

2016-17 Council on Libraries, Information Systems and Computing (LISC)
Minutes
February 6, 2017
3:00 p.m. – 4:00 p.m.
LI 123

Attendance: Dave Mamorella, Rebecca Mugridge, Nancy Roberts, Sheila Curran Bernard, Allison Craig, Alex Tchernev, Deb Dickerson, Carole Sweeton. Guest: Andrew Lyons, Desktop Services, ITS

1. Relocating ITS Spaces – Dave Mamorella/Andrew Lyons

Test Scanning services moved from the Computer Center to LC 27. The call center portion of the Help Desk relocated from LC 27 to MSC 209. Pending rehabilitation of the library, the Help Desk will move to the library with the students in a few months. LC 27/SB 31 plans to be turned into an Educational Technology Center, a faculty-centered facility for ITS Teaching and Learning services. FTR, Classroom Technology, Test Scanning, and the Lecture Capture Room will offer one-stop shopping to bring customers and services together. Pending details of construction over the summer, the plans are to be open for the fall semester.

2. Library Updates – Rebecca Mugridge

Faculty searches.

- Director of Technical Services and Library Systems. This position has been posted with a deadline for applications of February 12.
- Outreach and Marketing Librarian. An internal search was conducted for this position and Amanda Lowe (LISC member) was hired; Amanda began work on January 12.
- Subject Librarian for Anthropology, Geography and Planning, and Communications. This search has been completed; with an announcement coming soon.
- Web Developer/Designer. Another interview will be conducted for this position next week.

Student Advisory Board. Many of the concerns that the Student Advisory Board discussed this past fall had to do with the cost of printing. Many transfer and graduate students come from institutions that don't charge for printing or give each student a certain amount of free printing every semester (e.g., 200 sheets, or \$30 worth). Some benchmarking was done with other SUNY institutions, and most seem to have more liberal printing options than UAlbany. The Libraries would like to work with ITS to consider and evaluate other printing solutions.

Vending machines with healthy options. The SAB requested vending machines with healthy options in the University Library. The Library worked with University

Auxiliary Services to install those machines last fall.

Science Library. The proposed renovation of the 3rd floor of the University Library will not happen. Instead, the Office of Campus Planning is looking to renovate the 2nd floor of the Science Library. That space contains book stacks filled with bound journals that are very lightly used. The Libraries are working with the Office of Campus Planning to move the bound journals to compact shelving on the basement level so the University can re-purpose the 2nd floor space to house other units (Advisement, the Writing Center, ITLAL, and the Center for Achievement, Retention, and Student Success). Access to the 16 group study rooms and offices on that floor will most likely be lost at the end of the spring semester. The Libraries are going to appoint a task force to review library space to provide alternate group study areas. The goal is to not have a net loss of space dedicated to student use, especially group study rooms which are very popular.

Presentation practice room. A presentation practice room is being outfitted in the basement of the University Library in a room off of the Current Periodicals room.

Combined circulation, reference, and IT help desk. Plans to re-build the circulation desk so that it's more welcoming as well as accessible to people in wheelchairs in in development. It will be about 10-12 feet further back from the door so the size of the lobby area will be increased and seating will be provided. Circulation, reference, and IT support will be offered at one consolidated desk. The current reference desk will be dismantled and replaced with additional student workstations.

Empire Shared Repository Task Force. Participation in the Empire Shared Repository is being explored which will allow us to withdraw or put into storage bound journals that are duplicated across the state. Under the terms of the agreement, the Libraries would then have access to those materials in the shared facility.

3. ITS Updates – Carole Sweeton

Educational Technology Center (ETC). ITS has had a stakeholders meeting to present the creation of an Educational Technology Center on campus. The Center is envisioned as a faculty-centered facility for ITS Teaching and Learning services. As the ITS service point on the Podium in the LC-27/LCSB-31 suite, the Center would be a destination for the faculty to engage with ITS to achieve campus goals related to instructional excellence and, ultimately, student success. A moderately redesigned layout will support inclusion of the Test Scanning Service, enhance visibility of the Center, provide work spaces better suited to consultation, collaboration, and productivity, and facilitate operation of the new video capture room. The Educational Technology Consulting service would operate from the Center and employ an approach to faculty consulting intended to coordinate the available resources of ITS and other campus partners (ITLAL and the Libraries) in support of instructional development in various contexts. Whether teaching fully online, blended, or

in the traditional classroom, instructors are invited to engage with the Center to enhance teaching with educational technologies. Consultants will interact with faculty through workshops, group, and individual consultation, and co-operate with campus partners to facilitate implementation of innovative instructional projects. The aim of the Center will be to serve as a primary facility through which the faculty engages with a cohesive set of campus resources that encourage, support, and assist instructional excellence and pedagogical innovation.

Work Management in ITS. ITS has a ticketing system (Footprints) in place; however, it is not being used to its potential. Many faculty and staff will send emails, or call ITS staff to request services. Some of these requests are not being documented. The topic of work management in ITS was discussed at the IT Executive Committee, made up of University Vice Presidents and the ITS leadership team, and has been endorsed to begin a culture of change to better manage our work. Beginning February 1, 2017, all work requests coming to ITS is to be documented in FootPrints. Similarly, all projects are to be documented in PWA where these initiatives can be linked to specific goals. The primary purpose of documenting our work is to create an alignment between overall technology demands on campus and our funding and allocation. Essentially, we want to be in a position to plan and allocate our resources more efficiently based on actual data.

We are going to give this new culture of accountability time to mature. The implementation of all steps necessary in order to make this new approach a reality will require conversations and adjustments. Although we are going to continue encouraging this culture of discipline, we are going to give ourselves until September to begin a full marketing campaign.

Software products.

- Matlab is a high performance language for technical computing that integrates computation, visualization and programming. The purchase has been completed, and we are working with Matlab on the deployment of the campus-wide license. More to follow.
- Qualtrics is an online survey tool that supports survey builds, distribution and analysis of results. ITS is working with Institutional Research to help building, distribute and analyze survey data, as well as a vendor to procure a campus license.
- Nvivo is a qualitative data analysis tool for research on rich text based and multimedia information. ITS is meeting with the vendor, so more to follow.

4. **New business**

The next LISC meeting is scheduled for March 27th in ITB 108 at 3 pm. There being no further business, the meeting was adjourned.