities.

FALL 2017:

Therapy dogs at BRCL: 80 attendees. Up 20 from previous year.

Cupcake: 80 Down about 10 Discontinued for now

Massages: 60 This was a popular event, we will consider having this again

Spring 2018

National Library Week: over 200 bags of popcorn distributed

Version 1; Approved by the AAC March 9, 2017

Project I-Dentify. Very popular with students. Assessment librarian has evaluation forms. Completed in 2 weeks, we estimated 4.

Therapy dogs on the quad. Well over 200 students. Best attended event for the dogs. We had about 14 dogs as well.

Nap Room: This did not work. We didn't get many items to use for the room and our promotion time was short, Will reconsider for future dates.

Stick Together: For the second year we did a stick together which uses small stickers to create a picture. This year we got a larger one (Starry Night) and it was popular with the students.

Other events:

Money talks

4 events this year.

October 2017: Investing 41 attendees

Feb. 2018 Taxes: 11 attendees

March 2018: Legally \$mart: 10 attendees

April 2018: Car buying strategies: 12 attendees

I will keep records to track attendance going forward.

Assessment

Please relate how the work team has assessed its activities.

Social Media analytics are analyzed and goals are set.

I use the comments on the Money talks events to come up with new ideas. Would like to see attendance grow without the lure of the scholarship!

Would like to see more staff interaction with Facebook as our most popular posts have been about our staff.

Work Team Annual Report Worksheet

Work Team: PILOT Committee

Chair: Stacy Anderson

Date: April 30, 2018

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.

As was the cases in 2016-17, the PILOT Committee has not met regularly during the 2017-18 academic year; indeed we only met once in May 2017 and once in April 2018. 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, and assessing usage data. We had a more robust discussion of what to do with PILOT in the coming 2018-19 academic year prompted by server and accessibility concerns; with the assistance of the Web Services Library, Sela Constan-Wahl, we have developed a preliminary plan. For 2018-19, we will leave PILOT on its current server (EZ Proxy is moving off of that server which should reduce the number of times PILOT “breaks”), ask the Creative Learning Librarian, Mari Kermit-Canfield to move the FSUS PILOT module to LibWizard, and look at the newest release of LibWizard as to appropriateness for PILOT.

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.

- 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)
- Developed a preliminary plan to move PILOT to LibWizard and off of Library servers (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 were analyzed as to relevance to the learning outcomes of PILOT and the content was reviewed for accuracy and currency in May 2017. This work typically occurs in May and/or June.

Work Team Annual Report Worksheet

Work Team RADTech

Chair Dejah Rubel

Date 4/25/18

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.

This year is RADTech's second 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 continue to meet these goals by maintaining the electronic troubleshooting ticketing system and the SFX broken link reporting features. We have also brought larger or more impactful issues, such as the content on the SpringShare A-Z list or the bugs in Primo's new user interface, to a broader audience. After our SFX direct linking post-mortem last year, we decided to use all-FLITE emails and FAQ posts for reference documentation, but not to rely on them when describing major changes, bugs, etc. We were concerned that these presentations and discussions do not feel like they belong in a Librarians' meeting, so the librarians discussed whether we should have separate platform or liaison meetings to discuss changes that only apply to certain databases, etc. and concluded that it might be a better 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.

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.

- Switched to Primo's new user interface and corrected six out of nine major bugs post-launch in addition to implementing changes suggested by the Web Services Usability Team
- Switched to SFX's new journal interface and implemented changes suggested by the Web Services Usability Team
- Worked with the library faculty to create a process for adding Open Access resources to the master A-Z list
- Explored creating new resource types for archival material and finding aids
- Migrated the SFX server to a virtual machine

- Initiated a cgi link replacement project (to be finished Summer 2018)
- Wrote a co-branding policy for vendor platforms and began adding FSU logo, etc. to all vendor platforms that will allow us to do so (unknown completion date)

Assessment

Please relate how the work team has assessed its activities.

We will assess our activities this summer by creating an efficacy survey and soliciting submissions from all FLITE personnel. The survey will include questions on the Electronic Resource Troubleshooting Ticketing System, broken link submissions, significant short-term projects, and communication.

Work Team Annual Report Worksheet

ork Team FLITE Space Utilization and Furnishings

Chair David Scott

Date May 29, 2018

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.

Towards the end of the reporting period, a opportunity presented itself to the committee to look into the possibility of replacing the tables in the 4th floor conference rooms. With the upcoming creation of the Center for Academic Literacies, we put in a plan to add additional furniture to the bid going out for their furniture. We presented our ideas to the Dean and are awaiting a decision on our proposal. We believe this is in union with Initiative 2.2 of FLITE's strategic plan.

The Prayer and Mediation space was dedicated early in the year and an assessment form has been left in the space. We also notified the International Office and the local Islamic Center. To date the surveys (about 10) have been positive on the use of the space. Usage data is difficult to obtain. This fits in with initiative 2.5 of the strategic 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.

A small activity that was undertaken by one member of the team was an evaluation of the space usage in relation to the upcoming move of the Center for Academic Literacies. This helped inform the decision as to which space was chosen for the Center . Initiative 2.1 and 2.2

Assessment

Please relate how the work team has assessed its activities.

If we are able to replace the tables, we will survey the users of the new space to see if the space utilization is improved. This is initiative 2.2

The space usage was used to help inform the decision of the location of the Center for Academic Literacies. Initiative 2.1 and 2.2.

Work Team Annual Report Worksheet

Work Team

Springshare Investigative Committee

Chair

Gary Maixner

Date

April 30, 2018

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.

This year the committee has continued to pursue its goal of educating the various stakeholders of Springshare products within FLITE about their usage and updates. There were several shake-ups that occurred on this committee, including a change in membership and a change in focus. The Web Services Librarian joined the team as a permanent member.

The committee also spent a lot of time reconfiguring their open invitation stakeholder meetings. After several such retoolings (changing the focus, taking down the number of meetings, etc.), it was ultimately decided that the meetings were not serving enough of a purpose to continue on.

With the update to the library website occurring, the committee spent much of the previous semester aiding in that effort. This included creating redesigns of the LibGuides pages and designing training for the librarian's on LibGuides Best Practices.

Going forward, the committee has discussed the possibility of joining the Website Architecture Taskforce in the summer to create a new committee.

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.

The Springshare Investigative Committee currently supports Initiative 2, Action step 4. The activities that the committee has completed to directly tie to this initiative include:

- Worked with the Web Architecture Taskforce to update LibGuides for the website revision
- Worked with the Web Architecture Taskforce to create training for the librarians on best practices using LibGuides.

- Worked with the archives to pilot using LibWizard as a basis for student training
- Began the process of using LibWizard forms as email pages for the librarians
- Continued seeking out new uses for Springshare products
- The team continued their tradition of hosting Springy Camp for FLITE

Assessment

Please relate how the work team has assessed its activities.

The team has recently moved to Trello to keep track of its activities. When hosting regularly scheduled stakeholder meetings the team kept track of the number of attendees and used that data to make the decision to cut that program.

Work Team Annual Report Worksheet

Work Team

Web Architecture Taskforce

Chair

Sela Constan-Wahl

Date

May 1, 2018

Brief Narrative

In August, the Web Architecture Taskforce formed to quickly design, implement, and assess a new library web branch that complies with WCAG 2.0 Level AA, university standards, and federal law (ADA, Section 508 & Section 504 of the Rehabilitation Act). The first task we accomplished was developing the full scope of the project, as well as tasks that would bring all library platforms into compliance with the law. We mapped current web services and pages on all platforms to accurately assess what services we provide via the web and what gaps in service currently exist. We performed contextual inquiry interviews with various members of the library that play vital roles in user-end services and documented other services using Service Journey Maps. We then presented all findings to the library via a summit held in January, collected comments and concerns, and used those findings to design a new web architecture.

We have almost completed construction of the library beta site, which included writing & editing new copy, developing new modules in Omni that support key library services (i.e. a search box, custom buttons, dynamic hours display), restructuring LibGuides, creating metadata in Springshare to provide new dynamic functionality, developing a new style for SpringShare, and editing all assets in Springshare for accessibility. Early May, Springshare and Web Architecture will host training on creating accessible LibGuides for all FLITE employees. The beta site will launch in May, and the live site will launch August 13th, at which point the taskforce will have completed its purpose and disband. We worked in tandem with the Web Services Usability Committee and the Springshare Investigative Committee to accomplish our goals. The initial scope of the project included ensuring accessibility of all web interfaces users interact with, but many of those services (Encore, Classic Catalog, SFX, Primo, Patron Record) will either change or be discontinued with the Alma migration. PILOT, ILLiad, and platforms of paid content providers will need to be addressed through other processes due to time limitations.

List of Activities, Projects; Relevance to Strategic Plan

Below are three goals with associated requirements for success that we have met so far. For a more complete list of activities and projects, please see the document titled *Objectives, Goals, Requirements, Activities* on the AAC Hub's Web Architecture Taskforce page.

Goal	Requirements/Activities	Strategic Plan
Develop current scope of web branch services	Map current website (top nav, side nav, back-end, Primo, SFX, ILLiad, Patron Portal, Classic Catalog, Encore, LibGuides) to document current web services	2.3 Evaluate and replace enterprise and ancillary online systems in line with emerging library community practice and standards (i.e. cloud-hosted, new metadata standards, new workflows), as needed (maps to measures 3, 4)
	Analyze web map to identify current web services and stakeholders	2.3 Evaluate and replace enterprise and ancillary online systems in line with emerging library community practice and standards (i.e. cloud-hosted, new metadata standards, new workflows), as needed (maps to measures 3, 4)
	Perform Contextual Inquiry Interviews with web service stakeholders	2.3 Evaluate and replace enterprise and ancillary online systems in line with emerging library community practice and standards (i.e. cloud-hosted, new metadata standards, new workflows), as needed (maps to measures 3, 4)
	Interpret and create sequence models for services	2.3 Evaluate and replace enterprise and ancillary online systems in line with emerging library community practice and standards (i.e. cloud-hosted, new metadata standards, new workflows), as needed (maps to measures 3, 4)
	Consolidate service models	2.3 Evaluate and replace enterprise and ancillary online systems in line with emerging library community practice and standards (i.e. cloud-hosted, new metadata standards, new workflows), as needed (maps to measures 3, 4)
	Perform Affinity Wall Exercise	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 (maps to measures 3, 4)
	Use consolidated service models and affinity wall findings to draft new journey maps for library web services	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 (maps to measures 3, 4)
	Use journey maps to create new web map for library site	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 (maps to measures 3, 4)
Create Guidelines for ensuring accessibility within service models	Accessibility checklist for content in Springshare	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 (maps to measures 3, 4)
	Accessibility checklist for content in OmniUpdate	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 (maps to measures 3, 4)
	Best Practices for creating LibGuides	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 (maps to measures 3, 4)
	A method for performing accessibility checks (written)	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 (maps to measures 3, 4)

	Schedule for accessibility checks on new content	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 (maps to measures 3, 4)
	Create process for evaluating new web services for accessibility	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 (maps to measures 3, 4)
Build & modify content/services in Omni/Springshare	Determine platform for each page of content	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 (maps to measures 3, 4)
	Create file structure in OmniUpdate for new site	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 (maps to measures 3, 4)
	Create paper mock-up for each page in journey map(s), then consolidate using new web map	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 (maps to measures 3, 4)
	Build necessary snippets and widgets in Omni that cover all content-types	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 (maps to measures 3, 4)
	Build templates in LibGuides for different page types	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 (maps to measures 3, 4)

	Build boxes to mirror or copy in LibGuides for different content types	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 (maps to measures 3, 4)
	Create search boxes in necessary platforms for different services	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 (maps to measures 3, 4)
	Write copy for each service model, then consolidate based on web map	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 (maps to measures 3, 4)
	Input copy and requisite snippets/widgets in Omni/Springshare	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 (maps to measures 3, 4)

Assessment

The Web Architecture Taskforce mapped the complete list of activities represented in the before-mentioned *Objectives, Goals, Requirements, Activities* document in Trello, then used TrelloGantt to create a timeline for completion. In meetings, we documented what we were able to accomplish and what required more time to complete, which kept the taskforce accountable and on schedule.

Work Team Annual Report Worksheet

Work Team: FLITE Website Usability Committee

Chair: Kristy Motz

Date: April 25, 2018

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 10 different usability tests during this academic year. Most involved language preference testing on a variety of terms to employ on the new FLITE website. We held a focus group about Reference Assistance, connected with MSW (Master of Social Work) students to test the use of the Journals tab for finding citations in full-text , (using a mixed scenario and language preference test), and ran a full usability test about InterLibrary Loan. We also assisted the Web Architecture Task Force with Open and Closed Card Sorts to help organize the new FLITE website. Our goal is continuous improvement of the FLITE website and the interfaces of the web services FLITE provides, (the ones over which we have control.) This user-solicited information provides useful data for both. We have added a suggestions form to the AAC Hub to help us solicit input for testing from the rest of FLITE.

Based on the approval of the Librarians in April 2016 and the beginning work of the Advisory and Accountability Committee, last year's committee members determined we had completed our first year of a two-year term on the committee in August 2017. Two members of the committee stepped down in January 2018. This opened the window for updates to the charge, subsequently approved by the Librarians and posted to FIR and on the AAC Hub. We changed the name of the committee to add "Web Services" to the title, indicating we are testing both the website and interfaces of some of the web products we provide. We added the Web Services Librarian to the Committee as a permanent member and changed the Emerging Technology Librarian from ex-officio to permanent. We also changed the committee membership from 3-5 members to 3-6 members, allowing an additional person to serve on the committee if desired. The coordinator of the committee became the chair of the committee. We also outlined how to recruit and add new members, and we changed our reporting to the Dean of the Library instead of to the Librarians to be consistent with other committees. Because our charge requires a review every three years, we will not need to review it again until 2021 unless further changes are needed. Due to term limits, the chair of the committee will be stepping down in August.

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 –InterLibrary Loan	7/27	Initiative 1.1 Determine what we are currently doing well and expand/enhance that/Initiative 3: communication is user-focused
Open and Closed Card Sorting for creation and organization of new FLITE website (Joint effort with Web Architecture Task Force)	11/2017 & 12/2017	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/Initiative 3: communication is user-focused
Language Preference Testing on the term “Patron Record”	2/19/18	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/ Initiative 3: communication is user-focused
Language Preference Testing on the Primo term “Tweak My Results”	2/26/18	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/ Initiative 3: communication is user-focused
Language Preference Testing on the term “Catalog”	3/12/18	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/ Initiative 3: communication is user-focused

Language Preference Testing on the term "Class Help Pages"	3/21/18	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/ Initiative 3: communication is user-focused.
Language Preference Testing on the term "Databases by Academic Major"	4/2/18	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/ Initiative 3: communication is user-focused
Focus Group about the concept of "Research Assistance"	4/12/18	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/ Initiative 3: communication is user-focused
Language Preference Testing on the term "Library Liaison"	4/17/18	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/ Initiative 5.2 review and update the liaison program/ Initiative 3: communication is user-focused
Web Usability Scenario Testing and Language Preference Testing on the "Journals Tab"	4/24/18	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/ Initiative 3: communication is user-focused
Continuous work with Springshare database icons: (This project started in 2016-2017 and is currently on hold due to work with Web Architecture Task Force. It will resume later.)	Ongoing	Initiative 3.4 Implement new ways to tell the library's story and share news/ Initiative 3: communication is user-focused

Assessment

Please relate how the work team has assessed its activities.

After each test, the committee summarized the results, posted them to the AAC Hub webpage and then made recommendations to the appropriate department to make changes. Many of the changes will be shown on the new website which will roll out in beta testing in May 2018.

After the July testing for InterLibrary Loan, Sela worked with Kelly to simplify the ILL LibGuide, based on the students' input during testing:

- Make guide more user-friendly and less text-heavy.
- Keep the information above the fold.
- Separate user-information from librarian-information.
- Correct "How to Request". Students clicked there often thinking it was "Place a Request".
- Further information can be found in the results summary on the Testing portion on the AAC Hub

The following summarizes the work done through Spring Semester:

- "Patron Record" will become "My Library Record."
- "Tweak My Results" became "Filter My Results"
- "Catalog" will become "Books and Media"
- "Class Help Pages" will become "Course Guides"
- "Database by Academic Major" will be tested further in the summer
- "Library Liaisons" will become "Subject Librarians"
- "Journals" Tab language will be tested further over the summer
- "Reference Assistance" concepts will be tested further in the summer

Further usability testing will continue to assess whether the language preference will convey the right concepts or will need alterations in the future. Usability testing is a continuous and evolving process.