Regular Meeting of the
Members Council on Library Services (MCLS)

Agenda

Thursday, September 5, 2013 – 1:00 p.m. to 5:00 p.m. EDT
Friday, September 6, 2013 – 8:30 a.m. to 12:00 p.m. EDT

University of Central Florida | Faculty Multimedia Center
4000 Central Florida Blvd. | Orlando, Florida 32816

Thursday, September 5, 2013

1:00 – 1:05 Call to Order Julia Zimmerman

1:05 – 1:40 1. Reports from FLVC Standing Committees and Task Forces
   A. Collection Management and E-Resources Judy Born, Valerie Boulos
   B. Digital Initiatives Lee Dotson
   C. Discovery Tool Selection Jeffrey Bowen
   D. Resource Sharing
      • FLVC Resource Sharing Guidelines Troy Christenson
   E. Shared Bib Betsy Simpson
   F. Technical Services Betsy Simpson, Jennifer Grey
   G. User Interfaces Bridgett Birmingham

1:40 – 3:00 2. E-Resources Recommendation Judy Born, Valerie Boulos
   Claire Dygert, Scott Schmucker

3:00 – 3:30 Break

3:30 – 4:55 3. Discovery Tool
   A. Setting the Stage Don Muccino, Lucy Harrison
   B. Recommendation Bill Garrison, Dave Whisenant

5:00 Adjournment Julia Zimmerman

Friday, September 6, 2013

8:00 – 8:30 Continental Breakfast

8:30 – 8:35 Call to Order Julia Zimmerman

8:35 – 9:15 4. Sunshine Law Requirements Vikki Shirley

9:15 – 10:00 5. Executive Director’s Report Don Muccino
   A. Update from Library Services Director
      • Results of Library Services Survey Lucy Harrison
   B. Members Council on Distance Learning and Student Services Update Pat DeSalvo
      • Library Involvement in Symposium

FLVC 9/3/13
10:00 – 10:15   Break

               A. Licensing/Language Recommendation

10:45 – 11:00  7. Telecommunications Best Practices Workgroup  Julia Zimmerman

11:00 – 11:30  8. Planning and Roles  Don Muccino

11:30 – 12:00  9. New Business
               A. Future Meeting Dates and Locations  Julia Zimmerman
               B. ILS Selection Task Force  Lucy Harrison
               C. Aleph Password Controls  Lucy Harrison

12:00   Adjournment  Julia Zimmerman

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12:00 – 12:30  General Information Sessions
               A. Fair Use, Copyright and the Copyright Clearane Center  Judy Russell, Christine Fruin
               B. HathiTrust Update  Judy Russell

Thank you for leaving your nametag and tent card for future use.
COLLECTION MANAGEMENT AND E-RESOURCES STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
September 5-6, 2013

CO-CHAIRS: Judy Born and Valerie Boulos

CURRENT ACTIVITIES:

During this quarter, the FLVC Collections Management and E-Resources Standing Committee held seven meetings via Elluminate: June 4, July 10, July 18, July 29, August 7, August 14, and August 21. Additional meetings were held for subgroups of FCS and SUS members to discuss certain portions of the collection. The Co-Chairs also attended the Quarterly Meeting of the MCLS on June 3 to present the E-Resources Report and attended a Special Meeting of the MCLS on June 19, 2013, to discuss E-Resource issues.

2014 Collaborative Collection

The primary focus of the committee this quarter has been to respond to the June vote of the MCLS regarding the 2014 collaborative collection, which stated: For January 2014, minimize the local impact to institutions by licensing only two or three statewide e-resources (e.g., Academic Search Premier and Business Source Complete). NOTE: if we cannot minimize impact to acceptable levels as determined by the Members Council, we'll fall back to no changes in 2014. The committee has worked with FLVC to discuss database pricing, funding priorities, and possible database losses for both the noted small core collection and a status quo scenario.

In early August it became apparent that the current e-resources collection, as it stands in 2013, cannot be maintained into 2014. A deficit in the e-resources budget is expected. The FCS members of the committee have reviewed FCS holdings for possible cuts, and the SUS members have done the same. This will become part of a short report which will be forwarded to the MCLS prior to the September 5-6, 2013, meeting.

Talking Tech: Database Showcase 2013

Judy Born and Rhonda Trueman worked with FLVC to produce the August 15, 2013, Talking Tech webinar. Guest panelists presented some of their favorite databases and discussed their most useful features.

Committee Charge

Due to several suggestions, the Collection Management and E-Resources Standing Committee discussed its charge at length on the August 7, 2013, meeting. We are a young committee, with a sizable task of an urgent nature requiring our full concentration. We would like to meet the challenge of our primary task efficiently and effectively. In order to give proper attention to the priorities outlined in our current charge, we respectfully request that our charge remain unchanged until the 2014 and 2015 FLVC collaborative collections are established.
DIGITAL INITIATIVES STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
September 5-6, 2013

CO-CHAIRS: Lee Dotson and Katie McCormick

CURRENT ACTIVITIES:
This report reflects DISC activity from June through August 2013. The group met three times by conference call to:

- Discuss statewide collaboration on digital initiatives and services, to share research, and to coordinate activities:
  - Communicate information from the FLVC Members Council on Library Services and CSUL meetings: DISC is now fully operational under FLVC and no longer reports to CSUL. New liaison from the Member’s Council on Library Services to DISC is Brian Kelley at Palm Beach State College. Lee Dotson is still acting Chair of DISC. We need to recommend terms for standing committee members and designate which members should serve two-year and three-year terms.
  - Review Orange Grove - EQUELLA features as a learning objects management system.
  - Receive updates on METS Editor: UF will continue to support the METS Editor for the remainder of the year, and then will be moving away from support. The online version of the METS Editor is cloud-based. The METS Editor allows files to remain local for uses such as the FDA. We could look into the idea of using online submission with other digital library platforms at FLVC. Some institutions are heavily reliant on the METS Editor for batch processing submissions to the FDA.
  - Demonstration of the online QC/structural metadata creation tool for SobekCM. It is currently available for dLOC partner use. The updated open source software will be released in the coming months.
  - Discuss aspects of the Hathi Trust consortial membership.
  - Obtain updates from institutions:
    - Internet Archive will have some space at UF DC.
    - USF has hired a new Special Collections Coordinator.
    - FLVC has hired a new Coordinator of Library Development and Service for the Digital Services workgroup.
    - UF is testing EAD display. Request for sample EADs.
• Discuss issues related to centralized services: common digital library system and companion tools; Florida Digital Archive (FDA); DigiTool/PALMM; Archon; Florida OJ/Open Journal Systems (OJS); metadata standards; digital items and collections discovery in MANGO:

  o Consider best practices for structured table of contents in Islandora including a draft document of digital books migration and conversion of METS structMap into structured TOC. DISC needs to agree on best practices for consistency for nested DIVs for hierarchy in TOC, controlled vocabulary, use of the DIV “Label” attribute and its display of item in TOC through the IA Bookreader.

  o Discuss PALMM in Islandora: What is PALMM? How might it function in Islandora? Reviewed the history of PALMM collections and the previous guidelines for PALMM collections as documented in the CAGER Metadata Guidelines. We will be updating the draft of the evolving Islandora PALMM guidelines on the wiki as discussion continues during the implementation. Some considerations include harvesting from external collections, federated searching, FDA submission, duplicate materials, collection hierarchy, and branding.

**ISG update**

The Islandora sub-group of DISC met eight times during this period. Progress on ISG activities:

• Load programs for the initial four Islandora Content Models have been completed and tested. These are: Basic Image, Large Image, PDF, and Books.
• Development for implementing embargoes/IP restrictions on viewing was contracted for with Discovery Garden, Inc., and delivered and tested.
• Enhancements to user permissions were contracted for with Discovery Garden, Inc., and delivered and tested.
• The Islandora production server was set up and the FSU and PALMM sites were created. Creation of an FAU site is underway.
• The first batch of FSU DigiTool materials representing approximately 35 collections has been migrated to the FSU site, reviewed by FSU, and the migration has been approved by FSU. In addition, a load mechanism whereby materials loaded into an institutional site will also be assigned PALMM collection codes and will be displayed and searchable via a PALMM site has been implemented, and all of FSU’s materials loaded thus far appear both in the FSU Islandora site and the PALMM Islandora site. (Note that the Islandora PALMM site will not be released to the public until all materials have been migrated.)
• FSU workflow testing and training on the production server is now underway, along with development of instructional materials.
• Conversion of FAU’s DigiTool materials has begun and the first two DigiTool collections have been converted.
• A user interface for tracking and viewing records loaded into Islandora has been created and released to FSU for review. This interface will also be used to track new materials batch-loaded into Islandora.
• A plan for enabling users to submit packages once and to have them routed to both Islandora batch load and for archiving in the Florida Digital Archive was developed.
DISCOVERY TOOL SELECTION TASK FORCE

Report on Current Activities for the Members Council on Library Services Meeting
September 5-6, 2013

CHAIR: Jeffrey Bowen

CURRENT ACTIVITIES:

The Discovery Tool Selection Task Force met weekly throughout June, July, and August to complete deliverables related to the group charge. The group expects to submit the final recommendation report on August 29, 2013*.

In early June, the Task Force reviewed comments from the Members Council on Library Services on the draft Request for Information (RFI) document and finalized the RFI for release to the University of Florida Purchasing. The RFI was released on Wednesday, June 12, 2013. UF Purchasing forwarded the RFI to contacts at EBSCO, Ex Libris, FLVC, OCLC, and ProQuest. At ALA, the project consultant, Laura Morse, identified a contact for an additional discovery vendor, Innovative Interfaces. FLVC staff prepared electronic holdings export files for distribution to vendors for coverage analysis. Task Force members answered 15 questions received from three vendors during the June 12 to June 25, 2013, question period.

After the RFI was posted, Task Force members reviewed each item in the RFI question and determined criteria for evaluation. Each evaluation criterion was further categorized as Core, Important, Nice to Have, or Informational. Total point values were assigned to core, important, and nice to have criteria. These quantitative metrics for functionality will be combined with coverage and cost information to inform the final recommendation for the Members Council on Library Services. This methodology will allow for a consistent criteria to be applied to all RFI responses.

The RFI response period closed on Friday, July 19, 2013, at 3:00 p.m. At that time UF Purchasing opened the responses received and forwarded the responses to Laura Morse for distribution to Task Force members. Per UF Purchasing policy, the RFI responses are considered confidential and can only be shared with FLVC staff and Task Force members. EBSCO, Ex Libris, FLVC, Innovative Interfaces, OCLC, ProQuest, and Pro Site Builder responded to the RFI. All but Pro Site Builder, an independent software developer, chose to participate in onsite open demonstrations for the FLVC community on July 24 and 25, 2013.

Seminole State College volunteered to host the meetings and provide live streaming online access to the meetings. The Task Force is especially grateful for the hospitality and service provided by Seminole State College, and greatly appreciates the work of Patricia DeSalvo to coordinate both the onsite meeting and the provision of archived online videos for staff who could not attend the demos in real time. We had approximately 45 onsite participants and numerous online participants. FLVC created an online form for participants to provide feedback and comments after the demos. 45 participants provided feedback.

An additional set of Task Force questions and demo participant questions were sent to UF Purchasing for distribution to vendors on Friday, August 2, 2013. These responses, in addition to the RFI responses, will
inform evaluation reports for each vendor using the evaluation methodology defined by the Task Force. Laura Morse expects to deliver summary reports for each vendor to the Task Force by August 20, 2013. These reports, and feedback from the demo attendees, will inform the final report recommendation for the Members Council on Library Services.

* Please note, the timeline for deliverables was adjusted due to a delay in the release of the RFI (moved from June 3 to June 12), subsequent adjustment of the response date for vendors (moved from July 12 to July 19), and vendor demos (moved from week of July 15 to July 24 – 25).
RESOURCE SHARING STANDING COMMITTEE (RSCC)

Report on Current Activities for the Members Council on Library Services Meeting
September 5-6, 2013

CO-CHAIRS: Troy Christenson and Zoila De Yurre Fatemian

CURRENT ACTIVITIES:

- Four online meetings were conducted: May 8, June 5, July 10, and August 7, 2013.
- Three revisions of the FLVC guidelines have been drafted.
- A Final Draft of the Resource Sharing Agreement was submitted to the Members Council on Library Services for approval.
- Name Change: Resource Sharing and Interlibrary Loan Task Force (RSIL) is now the FLVC Resource Sharing Standing Committee (RSSC).
- There has been a determination that two documents may need to be created: 1) General agreement and 2) Institution specific policies and procedures.
- A RapidILL Book Chapter Implementation request has been sent to FLVC; it will be worked on as an enhancement project.
- The RSSC has contacted the Statewide Storage Task Force (SSTF) on creating an ILL sharing document for FLARE. RSSC will work with the SSTF to assist in the creation of such a document.
- Terms for the RSSC Committee Members have been determined and submitted to Library Services Members Council Secretary Bill Foege of Polk State College.
- Listserv Change to FLVC Resource Sharing Standing Committee Discussion List FLVC-RESOURCE-SHARING-SC@LISTSERV.FLVC.ORG
- A RSSC bylaws document is being created for historical information, committee process, and procedures.
Resource Sharing Guidelines

State University System Libraries / Florida College System Libraries

Florida Virtual Campus Resource Sharing Standing Committee

Reviewed and approved by the FLVC Executive Committee / Member’s Council on __________

Introduction

The stated collective goal of the State University Libraries and Florida State College Libraries is to increase access to scholarly materials for all faculty, students, and staff and to deliver those materials in the quickest and most efficient way possible. In support of this goal, the Florida Virtual Campus (FLVC) Resource Sharing Standing Committee establishes these guidelines to promote resource sharing for the benefit of all State University and State College faculty, students, and staff.

The mission of each institution is to provide for the information, study and research needs of its primary clientele wherever they may be located. Interlibrary loan (ILL) is an essential service used to augment access to scholarly materials. These Resource Sharing Guidelines are intended to enhance access to the full array of library resources available through the systems provided by FLVC for the Florida public college and university faculty, students and staff.

The active participation of the State University Libraries and State Colleges of Florida Libraries is essential for these Guidelines to become a true reflection of resource sharing practice. The committee urges library administrations to encourage full participation and cooperation.

General Guidelines

1. Participating libraries will provide reasonable access to resources while retaining the right to limit access to parts of their collections.

2. All participants agree to respect the local policies and procedures of individual libraries.

3. Each institution agrees to provide statistical and other information to assist in documenting the effectiveness of resource sharing activities.

4. Borrowing materials from State Colleges and Universities will be the first choice whenever an eligible item is identified.

5. The system will be configured to spread requests evenly among the institutions.

6. Detailed procedures for the implementation of this agreement are developed and maintained jointly by the libraries involved and by the Florida Virtual Campus, the statewide organization responsible for the operation of Florida’s public postsecondary online library networks.

7. Participating institutions recognize the Southern Association of Schools and Colleges (SACS) criterion for accreditation that states “[cooperative] agreements [among libraries] must not be used by institutions to avoid responsibility for providing adequate and readily accessible library resources and services.
8. The American Library Association Interlibrary Loan Code (ALA ILL Code) will be used as the default document for all other borrowing or lending activities nationally and the International Federation of Library Associations and Institutions’ (IFLA) International Resource Sharing and Document Delivery: Principles and Guidelines Procedure document for international resource sharing.

Responsibilities of Borrowing Libraries

1. Submit all ILL requests through the most appropriate ILL management system.
2. Provide sufficient citation information to identify material requested by the patron.
3. Adhere to copyright compliance.
4. Adhere to and make patrons aware of restrictions imposed by lending libraries.
5. Return materials so they arrive back at the lending library by the due date and with the information from the transaction, i.e.: ILL number or borrower name and address.
6. Request renewals before the due date when possible.
7. Notify patron promptly regarding recalls or renewal denied responses.
8. Update all ILL system records promptly.
9. Notify patrons promptly when their material arrives.
10. Shipping and returns are done using the quickest and least expensive methods available. Whenever possible, the statewide courier system should be used for returnable materials. When dealing with delicate or fragile materials, adhere to the shipping and handling terms requested by the lending library.
11. Package materials to minimize damage in shipping.
12. Lenders for Rush requests should be considered carefully before the request is placed. Not all ILL units provide Rush services or can meet special shipping requirements. Additional costs may be incurred for shipping and/or handling.
13. Non-returnable materials may be retained only by the library user; libraries should not store copies or return copies to the supplying institution after use.
14. Contact courier customer service immediately if items are lost via the statewide courier program.
15. Avoid blocking of requests between Libraries. Issues should be resolved between the ILL units or supervisors.
16. In compliance with the U.S. Interlibrary Loan Code, the requesting library is responsible for the safety and return of borrowed materials, including compensation (as determined by the supplying library) to the supplying library for the expense of the replacement or repair. Invoice procedures for lost/damaged books should only include the replacement cost. No additional late or processing fees should be added. Identical replacement items may be accepted. Local agreements may supersede this Guideline.

Responsibilities of Lending Libraries

1. Make all materials available for general circulation at the lending library available for interlibrary loan among the SUL and FCS Libraries.
2. Commit to providing materials from non-circulating collections and materials in any format available whenever possible. Consider requests for traditionally non-circulating materials on a case by case basis and supply if possible.
3. Do not request materials from collections or in formats if unwilling to lend similar materials to other college and university libraries.

4. Clearly specify exceptions to normal loan periods, restricted use, or special packaging/shipping procedures if needed for the protection and security of the materials.

5. Give State Colleges and Universities Lending requests high priority.

6. Process ILL requests at least once a day during normal business hours.

7. Read, respond and update all messages and requests daily.

8. Use the statewide courier service for returnables, unless otherwise specified.

9. Establish and maintain an online resource sharing policy via the OCLC Policy Directory and local institutional Web pages.

10. Provide articles electronically when possible.

11. Respond to ‘rush’ requests within the same day when possible. Not all ILL Units provide ‘rush’ service. When possible, Rush fees should not be charged for member libraries.

12. Invoice procedures for lost/damaged books should only include the replacement costs. No additional late or processing fees should be added. Local agreements may supersede this Guideline.

13. Consider alternative replacements of lost materials (e.g. library to library purchased replacement). Local policies may apply. Rather than paying for an item, a borrowing library may, upon agreement of the borrowing and lending libraries, replace the actual item for the lending library. No additional processing fees should be added.

14. If unable to fill a request, use the “Reasons for No” in the appropriate system.

15. Insure items are shipped by the fastest method available and updated to shipped on the appropriate system.

16. Non-returnables should be supplied using the highest resolution that can be electronically transmitted. Physical copies should be as clean as possible without black edges, smudges, or other reproduction errors. Every effort should be made to provide high quality copies. (Indicate “best possible copy” when the condition of the original prohibits a good copy.) For replacement pages, a separate copyright page should be added.
Appendix A
Participating Colleges and Universities

Broward College (EDB)
Chipola College (FCB)
College of Central Florida (FO9)
Daytona State College (FCD)
Eastern Florida State College (EBC)
Edison State College (FHF)
Florida Agricultural and Mechanical University: (FCM)
Florida Atlantic University: (FGM)
Florida Gateway College: (WK6)
Florida Gulf Coast University: (FGA)
Florida International University, Biscayne Bay: (FXN)
Florida International University: (FXG)
Florida Keys Community College (FCK)
Florida State College at Jacksonville (FJD)
Florida State University (FDA)
Gulf Coast State College (PD5)
Hillsborough Community College (FYF)
Indian River State College (FIC)
Lake-Sumter State College (FSF)
Miami Dade College (FYM)
New College of Florida USF/Sarasota: (FHC)
North Florida Community College (FNJ)
Northwest Florida State College (FB3)
Palm Beach State College (EFM)
Pasco-Hernando Community College
Pensacola State College
Polk State College (FYO)
Santa Fe College (WL5)
Seminole State College (FSS)
South Florida State College (S3F)
St. Johns River State College (WL7)
St. Petersburg College (FPB)
State College of Florida (FMU)
Tallahassee Community College (ST5)
University of Central Florida (FTU)
University of Florida (FUG)
University of North Florida (FNP)
University of South Florida St. Pete (FHS)
University of South Florida (FHM)
University of West Florida (FWA)
Valencia College (FVC)
Appendix B
Documentation

The following documents were reviewed during the creation of these guidelines.

American Library Association Interlibrary Loan Code

FLIN Manual, Florida Department of State Library and Archives of Florida

ILL Best Practices (IFLA)

International Resource Sharing and Document Delivery: Principles and Guidelines Procedure

Library Borrowing Privileges Agreement

LINCC Resource Sharing Guidelines CCLA Resource Sharing Committee

Reciprocal Direct ILL Services for SUS Students Faculty and Staff

State University Libraries of Florida Resource Sharing Guidelines, CSUL Resource Sharing Committee

UBorrow Policies, CSUL Resource Sharing Committee

Reviewed and approved by the Florida Virtual Campus Resource Sharing Standing Committee (RSSC) August 7, 2013.

Committee Members

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<thead>
<tr>
<th>Name</th>
<th>Institution</th>
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<tbody>
<tr>
<td>Troy Christenson / Co-Chair Universities</td>
<td>Florida Atlantic University</td>
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<tr>
<td>Mary Dumbleton</td>
<td>Florida State College at Jacksonville</td>
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<td>Zoila De Yurre Fatemian / Co-Chair Colleges</td>
<td>Miami Dade College</td>
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<td>Suzanne Johnson</td>
<td>Valencia College</td>
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<td>LeEtta Schmidt / Secretary</td>
<td>University of South Florida</td>
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<tr>
<td>Dan Schoonover</td>
<td>Florida State University</td>
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<tr>
<td>Kristine J. Shrauger</td>
<td>University of Central Florida</td>
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<tr>
<td>Rhonda Trueman</td>
<td>Northwest Florida State College</td>
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<tr>
<td>Amanda Ziegler</td>
<td>University of West Florida</td>
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<tr>
<td>Wendy Ellis</td>
<td>FLVC Staff Representative</td>
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<tr>
<td>Brenda Rutten</td>
<td>FLVC Staff Representative</td>
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CURRENT ACTIVITIES: May 7, 2013 through July 29, 2013:

Major Task Force successes
- Held final meeting on July 29, 2013.
- Categorized a list of priority actions by status. Outstanding issues will be referred to the FLVC Technical Services Standing Committee. The list is available at https://sharedbib.pubwiki.fcla.edu/wiki/index.php/Priority_List_Categorized_by_Status.
- Discussed FCS link-checking procedures and added centralized link-checking to the list of priorities.
- Voted unanimously to endorse the recommendations of the PDA Task Group regarding the loading and maintenance of PDA records and supported the Task Group’s suggestion to investigate the possibility of loading PDA records directly into Mango. The full report is available at https://sharedbib.pubwiki.fcla.edu/wiki/index.php/PDA_Task_Group.
- Shared information about the development of workflows to support the Florida Academic Repository (FLARE) and contacted the Chair of the Statewide Storage Task Force with a list of volunteers willing to serve on a FLARE cataloging subcommittee.
- Agreed with FIU and UF’s recommendation to focus authority maintenance work on subjects and updates that can be made through global changes. The recommendation will also be considered by the CSUL Cataloging, Authorities, and Metadata Committee. It is hoped that additional libraries will volunteer to assist. The enormous volume of revisions requiring manual manipulation is prohibitive and can only reasonably be handled by outsourcing authority maintenance.

FLVC Activities on Behalf of SBTF
- In response to the duplicate record problems in Mango, FLVC developed a program to combine records as part of the weekly Mango reload. The combining of records for searching in Mango does not change the actual records contained in the Aleph catalog, but combines the view for searching the Mango catalog. During the weekly reload, duplicate records are identified by OCLC number and combined into a single Mango record. Some of the Mango duplicate records were a result of problems with library branches from the shared bib merge or other general duplicates within Aleph. In addition, duplicate records from CRL and Hathi are combined with records from the Aleph catalog as part of the Mango dedup process.
- A new GenLoad version 2.2.6 was released on May 20th. It has an additional enhancement which allows the creation of multiple items per 50 library.
- FLVC has finalized the project for all SUS libraries to have access to the Yankee Book Peddler enriched records previously purchased by UF. Work was completed to remove the $5 FU subfields from the 505 and 970 fields on the records so that the fields will display in all libraries' discovery tools (Mango and commercial).
- FLVC worked with the University of Florida to create the Florida Academic Repository (FLARE) library in both Aleph and Mango. It is currently active for all university libraries. This establishes
FLARE as a distinct collection, separate from other SUS library collections. FLARE holdings will display in the Mango union catalog as a separate institutional holding that is available to all patrons.

- FLVC continues to work on the centralized loading of the monthly Marcive records. The scripted process has been developed for the full loads and we are in the final testing phase for the August 2012 records. Once approved, we will complete all existing monthly record loads and all future loads.
- We are in the final phase of cleanup resulting from the loading of MARCit! ejournal records full file into the shared bib database and are expecting an August completion date.
- In order to continue the centralized loading of bibliographic records, FLVC has been scripting the automated monthly record loads from Cassidy Cataloguing Services for the SUS Law Libraries.
TECHNICAL SERVICES STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
September 5-6, 2013

CO-CHAIRS: Betsy Simpson and Jennifer Grey

CURRENT ACTIVITIES:

• Held first meeting on August 5, 2013.
• Elected Co-Chairs: Jennifer Grey (Florida State College at Jacksonville) and Betsy Simpson (University of Florida).
• Elected Secretary: David Breakfield (State College of Florida, Manatee-Sarasota).
• Established member terms of office as noted at https://tssc.wiki.flvc.org/wiki/index.php/TSSC_Members
• Voted:
  o to hold monthly closed meetings with invited guests
  o to have open TSSC e-mail list
  o to have open TSSC wiki
• TSSC SUL representatives will synthesize outstanding Shared Bib Task Force priorities for TSSC discussion at its September meeting.
USER INTERFACES STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
September 5-6, 2013

CHAIR: Bridgett Birmingham

CURRENT ACTIVITIES:

The User Interfaces Standing Committee met for the first time on August 12, 2013. The members reviewed the charge of the UISC. Two- and three-year terms were established for individuals on the committee. Bridgett Birmingham volunteered to chair the team and Carla Clark volunteered to record the meeting notes. The committee will be reviewing the full text indicators issue, the new discovery tool, and yet to be determined topics of interest.

Meetings
The next meeting is tentatively scheduled for September 9, 2013, at 11:30 a.m.
Regular Meeting of the
Members Council on Library Services (MCLS)

Minutes

Thursday, September 5, 2013 – 1:00 p.m. to 5:00 p.m. EDT
Friday, September 6, 2013 – 8:30 a.m. to 12:00 p.m. EDT

Members Present
Barry Baker (UCF), Dee Baldwin (UNF), Lisa Marie Bartusik (Pensacola, representing Winifred Bradley), Karen Blondeau (Valencia, virtual), Christine Boatright (Florida Gateway, virtual), Cecilia Botero (UF), Ray Calvert (Pasco-Hernando), Mercedes Clement (Daytona, virtual), Carmen Cummings (St. Johns River, virtual), Elizabeth Curry (Central Florida), Patricia DeSalvo (Seminole), Brian Doherty (NCF), Lori Driscoll (Gulf Coast), Tracy Elliott (SCF, Manatee-Sarasota), Denise English (Lake-Sumter), Bill Foege (Polk), Bill Garrison (USF), Karen Griffin (Hillsborough), Janice Henderson (Northwest Florida), Isabel Hernandez (Miami), Kay Hogan (North Florida, virtual), Renee Hopkins (Chipola, virtual), Brian Kelley (Palm Beach), Joe Leopold (St. Pete), Victoria McGlone (FSC at Jacksonville), Kathleen Miller (FGCU), William Miller (FAU), Lena Phelps (South Florida), Anne Prestamo (FIU), Patricia Profeta (Indian River), Deborah Robinson (Tallahassee), Judith Russell (UF), Mem Stahley (Brevard), Myra Sterrett (Santa Fe, virtual), Brenda Wright (FAMU, virtual), and Julia Zimmerman (FSU).

Guests: Bridgett Birmingham, Judy Born, Valerie Boulos, Jeffrey Bowen, Troy Christenson, Melanie Cooksey, Jennifer Grey, Suzanne Johnson, Katie McCormick, Vikki Shirley, and Betsy Simpson.

FLVC Staff: Claire Dygert, Tammy Elliott, Lucy Harrison, Don Muccino, Scott Schmucker, Ashley Seale, and Dave Whisenant.

Call to Order
Council Chair, Julia Zimmerman, called the meeting to order, and Tammy Elliott recorded the proceedings of the meeting.

Reports from Existing Task Forces and Standing Committees

Collection Management and E-Resources
Born and Boulos reported that the committee has been meeting to work on the collaborative collection that will be presented later today. They also helped to coordinate a Talking Tech showcase with FLVC staff.

Digital Initiatives (DISC)
McCormick reported that DISC has met three times to discuss how to work as a group and address digital initiatives across the state. The biggest part of their conversation has been about ongoing development in Islandora and the progress that has been made to get FSU and FAU into production.

Discovery Tool Selection
Bowen reported that the task force met weekly throughout the summer and had a face-to-face meeting with the vendors. The committee also completed their charge and created a report that will be presented later today.
Resource Sharing
Christenson reported that the committee has primarily been focusing their efforts on developing a set of statewide resource sharing guidelines and establishing principles to facilitate the integration of resource sharing among the colleges and the universities. For today’s meeting, they sent a document forward for approval that is based on national and state resource sharing documents in conjunction with the expertise from their committee members. The document will become the overriding umbrella document for all of the colleges and the university libraries if approved.

Motion: Moved by Henderson and seconded to approve the Resource Sharing Guidelines. Motion approved.

Harrison reported that Rapid ILL book chapter implementation has been added as an enhancement to FLVC regular operations and they hope to start on that in the next two weeks and complete the implementation within a month. An updated status will be sent to the Council as soon as possible.

Shared Bib
Simpson reported on the activities of this task force as it prepares to sunset and transition into the Technical Services Standing Committee. The report they submitted is the last report to the MCLS. They held their last meeting on July 29 to discuss unresolved activities and issues in order to set the stage for having the Technical Services Standing Committee take over. Members of the Council thanked the committee for the work they did on behalf of all of the libraries.

An update was also requested from UCF staff regarding FLVC’s efforts to curtail the excessive amount of blank paper that prints with every uBorrow request. Harrison noted that she will follow up with her staff on any RT calls that have been submitted.

Technical Services
Grey reported that their committee had their first meeting on August 5. They set up a wiki and a listserv. They have also reviewed the list of priorities that the Shared Bib Task Force had put together and narrowed it down to the issues that they think really need to move forward to this committee.

User Interfaces
Birmingham reported that the committee has had their organizational meeting to discuss their charge and to determine the terms of service for each member. They plan to hold their first real meeting soon.

E-Resources Recommendation
The Collection Management and E-Resources Standing Committee submitted its recommendations for 2014 statewide e-resource licensing. Born and Boulos led discussion of the recommendations. They noted that Academic Search Premier, Business Source Complete, and CINAHL Plus with Full Text were the resources identified as high interest across the state.

The Council was presented with three options: Option 1 would involve adding all three products statewide; Option 2 involved adding two of the three products statewide; and, Option 3 was status quo (no statewide license changes). There was much discussion among the Council regarding the options as each would affect the FCS and SUS institutions and would involve the loss of some resources on both sides.

A motion for a fourth option was put forward by Russell, and seconded, that would affect SUS institutions specifically. It was a reconsideration of their vote to put LexisNexis and ACM Digital Library on an 18-month calendar year subscription. After discussion, the motion was withdrawn and Option 3
was amended to include *LexisNexis* provided they allowed institutions to pay for their yearly subscription in six-month increments and keep it on a yearly subscription by paying 6 months now and 6 months out of next years’ budget. However, this negotiation with *LexisNexis* would not include the state colleges that do subscribe to *LexisNexis*.

The Council voted in favor of accepting the motion to accept Option 3, and amend it to include *LexisNexis*.

After that discussion, the FCS representatives met and were presented with options for their collection.

Motion: Elliott moved, and the motion was seconded, and the Council voted to approve the motion to select Option 2 of Scenario C which would add the *Film Media Group (FMG)* collection for 2014 for the FCS institutions.

**Discovery Tool**

Muccino and Whisenant gave an overview of the Discovery Tool Selection Task Force process and Whisenant presented the recommendations to the Council. Their recommendations were: to adopt Mango as the statewide discovery system, but to negotiate with a content provider for an acceptable mega-index. Then based on the mega index chosen, use the corresponding link resolver from the same vendor. And finally, to create a new look and feel for Mango. The refresh can be done by bringing in professionals or by having the User Interfaces Standing Committee look at the way that Mango currently works and suggest improvements.

Garrison requested that the updated cost estimates be shared with the Council once it has been determined that the recommendation is actually doable. A task force or committee can then review the functionality and look and feel of Mango to help gauge target areas for a refresh.

DeSalvo moved that the Council accept the recommendations of the task force pending further information on pricing and an analysis of the overall cost for Mango. The motion was seconded and the Council voted to approve the motion. The Council also discharged the task force and thanked them for their work.

FLVC agreed to send a copy of the report to Council members with redacted pricing information so that it could be shared with their staff, after they check with UF purchasing to be sure that is allowable.

**HathiTrust Update**

Russell reminded the Council that the University of Michigan and Hathi rescinded their offer to accept the FCS and the SUS as a consortia organization because they did not all report to a common legal entity. While this is the current status, they do understand there are reasons why we would like to qualify as a consortia and have not firmly said no to this because they are really interested in continuing to move forward. She will provide updates as they become available.

Also, many of the features with Hathi are Shibboleth dependent. The SUS institutions who do have Shibboleth will pay the bill next year on behalf of all of the SUS. Russell also noted that they will continue pursuing opportunities to see how the FCS can be incorporated and have services provided to them.
Sunshine Law Requirements
Vikki Shirley, General Counsel for the Board of Governors, gave the Council an overview of the Sunshine Law requirements. The following items are highlights from the discussion:

- The Sunshine Law is straightforward and the motivation behind it is to make the decision-making process transparent to the public. Two members of a public body cannot talk about any public business coming before that entity which that entity might take action on outside of a publicly noticed meeting that is open to the public in a physical space where the public could actually go.
- Noticed meetings require a public access point, which is a physical space where a member of the public can go to the meeting.
- Generally, three days in advance of the meeting is reasonable notice.
- FLVC is subject to the Sunshine Law because it is a statewide entity with an advisory council that makes recommendations up to the FLVC Board.
- Members Council representatives can talk about anything they want as long as the meeting is noticed.
- Under the Sunshine Law, agendas are not a statutory requirement, although most public bodies do use them and it is actually good practice.
- During a meeting, if the Council starts talking about something that is not on the agenda, it is okay since it is a noticed meeting.
- Minutes should be taken at noticed meetings and should capture the actions to be taken. They do not have to be an in-depth discussion or recitation of what everyone said at the meeting.
- Meetings are not required to be video recorded.
- Virtual meetings require a public access point. Arrangements can be made for the public to attend the meeting virtually, if that is possible; but there is no requirement for virtual access. The requirement is for a physical address; the meeting notice has to contain a physical address where a person can go if they want to attend your virtual meeting.
- Before this last legislative session, there was no requirement that the public be allowed to comment at a public meeting; however, that has changed and every public entity has to take public comment only on items listed on the agenda. Reasonable parameters for public participation could be established to allow for a certain amount of time to be placed on the agenda for public comment.
- Violations of the Sunshine Law are considered a second-degree misdemeanor, subject to 60 days in jail and/or $500 civil or criminal fines.
- Meetings and negotiations held with vendors during an invitation to negotiate (ITN) stage are outside of the Sunshine Law. However, once a vendor has been selected and you enter into the contract, that contract is public record, and will be posted to the Transparency Florida website. In order for a meeting to be held unnoticed, an individual would have to be a part of the evaluation committee that is actually doing the negotiations with the vendors for those meetings to be outside of the Sunshine. If you are functioning as an evaluation committee you would be subject to statutory exemptions; you would not have to have those meeting in the Sunshine.
- CSUL and the Learning Resources Standing Committee are not statutorily created entities like FLVC and are not subject to the Sunshine Law. In instances where Council members have overlapping roles on these committees, they should be mindful of any discussion/topics that could foreseeably go up to the FLVC Board for decision. Those matters should be reserved for discussion at MCLS meetings and it may be better for those groups to be used for fact-finding and getting information.
• Council members should ask staff for clarification on items on meeting agendas and documents that are distributed to the members by phone or by contacting the staff person individually by email. In turn, email cannot be used in place of an open, noticed meeting to start questioning items on an agenda, which could lead to part of the decision-making process.

Executive Director’s Report
Muccino updated the Council on FLVC activities, including continuing efforts to merge the four former organizations, including the FLVC help desk consolidation, and a compensation study that UF Human Resources staff are doing across the organization. Muccino noted that he continues his work on the Task Force on Postsecondary Online Education in Florida and reports from those activities are expected to go to the October FLVC Board meeting. FLVC staff have visited the Governor’s office, and staff from the House and Senate Staff have visited FLVC. Staff from OPPAGA (Office of Program Policy Analysis and Government Accountability) who are doing a report on FLVC and the status of its conversion/merger, have also visited FLVC headquarters several times. Updates were also given on Data Center Consolidation, SFX, and FLARE. Muccino also committed to sending the Council an updated document that describes available FLVC services.

Update from Library Services Director
Harrison reviewed FLVC project updates that were distributed to the council on the previous day. Highlights of those updates include upcoming information from FLVC staff member, Wendy Ellis, regarding the university patron scrubbing issues. FLVC hopes to have a new customer relationship management platform (CRM) beginning in the third quarter. Recommendations on what that CRM platform will be should be coming forward soon. Three different cloud-based vendors have been discussed. An implementation timeline will be developed once a vendor has been selected. Harrison also reported that a full-time FLVC staff member has been assigned to the university issues on bibliographic database quality. She is already working on the duplicate issues in the university catalog, and the MARCive and MARCit! situation for the universities. Options for a manual solution for the data cleanup issue are being reviewed as there is no automated solution available.

Harrison also gave a status update on Islandora activities at FLVC. This prompted a more in-depth discussion throughout the Council. Concern was again raised about the timing of the decision to go forward with Islandora, the costs—past, current, and future—and the timeline for implementing Islandora, and why FLVC would be moving forward with it when Sobek, which is hosted by UF, is already up and running with a host of available features.

Motion: Russell moved that FLVC should come back to an upcoming MCLS meeting with a review and analysis of the requirements for a common digital platform and a comparison of Sobek and of Islandora and its ability to currently, and in the near term, meet those requirements and what the cost would be and the anticipated timetable for it to meet those requirements and have the entire Council reaffirm the commitment to the common digital platform and the decision about what the common digital platform should be. The motion was seconded and the Council voted to approve the motion.

FLVC staff will work with the Digital Initiatives Standing Committee to do the analysis.

Harrison also gave a very high-level overview of the results of the Library Services Survey. She mentioned that the levels of satisfaction and dissatisfaction varied between the colleges and the universities. Key items noted were satisfaction with the progress on the discovery tool, data loading, authentication, and patron record loading on the university side. Institutions are also pleased with FLVC’s efforts to consolidate the help desk.
There is some dissatisfaction with the digital services, the ILS catalog, and issue resolution and follow-through. Aleph continues to be considered outdated and while most are pleased with communications there is some room for improvement in getting feedback from the MCLS and their input into the FLVC prioritization and enhancement request process.

There also seemed to be some confusion over training, but Harrison stated that if anyone needs training, they should call and FLVC will provide the training in the manner that best suits them, e.g., virtually, one-on-one, or at their location.

Initially the survey was scheduled to be distributed prior to each MCLS meeting. Feedback from the survey showed that the summer is an especially bad time to try and gather this input, so Harrison suggested that it be done twice a year instead of four times a year. The Council agreed and the next survey will be sent out prior to the June 2014 MCLS meeting.

**Members Council on Distance Learning and Student Services Update (MCDLSS)**

DeSalvo reported that she attended the July MCDLSS meeting in Tampa. She feels like the librarian at the table concept is really good because it allows the opportunity to provide information, offer suggestions, and contribute valuable insight from the perspective of the library and their relationship with the student. There was also a discussion at the meeting regarding potential library presentations once or twice a year. Those presentations could focus on topics like the embedded librarian initiative, plagiarism, functions of the discovery tool for e-learners, or something on copyright, as those are beneficial to them and would help them understand how librarians play a role in that.

There was a separate meeting to discuss the liaison role. The liaisons to both councils have found that the role requires a heavy time commitment especially with having to attend meetings for two councils that both have virtual meetings, site meetings, and executive committee meetings. Previously, the MCDLSS had decided that their past chair should serve as the liaison, which may might not be the best person. No changes have been made to the process as of yet. DeSalvo also encouraged the group to be cognizant of any white papers that may be submitted by the MCDLSS.

Finally, DeSalvo reported that the distance learning symposium is scheduled for January 2014 in St. Pete. The theme is “Mapping Student Success.” John Opper, Director of Distance Learning at FLVC, has said they want to have librarian involvement in the symposium, possibly offering a program and being presenters.

**Group Licensing Process**

Dygert and Schmucker discussed with Council members next steps in the process of determining what products will be cut from the statewide collection based on the decision to add FMG and the results of the group licensing survey results. There was a little more money than originally expected, so the list of cut products needs to be revisited to make sure we fall under budget with the addition of FMG.

Surveys from FCS members are due on September 9 and survey information from the SUS has already been obtained. Products currently in the statewide collection are not on the group license survey because they will be picked up by statewide funding. Once the vote has been cast, Dygert and Schmucker will know what the cut products are and can offer those for group licensing. When that list has been finalized, a quick survey will be initiated and those products will be added into FLVC’s ongoing group licensing negotiation for all of the other products that are on the list and then have another noticed call for the final vote.
Dygert also noted that if members were interested in adding new clauses to the licensing guidelines such as the ADA Compliancy, those should come directly to her and she will make sure they are vetted through the appropriate channels and included in the next version of the guidelines and in the interim, into the contracts as needed. She has an ongoing file of those types of clauses and hopes to do at least an annual update to those guidelines. The guidelines can be found on the FLVC website but Claire will email them to the group.

Dygert and Schmucker will continue to forward any updated pricing information to the group throughout the survey process. While doing the survey, members should select as many resources as they think they would like to have and Schmucker and Dygert will reconcile as many requests as possible with the budget. Also, if there are items that they would like that are not listed on the survey, they can write them in, especially if it is something that is on the list as a potential cut. Dygert and Schmucker will also continue in the efforts to align as many resources as they can on a calendar basis and will continue to discuss how to manage the group licensing process for the state universities and how that can be introduced.

If any member is interested, they can begin working with FLVC now on reconciliation and other activities that go along with the process, and do not have to wait until the survey is done.

Telecommunications Best Practices Workgroup
Zimmerman reported that at their July meeting, the Executive Committee discussed putting together a small task group who will look at standards and guidelines for optimum virtual meetings. The guidelines would involve virtual meeting etiquette and the physical environments (rooms, facilities, etc.) where the meetings are held. DeSalvo and Miller volunteered to head up the group and will give the Council a status update at their meeting in December.

Planning and Roles
Due to time constraints, this topic was deferred to the next Council meeting.

New Business
Future Meeting Dates and Locations
Zimmerman reminded the Council that at their June 2013 meeting they agreed to align two of their meetings annually with CSUL and the other two with the CIA and LRSC meetings. The Council agreed to meet next in conjunction with CSUL, which will be hosted at Florida Gulf Coast University in Fort Myers on December 5 and 6. While this meeting would occur soon after the December meeting, the Council agreed to meet the week of February 4-7, 2014, in Cocoa, Florida, in conjunction with the CIA and LRSC meetings due to key input that will be needed for FLVC’s LBR at that time. Following that, the next meeting would also be aligned with the CIA and LRSC meetings, scheduled for the week of June 10-13, 2014, in Daytona Beach, Florida.

ILS Selection Task Force
Harrison outlined a possible timeline for implementing a next-gen ILS s. If summer of 2016 is the target date for implementation and assuming a year to implement, she noted funding would have to be in place by summer of 2015. This would mean that the recommendation for funding will need to be submitted by summer of 2014 as part of the LBR that FLVC would be considering for that spring. So a group will be needed right away to at least gather estimates on how much funding should be requested. This timeline also assumes that this process will be similar to the discovery tool process, where an RFI was needed.
Muccino noted that there are potentially two pieces to the implementation—the process that will be followed to make the selection and then a requirements piece. He spoke briefly of non-traditional approaches to this including the RFI process that Orbis Cascade used. The Council decided that the process to follow could be determined by the Executive Committee. The Executive Committee will also take the lead on developing a charge for this task force and will work with FLVC to send out a call for applications. An update on the activities will be given at the December meeting.

**Aleph Password Controls**

Harrison reported that based on information from a University of South Florida (USF) audit, FLVC received a request to determine if Aleph password controls for staff could be enhanced to include, a) complexity requirements, b) forced password expiration dates at preset intervals, and c) restrictions on the immediate reuse of passwords after expiration. FLVC is able to do the first two fairly quickly but restrictions on the immediate reuse of passwords after expiration is not currently possible through the Aleph software. A request for enhancement will need to be submitted to Ex Libris.

Harrison stated that the changes cannot be made only for USF, and that the FCS institutions can opt out of the changes, since they are still in different environments. However, in the interest of conformity and moving forward, it would be good to have the same thing in place for everybody. Discussion followed.

There are seven requirements there that could possibly be changed within the complexity requirements including whether new staff must change the password when logging in, minimum length, number of days after which a password change is required, and how many failed login attempts before a user is blocked. The Council agreed to hand the review and decision on what requirements to implement off to the Technical Services Standing Committee for review and decision-making. The Council also decided that the changes would be made for all FLVC institutions.

**Adjournment**

The meeting was adjourned at 11:45 a.m. EDT.