

**2019 Spring Regents Academic Committee on Libraries
Meeting Minutes
March 29, 2019
Middle Georgia State University**

Attendees:

RACL - Regents Academic Committee on Libraries:

Kelly Ansley, East Georgia State
Jeffrey Carrico, Georgia Tech
Laura Clark, ABAC
David Evans, Kennesaw State (Chair)
Mary Jo Fayoyin, Savannah State University
Julius Fleschner, Georgia Highlands
Roberta Ford, Columbus State University
Sonya Gaither, Clayton State College
Toby Graham, University of Georgia
Debbie Holmes, College of Coastal Georgia
Lynn Kelley, South Georgia State College
Tamatha Lambert, Middle Georgia State
Jim Rickerson, Gordon State College

Barb Mann, Georgia Gwinnett
Bede Mitchell, Georgia Southern
Catherine Murray-Rust, Georgia Tech
Robert Quarles, Atlanta Metropolitan State
Jeff Steely, Georgia State College
Ru Story-Huffman, Georgia Southwestern
State University
Shaundra Walker, Georgia College & State
Melissa Whitesell, Dalton State College
LaVerne McLaughlin, Albany State
University
Joy Bolt, University of North Georgia

University System of Georgia / GALILEO / GIL:

Joy Woodson, Lameisha Estelle, Lucy Harrison, Barry Robinson, Russell Palmer, John Stephens

Guests:

USG Retiree Council Subcommittee on Retiree Library Access and Services

Kathy Tomajko (Georgia Tech), Subcommittee Chair; Ron Bohlander (Georgia Tech), Member;
Dennis Marks (Valdosta), Member

Meeting Called To Order:

Chair David Evans called the meeting to order at 9:30 AM
The minutes from the fall RACL meeting November 2, 2018 Georgia College and State
University, Milledgeville, Georgia, were approved with the following corrections:

- Ru Story-Huffman was in attendance

GALILEO Update, Lucy Harrison

Lucy reminded everyone that she sent out the GALILEO Activities Report electronically for
review. Lucy Harrison reviewed progress on the five main goals of the GALILEO Strategic Plan.

1) User Experience

This year, we have accomplished the following:

- Streamline Authentication: OpenAthens project is underway. More details later.

- Develop new user-centered design-based process: Following Agile-based process with user and design elements in place to build off national & international standards. We may call on you at times for help with focus groups and end-user input for the design. A GALILEO Development Advisory Committee has been kicked off as a result to help us develop the plan to build the next interface. We will have a draft plan by the end of this fiscal year.
- Plan for improving interface: Persona development, user stories, feature lists, and shared platforms and tools that the entire GALILEO community can use

Next Year: Higher education OpenAthens implementation will be done, and we will finish implementation for GPLS and K-12, while working on the improving the portal interface

2) E-Resources/Content:

This year, we have accomplished the following:

- Implemented new statistics reports, expanded content, setup E-Resources Advisory Committee for GALILEO, and decided how we wanted to use ERM tool
- New EBSCO upgrades already in place - *History Reference Center Plus*, *Literary Reference Center Plus*, *Legal Source*, *Newspaper Source Plus*, *American Antiquarian Society Archive* (new!)
- ProQuest upgrade coming soon - all of USG PQ Package costs picked up centrally and upgrade to *Lion Premium* (World Literature & Black Writing Collection)
- Potential reallocation of USG portfolio – John will discuss more later
- Setup E-Resources Advisory Committee for GALILEO
- Recommendation to implement Consortia Manager ERM tool to improve the licensing/billing process, and evaluating content via subcommittees

Next Year:

- Implement ERM tool (if funds allow)
- Continue resources assessment
- Implement process for open resources that is more formal
- Precision licensing from the OpenAthens data? Possibly licensing a resource just for people who are in a law program or only license some Elsevier journals for faculty are some examples. OpenAthens will allow us to do this, but it requires your local IT department to agree to share that information. We haven't tried to negotiate that with vendors yet. Lucy emphasized that this may be more useful for libraries to negotiate locally as opposed to a statewide negotiation. Chair David Evans stated this is a great opportunity because they have tried to negotiate a relative license for engineering products.

3) Awareness/Marketing

This year, we have accomplished the following:

- Marketing plan
- Surveyed libraries (marketing/training; annual survey)

- Marketing toolkit where libraries can download, customize, and request marketing materials
- Metrics that demonstrated GALILEO's value and return on investment
- Hired new Assistant Director for Marketing Communications, Joy Woodson

Joy was introduced to the group and provided an overview of the infographic she had developed showing the impact of GALILEO on Georgia libraries. This infographic is available on the About GALILEO website. She asked for suggestions for the backside of the infographic: things you could find in GALILEO, user stories, and highlights from survey.

Joy also reviewed the report of the GALILEO Annual User Survey. She asked RACL to review the survey report, which will be posted on the About GALILEO website sometime next week.

Next year, marketing communication goals will include:

- Marketing plan more locally-oriented marketing – working with libraries and library directors
- More coordination with GPLS
- Redesign of GALILEO informational websites: Department pages (status, FAQ, and access to GIL)

4) Training (Russell Palmer)

This year, we have accomplished the following:

- GALILEO Training and Marketing Survey: 62 USG respondents
- Russell meets monthly with Dorcas Davis, Director of Continuing Education for GPLS. This coming fiscal year they are coordinating on a "Train the Trainer" plan, a joint full-day session of GALILEO focus sessions for public and academic libraries who are regularly doing training.
- Develop training plan- possible virtual training, redesign the online training portal
- Needs assessment
- Improve vendor training
- In-person events for front-line staff
- Make online training more prominent
- OpenAthens - possible training portal based on the needs of those front-line staff managing OpenAthens

Based on feedback that Karen collected, a training link has been added to the sidebar on the About GALILEO website for easier access.

Next year, training goals will include:

- Updated training plan - will be integrating some of the content from the survey
- OpenAthens – Russell attended the conference in London and will be sharing what he learned
- Work with GPLS on marketing and training
- Redesign online training portal

5) Partner Tools and Services (Lucy Harrison)

This year, we have accomplished the following:

- Philosophy of open data was adopted
- Community partner representatives who can provide ongoing feedback and input (GALILEO Development Advisory Committee)
- Plan for enhanced service offerings moving forward on the portal and with partners

Next year, we plan to:

- Continue working closely with GALILEO Development Advisory Committee
- Develop a services portal highlighting what GALILEO offers, defines what the services are, and how they work in a technical aspect

Other GALILEO Updates

- CAR next steps:
 - Improve internal business processes with GPLS (ex. marketing, training, assistance with rolling out and hosting SimplyE, an open source e-book collection)
 - Increase shared library services for USG
 - Expand statewide services for all libraries (ex. Cataloging content and journal negotiation)
- Affordable Learning Georgia: Currently at round 14, savings of \$53 million cumulatively, \$15 million to \$20 million saved annually in textbook avoidance, low cost to no cost indicators in fall catalog for students at the point of registration
- Digital Library of Georgia: There are several cases at the end of the activities report, links to statistics, and links to the full annual report. We are continuing to support DPLA. We have consolidated all the stand-alone newspaper sites onto the Georgia Historic Newspaper portal. DLG would like to do more marketing to K-12 around resources that would be useful to K-12, with a downloadable poster series that is really nice.
- Reminders:
 - GUGM is May 15-16 at MGSU, and we are finalizing the schedule and opening up registration. We are at capacity with 200 attendees.
 - GALILEO Annual Conference is July 11 at MGSU. We do have a keynote speaker, Nikhil Deshpande, Chief Digital Officer, state of Georgia

GIL/Alma Functional Committees Updates

Barry Robinson presented updates on:

- Changes to GIL committees and officers
- Monthly meeting schedule – reminder
- Updates on RACL specific goals

RACL Specific Goal 1: Increased Collaboration

Cataloging Committee continues to look for ways to take advantage of all the new things Alma brought to us for reduction in duplication, more collaboration, and more efficiencies.

UGA is also piloting a Centralized Cataloging Workflow Project. Libraries involved are UGA, ABAC, Gordon State, Fort Valley State, Savannah State, Atlanta Metro and Georgia Gwinnett. Updates were given on each libraries progress. A graphic was presented on the Centralized Cataloging Workflow Pilot Project.

Discussion ensued amongst the group. The agreement was to continue with the pilot, and Toby and Lucy will get with Jason to explore more options that could involve additional people at UGA.

The Fulfillment Committee's work on expanding/enhancing resource sharing continues. Work on implementing ROTA is on hold due to product issues. We did implement Persistent Blocking, and are still evaluating TCSG access to GIL Express and ILL integration in Alma.

RACL Specific Goal 2: Take full advantage of new Alma functionality

Each committee was asked to give two recommendations to improve collaborative and shared work flows:

COMMITTEE	TWO RECOMMENDATIONS
Special Collections	1) Special Collections members would like to contribute rare books from our collections to HathiTrust: In Process 2) We need to create new workflows for archival systems (Aeon, ArchivesSpace, Archon, PastPerfect) to integrate with ALMA: In Process
GIL OPAC	1) Use the new change management process to make regular corrections and enhancements to Primo: Complete 2) Implement Start to Finish Primo New User Interface Implementation: Complete
Georgia Knowledge Repository	1) Set metadata schema across GKR participants 2) Update of CIP mapping vocabulary
Fulfillment	1) Create a report that all libraries can use to manually block their patrons with overdue GIL Express books. This report was created by GIL Tech Support in collaboration with the Fulfillment Committee: Complete 2) In collaboration with the Assessment Committee, develop training classes/tools demonstrating how to use Alma Analytics to create reports for various library departments: In Process 3) Implement java script created and shared by California State University System to improve My Library Account sign-in functionality in the new Primo user interface. Collaborate with GIL Tech Support and the GIL OPAC Committee to implement: Complete
Catalog Committee	1) Assist libraries that need assistance with their local multi-match reports cleanup – Complete 2) Distribute instructions and assist libraries that need assistance with Bound-With records – Complete

	3) Identify and merge duplicate records in the Network Zone – In Process 4) Establish ongoing authority control workflow – In Process
Acquisitions	1) SUSHI (Standardized Usage Statistics Harvesting Initiative) allows COUNTER-compliant usage data to be fed directly from content providers into Alma using the SUSHI protocol. Once this has been established, libraries will be able to use the data (via Analytics) to better understand usage at their institution: Complete 2) Currently, there is a limit of 25 items that can appear below a resource in Primo. Removing this limit will allow libraries to provide access to all of their items associated with a resource (bib record) for an improved patron experience: Complete
Assessment	1) Develop common reports to support IPEDS Academic Libraries data collection: In Process 2) Develop a simplified glossary of analytics terms and procedures: Complete
Fulfillment Functional	Implement Rota – In Process Implement Automatic Persistent Blocking in Alma/Primo – Complete Evaluate GIL Express with TCSG – In Process Evaluate ILL Integration with Alma – In Process
Cataloging Functional	Centralized Cataloging Pilot: In Process

Requests for new committee member nominations will go out soon.

Reports from Working Groups/Advisory Groups

- **RACL Assessment Committee-** Liaison, Sonya S. Gaither, Dean of Libraries reported:

The Assessment Working Group is charged with evaluating the role of library usage and services in student success, building on the work that individual USG institutions have already done, and using new data from tools such as OpenAthens. The immediate charge will be to build a data analysis framework to evaluate the relationship between libraries and student success. Sonya Gaither serves as the RACL Liaison. Group members include Robin Grant (Middle Georgia), Betsey Whitley (Dalton State), Mike Holt (Valdosta), Vicki Parsons (Georgia Gwinnet), Laura Clark (ABAC), LaMonica Sanford (Georgia College & State University), Kathy Davies (Augusta), Ken Henslee (GALILEO, Recorder), and Sonya S. Gather (Clayton State, Chair, RACL Liaison).

We've met three times to define the goals we want to accomplish and created a survey to send to each library for their input. The goals are 1) identify what data collection will determine the impact we have on student success, and 2) identify the resources and the tools that will help with this evaluation (Alma Analytics and OpenAthens). Future goals include looking at ensuring that institutions are set up in OpenAthens similarly to help with USG wide assessment, with setting sites on connecting OpenAthens data with institutional systems like Banner and Office of Institutional Research. Fourteen quantitative survey questions were created and reviewed.

The projected timeline for completing some of our preliminary work is as follows:

May 21 – 31	Finalize and distribute survey
June 3- 14	Institutions have 2 weeks to complete the survey
June 17-28	Initial data analysis and qualitative follow up interviews occur
July 22 – Aug 16	Analyze survey and interview data

- **RACL Information Literacy Committee** –Liaison, Julius Fleschner, Dean of Libraries reported:

The original charge “The group will work to inform USG broadly about how instruction and reference librarians serve as partners in teaching and learning initiatives. The group’s immediate focus will be to identify the best practices in information literacy instruction related to general education and Gateway to Completion courses such as ENGL 1101, and credit bearing information literacy courses. The group will recommend opportunities to implement those best practices across the system.”

The group is now focused on the following:

- IL credit course as part of general education requirements
- Collect tutorials/IL lesson plans from around the state
- Possible curriculum mapping
- Identifying best practices for where best to integrate IL
- Training for new librarians
- In-depth IL workshops for librarians
- Establish a standard for librarian-to-student ratio for USG

Met once a month since approximately February. The group drafted a letter stressing the importance of information literacy to the USG General Education Council in regard to the USG core revision. The letter will be presented to RACL for endorsement/approval. Members of the group have reached out to USG for statistics on retention/graduation rates for current credit IL courses. Members of the committee served on a panel for AABIG in which they shared their work and solicited feedback from other instruction librarians in the state. Members of the committee are also scheduled to be on a panel for the GALILEO Annual Conference in July, entitled “Beginning at the End: Implementing Backward Design.” They will discuss the backward design processes in assessment, credit and one-shot course design, displays and other programs.

Although no official timeline has been established. We hope to have a librarian added to the committee for the USG Core revision (Summer 2019). We plan to reach out and working with other established instructional groups within the state (AABIG, GLA) to fill the gaps in professional development. (Fall 2019). Begin to draft best practices to look at specific academic programs and determine where information literacy could be best taught/best practices for libraries to be involved in course development (Fall/Spring 2019).

- **USG GALILEO Analysis Group:** John Stephens gave an update:

The group recommends moving to Westlaw as a legal resource as opposed to LexisNexis. Switch to Westlaw for only legal. Staying with LexisNexis would only be beneficial in cost savings. Discussion was given on the cost and discount amongst the group. A unanimous vote was made to leave LexisNexis and move to Westlaw.

The group also recommended canceling the OCLC FirstSearch/discovery product statewide. Discussion was given on the process and recommended we define who will be impacted by the cancellation as there are institutions heavily using the OCLC. Some were in favor of renewing OCLC, and some were in favor of cancellation, and two people were in favor of renegotiation of pricing. The vote was mixed. Final decision was to go back to OCLC and ask for best and final pricing and to clarify the effect of this change on libraries.

Discussion ensued about the best way to reallocate any funds saved through these portfolio changes. John considered demand, local cost savings, consortia benefit, and available funds, and he made several recommendations to the group.

GALILEO/GIL Projected Invoices

Lucy reminded the group that their GIL and GALILEO resource fees will increase 3% annually. She will send everyone a link to the full spreadsheet with their specific costs.

E-Journal Negotiation Update and Next Steps

Lucy provided an overview of the project. The outside consultant, Claire Dygert recommended we should consider Wiley and Elsevier for a central statewide contract this year and consider doing Springer next year. She did not recommend we do all three at once.

Based on the data at hand, including a survey of current spend and historic budget (past 3 years), the decision was made to move forward with an Elsevier group license.

USG Retiree Council Subcommittee on Retiree Library Access and Services

Lucy provided background on how the USG Retiree Council is asking for better access for retirees to GALILEO resources. That group already has conducted a survey of libraries, which revealed a great inconsistency in the practices and policies regarding retirees' access to GALILEO resources. Questions were posed and discussion was made on what would be the base level of expectations of GALILEO access for retirees and faculty with emeritus status. A possible clarification from the system office on policies and procedures could be requested. Kathy Tomajko, Ron Bohlander, and Dennis Marks gave brief discussion and breakdown of the "Hitchhikers' Guide to Library Access for Retirees" and USG Retiree Council Subcommittee on Retirees Library Access and Services March 29, 2019 meeting minutes with RACL.

OpenAthens Update, Russell Palmer

Completed OpenAthens Pilot Institutions:

- Gordon College

- Columbus State University
- Georgia Highlands College
- Agnes Scott College
- Georgia Northwestern Technical College
- Gwinnett Technical College
- Chattahoochee Technical College
- Thomas University* (Almost Done)

The remaining pilot libraries are also near completion. Once pilots are complete, we plan to implement the remaining USG Institutions in tiers based on the number of electronic resources (smallest to largest). We are hoping to have the bulk of the work done by the end of summer.

We did a “Collection call & “IdP call” – Russell thanked all staff for their help; we had 100% participation. Next steps are for EBSCO and GALILEO to ensure each institutions IdP is connected, and for EBSCO to activate all the e-resources. This can take some time.

Russell provided the group with an overview of what to expect during the implementation process, as well as on go-live day.

GreenGlass Recommendation

David Evans recommends a shared GreenGlass project, because RACL Libraries have a Statewide ILS System. David suggested tasking a GreenGlass Discussion Group with further analysis, and David will ask his staff to lead the charge. That group will be tasked with:

- Piloting a collection analysis of a small representative group of USG libraries using GreenGlass
- Examine ways, means, and timeline for scaling GreenGlass (in coordination with Lucy’s group) to all USG Libraries
- Deliverables of the group would include analysis that identifies titles that need to be retained regardless of location; identifies titles that are held in common but little-used; identifies uniqueness in collections; identifies discipline specific strengths.
- Group would also suggest ways and means of coordinating future acquisitions with the goal of creating a shared collection that would reduce unnecessary duplication and help leverage our monograph budgets.

Nomination/Elections/ Officer Training Manual

Sonya Gaither, Past Chair, presented the RACL Officers Training Manual, which outlines the responsibilities of RACL. The following documents were included in Sonya’s manual:

- RACL Executive Committee representation
- GALILEO Steering (GALSTEER) Committee representation
- Frequently asked questions
- GALSTEER and RACL sample meeting agenda
- Resources

Everyone thanked Sonya for pulling all of the information together and agreed that she had done a great job. Russell recommended we include a link for the meeting minutes within the

RACL Officers Training Manual. It was put to vote that we would accept the RACL Officers Training Manual pending necessary changes and updates to the manual discussed amongst the group.

One correction was made to clarify that terms will be two years and staggered.

In her role as Past Chair, Sonya presented the slate of officer nominations for FY19-20. A call for nominations from the floor provided no additional suggestions. The following nominations were approved:

- At-Large Member (2 -Year term) Nominee: Robert Quarles, Atlanta Metropolitan State College
- At-Large Member (2 -Year term) Nominee: Barb Man, Georgia Gwinnett College
- Secretary, Shaundra Walker, Georgia College & State University
- Vice -Chair / Chair Elect – Tamatha Lambert, Middle Georgia State University
- At- Large (1 – Year Term to complete Kelly Ansley’s Term) Julius Fleschner to fill

Minutes from the last meeting were previously distributed, read, and put to vote for approval. The motion for minutes approval was seconded and approved as the corrections have been updated.

Update on Merryll Penson Scholarship Fund

Bede Mitchell updated us on the scholarship fund that is being managed by the University System of Georgia Foundation. State Librarian, Julie Walker forwarded a letter to Bede from the Vice Chancellor for Development that included a proposal for RACL to consider. The letter read that two scholarships were awarded in the amount of \$1,000 each to Valdosta State University Dewar College of Education and Human Services Masters in Library and Information studies program students on behalf of the Merryll Penson Scholarship Fund. We were contacted by Valdosta State to express their gratitude and to also inquire if RACL might pledge a reoccurring gift for 3 to 5 years. If so, they would be pleased to share more information about the Merryll Penson Scholarship in the department of scholarship marketing. Valdosta State is looking to increase the scholarship and thus the number of applicants for the fund. The Merryll Penson Scholarship Fund currently has a balance of \$11,184.00 remaining, after the current awards. Valdosta State would like RACL to consider a 3-year commitment of two scholarships in the amount of \$1,000.00 each for a total of \$6,000.00 to Valdosta State. Please let the Vice Chancellor for Development know your thoughts. Bede will send out a link to the Listserv for the University System of Georgia Foundation webpage, where designated gifts/donations can be made to the Merryll Pension Fund via the drop-down menu. Discussion and comments were made amongst the group. Once a final decision is made, Bede will relay this information to Valdosta State.

Meeting Adjourned at 3:15 p.m.