

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Advisory & Accountability Committee (AAC)

**Date:** 5/6/21

**Chair:** Heather Symon Bassett (CoChair) & Stacy Anderson (CoChair through 3/11/21)

**Members:** Stacy Anderson, Jason Bentley (Sponsor/Ex Officio), Tammy Finch, Kelly McNeill, Leah Monger

**Was a review of the Team charge completed in the past academic year?** Yes

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

The AAC completed regular activities corresponding with its charge and continued at least one major project began by the team the previous year. As directly related to the team's purpose, the AAC facilitated the annual membership rotation and annual reporting processes. The AAC continued work on enhancing the accessibility of the AAC InfoHub and generally promoting accessibility at FLITE, which is a project that began the previous year. There were perhaps less FLITE team communications and less advisement concerning FLITE team matters than in a typical year. That was at least partly due to some FLITE teams being on hiatus for various reasons including limited staffing and the atypical nature of work, team or otherwise, in response to Covid (e.g. some Covid responses required immediate action and ad hoc assemblages to complete work not amenable to timeframes of typical FLITE team or other processes).

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

AAC team activities align with Initiative 5 of FLITE's Strategic Plan which indicates "All library positions and work teams are refined and developed to deliver collaboration, responsiveness, and innovation." AAC 2020/2021 activities include the following:

- FLITE Team Annual Report Facilitation (1/20-7/20): Communications to teams, review of reports, provide report feedback to individual teams, draft a written summary of all reports, post reports on JDrive and AAC InfoHub and request oral report of team activities to all of FLITE
- FLITE Team Membership Rotation Facilitation (7/20-8/20): Communications to determine FLITE team membership vacancies, request new volunteers, etc.

- Submission of AAC Annual Report for 2019/2020 Academic Year (4/7/20)
- Acceptance of updated AAC Charge on updated and accessible form (3/29/21)
- Review and acceptance of updated IDEAS (formerly IDEAL) Charge (3/11/20)
- Review, acceptance and recommendations for new LibGuides – FAQ Rebuild and Best Practices team charge
- Linking/posting of Ferris and FLITE guidance for creating accessible documents, LibGuides etc. on the AAC InfoHub for the reference of all FLITE teams.
- Completed preliminary planning with the Staff Center for Training & Development (SCTD) to arrange abbreviated In-FLITE session on creating accessible documents. \*In-FLITE trainings did not occur in Summer 2020 due to Covid associated considerations
- Continued document remediation of team pages for FLITE team page contents for defunct FLITE teams to prepare contents for archiving (Library Technology Coordinator assisted). Completed: Building Emergency Coordinators, Diversity & Inclusion Committee, Web Architecture Taskforce, SpringShare Investigative Committee, Scholarly Communication Interest Group
- Encourage FLITE teams to remediate documents on AAC InfoHub team pages by 7/1/20. Known work completed by: AAC, RadTech, Web Services Usability Committee (Library Technology Coordinator assisted)
- Offer recommendations for FLITE teams on hiatus periodically to team sponsor
- Arranged/requested preliminary exploration of processes for archiving team page contents through SpringShare (Systems Librarian needed to explore further).

## **Assessment**

### **Please relate how the work team has assessed its activities.**

Team success is evaluated by whether or not certain tasks are completed, through reflection in meeting dialog and completion of annual reports, and through consideration of individual or team feedback. In 2020/2021, the AAC completed a charge review and annual report, and facilitated annual reporting and membership rotation processes for FLITE teams. The AAC will consider alignment with FLITE's new strategic plan with its next charge review.

### **How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

In 2020/2021, the AAC team continued to focus on accessibility considerations. Some accessibility work included adding guidance to the AAC InfoHub for creating accessible content, preliminary work to arrange an In-FLITE session on creating accessible documents, continued remediation of AAC InfoHub team pages for defunct FLITE teams (in preparation for archiving) and encouragement for active FLITE teams to consider remediating respective FLITE team documentation on or before July 1, 2020.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Assessment Committee

**Date:** May 17, 2021

**Chair:** Stacy Anderson

**Members:** Leah Monger, Fran Rosen, Heather Symon Bassett, Jason Bentley

### **Was a review of the Team charge completed in the past academic year?**

It was reviewed and resubmitted during the winter/spring of 2021. It has been submitted to the AAC and will be discussed at the meeting in May 2021.

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

The Assessment Committee began the 2020-21 in the same manner the 2019-20 year ended – by focusing on the University Libraries’ Strategic plan. Regular meetings begin in 2021. The focus of these were conversations about membership, rewriting the charge, the status of the University Library’s Strategic Plan within the Provost’s office, a discussion of a statistics gathering summit (an idea that originated in CAS), and the relationship between the draft University Assessment Plan and its relationship to FLITE. Individual members took advantage of several free webinars and presentations including sessions on Michigan’s Library Privacy Act Amendment (<https://tinyurl.com/37shuc4t> for brief summary) and the Library Assessment Conference’s sessions on a wide range of topics (<https://www.libraryassessment.org/program/2020-schedule/> for the recordings).

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE’s Strategic Plan it addressed.**

Ferris University Libraries Forward Strategic Plan 2020-2025 was developed and made available: [https://www.ferris.edu/strategic-planning2/strategicplan19\\_24/pdfs/FerrisLibrariesStrategicPlan2021-2025.pdf](https://www.ferris.edu/strategic-planning2/strategicplan19_24/pdfs/FerrisLibrariesStrategicPlan2021-2025.pdf)

2020-25 plan: APO Initiative 3 – Spur a culture of data-driven decision making across the University.

### **Assessment**

**Please relate how the work team has assessed its activities.**

Other than spearheading the strategic plan, the assessment committee did not have any activities to assess.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?** Nothing (see question above)

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** FLITE Internal Events Committee

**Date:** May 1, 2021

**Chair:** Josie VanAvery

**Members:** Tammy Finch, Chelsea Mitchell, Kelly McNeill, Josie VanAvery

**Was a review of the Team charge completed in the past academic year?**

No but we can put on the agenda to review the charge in the fall of fiscal year 22.

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing 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. Due to the retirement of Kristy Motz and Carrie Buss along with the withdrawal of David Scott, a call went out to all FLITE employees for FY22 volunteers. Although the committee membership is still open, Rod Gardei will be added to our committee for fiscal year 22.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

**Initiative 1.1:** Determine what we are currently doing well and how to expand/enhance that

**Initiative 3.4:** Implement new ways to tell the library's story and share news

**Initiative 4.1:** Establish annual plans for all positions as described as of 2015 (in conjunction with major functional and other work teams' plans)

**Initiative 5. 1:** Review library major functional and work teams to ensure we have a sustainable number, with clear and understood charges, annual plans and review cycles

We supported these initiatives with the following activities:

1. All College Meeting to include FLITE / RSS / Kendall Library

### **1. FLT FY21 Student Appreciation Event**

### **Assessment**

**Please relate how the work team has assessed its activities.**

**The team makes every effort to follow FLITE's Vision:**

Keep each person's success at the center of what we do and how we do it  
Cultivate a culture that includes and respects all ideas, needs, and perspectives

**Event #1** – The All-College meeting brought some comradery to FLITE/RSS/KENDALL LIBRARY even though it was virtual.

- a. A \$15 Amazon gift card sponsored by the Dean's office to provide some kind of refreshment per attendees' preference.
- b. Virtual games were set-up by Chelsea Mitchell for attendees to join in on some fun.
- c. Prizes were awarded to the game winners

**After assessment the recommendations are as follows:**

- a. This continued to involve FLITE /RSS and promote comradery.
- b. This event was well received even though it was virtual
- c. Thumbs-up for this one next year with hopes to be in person but if not, virtual.

**Event #2** – Student Employee Appreciation Event – The student employee appreciation event needed to be virtual this year and although not as well attended it was an alternative avenue to show the students they are important and appreciated. The event appears to be a great tool to initiate comradery showing appreciation for our student employees.

- a. Games and prizes sponsored by the Dean's office In place of the luncheon, a \$15 Starbucks gift card was gifted to each FLITE/Archives/KENDALL LIBRARY student employee
- b. As suggested from previous years, the day of the week / time for this event was chosen by the students to promote a good attendance.
- c. Great tool for comradery through all personnel including students.
- d. Treats and limited social time during the Student Employee Appreciation Week as well as the event was promoted through the supervisors and Dean Bentley.
- e. The student scholarship recipients were announced during this event by the Dean.

**After assessment the recommendations are as follows:**

- a. Games, prizes, and gift card were well received
- b. Announcement of the scholarship recipients was a great promotion to stir-up interest within the scholarship process
- c. Thumbs-up for this one next year with hopes to be in person but if not, virtual.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

Due to the Covid19 pandemic restrictions, it was difficult to promote the full potential of this work team even though every effort is made to address those key factors with any of our events. Unfortunately, we were only able to promote two events.

**Our team also makes every effort to follow FLITE's Culture Vision:**

We foster open and honest collaboration, communication and trust  
We have shared goals, leadership, and decision making, and are responsible for and accountable to each other  
We take pride and create pride in Ferris State University's Library

- 1. Event #1: All faculty/staff of FLITE library, RSS, KENDALL LIBRARY, were invited to participate in the All-college virtual meeting to include lunch (\$15 Amazon gift card), games, and prizes.**
- 2. Event #2: This event was inclusive to FLITE/ KENDALL LIBRARY libraries inviting all student employees as well as faculty/staff to the virtual event. Lunch was provided to all student employees via a \$15 Starbuck gift card along with games and prizes.**

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Space Utilization and Furnishings Committee

**Date:** April 9, 2021

**Chair:** David Scott

**Members:** Stacy Anderson, Ling-Fei Xu, Kelly McNeill, Dejah Rubel

**Was a review of the Team charge completed in the past academic year?**

No

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

This committee did not meet.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

Despite not meeting there were a number of COVID-related activities that took place and were mostly done by Dave and Rodney. Mostly under items 2.1 and 2.2 of the strategic plan. These included:

- Moving 4 computers to a study room
- Adding testing computers to first floor
- Moving hundreds of chairs to the third floor to assist in social distancing
- Moving computers from third floor to second floor
- Identification of study rooms needing a "refresh". This will include removal of tack boards and painting in many of the smaller rooms on the third floor
- Addition of Occupancy Sensor and ability to have that information on our digital signs

### **Assessment**

**Please relate how the work team has assessed its activities.**



Moving of much of the furniture was required to keep FLITE in line with campus guidelines for space requirements. With the decreased hours and usage of FLITE, we can probably move forward with the reduction of computers on the first floor.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

Despite having reduced capacity this year FLITE was able to:

- Provide access to the book collection by retrieving items for patrons
- Add testing stations in the info commons
- Change the reading room to quiet study space
- Provide classroom space for teaching

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Library Student Scholarship Review Committee

**Date:** May 1, 2021

**Chair:** Josie VanAvery

**Members:** *Elise Bohn, Leah Monger, Heather Symon Bassett, Josie VanAvery*

### **Was a review of the Team charge completed in the past academic year?**

Yes, it was reviewed at our meeting on March 9, 2021 with a minor correction to use the verbiage of recipients instead of winners. The change was reflected on the charge within LibGuide AAC Info hub on March 9, 2021.

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

The scholarship committee resumed in the fall with a virtual meeting to include advisor, Heather Stewart of the Financial Aid Student Services. Discussions involved the change of essay questions of which was decided by the committee last year. Two new essay questions would be within the portal for applicants for the FY22 scholarships. Our scholarship opportunity was then submitted through the scholarship portal to receive applicants starting December 14, 2020 and submissions closed January 31, 2021. We had a great pool of candidates for the FY22 Academic year and we were able to award two \$500 scholarships. One to Jeanine Beaver who currently works at FLITE under the supervision of Kelly McNeill and our second recipient was Ronald Dice who works under the supervision of Lingfei Xu working at the FLITE Check-out desk. Both are returning Ferris students for FY22.

During the past year we were able to solicit funding to the scholarship endowment fund through Bulldog Days sponsored by **UAM**. The current balance as of 4/01/2021 is **\$28,016.94**. The current balance of the actual scholarship FOAP was at zero after the the FY21 recipients received their award but through an employee contribution our starting balance for the start of FY22 is **\$300**. Through UAM, the endowment amount of \$871 will be contributed to the Library Scholarship Fund to start the fall semester providing sufficient funding for the two new award recipients starting the fall semester of FY22. The award is distributed out of the scholarship fund and deposited to the student's account in two installments (fall & spring semesters) of \$250 per each recipient. Those students do need to submit a thank you note to the Dean's office prior to distribution and have been notified of that requirement.

As decided by the committee, we will hold a meeting in September 2021 to discuss the possibility of two new essay questions for the application so there will be different questions for repeat applicants. It was also suggested to redesign/revise the advertisement for the scholarship to not only refresh it but also to emphasize the application submission should be about one week prior to the deadline in order to allow their designated reference enough time to submit the reference letter.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

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

- **Initiative 1.1:** Determine what we are currently doing well and how to expand/enhance that
- **Initiative 1.4:** 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 1.5:** Results we report to the university garner greater fiscal support to the library (e.g. for collections)
- **Initiative 2.1:** Explore and implement a "library/learning commons" model in FLITE that balances current and emerging needs and expectations
- **Initiative 2.5:** The library is an attractive, responsive, save "21st century" environment for users. Students report feeling greater ownership and pride in their library
- **Initiative 3.4:** Implement new ways to tell the library's story and share news
- **Initiative 5.1:** Review library major functional and work teams to ensure we have a sustainable number, with clear and understood charges, annual plans and review cycles

We supported these initiatives with the following activities:

- Redesigned & Posted the FY21 Library Student Scholarship flyer with updated dates
- Promoted funding through Bulldog Days
- Evaluated applicants
- Awarded Scholarships
- Plan to Collect recipient thank you letters

### **Assessment**

**Please relate how the work team has assessed its activities.**

The committee met on March 9, 2021 to review the applicants and chose two recipients. It was also decided to redesign the advertisement flyer with deadlines noted of which Elise Bohn offered to take that task to her graphic student next fall. Choosing the Bulldog Days avenue for contributions was definitely an added bonus to provide for the endowment fund. We also confirmed another change with the essay questions might be on the agenda for the next fiscal year and it will be discussed during the fall meeting.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** IDEAS (Inclusion, Diversity, Equity, Accessibility, and Social Justice) Committee

**Date:** May 4, 2021

**Chair:** None designated

**Members:** Jason Bentley, Elise Bohn, Rodney Gardei, Mari Kermit-Canfield, Leah Monger

### **Was a review of the Team charge completed in the past academic year?**

The new IDEAS Committee replaces the FLITE Diversity and Inclusion Committee. The AAC approved the original charge for the replacement committee last spring. At that time, the committee was to be known as the Inclusion, Diversity, Equity, and Accessibility in the Library (IDEAL) Committee. When the committee first convened, we reviewed the charge and added “Social Justice” to the name and focus of the committee. We also adjusted the charge to indicate that this is a joint committee of the KCAD and FLITE libraries.

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

The committee held its first meeting in late January. During that meeting we expanded the scope of the committee’s charge as discussed above. Following refinement of the charge, the committee has been begun formulating preliminary goals and initiatives. Plans include:

- Promoting IDEAS-related programs sponsored by other campus units within the University Libraries. (Two RSS sponsored programs including a presentation by Sara Doherty on inclusive pronouns and a book discussion on *Haste to Rise* were promoted to library faculty and staff this spring.)
- The Committee will draft a social justice statement on behalf of the University Libraries.
- Phase 2 of Project I.D. was delayed this past year because of COVID. We will have a full-scale poster of a photo of the artwork created, remove the yarn, check the board and pegs for structural integrity, and prepare to repeat the demographic exercise in the fall



Figure 1: Project I.D.

to see how the diversity of library users has changed. The poster of the original iteration and the second edition of the artwork will be hung next to each other.

**List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

The convening of this committee accomplishes the first action step of the first Student Success Initiative to “reconstitute a diversity and inclusion committee.”

**Assessment**

**Please relate how the work team has assessed its activities.**

The AAC reviewed and approved the revised charge. All other activities are in preliminary stages and it is too early to assess outcomes.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

These goals define the purpose for this group. The committee will undoubtedly have more to report next year after it has been existence for more than its current lifespan of three months. We will use the responses to this question from other library committees to compile the 2021 library diversity report.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Marketing Interest Group

**Date:** April 9, 2021

**Chair:** David Scott

**Members:** Mari Kermit-Canfield, Stacy Anderson

**Was a review of the Team charge completed in the past academic year?**

No

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

Marketing efforts this year were difficult with the COVID-19 pandemic partially closing FLITE and the campus for various parts of the year.

To date 28 digital signs were created despite losing a graphic design student part way through the year. Initiative 3.3

Social Media reach increased slightly during the year. Facebook is up to 1398 followers; Twitter is up to 445 (small increase) and Instagram is at 336. I don't have Instagram numbers from last year. I need to be better about posting to Twitter. Initiative 3.4

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

These all fall under Initiative 3.4

With the pandemic, there were no activities this year in FLITE

FLITE celebrated the 20<sup>th</sup> anniversary of opening, and we distributed cupcakes for the event and created a Newsletter highlighting construction of the building with pictures from the archives. Many thanks to Melinda for obtaining a wide variety of photos. Many of these photos were also shared on social media

Planning for One Day for Dawgs took place in March and April with the FLITE User Experience Fund being the targeted fund this year.

We raised \$1260 for the fund.

### **Assessment**

**Please relate how the work team has assessed its activities.**

Continuance to monitor social media insights and try to grow both reach and numbers. A major assessment is coming up with the One Day for Dawgs event, where we hope to raise some significant money for the User Experience Fund.

### **How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

I try to promote events from other units on campus by using both our social media and our digital signage. I need to foster a better relationship with other offices on campus to acquire this material.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** RADTech

**Date:** 5/24/21

**Chair:** Dejah Rubel

**Members:** Stacy Anderson and Tammy Finch

**Was a review of the Team charge completed in the past academic year?**

No

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

Due to the pandemic and personnel changes, RADTech has not met since 3/7/19. The previous annual report was submitted on 1/28/20 and we are still on hiatus.

RADTech continues to maintain the ERM Troubleshooting Ticketing System to make improvements and solve problems as they arise. From 1/28/20 to 4/21/21, RADTech has handled 75 tickets the majority of which were database issues. Of the 75 tickets, 72 (or 96%) were fully resolved.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

1.4 Engage library faculty and staff with data and the literature (e.g. ACRL's Standards for Libraries in Higher Education) and apply same on a routine basis to refine services and programs

- Reviewed PCI to CDI Activation report including activating and deleting resources in Alma

2.3 Evaluate and replace enterprise and ancillary online systems

- Coordinated voting for Primo NERS enhancement requests (twice)

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



- Administered a trial of LibKey Discovery, LibKey Link, and LibKey Nomad resulting in subscription
- Created two SmartSearch widgets for re-use within LibGuides

3.1 Collect, review, and update all policies and procedures ensuring they put users first and help users “get to yes”

- Created 3 publishing profiles to generate sitemaps thereby allowing Google to index FLITE books as well as all of KCAD's and Archives' holdings
- Created two publishing profiles to export our electronic journal holdings for use in RapidILL, an inter-library loan service
- Automated publishing of eresource holdings from Alma to OCLC using WorldShare Management (WMS) for use in ILLiad, an inter-library loan service
- Switched EBSCO, Gale, Google Scholar, Ovid, ProQuest, and ScienceDirect from Alma's link resolver to LibKey Link 2.0 expediting eresource access

### **Assessment**

**Please relate how the work team has assessed its activities.**

RADTech has not assessed its activities in the past few years, but we have assessed our patrons’ experiences with different discovery tools. For example, we compared data from the LibKey trial against our SmartSearch dashboard to determine LibKey’s efficacy and value. We also reviewed the NERS enhancements with anyone in the library that wanted to participate, resulting a better understanding of our discovery issues and limitations.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

RADTech has not met, but FLITE is loading multi-lingual electronic government document records into our collection.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** FLITE Safety Committee

**Date:** June 2, 2021

**Chair:** Leah Monger

**Members:**

Teresa Brown, Academic Literacies Center

Rodney Gardei, FLITE

Lisa Kemmis, Jim Crow Museum

Mari Kermit-Canfield, FLITE

Leah Monger, FLITE

Trudy Roersma, Office of Multicultural Student Services

Cyndi Tiedt, Jim Crow Museum

Josie VanAvery, FLITE

Maureen Wawczyk, Office of Research and Sponsored Programs

Carrie Weis, Art Gallery

Lingfei Xu, FLITE

Vacant position, FCTL

**Was a review of the Team charge completed in the past academic year?**

No

**Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

The FLITE Safety Committee did not officially meet during the past year; however, many members served on the ad hoc FLITE Re-entry Committee, which compiled recommendations for COVID protocols for the 2020-2021 academic year. In addition to FLITE members of the Safety Committee, the FLITE Re-entry Committee included David Scott and Kelly McNeill.

**List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

In addition to adopting campus-wide COVID protocols, the FLITE re-entry plan entailed many adjustments to FLITE services and physical spaces to promote health and safety during the COVID pandemic, including:

- We placed furniture and computers six feet apart or removed them from 1<sup>st</sup> and 2<sup>nd</sup> floor to promote social distancing.
- A SenSource people counter was installed at the library entrance to track building occupancy. Capacity limits were implemented based on current MIOSHA guidance throughout the pandemic.
- Plastic covers were placed on public computer keyboards to protect the keyboards from the corrosive effects of disinfecting cleaning products.
- The 3<sup>rd</sup> floor and Lower Level were open for staff use only, and materials were paged from those areas of the building.
- Reference and research consultation services were offered remotely rather than in person.
- Library instruction was offered remotely or in person at the discretion of the librarian. The library session of FSUS was converted to an online module.
- We eliminated physical reserves for the academic year, and we did not loan laptops.
- Popular periodicals from 2<sup>nd</sup> floor were moved to the Lower Level and made available through document delivery.
- We quarantined materials returned to library book drops and delivered through ILL and MeLCat. Mail was also quarantined prior to distribution to FLITE mailboxes.
- We reduced FLITE hours of operation to ensure that student employees were never alone without permanent employees available to handle any difficult patron interactions related to COVID requirements.

Rodney Gardei was able to hire students with work-study as FLITE Security Assistants, making it financially feasible to hire an additional student. Rod scheduled Security Assistants to cover more hours to assist with mask and social distancing compliance in the building. Rod and one of his student assistants also sounded the alerts for two incidents in the Lower Level during the past year.

Adapting to a pandemic was not a planned activity as we drafted the University Libraries strategic plan, but FLITE's COVID response is relevant to the following initiatives:

APO 3: Spur a culture of data-driven decision making in FLITE and KCAD Library.

FLITE employees collected reopening plans from other libraries, participated in many webinars on reopening libraries, exchanged information with colleagues at other libraries, and read about evolving COVID concerns in the library literature and on library distribution lists and social media. The FLITE re-entry plan represents best practice in libraries given the available knowledge at the time the plan was developed.

APO 4: Assess and review processes for library services and offerings to increase effectiveness.

The FLITE Re-entry Committee reviewed and when necessary adapted all library services and operations to promote safe and effective practices for the academic year.

APO 5: Foster rich, student-centered educational experiences by identifying high impact practices in academic libraries that will lead to innovative teaching collaborations with faculty and enhance student success.

Adaptions to research and instruction necessitated by COVID to maintain health and safety would not be ideal or best practice during non-pandemic times; however, FLITE employees endeavored to innovate and collaborate with teaching faculty to provide effective learning experiences for students under difficult conditions.

### **Assessment**

**Please relate how the work team has assessed its activities.**

The COVID protocols developed over summer 2020 were adjusted periodically in response to updated information from the CDC and other sources concerning how the SARS-CoV-2 virus is transmitted e.g., FLITE eliminated quarantining of materials at the end of spring semester 2021 after the CDC updated its guidance concerning surface transmission and MCLS revoked its recommendation to quarantine MeLCat materials.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

During early hours of operation on Friday mornings, the first floor was designated for use only by vulnerable individuals who might be particularly susceptible to COVID. FLITE offered curbside pick-up of materials during the pandemic, and this service benefited both COVID-vulnerable library users and users with disabilities.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Web Services Usability Committee

**Date:** 5/6/21

**Chair:** Stacy Anderson (Temporary)

**Members:** Stacy Anderson, David Scott, Mari Kermit-Canfield, Heather Symon Bassett

**Was a review of the Team charge completed in the past academic year?** No

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

This Committee has been on hiatus since December of 2019 due to staffing considerations. The Chair retired in January 2020 and the Systems Librarian resigned as well. The Systems Librarian, who had specialized expertise to implement changes resulting from usability testing, has not been replaced. Though some work may be achieved by existing membership, the team remains limited in what it can accomplish in website enhancements due to lacking the knowledge, skills and expertise to effect changes for identified needs.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

The Committee was on hiatus all of the 2020/2021 Academic Year. With the introduction of FLITE's new strategic plan, the Committee is positioned to reexamine its scope and purpose, and consider what is possible for the team to accomplish from a usability perspective if the Systems Librarian position cannot be filled.

### **Assessment**

**Please relate how the work team has assessed its activities.**

When active, this committee solicits direct user feedback by conducting usability testing and hosting focus groups to examine a particular aspect of the FLITE website or multiple website features within a theme. Website enhancements are data-driven based on usability test results and user feedback.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

When completing tasks, the team adheres to principles of universal design and actively addresses accessibility considerations. The Systems Librarian was key in both regards as she could advise from her position-specific knowledge and expertise, and she also liaised with key campus technology partners to further inform committee efforts and ensure FLITE-specific changes were consistent within broader university requirements.

# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** Web Content and Integration Team

**Date:** 4 June 2021

**Chair:** Melinda Isler

**Members:** Stacy Anderson, Melinda Isler, Mari Kermit-Canfield, Chelsea Mitchell, David Scott,

**Was a review of the Team charge completed in the past academic year?**

No. We plan to review the charge this fall.

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

This group has been on hiatus since the departure of librarian Sela Constan-Wahl in December 2019. The intent is that the group will be reconvening in the early fall to review ways in which to clearly identify a new strategy for changing the library website based on software and current staffing limitations.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

No significant changes have been made to the website. The University Archives is in the final stages of the migration of the DSpace institutional repository and Resourcespace photo repository into a single instance. These will be cloud hosted and reduce internal staff time on maintenance. This project was funded partially through grants by the Ferris Foundation and the Library of Michigan (LSTA) federal grant (PC Initiative 1).

In October 2021, Melinda Isler and the team as needed will work on a successful transition to a new campus design in a way that will not negatively impact the usability of the site. The group will also review and develop strategies and processes for other systems which are used on the website- including but not limited to Springshare, ArchivesSpace and Islandora (institutional repository).

## **Assessment**

**Please relate how the work team has assessed its activities.**

Because of the limited activities done on the website, there were no assessment activities.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

We have not specifically supported it as a group, however our team members as individual staff members have attended trainings and workshops throughout the year. Additionally, as part of the archives grants, materials are being scanned from smaller local institutions to be part of the new repository and make their materials more accessible through the Digital Public Library of America.



# Advisory & Accountability Committee (AAC)

## FLITE Team Annual Report Worksheet

**FLITE Team:** PILOT

**Date:** May 17, 2021

**Chair:** Stacy Anderson

**Members:** Stacy Anderson, Mari Kermit-Canfield

**Was a review of the Team charge completed in the past academic year?** No

### **Brief Narrative**

**In 1-2 paragraphs, please explain how the team has made progress in accomplishing its goals over the past academic year.**

The PILOT Committee had conversations about the viability of PILOT in LibWizard including other possible technology platforms and replacements. Conversations have begun with the Reading instructors who have invested and integral users of PILOT about what they use PILOT for, how they use it, the value of the modules, and what they would like to be able to do with PILOT.

PILOT could be put in Canvas but there are pros and cons to this. A decision will be made and implemented about this in Summer 2021 before the semester begins in August 2021.

### **List of Activities, Projects; Relevance to Strategic Plan**

**Please list activities and projects undertaken during the past academic year. For each, specify which part of FLITE's Strategic Plan it addressed.**

Nothing about PILOT changed in 2020-21.

### **Assessment**

**Please relate how the work team has assessed its activities.**

Nothing formal has occurred but informal conversations have begun with instructors who use PILOT.

**How has your team supported FLITE-wide efforts to promote inclusion, diversity, equity and accessibility over the past academic year?**

PILOT is accessible.