**2016-17 Council on Libraries, Information Systems and Computing (LISC)
Minutes
March 27, 2017
3:00 p.m. – 4:00 p.m.
ITB 108**

Attendance: Dave Mamorella, Rebecca Mugridge, Allison Craig, Alex Tchernev, Deb Dickerson, Simeon Ananou. Guest: John Zelenak, Client Support Services, ITS

1. FACT2 Advisory Council & Awards - John Zelenak

John is a representative on the FACT2 Advisory Council and presented an overview to the LISC members. FACT2 is an advisory body to the SUNY Provost, advocating and acting as a resource for University stakeholders at the nexus of technology, pedagogy and research. Its purpose is:

- Improve the learning environment and expertise of faculty and instructional support staff.
- Enhance the teaching and learning process through the use of technology.
- Increase networking, collaboration, and sharing of best practices.
- Advocate for appropriately equipped and designed learning spaces.

The full presentation can be found at: https://sway.com/eJSyiaYQjUbLIcOz .

2. Library Updates – Rebecca Mugridge

Faculty searches.
- Director of Technical Services and Library Systems. We are holding four on-campus interviews.
- Subject Librarian for Anthropology, Geography and Planning, and Communications. This search has been completed; Priscilla Seaman will be joining the Libraries on April 20. Priscilla comes to us from the University of Tennessee at Chattanooga. She has a BA in Anthropology from UAlbany, and an MSIS from the University of Tennessee at Knoxville.
- Web Developer/Designer. Our search for this position was unsuccessful; we will re-assess this position after the Director of Technical Services and Library Systems is on board.

Library Hours Task Force has completed its work and submitted recommendations to the Library Policy Group. As part of its work the Task Force conducted a survey of faculty, staff, and students, receiving 803 responses from students and 548 from faculty and staff. We will be reviewing their

recommendations with the goal of implementing any changes to our hours in the fall.

Virtual Research Consultations Task Force. The Libraries have formed a group to investigate our ability to offer virtual research consultations. Currently, we offer in person research consultations by appointment in addition to our chat, email, phone, and in-person reference assistance. The ability to offer virtual research consultations will allow us to reach more of our students, including those enrolled in online courses.

3. ITS Updates – Simeon Ananou

Simeon met with the Student Association to share some of the things ITS is managing and how this will impact students in learning about the campus, i.e., network improvements, steps to support student research. Matlab, Qualtrix, etc. In addition, we have employed statistical analysis grad students to help others learn. Other elements include current efforts to have an online storefront. Originally, the idea was to support engineering students, so in talking with Dell they have offered some discounts for Fall 2017. UAlbany students will have a way to purchase Dell laptops at a discount price. In future years, we will simply have the laptops prepopulated with software packages.

Improvements are underway in administrative applications, such a facelift of the University website. The primary website is undergoing extensive restructuring in the hopes to have a new look by late spring/early summer.   Improvements to Administrative offices web interface will follow. Our highest priority is recruitment of students, so we want to have an informative website. We are in the process of compiling an FAQ to inform steps, resources or expectations.

Simeon also spoke to the students about the Student Satisfaction Survey. Students' highest priority was the UAlbany Wi-Fi.

Simeon shared some ITS partnerships that are underway: (1) engaging students on a regular basis. (2) hiring of MBA students to perform certain tasks for ITS i.e., networking, working at HelpDesk, Information Security audit, operational efficiencies in Human Resources. What do the students see as working in ITS and where do we need to make improvements?

All in all, the Student leadership was pleased to hear this information. We are proposing that ITS give an update twice a year to the Student leadership to keep ITS accountable. We are also looking into establishing a student advisory board that will collect information from students; and finally, Simeon asked the group to give ITS ideas on getting honest feedback very quickly. The students said to consider social media to announce improvements, as students are more apt to read a twitter rather than an email or read it on the website.

Work management is being reviewed in ITS to investigate how we collect work and projects from the campus community and grasp how well these tools are working and/or need improvement.

4. Other Business

   Since there was not a quorum, Dave will email the Committee for approval of the February minutes.

   Simeon asked Dave to check with the Senate to see if LISC is on the right track and if there is anything the Senate would like us to do differently. It was suggested that Simeon could present to the Senate on the new initiatives in ITS. Dave will share with the Senate and see if they are open to having Simeon speak.

5. Adjournment

   There being no further business, the meeting was adjourned.