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

**Date:** 4/26/23

Chair: Heather Symon Bassett

Members: Stacy Anderson, Jason Bentley (Sponsor/Ex Officio), Tracie Alger (Effective

9/19/22), Kelly McNeill, Peter Bradley (through 9/6/22)

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 AAC's purpose is to "...offer advice to encourage FLITE team sustainability, provide mechanisms to promote team communications and reporting, and facilitate membership rotations."

The Committee facilitated FLITE annual report and membership rotation processes, offered somewhat regular advisement to FLITE teams concerning sustainability considerations, and promoted transparent and open team communications through: team email communications, maintenance of AAC InfoHub, posting regularly on the AAC's team page on the InfoHub, sharing information at one or more FLITE meeting forums, updating and posting of FLITE team membership rosters, and including team updates in Dean's Update messages. The team met regularly with a special interest in promoting FLITE team sustainability and exploring options for archiving of AAC InfoHub contents.

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 (listed below) support several portions of FLITE's Strategic Plan: Activities directly align 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."

Activities also align 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."

# AAC 2022/2023 Activities:

### Processes:

- FLITE Team Membership Rotation (9/1/22-9/30/22): 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 feedback to individual teams, draft a written summary of all reports, enable oral reports of team activities to all of FLITE, etc.

# Meeting Actions/Discussions:

- 9/1/22: Review revised Web Content & Integration Committee charge.
   Advisement- Possibility of Web Content & Integration Committee combining with Web Services Usability Committee.
- 9/19/22: Review AAC processes for FLITE team revisions. Advisement-Possible Marketing Interest Group dissolution.
- 11/2/22: AAC charge review. Accepted Marketing Interest Group team dissolution proposal. Accepted RadTech team dissolution proposal. Tentative review of IDEAS and RSS DEI joint charge proposal.
- 11/22/22: Accepted AAC charge revision. Accepted joint RSS DEI/FLITE charge proposal with recommendations. Accepted formal dissolution of LlbGuides FAQ & Best Practices Dissolution team.
- 2/10/23: Advisement: IDEAS-B-Membership criteria; FLITE Website 2022
  Redesign and PILOT Committees-Team dissolution recommendations;
  prospective Technology Committee; revisit possibility of Web Content &
  Integration Committee combining with Web Services Usability Committee.
  Accepted formal dissolution of Privacy, Consent and GDRP Compliance Task
  Force (team had previously completed objectives).

# Projects:

- Continued exploration of archiving InfoHub contents (Ongoing)
  - Review of software and script options (Peter as lead). Determined none viable at present. Agreed current team content should reside on AAC InfoHub and archived content can be stored on SharePoint. Processes for transferring historic content to SharePoint need to be developed and student workers may be able to assist. Work continues.
- Promoting FLITE team sustainability

 Advised on multiple occasions concerning FLITE team sustainability. Work continues.

### **Assessment**

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

The AAC regularly completes assessment in several manners. Meetings include an element of ongoing reflection concerning team activities, and incorporate review of individual or team questions or input if offered. The team reviews and revises FLITE team documentation and/or processes as needs are perceived. The AAC completes an annual charge review, evaluating activities in relation to FLITE's strategic plan. It also completes an annual report which allows the committee to reflect on it's activities for the past academic year.

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

The AAC strives to promote a culture of accessibility at FLITE through providing teams information and as a committee, observing accessibility standards. The AAC InfoHub includes information for teams on creating accessible documents and web content, and current accessibility standards. The AAC also attempts to create accessible documents and content for posting on the AAC InfoHub. As staffing allows, the membership is inclusive of faculty, clerical-technical and administrative staffing units, allowing for a variety of staff perspectives.

FLITE Team: Assessment

Date: April 30, 2023

Chair: Stacy Anderson

Members: Jason Bentley, Stacy Anderson, 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.

There has been uncertainty around the role of the Assessment Committee, and it hasn't met for several years. A meeting was called with various librarians who might have assessment activities in collections, instruction, outreach, etc. to discuss the idea of a library-wide assessment committee that would serve more as an informational and sharing committee of assessment activities.

It was decided that this was a good idea, but nothing was done beyond that regarding this idea. A draft charge will be written in Summer 2023 and sent to interested people to restart this committee for 2023-234.

# 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.

N/A

# **Assessment**

Please relate how the work team has assessed its activities.

N/A

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

Assessment activities can promote inclusion, diversity, equity, accessibility, and social justice and that should be taken into consideration when writing the charge and future projects and endeavors of the committee.

**FLITE Team:** FLITE Events Team

Date: April 2023

Chair: David Scott

Members: Kelly McNeill, Rodney Gardei, Chelsea Mitchell, 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 various events during the year. For this year we held the following:

- 1. Chili Cook-off. This is a fundraiser for the United Way Campaign. We were able to raise an additional \$500 for the campaign. This was an increase over last year with the addition of some wonderful baskets and some generous bidders!
- 2. FLITE Student Appreciation Snack Day. April 19, 2023

# 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. This team does need to work harder at collecting and reporting data and the usage of Teams/Sharepoint could be increased. (OE Initiative 2.1)

### Assessment

Please relate how the work team has assessed its activities.

Due to low student attendance at the lunch, we moved that event to an all-day snack event. This was easier to get all students to addend. Due to some changes in Financial aid, we were not able to announce the scholarship winners by the date of the event. 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. The Dean also invites other offices on campus to the cook-off.

# **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 2023

### **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 was able to work on a plan to upgrade some of the furniture in the FLITE deck. We began the process working with Kara Pellerito from the Facilities, but she left the university in October. Taking over as our liaison was Karen Simmon. We were fortunate to have Brandi Manning, a student intern assist Karen with the project. Based off the success of the "bench seating" on the second floor, the committee proposed a similar setup for the Deck. Brandi was very easy to work with and by late March, the new furniture was in place. The furniture included some new bench seating, new tables, a new computer table, and the reallocation of some extra chairs from previous remodels. Our plan was to get some more ideas for room 304 and 210, but the semester ran out and Brandi has left for graduation. The committee chair will reach out to inquire about another possible intern to assist moving forward. The estimated cost for this upgrade was approximately \$32,000.

## 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. The chair will reach out to the tour leaders to focus on the new arrangement of furniture on tours.

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

Moving forward the committee plans to come up with a "wish list" of sorts in various areas so if we received a major donor request for an area, we could present some options to the donor. With time on our hands, we could solicit input from students for what they would benefit most from in these different areas.

#### Assessment

Please relate how the work team has assessed its activities.

We plan to observe usage in the new furniture with some surveys and perhaps a video of the new space. We will investigate the use of a student to help with a video project in the space.

# IDEAS-B Committee FLITE / RSS Team Annual Report

FLITE/ RSS Team: IDEAS-B (FLITE & RSS)

**Date:** 4/26/23

Leader and Co-Leader: Kristin Conley and Dejah Rubel

**Members:** Jason Bentley, John Cowles (secretary), Kimberly Dickman, Lori Jenema,

Mari Kermit-Canfield, Karen Royster-James, and Sonia Trevino

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.

We've only been active for the past semester. During that time, we hosted an online session facilitated by Jon Humiston called "Engaging the Head and the Heart in Creating Belonging," which had over 30 attendees.

One of the goals we are working on is updating the library indexing to adjust classifications. Most of this scheduled work will be complete by the summer of 2023. However, some of the pre-work (thinking and discussion) have begun. We also have a plan to revisit this in August of 2023 to ensure that the indexing is complete. If it is not complete, we will keep on our –Old Business plan until it is complete.

# 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.

Our online session helps address Student Success Initiative 1: The Libraries will ensure that virtual and physical spaces are inclusive environments for all students, faculty, and staff. Reforming the committee completes action step 1.1.

#### Assessment

Please relate how the work team has assessed its activities.

We counted the number of attendees at the sponsored event. We also reflected on the event at our April meeting to receive feedback from the team.

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

One way we did this was to have a virtual component of our "Engaging the Head and the Heart in Creating Belonging" event. In our reflection component of this event, we also discussed the value of sharing the invitation and the event link to the greater University so make it available to more individuals on campus.

**FLITE Team:** Library Student Scholarship Review Committee (LSERC)

Date: April 18, 2023

Chair: Heather Symon Bassett

**Members:** Heather Symon Bassett, Ben Boss, David Scott, Melinda Isler, Tracie Alger,

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 2022/2023 Academic Year for the Library Student Employment Committee was largely characterized by change. Concerning the scholarship, a new Memorandum of Agreement was completed and in effect as of 1/3/23. Also, new university-wide guidance regarding scholarships was received that required some clarification for 23/24 Award Cycle. The Committee may need to adjust future practices, but was able to honor historic processes for the 23/24 Award Cycle.

The Committee also engaged in some more routine tasks to enable scholarship awards. It completed the following: Committee meetings, updating of promotional materials and other documentation, promotion of the scholarship opportunity, addressing funding considerations, communications with OSFA and other scholarship stakeholders, and selection and reporting of recipients. The Committee will notify the recipients and help facilitate recognition after OSFA verifies their eligibility. The Committee will also meet in April 2023 to reflect on 23/24 Scholarship Cycle activities and discuss future scholarship cycles (an OSFA representative will be in attendance to share information and offer insights).

#### Notes:

- Instead of 2-\$500 scholarships, funding was sufficient this year to provide 2-\$1,000 awards.
- Nina Davis, Dean's Office, is a regular guest attendee at meetings and assists with verifying fund availability, reporting recipients to OSFA, etc.

# 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."

The initiatives noted above were generally supported by the following activities:

- Updating the library student employee scholarship flyer and promoting the scholarship opportunity through emails to library student employee supervisors.
- Five meetings focused on facilitating the 23/24 Scholarship Award Cycle
- Ensuring fund availability for two recipients (via Dean's Office) and encouraging donations supporting the scholarship through 'One Day for the Dawgs' fundraising event
- Providing an updated essay question for the scholarship portal
- Reviewing applicants and reporting selected recipients to Dean's Office (for reporting to OSFA on designated form)
- Adhering to University designated scholarship timelines and new scholarship guidance as needed and agreed upon with OSFA and University Advancement & Marketing
- A plan is in place to notify and recognize recipients
- Communications with various stakeholders including OSFA
- Updating of AAC InfoHub team page and adding documentation to Committee SharePoint site (e.g. Bulldog Gratitude Statement information, etc.).

#### **Assessment**

Please relate how the work team has assessed its activities.

The awarding of two scholarships to library student employees is a straightforward indication of Committee successfully completing it's work. Though the selected recipients haven't been confirmed by OSFA at the time of drafting this report, it is likely two awards to library student employees will occur. As noted previously, the Committee will meet at an April 2023 meeting to reflect on activities for the present academic year. At that meeting, the Committee will also look forward, considering the Committee's role and scholarship awarding practices into the future. The team also reviews and reevaluates the team charge on an annual basis.

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

The FLITE Student Employee Scholarship opportunity is open to all FSU library and archives student employees meeting the same basic criteria and does not make financial need a requirement. The option makes the attainment of a degree in higher education more accessible for the two scholarship recipients by providing funds to support educational costs. Committee membership is inclusive of faculty, staff and administrative staff units, when possible, and incudes KCAD representation.

FLITE Team: PILOT

**Date:** April 27, 2023

Chair: Stacy Anderson

Members: Stacy Anderson, Mari Kermit-Canfield

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

Yes.

### **Brief Narrative**

This Team will be dissolved for AY 2023-24 as it as become part of one person's work rather than a Team's work.

# List of Activities, Projects; Relevance to Strategic Plan

Last year PILOT was converted to a Canvas module that professors import into their classes.

- APO Initiative 4: Assess and review processes for library services and offerings to increase effectiveness.
- APO Initiative 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.
- OE Initiative 2: Contribute to the development of a more effective and transparent campus by utilizing campus standard software and systems.

### **Assessment**

No assessment has been done to see if this is working for the professors. FLITE librarians no longer have access to the results of the pre- and post-tests.

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

No.

FLITE Team: FLITE Safety Committee

**Date:** March 29, 2023

Chair: Rodney Gardei (FLITE)

**Members:** Jason Bentley (FLITE), Steven Beck (ITS), Nina Davis (FLITE), Jeff Gabalis (FCTL), Rosemary Graham (Art Gallery), Lisa Kemmis (JCM), Mari Kermit-Canfield (FLITE), Kristen Pontz (ALC), Trudy Roersma (OMSS), Maureen Wawsczyk (ORSP),

Lingfei Xu (FLITE)

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.

After considerable discussion and collaboration, the Safety Committee approved a new "Color-Code Alert" system to alert FLITE faculty & staff to the presence of specific emergencies either within or affecting FLITE. The proposed alert system was distributed to all FLITE building employees and was overwhelmingly supported. Additionally, an Emergency Response Team was re-established to support the color code alert system as well as assist in building evacuation in the event of a fire alarm. Several FLITE employees volunteered to serve on the response team, each taking responsibility for ensuring prompt evacuations or relocation from specific areas of the building. Those employees trained in Emergency First Aid, CPR & AED, were also added to a medical response team that can respond to assist an injured or ill person until professional medical help arrives. New 2-way radios were also acquired this past year to assist with emergency communication and coordination.

An online information repository and incident database was created within MS Teams & Sharepoint that contains information regarding FLITE-specific emergency procedures as well as information related to general safety & security guidelines within the FLITE building. A location for security incident reports was added to allow for greater transparency of issues occurring after normal business hours.

Work has also begun on an online safety training program that can be completed by all building employees, including student staff. It will likely be of greater benefit for new employees beginning work within the FLITE building, while still providing a good refresher for existing employees. It is hoped to have the training program completed and ready before the start of fall 2023 classes.

# 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".

- Emergency Color Codes The Safety Committee approved a new "Color-Code Alert system to alert FLITE faculty & staff to the presence of specific emergencies within or potentially affecting FLITE. These color codes will be announced over the building's public address system to alert building staff of a specific emergency or threat.
- Emergency Response Teams The Safety Committee agreed that the creation
  of an emergency response team that would assist in the evacuation of the FLITE
  building would be most beneficial. A response team was formed with each
  individual having primary responsibility for clearing a designated area of the
  building.
- All of the building's emergency call boxes and panic buttons were tested in the fall of 2022. The testing was coordinated with both Ferris DPS dispatch and the Meceola 911 Central Dispatch Center. The yellow emergency callboxes dial 911 when the call button is depressed, indicating the exact location of the callbox. The panic buttons alert Ferris DPS, also indicating the location of the pressed button. The testing was a complete success with 100% of the panic buttons and callboxes working properly.
- A Microsoft Teams and SharePoint site were created to act as a repository for FLITE's safety, security, and emergency information/procedures. Each employee who works within the FLITE building was given access to this content. This site also serves as the location for FLITE's security incident reports, giving greater transparency to incidents that occur after normal business hours.
- Safety tours of the FLITE building were offered to all employees and will continue to be offered to each new employee that begins working within FLITE.

- An annual review of FLITE's emergency response plans, security procedures, and Business Continuity/Disaster Recovery plan was conducted with necessary updates made to each document to ensure accuracy.
- The committee began the development of an online training program. All FLITE building faculty and staff, including all student employees, will be able to complete this training. The desire is to have this training more interactive with pictures and video demonstrations of relevant FLITE areas and assets.

# **Assessment**

Please relate how the work team has assessed its activities.

Items such as the color alert codes, response teams, and the safety and security SharePoint/Teams site were reviewed and overwhelmingly supported by several of the building's employees, including our building partners. Efforts were made to include all building staff in reviewing drafts of these initiatives to ensure they could provide feedback and recommendations for changes, corrections, or further ideas to improve a proposed initiative that would affect the building.

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.

FLITE Team: Web Services Usability

Date: April 27, 2023

Chair: Stacy Anderson

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

Melinda Isler

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

Yes, we reviewed it and there was an intention to rewrite it but that didn't happen.

### **Brief Narrative**

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

The Web Services Usability Team met six times, held one recruitment drive, and conducted three usability tests in 2022-23.

Recruitment for Ferris student names and emails to develop a contact list was conducted; about 180 names were collected. We did not have as much success with participation from this list in 2022-23 as we have in past years despite collecting more names.

Tests were held on October 27, 2022, November 16, 2022, and April 4, 2023. Concepts tested or asked about were: the categories under the About and Services menus (October), the language and meaning of the items under the About and Services menus (November), and the Chat button (April). The most productive and useful test was the Chat button test.

The Team intended to hold a larger Testfest in Spring 2023, but because of the changes that hadn't been implemented and poor timing, only three regular tests were conducted. The Team did plan to offer an asynchronous online test to Library staff, student employees, and faculty using [QuestionPro] software, but decided that the website needs more refinement before this test would yield any meaningful results for the Team.

Because of the overlap in membership between the Web Services Usability Team, the focus of the work, and the natural end of the FLITE 2022 Redesign Team, it has been proposed that the Web Services Usability Team and the Web Content Integration Team be merged. The new Team will be convened, and a new charge will be written in Summer 2024.

# 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.

Recruitment: Bulldog Days is very important for recruiting. About 180 names were collected; other recruitment included going on first floor of FLITE and asking students to participate. This has been done in the past and has usually been productive.

Three tests (see above for description).

The general activities of the Web Services Usability Team address multiple FLITE Strategic Plan Initiatives. They are:

- APO Initiative 3: Spur a culture of data driven decision making in FLITE and KCAD Library.
  - APO 3.2: Investigate new and/or existing tools to gather, analyze, and present data about library usage.
- APO Initiative 4: Assess and review processes for library services and offerings to increase effectiveness.

More specifically, one of the Team's activities address this Strategic Plan Intitative:

• OE 2.1: The Libraries will utilize standard Ferris software & systems when possible. The Team began experimenting with and plans to use QuestionPro to conduct asynchronous usability tests in Summer and FY24.

#### Assessment

Please relate how the work team has assessed its activities.

The Team hasn't formally assessed its activities but with the combination of the two committees, we will discuss how we need to assess activities going forward. We certainly had informal conversations about recruiting and how that's not working as well as it used to.

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

The Committee strives to adhere to universal design principles and accessibility standards and the tests are open to all. A worthwhile effort in the future may be to reach out and recruit specifically especially for accessibility.