

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Advisory & Accountability Committee (AAC)

Date: 4/8/22

Chair: Heather Symon Bassett

Members: Stacy Anderson, Jason Bentley (Sponsor/Ex Officio), Tammy Finch (through 1/28/22), Kelly McNeill, Peter Bradley (starting 11/29/22)

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 purpose of the AAC is to "...offer advice and provide a structure and procedure for rotation of membership and effective communication for FLITE teams." To that end, the AAC facilitated an annual membership rotation and various FLITE team communications. Team communications and transparency in actions are effected through offering the AAC InfoHub for posting of team documents/actions, FLITE team annual reports, a variety of email communications, in providing advisement as requested, etc. The AAC selects projects to work on annually that fall within the scope of the charge. The team typically met on a monthly basis throughout 2021/2022.

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 the following components of FLITE's Strategic Plan:

The activity of the AAC directly aligns to:

- OE 1.2: "Expand team building and collaboration within FLITE and between FLITE and KCAD library by investigating and adopting intentional frameworks that promote trust, efficiency, and effectiveness."

It also aligns to:

- All of OE 1: "Engage in a thorough review of University structures and processes and complete an organizational realignment, to be conducted in a way that provides an ownership (or shared understanding) of important University structures while also increasing trust, efficiency, and effectiveness."
- OE2.1: "The Libraries will utilize standard Ferris software & systems when possible."

Activities:

- Master spreadsheet of FLITE team membership re-created and linked on AAC InfoHub
- FLITE Team Membership Rotation (6/21-8/21): Communications to determine FLITE team membership vacancies, request new volunteers, announce new team memberships, update FLITE team membership spreadsheet, recap membership changes to all of FLITE, etc.
- FLITE Team Annual Report Facilitation (3/22-6/22): 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
- Assisted with arranging temporary chairs for first fall meetings: Safety, Student Employee Scholarship, IDEAS and Internal Events Planning Committees.

Meeting Actions/Discussions:

- 9/29/21: Advisement-Privacy, Consent & GDPR Compliance Taskforce creation
- 10/4/21: Accept Privacy, Consent and GDPR Compliance Taskforce charge with some recommended edits; Accept updated Safety Committee charge with some recommended edits; annual review of AAC Charge; update AAC Annual Report form
- 11/22/21: Modified Work Team Process document; reviewed process for communicating AAC actions to all of FLITE
- 1/5/22: Accepted charge revisions for Student Employee Scholarship Review Committee; IDEAS committee discussion
- 3/21/22: Accepted FLITE Website 2022 Taskforce new charge submission with recommended edits.
- 4/4/22: Per request, tentative advisement offered regarding potential privacy policy & corollary surveillance document

Projects:

- Continued exploration of archiving InfoHub contents (Ongoing)
 - Determined Springshare export capabilities in consultation with Chelsea
 - Explore software for capturing/storing InfoHub website contents and linked documents – Peter leading
 - Contacted University Archivist regarding document retention/FLITE retention schedule training & made recommendations for planning (later subsumed into summer In FLITE training schedule)
 - Discussion of potential Outlook 365 applications use for FLITE team works in progress and InfoHub for final versions of documents
 - Outlook 365 applications training planning with SCTD in progress (Teams, Sharepoint, etc.)
- Promoting InfoHub accessibility & supporting culture of accessibility at FLITE (Ongoing)

- Initial planning contacts with Staff Center for Training & Development to provide abbreviated accessible documents training (later subsumed into summer In FLITE training schedule as more comprehensive training)
- FLITE team leader reminder email for posting accessible documents on team pages
- University Strategic Plan Reporting (Complete)
 - Discussions of role of AAC in University Strategic Plan Reporting from team perspective; annual reports outside of timeline for updates, but should be sufficient to assist with reporting (Stacy both on AAC/Assessment Committee and reporting in role as Assessment Librarian)

Assessment

Please relate how the work team has assessed its activities.

This team engages in ongoing self-reflective dialog, and considers team or individual feedback regularly during AAC meetings. The AAC is consistent in completing charge reviews and selects projects on an annual basis, considering alignment with FLITE's strategic plan and other identified needs. The completion of FLITE team membership rotation and annual report processes are a direct indication of the team's success. The AAC designed/distributed one survey in the past academic year to gauge interest in and preferences for scheduling an accessible documents training.

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

In 2021/2022, the AAC continued to support a culture of accessibility at FLITE, primarily through exploring accessibility training options for FLITE, providing reminders about posting accessible content on the AAC InfoHub and attempting to post only accessible documents on the AAC InfoHub. Membership is inclusive of staff, faculty and administration with the intent of inclusiveness and benefitting from multiple perspectives.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: FLITE Events Team

Date: April 2022

Chair: David Scott

Members: Kelly McNeill, Rodney Gardei, Chelsea Mitchell, Tammy Finch (until her retirement), Nina Davis

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 Team was responsible for three events during the year and they are:

1. Chili Cook-off. This is a fundraiser for the United Way Campaign. We were able to raise an additional \$326 for the campaign.
2. FLITE Holiday potluck. End of fall semester gathering where people can bring an item of their choosing.
3. FLITE Student Employee Appreciation Lunch. Held in April this year, a time to recognize our valuable student employees. Generally, the winners of the scholarship are announced at this lunch as well.

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 events are best represented with Strategic Plan item SS 1. While not perfectly aligned, it helps keep our students engaged with work and allows us to value their contributions to FLITE. Additionally, the Team did start using MS Teams to collect and store our data for future decisions. (OE Initiative 2.1)

Assessment

Please relate how the work team has assessed its activities.

Our first meeting in the fall will address the low attendance at the student lunch and consider something else to recognize our students. We will adjust future events based on our attendance data and further input from the students (APO Initiative 3). The chili cook-off is successful and helps raise funds for the campus-wide United Way drive and will remain in place. Using data collected from previous events will drive our future decisions.

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

We welcomed all staff in the building to the Chili cook-off. We also did our best to ensure a vegan option was available at each event.

Advisory & Accountability Committee (AAC) FLITE Team Annual Report Worksheet

FLITE Team: Assessment

Date: May 1, 2022

Chair: Stacy Anderson

Members: Jason Bentley, Fran Rosen, Stacy Anderson, Heather Symon Bassett

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

Brief Narrative

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

The role of the Assessment Committee was uncertain during the 2021-22 academic year and 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.

Assessment

Please relate how the work team has assessed its activities.

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

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

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

Date: May 3, 2022

Chair: None designated

Members: None designated for AY 2022

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

The IDEAS Committee replaced the FLITE Diversity and Inclusion Committee in 2021. The AAC approved the original charge for the committee during the 2020-21 academic year. **No** additional changes occurred during 2021-22.

Brief Narrative

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

The committee did not convene during the 2021-22 academic year given focus on engaging with, and supporting, the Ferris Equity Initiative (FEI) which involved a series of university-wide activities. FLITE faculty and staff were encouraged to engage with, and actively participate in, the FEI. FLITE is represented in the FEI with representation on best practice teams and interim Dean Bentley serving as the overall university program owner for the FEI-Navigate initiative.

The FEI activities during the past year included the following:

- University-Wide Equity Surveys (October 2021)
 - Equity Mindedness Diagnostic
 - Best Practices
 - Change Leadership
- DEIJ Analysis (Reported in December 2021)
- Six Best Practice Initiatives Identified & Associated Best Practice Teams Formed (January 2022)
 - Hold Reform – What new processes are worth considering? How might we embed into Navigate? Do we have holds or hold processes that need updating? What alerts and processes might we embed in Navigate?
 - Proactive Advising – Are students receiving equitable support? Do we understand what offices support students? Do we understand the effectiveness of student interventions? What new processes or workflows might we embed in Navigate?

- Transfer Pathways – Do we thoroughly understand the transfer student experience? What processes do we recommend? What resources or supports do we need to best assist transfer students? What is the transfer student belongingness agenda?
- Coordinated Care – How are we formalizing processes between office and service centers to best assist students? What processes or workflows might we embed in Navigate?
- Retention Grants – What programs do we have to support students with the continuation and completion of their degree? Do we need to secure additional funding? Do we have objective processes to distribute funding seamlessly? What processes might we embed in Navigate?
- Access to a Second Chance – Define student population and audit barriers to returning and completing program/degree; engage with identified students to reenroll and assist with degree completion.
- FEI Best Practice Teams Act
 - Team Leadership Training (February 2022)
 - Team Membership Established (March 2022)
 - Teams charged with...
 - evaluating the current work using EAB’s diagnostic tools, institutional data, staff and faculty knowledge, and internal reports,
 - making recommendations for improvement in the existing work, sunset ineffective activities, and/or start new initiatives to improve equity and student success,
 - creating the implementation plan for those recommendations, and
 - creating an evaluation plan for any recommendations implemented
- University Convening with Dr. Ed Venit (March 24, 2022) *approximately 120 people attended via Zoom
- DEIJ in Practice Equity Workshop with Mr. Khadish Franklin (April 19, 2022) *approximately 80 people attended via Zoom
- FEI Best Practice Teams Initial Progress Report Due (May 13, 2022)

Based on the initial work of FEI and the ongoing work to refresh of the University’s diversity strategic plan, the IDEAS committee will reconvene to following a call for membership in June 2022.

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.

FLITE engagement in the FEI-Navigate activities support the Student Success priority within the university strategic plan and associated SS 1.1. action step of having a reconstituted diversity and inclusion committee.

Assessment

Please relate how the work team has assessed its activities.

There were no specific committee actions for assessment.

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

Formally, the committee did not complete independent work beyond engagement with the initial focus on launch of the Ferris Equity Initiative (FEI).

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Library Student Scholarship Review Committee (LSERC)

Date: April 7, 2022

Chair: Heather Symon Bassett

Members: Heather Symon Bassett, Ben Boss, David Scott, Melinda Isler, Nina Davis (Regular Guest Attendee)

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 Scholarship Committee met four times during the 2021/2022 Academic Year with plans to meet once more in April 2022. All regularly occurring scholarship processes were observed and coinciding tasks completed. This resulted in each of two students being awarded \$500 scholarships in the Spring of 2022; \$ 250 to be awarded the Fall 2022 semester and \$ 250 in the Spring 2023 semester. In addition to anticipated work to facilitate scholarship awards, the committee engaged in the following activities: updating of promotional materials, explored additional mechanisms for scholarship funding, reevaluated scholarship criteria to possibly extend scholarship opportunity to graduate student employees (work continues) and engaged in multiple communications with Financial Aid Services to clarify funding considerations, resolve scholarship portal issues (for committee members and supervisors attempting to submit references) and seek guidance on revising scholarship criteria. In addition to regular membership, Nina Davis attended several meetings and assisted in providing/clarifying some financial information and sharing timeline details as well as assisting with award recipients recognition.

*Note-The Scholarship fund is fully endowed, but the money available to award scholarships can only be taken from accrued interest each year; therefore, it is possible that two \$ 500 scholarships might not be possible in a certain year (unless additional donations are solicited), but the likelihood of that occurring decreases as donations increase annually.

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 actions of the Library Student Scholarship Review Committee support the following parts of FLITE's Strategic Plan:

- **ER Initiative 1 – “Increase funding from grants, gifts, and other non-tuition sources.”**
Signs of Success – “The library student employee scholarship fund will be endowed.”
- **SS Initiative 3 – “Position career readiness and ExperienceShips at the center of a Ferris State Education.”**
SS 3.1: **“Emphasize the transferability of job knowledge and skills in the library work environment to the future careers of library student employees.”**
Signs of Success: **“Library student employees can articulate how their library work experience is relevant to their future careers.”**

We supported these initiatives with the following activities:

- Redesigned the FY23 Library Student Scholarship flyer and promoted the scholarship opportunity through emails and sharing flyer with student supervisors
- Scholarship funding: Ensured fund availability for two recipients and explored payroll deduction option; encouraged donations through ‘One Day for the Dawgs’ fundraising event resulting in \$ 650 in donations
- Revised essay questions set incorporating concept of job knowledge and skills transferability and submitted them to Financial Aid Services for scholarship portal. *New question submissions were not updated in the portal for the award cycle of interest.
- Reviewed applicants and selected recipients
- Notified recipients of awards via email and attached letter of recognition
- Arranged recognition at Student Appreciation Luncheon including an announcement of recipients and distribution of certificates
- A plan is in place to collect thank you letters
- Adhered to University designated timelines (or adjusted timelines) for the student scholarship award cycle

Assessment

Please relate how the work team has assessed its activities.

Most of the committee work was complete with selecting and notifying two award recipients, which is a straightforward indication of the committee's success. Two recipients were selected at an April 1, 2022 meeting, notifications were sent to recipients including scholarship requirements and students were recognized at a Student Appreciation Luncheon on April 5, 2022. The team also has an April 18, 2022, meeting to reevaluate scholarship criteria as well as reflect on what worked well and what didn't in the 2021/2022 Academic Year and do more comprehensive updating of scholarship question sets. Processes and corollary tasks, scholarship criteria and scholarship essay sets may be adjusted accordingly.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Marketing (Not an official team more of a work group)

Date: April 2022

Chair: David Scott

Members: Stacy Anderson, Mari Kermit-Canfield and others on occasion

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.

Most of the efforts of the Group focus on Initiatives SS1.

To date 42 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

Our social media reach has leveled off a bit. With fewer students we held steady in Facebook with over 1450 followers (up from 1303) While Twitter remained fairly constant at 439 (from 424). Instagram has 424 followers. I did not report this number last year.

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

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.

Activities.

FALL 2022

Disc Golf-30 golfers

Bulldog Beginnings. Approx. 500 FLITE library pins given away.

Finals week

Therapy dogs at FLITE: Approx. 200 attendees. Very popular event.

Spring 2022

Hot Dogs in February. Over 160 dogs consumed

FLITE Mini-Golf on March 17. Approx. 40 participants. Done in coordination with CIS.

Finals Week

Therapy Dogs scheduled for May 2 with approx.. 175 attendees

Stick Together available soon (Completed in Early May. Picture was a Sunflower)

Other events:

Money talks

2 event this year.

November 2021: Investing 4 attendees

April 2022: Basis of car buying. 7 attendees

Assessment

Please relate how the work team has assessed its activities.

Social Media analytics are analyzed, and goals are set. RSS and FLITE are looking into the use of Loomly for social media management. This tool will allow us to better share images and ensure timely posting of events.

I use the comments on the Money talks events to come up with new ideas. Would like to see attendance grow but others on campus are having attendance issues as well!

I would like to see more involvement from FLITE staff on many of our initiatives especially ones focused on them and their activities.

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

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: PILOT

Date: May 1, 2022

Chair: Stacy Anderson

Members: Stacy Anderson, Mari Kermit-Canfield

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

Yes, but it needs to be updated because positions are mentioned that have been eliminated.

Brief Narrative

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

After consultation with some professors who extensively use PILOT in conjunction with their teaching, the decision was made to move PILOT to Canvas. This would eliminate the problems student had when creating accounts. It was also labor intensive to ascertain if students had taken the various quizzes and pre- and post-test. The problem with moving PILOT to Canvas was that FLITE librarians lost the ability to see the results of the pre- and post-test results. Hopefully, because the faculty who most use that PILOT data also work extensively with FLITE librarians, the data could still be provided to FLITE librarians.

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 modules, tests, and quizzes were converted into a Canvas module that was then placed into the Canvas Commons. Directions were provided on FLITE's website so faculty knew how to upload the module into their courses. Faculty who were known users of PILOT were sent individual emails to explain about the changes to PILOT.

APO 5.5: Build upon successful reference and research services.

OE 2.1: The Libraries will utilize standard Ferris software & systems when possible

Assessment

Please relate how the work team has assessed its activities.

Known faculty users were consulted about their experiences with the new PILOT format. They were asked if it solved known problems and about the ease of installation. One professor who wasn't known contacted the committee members about the new format, and they continued to use the older format. One problem did come up about the quizzes – each faculty member has to assign a value to the quizzes because it automatically populates their gradebook – so directions need to be rewritten to make that clearer. Otherwise, the new format seemed to eliminate many of the other known problems.

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

PILOT's format and content aims to be inclusive and accessible.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Privacy, Consent and GDPR compliance task force

Date: 5/2/22

Chair: Peter Bradley

Members:

1. Peter Bradley
2. Dejah Rubel
3. Lingfei Xu
4. Chelsea Mitchell
5. Ann Breitenwischer
6. Rodney Gardei
7. Jared Cron
8. Stacy Anderson

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

N/A – one-year task force

Brief Narrative

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

The taskforce met every other week in ‘scrum’ format from mid-October to early March, when the initial draft of the privacy statement was sent out for review.

The taskforce divided up the task into four domains: Background information, Policies and procedures, Surveillance, confidentiality and patron record, etc. and Web privacy.

- The background information group reviewed the existing privacy policy (<https://www.ferris.edu/library/about-us/policies.htm>) and resources from a variety of sources, including the ALA.
- The policies and procedures group reviewed a number of comparable practices at other institutions and chose the University of Michigan’s as our model for the final document.
- The surveillance, confidentiality and patron record, etc. group reviewed the number and placement of surveillance cameras in and around FLITE and determined that a new policy would have to be created for how that surveillance video was handled by non-library University staff. The group worked with representatives of DPS, IT and General Counsel to craft that policy, where by a

small number of IT and DPS employees will be trained on the Michigan Library Privacy act to become 'agents of the library', capable of protecting patron privacy while maintaining the safety of our students in the building.

- The web privacy group reviewed the privacy practices of our vendors and software providers. Each privacy practice was documented and included in the final privacy statement, with links for our patrons to review their information and/or delete.

The final report was submitted to a special meeting of all FLITE plus Kendall faculty and staff on 4/26/22.

The motion to approve the Privacy Statement was moved by David Scott. It was seconded by Mari Kermit-Canfield. There were 11 yes votes and four abstained. The motion was passed to accept the "Privacy Statement".

The task of updating the library's webpages to the new templates was superseded by the creation of the FLITE Website 2022 redesign committee

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.

APO Initiative 3.3 is explicitly connected to the work of this task force:

Create and post a library privacy policy informing users of their privacy rights regarding data collection, library records, and interactions with library employees.

Assessment

Please relate how the work team has assessed its activities.

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

The maintenance of patron privacy is an important piece of diversity, inclusion, equity, accessibility, and social justice, even if it is a 'quiet' one. By completing our work, the task force ensures that members of our community can learn about marginalized identities without fear of reprisal.

Work Team Annual Report Worksheet

Work Team FLITE Space Utilization and Furnishings

Chair David Scott

Members: Rodney Gardei, Stacy Anderson, Mari Kermit-Canfield, Ling-Fei Xu, Kelly McNeill, Dejah Rubel

Date April 2022

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.

Toward the end of the year, the Dean reported that there was a small amount of money allocated to some furniture. (\$31,000). Some of this money is leftover allocation for the study room refresh and other money came from other funds provided by the Dean. The committee did not have much time to put together a plan with much student input, and the amount was limited. As of the writing of this report, the plan is taking shape with input from Facilities. Our goal is to have the items ordered by the end of the semester and in place over the summer. Much of the furniture will be in the FLITE Deck further enhancing that area and making it more attractive to potential students and their families.

Moving forward, the committee plans to develop a “wish list” of sorts to have on hand in case of extra funding opportunities. This will involve student input as well to ensure that what we wish for is in line with what students want.

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.

SS1: SS Expand access through targeted recruitment efforts

Arranged for new furnishings in a FLITE Deck, which is one of several FLITE spaces featured prominently in potential student tours.

APO 5: Foster a rich, student-centered University education experience.

Assessment

Please relate how the work team has assessed its activities.

Once the new furniture is in place, the committee chair plans to publicize the new arrangement and ask questions of the students on how they plan to use the new furniture.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: Web Services Usability

Date: May 1, 2022

Chair: Stacy Anderson

Members: David Scott, Heather Symon Bassett, Mari Kermit-Canfield, Melinda Isler

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

No. The membership description includes jobs that no longer exist at FLITE.

Brief Narrative

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

In the summer of 2021, the Web Services Usability committee, after consulting Ferris lawyers, developed a proposal for students in the University of Michigan's School of Information (UMSI) to consider as a usability project. It was not accepted during that round, and the committee was invited to apply again. The committee reworked the proposal and resubmitted it, but it ultimately wasn't accepted by the students at UMSI. In February 2022, when the committee was informed that the proposal was not accepted by UMSI, it was evident that Ferris was ready to begin working on FLITE's page, and the Web Services Usability committee looks forward to testing aspects of the new web site and other web services in Fall 2022.

Recruitment for Ferris student names and emails to develop a contact list was conducted; about 160 names were collected. The committee briefly discussed doing some usability testing on SmartSearch, but ultimately did not conduct these tests. The general feeling was that if FLITE was selected as a UMSI project, we would be busy with that work. The follow-up from UMSI was delayed beyond their stated timeline. See statement in previous paragraph.

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.

Two proposals were submitted to UMSI for a collaborative project.

160 students' names and emails were collected for an outreach mailing list.

PC 3.2: Continue and expand partnerships with other libraries and cultural organizations, both local and statewide

APO 3.2: Investigate new and/or existing tools to gather, analyze, and present data about library usage

OE 2.1: The Libraries will utilize standard Ferris software & systems when possible

Assessment

Please relate how the work team has assessed its activities.

The committee was pleased with the number of students who were identified to be on the mailing list and believes that the method of collecting that information continues to be effective.

No other assessment activities were conducted.

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

The UMSI project was being explored with an interest of promoting universal design and optimal accessibility of content on FLITE's website for all users.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: RADTech

Date: 4/27/22

Chair: Dejah Rubel

Members: Stacy Anderson and Tammy Finch

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

Yes, though we are still unclear on how we differ from similar committees.

Brief Narrative

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

Being down to three members, we decided to hold open meetings until the next committee rotation. We had one in July and another in February. The July meeting focused on adding new resources to the A-Z list and an ILL link to part of SmartSearch. The February meeting was an attempt to clarify how our charge differs from the Web Content and Technology committees.

RADTech continues to maintain the ERM Troubleshooting Ticketing System to make improvements and solve problems as they arise, but usage has dropped significantly. From 4/22/21 to 4/27/22, RADTech has handled 19 tickets the majority of which were database issues. Of the 19 tickets, 16 (or 84%) were fully resolved.

In contrast, we received 20 broken link reports in February and another 19 in March 2022. Although we have not found time to code and perform any sort of statistical analyses on these submissions, they have enlightened us with examples of various nuances within PrimoVE and provided additional opportunities for patron engagement.

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.

APO 3.2: Investigate new and/or existing tools to gather, analyze, and present data about library usage

- Received usage report from Third Iron for the period 4/1/21-3/31/22 that indicates consistent use by the medical and education researchers

OE 1.1: Develop a FLITE organization structure reflecting current staffing and work to be done

- Hired a new Library Technical Services Specialist who will be starting May 16th

OE 1.3: Determine the value and impact of existing processes and services and potential new services to determine priorities

- Collaborating with Jill Locascio from SUNY College of Optometry to compare PrimoVE QuickLinks to Third Iron LibKey

OE 2.1: The Libraries will utilize standard Ferris software and systems when possible

- Used Zoom to host all meetings
- Used MS Forms for simple polls created and distributed using Outlook
- Used MS To-Do for task management

Assessment

Please relate how the work team has assessed its activities.

RADTech has not assessed its activities since returning from the pandemic, but we have assessed our patrons' experiences with different discovery tools. 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?

We changed over 600 subject headings that included the word 'alien' to 'noncitizen' and/or 'illegal immigration'. We are also helping the LGBTQ+ Resource Center add over 100 books to their collection by creating call numbers and original bibliographic records.

Advisory & Accountability Committee (AAC)

FLITE Team Annual Report Worksheet

FLITE Team: FLITE Safety Committee

Date: 03/30/2022

Chair: Rodney Gardei

Members:

Steven Beck (ITS), Teresa Brown (ALC), Nina Davis (FLT), Jeff Gabalis (FCTL), Lisa Kemmis (JCM), Mari Kermit-Canfield (FLT), Trudy Roersma (OMSS), Maureen Wawsczyk (ORSP), Carrie Weis (Art Gallery), Lingfei Xu (FLT).

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 FLITE Safety Committee reconvened in September 2021 after being on a hiatus since August of 2019. New leadership was selected and new members were added to replace those who had retired or were no longer able or willing to serve on the committee. We were also able to add an additional member representing our ITS building partner for the first time since the committee was formed.

Since September of last year, the committee has reviewed and made updates to FLITE's Emergency Response Procedures, began the work of creating a comprehensive Business Continuity Plan, and began laying the groundwork for the implementation an emergency color-code alert system that will be in place before the start of the fall semester. Planning is also underway to conduct annual fire and tornado drills in the library. Active shooter drills, to be coordinated with SHERM and DPS, are also being considered.

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.

Each of the following activities and projects should address Organizational Effectiveness, Initiative 1 of the FLITE 2020-2025 Strategic Plan. "Engage in a thorough

review of library structures and processes and complete an organizational realignment, to be conducted in a way that provides ownership (or shared understanding) of important university and library structures while also increasing trust, efficiency, and effectiveness”.

- Update Emergency Response Procedures – Due to many personnel changes in the library, it was necessary to review and update FLITE’s Emergency Response Procedures, particularly in the area of after-hours emergency contacts.
- Creation of FLITE Business Continuity Plan – The safety committee met with SHERM Director Mike McKay to get insight into the creation of a disaster recovery/business continuity plan for FLITE. Work on the library’s part of the plan began in November and was completed in late February. We are still awaiting the submission of individual, area-specific continuity plans by our building partners.
- Development of emergency color-code alerts – A recommendation for the implementation of an emergency color-code alert system was presented to and approved by the FLITE Dean. In the event of certain critical emergencies, a color code (“code-blue”, for example) would be announced over the building’s public address system, alerting FLITE employees to the presence of and nature of an emergency. Visual reference cards and training on the new alert system will be forthcoming.
- Initial planning has begun to resume fire and tornado drills on an annual basis. The intention is to conduct these drills during times when building occupancy is low so as not to cause disruptions to classes or other group activities that may otherwise be occurring in the library.

Assessment

Please relate how the work team has assessed its activities.

The completion of the library’s Business Continuity Plan was a significant accomplishment and appeared to be well received by library faculty and staff.

Safety documentation was reviewed and updated as necessary, ensuring it has remained current and relevant and reflects recent personnel changes.

COVID-19 guidelines continued to be monitored and adjustments were made as appropriate. Masking and social distancing guidelines were relaxed, allowing for reconfiguring the layout and number of computer workstations, table & seating arrangements, and putting room layouts and capacity limits back to a more pre-COVID operating standard.

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

- The FLITE Safety Committee is composed of representatives from each of FLITE’s building partners, offering a diverse group of members.

- The work of this committee helps to promote a safe working and learning environment for all of FLITE's employees and patrons.

Sunday, April 3, 2022

Discussions of the need for maintenance and cleanup of FLITE's Springshare content began in spring semester 2021. A starter committee was formed in spring 2021 with a temporary name of LibGuides&FAQ Rebuild and Best Practices Committee. Membership included Springshare Administrators Mari Kermit-Canfield and David Scott, and Chelsea Mitchell. The committee's initial focus was tidying and organizing FLITE's LibGuides and was based on a process developed by the Borough of Manhattan College, CUNY.

On April 28, 2021, the committee brought a plan for this process to FLITE librarians for approval. Comments and suggestions were provided, and the process was approved by the librarians in attendance at the meeting.

The approved timeline for the project was as follows:

- May 15th- Librarians make final selection of guides for pre-Deletion Hiatus
- July 15th - If no problems have arisen while guides are in pre-Deletion Hiatus, dismantling begins by Springshare Committee and librarian-owners (2-months in pre-Deletion Hiatus)
- August 30th - Springshare Committee (hopefully) wraps deletion/dismantling and FLITE LibGuides enter Ongoing Maintenance Review

Guides remaining in the system would go through an update process such as compliance with ADA standards. Support documents were compiled and shared.

On August 9, 2021, the FLITE Dean sent an email informing all FLITE staff that work on the Springshare project would cease "until further notice". Due to the cease-and-desist notice this team did not continue to any other planned project work, such as updates to the FAQ system, maintenance of user accounts, et al. The Springshare system will remain in hiatus until approval to make changes is given by the FLITE Dean.

Date	Total Number of <u>Libguides</u> Remaining	Published	Unpublished	Private	Total	Deleted	percentage waiting to be removed	Total Number of Assets	Number of Assets Removed
5/14/21	694	325	282	38	645	49	7.1%	8033	0
6/7/21	638	288	144	28	460	178	27.9%		
7/27/21	575	288	141	29	458	117	20.3%	8399	-366
9/7/21	577	287	131	31	449	28	5.9%	8411	-12