Regents Academic Committee on Libraries
Meeting Minutes

Thursday November 16, 2017
Clayton State University

Attendees:

RACL Members
Gordon Baker, Michelle Barsom, Jason Battles (for Toby Graham), Alan Bernstein, Pat Borck, Jeffery Carrico, David Evans, Mary Jo Fayonin,, Sonya Gaither, Leslie Haas (for Bede Mitchell), Christopher Huff, Tamatha Lambert, Deborah Prosser, Robert Quarles, Franklin Roberts, Brenda Seago, Susanna Smith, Jeff Steely Ru Story-Huffman, Jacqueline Vickers, Shaundra Walker, Melissa Whitesell, Frank Mahitab, Susan Vines, Susanna Smith

University System of Georgia/GALILEO/GIL
Lucy Harrison, Russell Palmer, Barry Robinson

EBSCO/OpenAthens
Tony Zanders

Stat Courier
Natasha Boekholt, Brian Clingen

The meeting began at 10:10 AM

Gordon Baker, Director, Clayton State University welcomed the group.

Sonya Gaither, RACL chair, welcomed RACL attendees and guests. She noted that 25 of the 28 USG institutions were represented.

The minutes of the full RACL meeting from Lake Blackshear, April 14, 2017 were approved.

Stat Courier, Natasha Boekholt, Brian Clingen:
Prior to evaluating a move to UPS, Stat Courier reviewed and discussed how their services could be changed and improved in order to meet the needs of the USG and GPLS going forward.

Previously, costs became prohibitive for GPLS after the USG initially voted to move to UPS.

The following points were addressed by Stat Courier staff:
- Price--the highest share of volume is with public libraries. Stat Courier offered to review pricing and rebalance costs

- Tracking--Stat Courier can offer full tracking, labeling, and barcoding with third party software (Excelerator); libraries will need to consider "benefit of effort" for library staff when integrating these features into their workflow.
- Turnaround time--turnaround time needs to be improved. Given the distance for some traveled for some deliveries, costs will increase.
- Loss/Damage--Currently, damaged items are covered by Stat Courier. Lost items are more subjective, and tracking could help to locate missing items.

USG institutions will volunteer to participate in a trial with new services like tracking.

Another desirable functionality for exploration--"real time" tracking (active vs. passive tracking) so that library staff could update patrons on the status of their requested items--was mentioned, and this may be possible via an API. Trial participants might test this functionality.

A decision about the future service provider will be made by the spring 2018 RACL meeting.

Strategic Planning Update, Lucy Harrison:
Lucy Harrison offered a Strategic Plan update. She reminded RACL members of the RACL specific strategic goals and the process. She reviewed the vision statement. Lucy mentioned the possibility of OpenAthens authentication as part of the strategic goals toward improving the user experience, and added that Tony Zanders from EBSCO was in attendance to offer a brief overview of OpenAthens authentication. Sonya Gaither reminded RACL members of the E-resources Advisory Committee, overseen by John Stephens at GALILEO, and solicited volunteers for participation on the committee from USG, TCSG, and DOE. Tim Daniels from University of North Georgia was volunteered for USG by Cynthia Prosser.

Lucy's slides summarizing the GALILEO Strategic Plan are available here.

Comprehensive Administrative Review (CAR), John Fuchko, Vice Chancellor for Organizational Effectiveness:
John Fuchko introduced the Comprehensive Administrative Review (CAR) process. His presentation slides are available here.

Objectives
The objectives of the CAR process were introduced:
"Performance Audit on the Cost of Higher Education" (DECEMBER 2016)
- Working toward developing model organizational structures and processes.
- A university system with a 21st century operational model with multiple, diverse campuses.
- Identify administrative costs saving that can be redirected into the systems core functions of teaching, research, and service.

After the CAR, recommendations from Huron will be vetted by USG staff
- Need to ensure that students are not harmed by any cost savings measures
- Has to meet effectiveness test.

Methodology
- Interviews
- Data collection and analysis
- Survey and Analysis
- Interviews and Focus Groups
- Report Development and Confirmation
- Creating efficiencies; what can we be doing system wide? How can we scale up good solutions at individual institutions system wide?

Example: Data use
Lucy cited the example of cataloging; the assessment will provide some data that will let us know how much time our staff are spending on cataloging, we could make a decision about more centralized services, and RACL could make a recommendation based on that data.

Post Alma Implementation Activities, Barry Robinson:
Barry presented an update on activities post-Alma implementation.

He offered a report on major known issues, upcoming projects, committee listservs, recent accomplishments, and committee assignments.

The GIL monthly report is available [here](), and Barry's Alma update for RACL may be found [here.]()

GIL Pricing Breakdown, Lucy Harrison:
Lucy Harrison presented a variety of models for breaking down GIL pricing for the USG institutions.

The models were reviewed and evaluated. RACL voted to adopt a weighted cost model based on the following:

FTE=50%; USG type=30%; Holdings=10%; Circ=10%

A motion was made by Brenda Seago to adopt the new model, and the motion was seconded by Mark Flynn.

There were 24 yea votes and one nay vote.

It was decided that the change would be made all at once, as opposed to rolling it out over a few years.

RACL Members requested that Lucy issue a letter to all USG institutions explaining the change in process as agreed upon by RACL and the Board of Regents in order to support their requests to administration for more funding.

OpenAthens Overview, Tony Zanders, EBSCO:
Tony Zanders from EBSCO presented an introduction to the OpenAthens authentication system for RACL members.

OpenAthens is an identity and access management service that will allow GALILEO access via a single sign on solution. OpenAthens would effectively replace EZ Proxy for GALILEO resources.

The presentation is available [here](#).

Many use cases were reviewed and discussed, including things like collection development for smaller sub-groups of students, and access to approved services for University System retirees, and how OpenAthens data correlating library usage with student success departmentally can be used to support ROI discussions in the academic environment.

A motion was made that we move forward with the review and evaluation of OpenAthens as an authentication solution for GALILEO.

Return on Investment (ROI) and GALILEO, Lucy Harrison:
If OpenAthens is implemented, GALILEO is open to capturing data about our users that we haven't in the past, while still maintaining a strong commitment to privacy and security. Banner already feeds data like major information, class enrollment, etc. into a variety of systems There are ways to protect patron privacy for this process and to anonymize data as needed. RACL reaction was positive.

 David Evans noted that the currency of success is what we contribute in terms of these resources to student achievement, grades, and success, and showing success is part of their ongoing conversation with academic affairs, and that the numbers correlate on library use and retention rate at Kennesaw State, with a 12% difference among students who utilize the library.

GALILEO staff will examine a variety of different measures of cost savings data, including GALILEO's role in maintaining resource management systems, consortial purchasing, and cost savings as well as time and effort spent doing these tasks.

Lucy asked RACL staff ROI—what else? RACL members responded with:
Lost opportunity costs
ROI--cost share resources

GALILEO Activities Report, Russell Palmer
Russell summarized the GALILEO activities report, available [here](#).

 The meeting was adjourned at 2:45 PM.