

RACL Spring 2007 Meeting

March 14-16, 2007, St. Simons Island, GA

Minutes

Members Attending:

Nancy Anderson, Gordon College; Gordon Baker, Clayton State University; Pat Borck, Macon State College; Carol Bray, East Georgia College; Ray Calvert, Coastal Georgia Community College; Betty Childres, Kennesaw State University; Mary Jo Fayoyin, Savannah State University; Lorene Flanders, University of West Georgia; Doug Frazier, Armstrong Atlantic State University; Kathy Gallo, Georgia Perimeter College; George Gaumond, Valdosta State University; Toby Graham for Bill Potter, University of Georgia; Debbie Holmes, Georgia Highlands College; Victoria Horst, Abraham Baldwin Agricultural College; Charlene Hurt, Georgia State University; Lynn Kelly, Waycross College; Lydia Knight, Dalton State College; Tamera P. Lee, Medical College of Georgia; Angela Megaw for Byron Drew, Gainesville State College; Callie McGinnis, Columbus State University; LaVerne McLaughlin, Albany State University; Rich Meyer, Georgia Institute of Technology; Joyce Mills, Southern Polytechnic State University; Bede Mitchell, Georgia Southern University; Merryll Penson, Board of Regents; Robert Quarles, Atlanta Metropolitan College; Susan Ralph, Bainbridge College; Paul Robards, Middle Georgia College; Rachel Schipper, Georgia College and State University; Shawn Tonner, North Georgia College and State University; Jacqueline Vickers, South Georgia College; Mary Washington, Darton College; Vera Weisskopf, Georgia Southwestern State University

Guests:

Kate Nevins, SOLINET, Robert Fernekes, Georgia Southern University, Dr. Tom Maier, Interim Vice Chancellor for Information and Instructional Technology and CIO.

Business Meeting:

Mary Jo Fayoyin, Chair, welcomed the group and Toby Graham, UGA and Angela Megaw, Gainesville State representatives were introduced. Mary Jo thanked Lorene Flanders for hosting the previous evening's reception. The Spring RACL minutes were approved as distributed. The GUGM date is May 17, 2007 at Fort Valley State University and the registration form is online at the GIL website. The report of the User Group Committee was accepted and adopted with three presentations. All directors were urged to attend as the Chancellor will be the keynote speaker. A groups representing RACL met with the Gartner consulting group as a part of OIIT assessment.

The report from the Executive Director, Library Services, Merryll Penson included:

- Two new staff people have been hired at GALILEO one from Oxford College at Emory and the other from the Government Documents at UGA.

- The GALILEO/GIL Update handout was explained containing the Ebsco upgrade to Academic Search Complete and Business Source Complete. Rachel Schipper is the chair of the committee to look at the Ebsco upgrade and if completed how to pay for the upgrade. The decision is to be made by mid April. We may have to redirect funds i.e. cancel some databases and some costs may have to be paid by each institution if the recommendation is to go with the Ebsco Upgrade.
- GIL costs for 2008 were distributed to each director.
- Anticipated increase for next year's Ex Libris' Voyager maintenance will be about 3.6%.
- Overall increase for GIL Service Site support should be about 1%. While there was an increase, this small increase reflects the savings from move from MCG as a stand alone site to the UGA Service Site.
- Future challenges are to look for more joint issues, salaries for technical staff need to be looked at, Randall Cravey is retiring and Kelly Robinson is being trained by Phil Williams to take over some of his work.
- The International Ex Libris' End User Bon Voyage grant was won by Cathy Jeffries, Clayton State College and University. Two librarians from Georgia Gwinnett, Scott Giles and Michele James, will share the Georgia grant provided through USG Libraries for attendance at the meeting. The GUGM Planning Group recommended continuation of this competitive grant again for FY08.

Ray Calvert, Coastal Georgia gave the report from the Nominations Committee (Ray Calvert, Laverne McLaughlin, and Lorene Flanders) and a vote was taken for the two offices which needed filling. A paper election was held and Carol Bray was elected Chair Elect and Joyce Mills was elected Secretary.

George Gaumont circulated the draft of the RACL Operating Principles which he had been requested to prepare. George explained each section. The first part is language directly from the Board of Regents website with the last part containing the organization's representation and Committees which comes from a cross section constructed around GALILEO and GIL. The membership voted to approve the Operating Principles as written. The RACL Operating Principles document is attached to these minutes.

Debbie Holmes, Nursing Resources Committee reported the committee reviewed products and recommended:

- Libraries that are currently subscribing to CINAHL Plus w/Full Text should continue to do so individually
- GALILEO purchase the following if special initiative funding is provided in addition to maintaining CINAHL: Proquest Nursing Journals, Medline with Full Text, Doody's Core Titles and Doody's - Additional Titles

Assessment, Effectiveness, and Metrics:

Rich Meyers, Georgia Institute of Technology, gave a LibQual update and distributed a Preliminary LibQual+ Results document for his presentation. Issues and facts, Rich mentioned were:

- Twenty USG Libraries participated in LibQual+ in 2006.
- Overall results from 5,383 undergraduate were very satisfied with the Library System with the areas of high degree of service in the ability to navigate Library web pages easily, giving users individual attention and employees who instill confidence in users.
- USG is doing as well as Ohio, Wisconsin and Alabama in our results.
- Higher library use in the southeast
- Kathy Tomajko and Bryan Matthews are working further with our results.
- Several ideas were mentioned for future use of results, Focus Group Skills Workshop, Patron Service Workshop, SOLINET workshop, Website, Customer Service initiative, funding issues and political messages

Bob Fernekes, Georgia Southern University gave a Mini Workshop on Assessment and Metrics. He circulated a handout for his presentation entitled Partnering for Student Learning where he spoke about emerging roles of the library, responding to student learning needs, and assessing the Library's impact on learning. He followed his presentation with an exercise involving group ideas that reflected partnering and assessment.

Callie McGinnis, Columbus State University volunteered to coordinate a librarian swap for a learning experience. To participate, email Callie with your librarian's name and strength by April 1st .

SOLINET Update:

Kate Nevins reviewed:

- SOLINET goals: 1) Effective member services, 2) program and service diversification, and 3) member outreach and communications.
- SOLINET services address the diversity of needs and include: work redesign, emerging technologies, disaster preparedness and recovery training, E-books (Collection 6 is available with 3,000 books at a cost of \$1.05 per FTE (\$1.15 after June), and blogistics.
- HBCU Library Alliance, ASERL-related projects and the Southern Council of State Librarians.
- Future directions: 1) new service models, 2) work redesign and staff transformation, 3) buildings, 4) special collections/digitization, 5) repositories (digital, print, last copy, journals, and 6) assessment. OCLC business relationship is being re-examined to improve service (by all regional networks). A consultant has been hired to assess and redesign the system. The membership structure is outdated and is being reconsidered.

- SOLINET Annual Membership Meeting is in Atlanta May 10 and 11 with Roy Tennant and Diane Cresh as speakers.
- A Library Participation Report will be available in August.

Ex Libris: Road Map for the Future: Don Muccino, Vice President Global Support and Dan Trajman, President, Ex Libris (USA) Inc.:

- Company overview (Francisco Partners, a private equity firm), market trends and their strategy and North American Customers
- Ex Libris is not an ILS company but a library applications company that develops new products using a strategy focused on market research, technical innovation, and partnerships with customers.
- The next generation for the company is URM (unified resource management)
- Ex Libris customer base is 85% academic institutions.
- Products are developed in partnership with customers who share a common vision, contribute capability (knowledge), and demonstrate commitment.
- Key challenges/opportunities: 1) changing user needs, 2) reduce cost operations, 3) collaboration and economies of scale, 4) need to extend services, and 5) legacy technologies.
- Primo – the application on which Ex Libris is focused and will de-couple user experience from back-office systems.

University System Update:

Tom Maier, Interim Vice Chancellor OIIT/CIO reported for Richard Sutton:

- Reorganization of the Board and new regents
- Fate of amended FY07 and FY08 budgets still unknown but full funding of formula is expected
- Zero based budgeting has BOR-assigned budget analyst making shadow budgets for institutions.
- Fixed for Four tuition going forward
- No strategic plan as of yet but is action oriented with results and will contain emphasis on efficiency, value, affordability, revision of core, global economy, and continuum of learning
- Single high school diploma/American Diploma Plan under consideration for demonstrating competency for certain functions.
- Some authorities and approvals removed from Regents to Presidents with guidelines

OIIT Assessment Results and future directions:

- Current organization is too cumbersome. Gartner's assessment is ongoing and has looked at several characteristics: 1) services valued 2) good staff, 3) resistant to change 4) lack of integrated strategies and financial planning, 5) insufficient human resources, 6) no IT service catalog.
- Next steps include: 1) address gaps and recommendations, 2) focus on journey not destination, 3) solidify core values and 4) use social networking software to interact.

Friday, March 16

Merryll Penson welcomed Elle H. “Mimi” Rogers who is the archivist for the Sea Island Company. Ms. Rogers gave a very informative history of the Sea Island Company particularly of the original and the new Cloister.

Business Meeting:

The motion passed to have the Fall Meeting at the Board of Regents Offices in Athens and to have the Spring Meeting at the Augusta Marriott.

George Gaumond reported the VSU library program had the visit from the COA review panel. VSU is now reviewing the panel report for factual errors. ALA will notify George in July 07 with results which could come from a variety of outcome.

Institutional Repository Update and Civil Rights Digital Library Initiative:

Toby Graham gave a presentation from the video archive of raw news footage documenting the Civil Rights Movement using a portal that provides a seamless virtual library connecting users to digital collections on a national scale. Learning objects provide curricular support materials to integrate it into the curriculum. Method will include a choice of video formats for users and will be available for use in early ‘08. It could be listed as a database in GALILEO.

GALILEO Knowledge Repository is the stewardship and access for that part of the intellectual product of the USG that exists in digital form such as research and technical reports, electronic thesis and dissertations, conference meetings. The metadata Group and the Technical Group continue to meet to develop recommendations. The thinking of the group is to have individual specific repositories for 35 institutions but with a shared and common platform using Manakin.

Strategic Directions for USG Libraries:

Merryll Penson led a discussion, based on the diagram she distributed, about current GALILEO Goals of universal access to core level materials to enhance the quality of teaching and learning. Questions now are “what is core?” What is “worldwide information services”? If RACL wants to expand its collections, how does the group proceed? There are many gaps besides those already identified based on specific USG priorities like nursing and allied health, and education. Other objectives we may have for the future may include improved discovery tools (ex: faceted searching with Primo, Endeca or Innovative Interfaces), cooperative collection development, storage of final copies of journals, the GALILEO Knowledge Repository, information literacy, and distance learning. Future infrastructure needs may be vendor provided or open source/ community source such as Evergreen. Suggestions were made for funding such as

pursuing a \$1/semester student fee that would go directly to GALILEO (not to campuses). The \$1.3 million asked for '08 is to be used for maintenance, additional costs of databases, nursing, teacher education, discovery to delivery tool, GALILEO Knowledge Depository, upgrade to Ebsco, Syndetics book covers.

Mary Jo Fayoyin thanked the people who helped her with the meeting and with other duties she has as RACL Chair.

Respectfully submitted,
Nancy D. Anderson, Secretary