FLORIDA VIRTUAL CAMPUS

Regular Meeting of the
Members Council on Library Services (MCLS)
Agenda
Tuesday, February 4, 2014 – 8:30 a.m. to 4:30 p.m. ET

Eastern Florida State College | Community Dining Room (Building 11), Room 129
Cocoa Campus | 1519 Clearlake Road | Cocoa, Florida 32922

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

8:35 – 8:40 1. Public Comment

8:40 – 9:30 2. Reports from FLVC Standing Committees and Task Forces
   A. Digital Initiatives
      • Common Digital Platform Report
      Lee Dotson, Katie McCormick
   B. Collection Management and E-Resources
      Judy Born, Valerie Boulos
   C. Next-Gen ILS
      Jean Phillips
   D. Resource Sharing
      Troy Christenson
   E. Technical Services
      Jennifer Grey, Betsy Simpson
   F. User Interfaces
      Bridgett Birmingham

9:30 – 9:35 3. Members Council on Distance Learning (MCDLSS) Update
Pat DeSalvo, Don Muccino

9:35 – 9:45 4. Update from January 10 FLVC Board Meeting
Julia Zimmerman
Janice Henderson

9:45 – 10:15 Break

10:15 – 11:00 5. FLVC Executive Director’s Update
   A. Legislative Update
   B. LBR Update
   C. FLVC Projects
Don Muccino

11:00 – 12:00 6. FLVC Library Services Director Update
   A. FLVC Website Demo
   B. Library-Specific Projects
   C. Impact of Defunding Ask a Librarian Service
Lucy Harrison

12:00 – 1:00 Lunch

1:00 – 2:15 7. Planning Breakout Session
   A. Environmental Trends
   B. Annual Goals
   C. Members Council Goals
Don Muccino, Julia Zimmerman, Lucy Harrison
2:15 – 2:30       Break
2:30 – 2:45       8.  2014-2015 Nominating Committee  Julia Zimmerman
2:45 – 3:15       9.  Refreshments at MCLS Meetings  Julia Zimmerman
                   A.  Future Meeting Dates and Locations  Julia Zimmerman
3:30 – 4:00       11. General Information Session
4:00              Adjournment  Julia Zimmerman

Thank you for leaving your nametag and tent card for future use.
DIGITAL INITIATIVES STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
February 4, 2014

CO-CHAIRS: Lee Dotson and Katie McCormick

CURRENT ACTIVITIES:

This report reflects DISC activity from December 2013 through January 2014. The group met 2 times by conference call to:

- Discuss statewide collaboration on digital initiatives and services, to share research and to coordinate activities
  
  o Communicate information from the FLVC Members Council and Executive Committee meetings:
    
    ▪ Provided update from the 12/6/2013 FLVC MCLS meeting - Shared the DISC quarterly report and plans for Digital Library Platform Report to be submitted to Member’s Council in January. Janice Henderson gave My Introduction to Digital Services presentation.
    
    ▪ Updated the Digital Library Platform Working Group Final Report to submit to FLVC MCLS. The original report was available for review at https://islandora.pubwiki.fcla.edu/wiki/images/Islandora/6/67/DigitalLibraryPlatformWorkingGroupReport.pdf. The updated document was edited by DISC members online via Google Drive. Discussion was held regarding the purpose and transformation of the document during the December meeting. Additional edits to content and layout were made during the January meeting. Lucy Harrison and Lydia Motyka provided information on the progress of the FL-Islandora cost model.
  
  o Obtain updates from institutions:
    
    ▪ UF - In preparation of Ephemeral Cities redo grant, UF will be conducting a survey of museums, historical societies, Tampa, St. Augustine, and Key West. The 20 question will focus on content and certain time periods.
    
    ▪ FSU - The FSU Research Center, Library, and High Performance Computing Center are having conversations about research data.
    
    ▪ FSU - Formation of the Florida Digital Action Plan Steering Committee - A group of representatives from around the state have been tasked with putting together a survey that will go out statewide to many types of organizations. It will ask about digital collections, standards, digital preservation action plans, types of digital collections and staffing issues, etc.

- 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 December’s Digital Services-related outages due to the FLVC Data Center Consolidation included:
- Islandora Development and Test Servers - down from December 23rd-29th.
- Islandora Production Server - down from December 27th-29th.
- DigiTool Server - down from December 23rd-29th.
- FTP - down from December 27th-29th.
- Request tracker – down from December 27th-29th.
- FDA – down from December 20th-January 3rd. FDA production is proceeding for UF and FIU only, in an interim mode until a remote FDA server outside of Tallahassee is established.

Discussed options for institutions for FDA submissions during server relocation –
- Wait until the two servers at remote locations, one in Atlanta and one in Tallahassee.
- Proceed with FDA production under an interim procedure that includes production shutdown for special weekly offsite backups, with FDA Affiliates agreeing to assume the risk is that there may be loss of data if there is a disaster in Tallahassee between backups. If you ingest during the time when both servers are in Tallahassee, two copies will be in the same location.
- UF and FIU have elected to proceed with the interim FDA production procedure.

Data migration update:
- The migration of DigiTool content files to Islandora includes approximately 15,000 objects to date, including photographs, posters, maps, Electronic Theses and Dissertations, text files, PDF journals and multi-page books.
- The FSU migration from DigiTool to Islandora is nearing completion.

ISG update:

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

- FLVC Updates are available on the pubwiki at https://islandora.pubwiki.fcla.edu/wiki/index.php/DL-monthly_status_reports. All information has been migrated over from the password protected DISC wiki to an openly accessible pubwiki.
- The format of ISG meetings has changed to reflect the three tracks of work that are ongoing:
  - New Sites (institution specific).
  - Migration (institutional migration and the PALMM site).
  - Further Development (demos and responses to the system while testing).
- Work this quarter, organized by the three "Tracks" now being used to report work in ISG meetings, included:
  - Track 1 - new and production sites:
    - Islandora production sites have been set up for Northwest Florida State College and Broward College.
    - Training sessions were held for the second Islandora cohort.
    - A "Site Administrator" role was created to enable local site modifications.
    - A number of changes and enhancements were made to the MODS descriptive metadata forms.
  - Track 2 - data migration:
    - DigiTool migrations for FSU, FAU, UCF continue.
  - Track 3 - development:
    - Compound Object Content Model installed in production.
• IP embargo feature installed in production and discussion regarding overlay text for embargoed objects was started.
• Restricted viewing of collections/objects by user role ("XACML Editor") installed in production.
• Zip file importer/ingesting of zip files of unitary objects installed in production.
• Conditional display of IP embargo message developed and discussion of text and formatting of overlay text for embargoed objects continued.
• Merge/sharing at the object level (in addition to collection-level merge/sharing) added to production.
• Subject and Name metadata, when clicked, executes a search on that heading.
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Background

Digital library collaboration among the SULs began in 1999. What started as the “Millennial Project,” a joint digitization effort of the SULs, became Florida Heritage Project (FHP). As other digital collections came online, PALMM (Publication of Archival, Library and Museum Materials) evolved to include not only Florida Heritage, but also a wide variety of projects involving a single university or more collaborative efforts between a university and partners within or outside of the state university system. This cooperative initiative of the public universities of Florida sought to provide digital access to important source materials for research and scholarship. In the beginning, PALMM collections were hosted by FCLA and ran on the DLXS platform. These collections are currently supported on DigiTool. Institutions that created digital collections outside of PALMM primarily relied on homegrown or commercial products to host their digital materials. For example, UF developed SobekCM which hosts many collections including the Digital Library of the Caribbean and UCF purchased a CONTENTdm license to host Central Florida Memory.

In April of 2011, a subgroup of DISC (CSUL’s Digital Initiatives & Services Committee) was organized to evaluate digital library systems with the goal of selecting a common digital library platform. The initial report submitted by the DISC compared and contrasted multiple digital library platforms against a list of functional requirements. After evaluating the systems as thoroughly as possible in the time allowed, the selections were narrowed to SobekCM and Islandora. The Digital Library Platform Working Group (February 2012) found no problems with the prior report of the DISC subgroup, but chose to focus on a broader view of evaluation points they thought should be considered when selecting a system. This included a landscape survey and a review of the functional requirements addressed in the initial report.

- Islandora is the common digital platform as recommended in the February 20, 2012 DISC report and confirmed at the March 2012 CSUL meeting.

- An 18 - 24 month development timeline was discussed at the March 2012 CSUL meeting. At that time, there was a CSUL motion that requested a plan. UF and FCLA met as follow up to the motion and discussed migrating the current SobekCM instances over to FLVC servers as the interim solution until such time as Islandora supported the needs of SUS digital collections. Even with the unexpected Version 7 issues and the creation of FLVC, Islandora is on schedule with the original 18-24 month estimate.

- The DigiTool solution will continue to run until Islandora can fully replace the functionality of that system and all content can be migrated from DigiTool into Islandora. No additional development will go toward the DigiTool solution. In addition, the SobekCM, currently hosted at FLVC and jointly managed by FLVC server support and UF digital development team, will also be available as an interim solution for interested universities and colleges.
• DISC will develop the requirements for a common digital platform, with the understanding that Islandora development is an iterative process that will continue for as long as we have the platform.

• The March 2012 CSUL discussion recognized that the initial requirements would need to be prioritized and refined. With the expansion of DISC membership to include SUS and FCS representatives this is the ideal time to revisit and reprioritize Islandora development requirements. It was also recognized that policies and procedures for the common digital platform would need to be developed, along with an implementation plan.

• As part of this requirement, a subcommittee of DISC was formed, the Islandora SubGroup (ISG), to actively participate in Islandora development discussions. The full DISC Committee continues to develop policies, procedures, and review requirements. These activities have continued under FLVC governance.

**Background Documentation**

Full Project information is available at [https://islandora.pubwiki.fcla.edu](https://islandora.pubwiki.fcla.edu)

Multiple surveys, comparisons, and rankings have been performed by DISC over the past 4 years:
- **DISC Survey: Digital Library Inventory** (Executive Summary, September 2009)
- **DISC Survey: Digital Library Inventory** (Completed survey, September 2009)
- **Features Desired in a Digital Library System** (September 2010)
- **Common Digital Library System Requirements** (July 2011)
- **Common Digital Library Platform Ranked Features** (August 2011)
- **Evaluation of Islandora & SobekCM** (March 2013)

**Digital Library Platforms**

For the February 2012 report, the Digital Library Platform Working Group members visited UF’s Digital Library Center to learn more about the development and use of SobekCM, an open source system, at UF. Lead Developer Mark Sullivan provided the group with an overview of the system, and UF DL staff members discussed how SobekCM is used in their digital library workflow. SobekCM is written in C#, approved as an open-source standard by ECMA (ECMA-334) and ISO (ISO/IEC 23270:2006), and runs in a Windows server environment. SobekCM uses SOLR to power its search and operates under a GNU general public use license.

The group also discussed Islandora with Mark Leggot, University of Prince Edward Island (UPEI) and President of DiscoveryGarden Inc. Mark demonstrated the new features of Islandora release 11.3 and demonstrated sites the group had not seen, including the CARL consortium in Colorado.
Islandora
Islandora is an open source framework developed by the University of Prince Edward Island’s Robertson Library. Islandora combines the Drupal and Fedora open software applications to create a digital asset management system that is capable of powering traditional digital collections for libraries and museums as well as atypical collections such as the DuraSpace website and the Scalable Online Archive and Repository (SOAR). The Fedora and Drupal user communities are well established with the Fedora Commons Registry listing 300 known installations and a July 2010 website analysis estimating the number of live Drupal sites at 7.19 million. Fedora is RDF-based, which prepares our content for the semantic web/linked data future. Additional open source applications can be added to this core stack to create “Solution Packs” or “Sprouts” which can address institutional or content specific needs. An example of a solution pack is IslandScholar, the institutional repository feature. Islandora operates under a GNU general public use license.

SobekCM
SobekCM is an open source digital repository and workflow system developed by the University of Florida to support partners in Florida and the Caribbean. The SobekCM system spans the entire technological stack, decreasing technological risk, and is built on the pair-tree digital resource architecture, similar to the California Digital Library and HathiTrust. SobekCM is built on the METS/MODS standard and, along with the metadata files, utilizes a relational database to power the recently added linked data support. The system is simple to install and utilize, being developed as a single, integrated system supporting the full range of resources “out of the box” and without configuration or additional modules. In addition to being the digital repository, SobekCM is also an integrated online workflow and tracking system with integrated archival reporting. SobekCM operates under a GNU general public use license and code contributions are encouraged through their GitHub site.

In the table below, DISC has outlined some of these important issues. This report seeks to update the current status for both SobekCM and Islandora. In addition, the Islandora section of the table includes two sections: one that describes Islandora Open Source Software (Islandora OSS), and another that describes the FLVC implementation of Islandora Open Source Software, named FL-Islandora.

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<tr>
<th>Support: Islandora OSS</th>
<th>Islandora OSS and FL-Islandora</th>
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Islandora development is supported both by user communities and by Discovery Garden Inc. There are 2 Islandora google groups where developers and maintainers support each other, backed up by UPEI and DGI staff. (Similar groups exist for Fedora.) Support can also be
Support: FL-Islandora

| Support: FL-Islandora | FL-Islandora users have a listserv and are supported by a team of programmers, librarians and sysadmins at FLVC and (currently) by development partners at FSU. |

User Community Installations and Contributors

| User Community Installations and Contributors: Islandora OSS | The broader user community includes staff at more than 60 installations ([http://islandora.ca/islandora-installations](http://islandora.ca/islandora-installations)). There are currently 23 active Islandora committers enabled in GitHub, but the number of contributors is actually higher because committers also commit code submitted by others after testing and vetting it.  

An example of the collaborative nature of this open source project is the development of the Newspapers Solutions Pack. Between the time that the ISG group reviewed the newspaper solution pack and the time it was implemented in test many of the features that had been identified as needing development were found to have already been included so we benefited from that external development.  

An International Users Group is being formed to share information and best practices. There will be various communication tools such as a wiki, listserv and videoconferences to encourage collaboration.  

Fedora and Drupal, which are major components of Islandora, also have active communities of users and developers. The Fedora Commons Registry lists 300 known installations and a July 2010 website analysis estimates the number of live Drupal sites at 7.19 million. |

| User Community Installations and Contributors: FL-Islandora | FL-Islandora currently has 8 sites set up on its production server. FLVC stakeholders include all SUL and FCS institutions and their affiliated organizations. Secondary stakeholders would also include ICUF institutions that wish to contract with FLVC to use Islandora. |

Upgrade/Feature Requests

<p>| Upgrade/Feature Requests: Islandora OSS | The broader Islandora community can contribute code to GitHub which will be reviewed and possibly added to a production release. Work contracted with Discovery Garden for hire is usually folded into the next release of the open source product. |</p>
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<tr>
<th>Upgrade/Feature Requests: FL-Islandora</th>
<th>FLVC and the DISC Islandora Sub-Group (ISG) work together to decide on development priorities and functionality needs.</th>
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<tr>
<td><strong>Implementation and Content Migration</strong></td>
<td><strong>Implementation and Content Migration:</strong> Islandora is an open-source digital management system built on the Drupal, Fedora Commons, and Apache Solr platforms. Drupal is a widely adopted web content framework that is module-based and written in PHP. Fedora Commons, which is particularly popular with ARL libraries, is a repository for the storage and management of digital objects. Apache Solr is a popular enterprise search platform. Islandora also utilizes a number of open-source tools to process and view digital content. All applications run on the Linux operating system.</td>
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<td><strong>Implementation and Content Migration:</strong> FL-Islandora</td>
<td>FLVC is migrating content from DigiTool to Islandora. About 20,000 METS Books; JPEG, TIFF and JPEG2000 images; and PDF files including IP-restricted ETDs have been migrated to date. FLVC will consult with SUL and FCS institutions regarding content migration from other digital library software. Migrating University of Florida Digital Collections (UFDC) content from SobekCM to Islandora to be determined, if there is interest.</td>
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<tr>
<td><strong>Training and Documentation</strong></td>
<td><strong>Training and Documentation:</strong> Access to all resources and documentation is maintained at islandora.ca which also has video tutorials. Documentation for current and past versions of Islandora is hosted on the DuraSpace wiki at <a href="https://wiki.duraspace.org/display/ISLANDORA/Islandora">https://wiki.duraspace.org/display/ISLANDORA/Islandora</a>. Islandora Camps are major training vehicles as is the Islandora track at Open Repositories. Formal training can be purchased from DGI. <strong>Training and Documentation:</strong> Documentation on statewide best practices has been developed by FLVC and, development partner, FSU. Cohorts of FL-Islandora users have been formed and are receiving online training from FLVC and FSU (currently). For free. Documentation customized to the FL-Islandora implementation is available online at: <a href="http://tinyurl.com/islandoraDoc">http://tinyurl.com/islandoraDoc</a>. The current training program consists of three 1.5 hour sessions via Adobe Connect.</td>
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<td><strong>Funding and Corporate Partnerships</strong></td>
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*FLVC MCLS*
| Funding and Corporate Partnerships: Islandora OSS | Islandora/UPEI has current grant funding - ongoing $2.3 million funding through 2014 from the Atlantic Innovation Fund (AIF) from the Atlantic Canada Opportunities Agency (ACOA). Partnerships with DuraSpace, Arrow Electronics, Oracle, and Truman Technologies |
| Funding and Corporate Partnerships: FL-Islandora | FL-Islandora funding is part of FLVC’s operating budget. In addition, FSU has contributed resources for FL-Islandora development, and FLVC welcomes development partnerships with other SUL and FCS institutions. |

| Support | Open source - user driven through interactions with SUS's, partners within the Digital Library of the Caribbean, and other users of the system. Google Group for implementers and developers. Currently developed/supported by four developers at UF and the Digital Library Center at UF. Released as Open Source. Daily commits in the GitHub repository and releases in the Google Code site. Additional development around SobekCM occurring at two other SUS's as well. Assistance from UF provided for free to SUS's and other partners. |
| User Community Installations vs. Contributors | Approximately 15 separate installations, including four SUS's and three State Colleges of Florida. Contributors = 650+ contributing users through the University of Florida Digital Collections, collaborative Digital Library of the Caribbean, Florida Digital Newspaper Library, and other projects. |
| Upgrade/Feature Requests | Can contribute code to GitHub and have code/features reviewed then added to release. Request queue in the Google Code site is available for non-developers requesting new features, and the requests are reviewed and priority ranked. |
| Implementation and Migration | Simple technological open-source stack. System runs as an ASP.net application on Windows servers. Written in open-standard C#, which is very similar to Java in syntax. Could also make available a Fedora Repository backend as an option, rather than pair-tree directory structure, with sufficient interest. However, |
the pair-tree structure is utilized by some of the largest digital libraries in the U.S.

| Training and Documentation | Documentation written by a group of approximately 8 librarians and staff at UF and available online at [http://sobekrepository.org](http://sobekrepository.org). Patron Help and Technical Help for SobekCM are also available online.  

The Contact Us form goes to a group of librarians and staff through the Ask-A-Librarian interface and is then assigned to applicable staff.  

Training: UF IT, DLC staff, and Special Collections provide training, at no fee. |
| --- | --- |
| Funding and Corporate Partnerships | Approximately 120 partner institutions through the Digital Library of the Caribbean and other collaborative digital projects.  

The SobekCM Technology has supported over four million dollars in grant funds received by UF and SUS partners over the last eight years. |

**Next Steps for DISC**

DISC will continue to refine processes related to FL-Islandora development:

- Assess needs of stakeholders - DISC will review the aggregate responses to the Statewide Digital Action Plan survey. If needed, a follow up survey will be sent to FLVC institutions to assess specific needs and compile information on the kinds of materials they may have to contribute to digital collections.
- Establish quarterly priorities - DISC will create a process to assist FLVC in establishing quarterly development priorities. Stakeholder roles for DISC, ISG, and FLVC will be defined.
- FL-Islandora cost model will be forthcoming from FLVC
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COLLECTION MANAGEMENT AND E-RESOURCES STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
February 4, 2014

CO-CHAIRS: Judy Born and Valerie Boulos

CURRENT ACTIVITIES:

During this quarter, the FLVC Collections Management and E-Resources Standing Committee (CMESC) held two meetings via Elluminate on January 9 and January 27. The Co-Chairs also attended the Quarterly Meeting of the MCLS on December 5 to present the E-Resources Report Update and E-Resource issues.

Completion of the 2014 Collaborative Collection

A poll of FCS members of the MCLS was taken to determine which product(s) to restore with the savings garnered from reverting the NewsBank Access World News Research Collection subscription to the Americas Newspapers collection. Oxford Reference Online Premium was subsequently added back into the FCS holdings list.

Overall, five databases were cut from the FCS collection and two from the SUS collection.

2015 Collaborative Collection

The committee discussed information needs to assist FLVC with the impact statements.

Collection Development Guidelines/Policy

The committee discussed the desirability of an FLVC E-Resources Collection Policy or Guidelines to assist in future collaborative work. The committee is currently reviewing such policies from past CCLA/FCLA efforts as well as non-Florida academic consortia as a first step toward drafting a policy.

FCS E-Book Deselection Project

In 2009, the CCLA Executive Committee tasked the CCLA Information Resources Standing Committee with reviewing the FCS e-book collections for potential deselections at least every three years. The last such review was completed in April 2011.

This committee is exploring the technical aspects and options for continuing this work, which may include the formation of an FCS task force. The committee also entered discussions with FLVC about hosting a future “Talking Tech” session about individual library e-books deselection projects.
FLVC Regional Meetings

Members of the committee are collaborating with FLVC to attend the FLVC Regional Meetings to present updates on the committee work. Judy Born will be coordinating the committee’s efforts.

Documentation

Committee minutes and meeting information is available at the Committee’s wiki at: https://certf.wiki.flvc.org/
CURRENT ACTIVITIES:

The Next Gen ILS Task Force has recently changed from meeting every other Friday to meeting every Friday so that we can expedite the process of preparing an RFI. All our meetings are over Collaborate.

DRAFT RFI: The group created a rough draft by merging the Discovery Tool RFI and the Orbis-Cascade RFI for a Next Gen ILS. Their RFI is available on their website at:


We are to finish our draft on January 31st. This quick turnaround is necessary to allow for all appropriate groups to review the RFI before it is released on March 1st.

In addition to drafting the RFI our group has worked on a detailed schedule. After our part of the RFI work is completed we will focus on establishing the criteria for review. The end goal is to have a final report delivered in time for the next MCLS meeting, June 9th. To do this we have to have the responses back and the demos completed by May 1st.

If all members of the Task Force had not participated in the work to-date we would not be able to make such a tight schedule.

CHARGE:

To establish whether the marketplace for next-generation Integrated Library Systems is mature enough to support the complex needs of FLVC and its member libraries.

To determine the approximate cost of acquiring and implementing a next-generation ILS.
RESOURCE SHARING STANDING COMMITTEE

Report on Current Activities for the Members Council on Library Services Meeting
February 4, 2014

CO-CHAIRS: Troy Christenson and Zoila De Yurre Fatemian

CURRENT ACTIVITIES:

Meetings

One online meeting has been conducted.
   December 4, 2013
   January – Meeting Cancelled

Activity

Due to the holiday break, little activity has occurred since the last report.

   • Rapidill book chapter lending has been implemented at some institutions.
   • FLVC is working on getting media lending implemented through UBorrow.
   • A first draft of the History Document for the RSSC has been created and is awaiting review.
   • A second draft of the RSSC operating procedures has been created and is awaiting review.
   • Dan Schoonover, the RSSC FLARE liaison, reviewed the FLARE policies and Resource Sharing Standing Committee’s policies. A determination was made that both documents are in alignment with each other.
CO-CHAIRS: Betsy Simpson and Jennifer Grey

CURRENT ACTIVITIES:

- Held meetings on November 18, 2013, December 9, 2013, and January 13, 2013.
- Reviewed a recommendation from the SBTF PDA Task Group to load discovery records directly into Mango. PDA records (referred to as discovery records) are currently loaded directly into Aleph (UXU01) for the SUS PDA programs. Problems occur when multiple SUS libraries attach holdings to the same discovery records, and it becomes difficult for individual libraries to manage record changes and deletions. This is not an issue in the college instance of Aleph, as they load their PDA records directly into Primo. FLVC is in the process of creating another Aleph bib library called PDA01 into which they will load the discovery records along with the associated SUS library identifiers. When an SUS library purchases an item, the record will be transferred from PDA01 to UXU01. FLVC is currently testing this, and Mary Ann O’Daniel reported that it should be in place the first quarter of 2014, possibly by the end of March. Concerns were raised about the quality of the discovery records, which several institutions prefer to upgrade from OCLC, and FLVC will follow up by reaching out to the various Lists.
- Implemented the FLVC proposal to centralize the clean-up of duplicate bibs in SUS Aleph in December 2013. Tasks include:
  - Taking over cleanup of the duplicates reported by SUS library staff on the Duplicate Record Spreadsheet.
  - Cleaning up duplicate OCLC records for publication date 2013 and forward (non-serials)
  - Implementing a new mechanism for reporting duplicates directly to FLVC when the consolidated Helpdesk is implemented in January 2014.
Additional discussion led to FLVC agreeing to remove non-SUS proprietary links from SUS Aleph as problem links are reported.
- Submitted an RT to request that FVLC update Aleph and Mango to make optimal use of FAST headings. FAST stands for Faceted Application of Subject Terminology. This action was prompted by OCLC’s recent announcement that FAST headings would be added to WorldCat records (see http://www.oclc.org/en-US/news/announcements/2013/enriching-worldcat-with-fast.html).
- Monitored FLVC’s progress with updating Aleph and Mango to accommodate RDA-related fields and coding.
- Received an update from FLVC on the recommended Aleph Login Security, the rollout of which is being held until after the HelpDesk consolidation as FLVC suspects it will cause increased traffic.
- Received an overview of the Florida College Libraries’ organization presented by Trenita White of Santa Fe College and Cindy Campbell of Edison State College (details available at: https://tssc.wiki.flvc.org/wiki/index.php/FCS_Organization).
- In adherence to new MCLS guidelines for standing committees, notified TSSC Listserv members in November 2013 that TSSC meetings would be open going forward.
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FLVC Planning Cycle/MCLS Input

Donald J. Muccino
Executive Director

Members Council on Library Services Meeting
February 4, 2014
Establishing Goals for FLVC

FLVC asks that the Members Council:
• Review the FLVC planning process and timeline
• Review and discuss the current environment in which FLVC operates
• Review three-year goals
• Recommend priorities for FY 2014-15
• Define a process for Members Council to develop its FY 2014-15 annual goals

FLVC Planning Process and Timeline

• General outline of three-year process and timing
  – This year an exception as first time
• Involves our major stakeholders
• Vetted with Chancellors’ offices, Board of Directors, and both Members Councils
• Underway now and on track
• Considering general planning models – Balanced Score Card?

SIT = Strategic Initiative Teams
OT = Oversight Team
LT = Leadership Team
MOT = Management and Operations Team
MCCLSS White Paper

- **Degree Connect** – Students begin at a state college with immediate planning and support to continue in a particular bachelor’s program in a state university
- **Educational Positioning System** – High tech, high touch concierge services for online students across Florida
- **Acceleration Strategies** (Competency-based education, MOOCs, and prior learning assessment) – Online learning alternatives to traditional online college courses, providing accelerated paths to degree completion
- **Collaborative Statewide Technical Infrastructure** – Common technologies to enable collaboration across institutions and to support students taking advantage of course offerings from multiple state colleges and universities

Task Force on Postsecondary Online Education in Florida (Trends)

• **Demographic trends:**
  – Online students
  – Florida’s economy
• **Educational trends:**
  – Competency-based learning
  – Open micro-credentials and stackable certificates

Task Force on Postsecondary Online Education in Florida (Trends, cont.)

• **Impact of online learning:**
  – Challenges to the traditional accreditation process
  – Low-cost degree programs
  – Changing faculty role
  – MOOCs becoming mainstream
  – Open educational resources
Task Force on Postsecondary Online Education in Florida (Trends, cont.)

• Technology trends:
  – Mobile everything
  – Games and gamification
  – Big data and learning analytics
  – Interoperable standards
  – Common authentication standards
  – Adaptive learning software

Task Force Recommendations

1. Expand and Clarify Roles and Responsibilities **
2. Implement a Statewide Common Online Marketplace for Students *
3. Coordinate a Common LMS (Opt-In) *
4. Enhance Labor Market and Employment Statistics for University and College Online Program Development and Delivery
5. Develop and Deliver Statewide For-Credit MOOCs
6. Enhance and Expand The Online Learning Resources Repository *
7. Provide Statewide Faculty Development Center(s) for Online Learning
8. Create an Effective Practices Repository *
9. Enhance Data Collection Efforts for Online Learning **

* FLVC primary role
** FLVC secondary role

FLVC Environmental Scan

• Next-generation ILS and related tools
• Focus on statewide services
• Integration / interconnectivity of FLVC services
• Management of large data sets
• Scholarly communication and open access
• Need to inventory, review, and update current services
FLVC Proposed Three-Year Goals

- Customer and stakeholder needs are satisfied by FLVC services
- Collaborate with Florida’s public higher education institutions to promote student success
- Provide innovative, unique products and services that address the diverse learning, teaching, and research needs of students, faculty, and staff
- Achieve significant cost efficiencies for the State of Florida through the provision of coordinated, quality, integrated services
- Attract and retain highly talented, technically savvy employees who work collaboratively to provide the best possible service
- Provide advocacy and leadership in support of issues of interest to FLVC stakeholders, including higher education distance learning, degree completion, library management, and technology

Determine Annual Goals/Priorities for FY 2014-15

- Given these environmental trends and inputs, what does the Members Council see as FLVC’s priorities?
  ...for the Task Force recommendations?
  ...for FY2014-15?
  ...for the next 3 years?
- How should the Members Council develop goals for itself?
# FLVC Planning Process

<table>
<thead>
<tr>
<th>Step</th>
<th>Role</th>
<th>3-year Planning</th>
<th>2014 Dates</th>
<th>Annual Planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>FLVC staff</td>
<td>Brainstorms around environmental trends. Identifies potential goals and strategic projects. Prepares overview document to take to BOD, if necessary.</td>
<td>Dec (2013)</td>
<td>Reviews 3-year plan; identifies areas that need to be adjusted.</td>
</tr>
<tr>
<td>2</td>
<td>Board of Directors</td>
<td>Receives a status report from FLVC on previous 3-year plan. Considers environmental trends and legislative issues. Looks at vision, multi-year goals. Changes or refreshes them as necessary.</td>
<td>Jan</td>
<td>Reviews progress on 3-year plan. Makes adjustments as necessary. Identifies annual goals.</td>
</tr>
<tr>
<td>3</td>
<td>FLVC leadership</td>
<td>Translates BOD direction and staff input into a meaningful analysis for the members councils. Recaps vision and multi-year goals, makes it clear that this is direction coming from the BOD. Also includes FLVC suggested goals and strategic projects.</td>
<td>Feb</td>
<td>Same as in 3-year planning, but emphasis is on annual changes.</td>
</tr>
<tr>
<td>4</td>
<td>Members Councils</td>
<td>FLVC provides status report on last year’s 3-year plan and reviews document prepared in step 3. Asks MCs to look at suggested goals: what is missing? How should they be prioritized? Focusing on identifying STRATEGIC projects (minor or more operational projects and enhancements will be identified by the standing committees).</td>
<td>Jan/Feb</td>
<td>FLVC provides status report prepared in step 3. Asks MCs to identify new STRATEGIC projects.</td>
</tr>
<tr>
<td>5</td>
<td>FLVC staff</td>
<td>Liaisons to the standing committees, plus additional staff as needed, review the strategic projects that have already been identified. Begin high-level planning in order to estimate impact on resources (staff and budget) and identify major dependencies. Prepare high-level overview document to take to standing committees.</td>
<td>March</td>
<td>Focus on updating 3-year plan if necessary; adding new annual projects.</td>
</tr>
<tr>
<td>6</td>
<td>Standing Committees</td>
<td>The FLVC liaisons and the Members Council liaisons work with the standing committees to come up with project ideas that meet the annual and multi-year goals, or that meet other FLVC or standing committees.</td>
<td>Early April</td>
<td>Focus on updating 3-year plan if necessary; adding new annual projects.</td>
</tr>
<tr>
<td>Step</td>
<td>Role</td>
<td>3-year Planning</td>
<td>2014 Dates</td>
<td>Annual Planning</td>
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<tr>
<td>7</td>
<td>Strategic Initiative Teams</td>
<td>Take the results of the work done by the BOD, members councils, and standing committees. Look at goals, priorities, and projects and determine what can reasonably be accomplished in the coming year (identifying which projects are likely to extend out beyond that timeframe). They may also suggest new or ancillary projects, and de-dup or combine projects. This begins the process of consolidating input from library services and distance learning/student services.</td>
<td>Late April</td>
<td>Focus on updating 3-year plan if necessary; adding new annual projects.</td>
</tr>
<tr>
<td>8</td>
<td>Oversight Team</td>
<td>Takes the results of the work done by the Strategic Initiative Teams. Looks at resource requirements. Recommends a set of projects for the 3-year plan. This continues the process of consolidating input from library services and distance learning/student services.</td>
<td>Early May</td>
<td>Focus on updating 3-year plan if necessary; adding new annual projects.</td>
</tr>
<tr>
<td>9</td>
<td>FLVC leadership</td>
<td>Reviews the recommendations of the Oversight Team. Includes additional strategic projects that may have been identified since step 1. Creates a draft 3-year plan.</td>
<td>Mid May</td>
<td>Focus on updating 3-year plan if necessary; adding new annual projects.</td>
</tr>
<tr>
<td>10</td>
<td>Chancellors /Vice Chancellors</td>
<td>Review the draft 3-year plan and provide additional insight.</td>
<td>Late May</td>
<td>Same as in 3-year planning, but emphasis is on annual changes.</td>
</tr>
<tr>
<td>11</td>
<td>Board of Directors</td>
<td>Reviews and accepts the 3-year plan.</td>
<td>June</td>
<td>Same as in 3-year planning, but emphasis is on annual changes.</td>
</tr>
<tr>
<td>12</td>
<td>Members Councils</td>
<td>Receive an update on the 3-year plan as approved by the BOD.</td>
<td>June/July</td>
<td>Same as in 3-year planning, but emphasis is on annual changes.</td>
</tr>
<tr>
<td>Task Force Recommendations Timeline – FLVC</td>
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<td>-------------------------------------------</td>
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<tr>
<td><strong>Recommendation #1 — Create an Online Learning Research Advisory Committee (Part of Expand and Clarify Roles and Responsibilities)</strong></td>
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<tr>
<td><em>(Secondary role for FLVC)</em></td>
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<tr>
<td><strong>Step 1 — FLVC should create a working group to develop a strategy, scope, and plan of action to enhance and improve current FLVC offerings and establish FLVC.org as the Common Online Marketplace.</strong></td>
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<tr>
<td><strong>Step 2 — An LBR for the common marketplace should be prepared for the 2015 legislative session.</strong></td>
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<tr>
<td>(Timing uncertain) Output should be provided to the FLVC and housed in its effective practices repository.</td>
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<tr>
<td>A monthly publication (electronic newsletter) could also be distributed by FLVC to the institutions.</td>
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<tr>
<td><strong>Recommendation #2 — Implement a Common Online Marketplace</strong></td>
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<tr>
<td><strong>Step 1 — FLVC submits LBR, begins enhancing and improving current FLVC.org website. FLVC and working group develop a detailed visor for the future of the common online marketplace, including a development strategy, plan of action, marketing strategy, and cost for the future of the common online marketplace.</strong></td>
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<tr>
<td><strong>Step 5 — FLVC should begin implementation of the common marketplace.</strong></td>
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<tr>
<td><strong>Recommendation #3 — Coordinate a Common LMS (Opt-In)</strong></td>
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<tr>
<td><strong>Step 1 — FLVC should develop a strategy for a common LMS using an opt-in approach.</strong></td>
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<tr>
<td>Step 2 — FLVC should align the proposed strategy with statewide leadership.</td>
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<td>Step 3 — FLVC should begin the negotiations and licensing processes.</td>
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<td>Step 4 — FLVC should launch the pilot implementation.</td>
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<td><strong>Recommendation #6 — Enhance and Expand The Online Learning Object Repository</strong></td>
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<td><strong>Step 1 — FLVC should establish a working group under its two Members Councils to guide statewide OER efforts.</strong></td>
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<tr>
<td><strong>Step 2 — FLVC should update Florida's learning object repository to increase its accessibility and use.</strong></td>
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<td><strong>Recommendation #8 — Create Effective Practices Repository</strong></td>
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<tr>
<td><strong>Step 1 — FLVC should charter effective practices working groups.</strong></td>
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<tr>
<td><strong>Step 2 — With guidance from the working groups, FLVC should create an effective practices repository.</strong></td>
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<tr>
<td><strong>Step 3 — FLVC and its Board of Directors should identify methods to increase student services participation in the discussion of online learning.</strong></td>
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<tr>
<td><strong>Recommendation #9 — Enhance Data Collection Efforts For Online Learning</strong></td>
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<tr>
<td><em>(Secondary role for FLVC)</em></td>
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<tr>
<td><strong>Step 1 — FLVC DLSS Members Council should examine what type of statewide reports on online learning should be generated from the BOG and FCS data for analysis purposes.</strong></td>
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<td><strong>Step 2 — FLVC MCDLSS work with BOG and FCS to create and maintain a vocabulary for online learning. Also works to identify and define key performance metrics to measure online learning.</strong></td>
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</table>
FLVC Environmental Trends

This document is the result of discussion and brainstorming with FLVC staff. It identifies some of the issues that may be affecting FLVC over the next one to three years. Most of the items identified below are focused on library services, since the whitepaper *Higher Education in Florida: Opportunity and Innovation Through Online Learning* (prepared by FLVC’s Members Council on Distance Learning and Student Services), and the final report from the Task Force on Postsecondary Online Education in Florida already identified the most relevant environmental trends for distance learning and student services.

1. **Next-Generation System(s):**

Moving to a next-generation Integrated Library System (ILS) has already been identified as a major project for FLVC. A working group is actively looking at the marketplace and what the costs for a new system would be. However, the impact that any new system will have on FLVC libraries will be quite large, and will have ripple effects across complementary systems, standards, and policies. For that reason it is identified as a trend in this document.

Characteristics of a next-gen ILS include a system (software and data) that resides in the cloud, provides opportunities for more efficient workflows, analyzes data and trends across a variety of location, users, and material types, integrates electronic resources into standard back room processes, interoperates with other systems, and accepts multiple metadata types (not just MARC).

The next-gen system will replace many legacy software applications that FLVC provides, and will offer the opportunity to reengineer services to best meet statewide needs. It will also impact the workflows of local institutions.

**Impacts:**
- Library staff workflows
- Data formats
- Standards
- Authentication
- Resource sharing
- Related systems (e.g. discovery tool, link resolver, digital repository)

**FLVC Actions:**
- Continue investigation and implementation of a next-gen ILS
- Research areas that will be impacted by the move to a new system; make recommendations on how to increase efficiencies and effectiveness
- Research and communicate new standards and best practices

2. **Focus on Statewide Services:**

FLVC is uniquely positioned to provide statewide services that can be offered more efficiently and effectively than multiple local implementations. A statewide patron database, for example, allows more opportunities for borrowing, lending, and access to resources. A streamlined, centralized authentication system might also be desirable. As identified in the report of the Task Force on Postsecondary Online Education in Florida, a statewide learning management system (LMS) is also a possibility. However, such
statewide services can only offer increased efficiencies if they are built on a common platform with limited customization. The desire for in-depth local customization can result in multiple unique workflows and services, which in turn impacts FLVC's ability to offer a truly statewide and seamless service to students.

There is some concern that the current statewide Ask a Librarian service will be defunded at the state level. Most of the libraries FLVC supports rely on this service, and if it is defunded, FLVC may be asked to step up to coordinate it or a similar service.

**Impacts:**
- Institutional workflows and services
- FLVC resources
- Students' ability to seamlessly use statewide services

**FLVC Actions:**
- Investigate how best to balance unique institutional needs with FLVC's role as a statewide service provider (e.g. customized discovery tools; creation and support of custom workflows)
- Consider launching services that can offer statewide impact without requiring extensive local customization (e.g. statewide patron file of FCS and SUS students; expanding access to e-text licensing; working with vendors to expand e-text indexing, searchability and access)
- Work to streamline and consolidate services with extensive local customization (e.g. record loading; exporting data to third-party services; authentication)
- Inventory FLVC funding of services that are provided for one system but not another (e.g. colleges but not universities, or vice versa). Consider FLVC funding for both systems when there are statewide efficiencies to be gained
- Inform colleges about FLVC services that have traditionally been provided to universities (e.g. digital services) and vice versa
- Consider marketing FLVC services to charter schools associated with colleges and universities
- Investigate which FLVC services should be made available to ICUF schools. Determine appropriate fee system for charging those schools
- Monitor the status of Ask a Librarian service. Work with state library to identify impact to SUS and FCS libraries if service is defunded

3. **Integration / Interconnectivity:**

FLVC should consider how best to integrate its own systems to leverage them across multiple delivery channels. For example, how could library resources better be integrated into The Orange Grove repository or learning management systems (LMS)? How could open educational resources (OER) be integrated into the discovery tool? In addition, FLVC should consider how its services and data could be better integrated into other systems, such as the Web and local institutional portals.

**Impacts:**
- Data formats
- Standards
- Authentication
- Institutional workflows and services
- FLVC resources
FLVC Actions:
- Research how to present FLVC data and services as “linked data” that can be more discoverable on the Web
- Develop services that integrate FLVC library services and distance learning services (e.g. e-resource and digital services integrated with LMS; e-resources and digital resources integrated with The Orange Grove; OERs integrated with statewide discovery tool; e-texts integrated with The Orange Grove and LMS)
- Develop ways to better integrate FLVC services with local institutional portals.
- Research strategies for providing additional help to students who use FLVC services (e.g. integration with Help Desk; integration with statewide Ask a Librarian service; outreach via chat and social media; self-help options; assistance with copyright and fair use/licensing)

4. **Management of Large Data Sets:**

Institutions are increasingly required to manage and archive large datasets. FLVC has the technical expertise to investigate and provide a technical solution that could be used by all institutions as a publishing platform for large datasets. While the implementation and storage costs are likely to be high, this is an example of a service that could be more efficiently provided statewide than locally.

**Impacts:**
- Data formats
- Standards
- Institutional workflows and services
- FLVC resources
- High system storage requirements

**FLVC Actions:**
- Research how FLVC might implement a platform to support large datasets
- Provide cost analysis to inform future legislative budget requests

5. **Scholarly Communication:**

There is an increasing trend of the library acting as a publisher. This dovetails with the work that many libraries have been doing in assisting with faculty retaining self-archiving rights and managing institutional repositories. Also, open access publication and the issues that surround it continue to grow. Some states, such as California, have taken efforts to coordinate open access publication policies across their university system and incorporate those policies and requirements into their major e-journal contracts.

**Impacts:**
- Standards
- Institutional workflows and services
- FLVC resources
- High system storage requirements
FLVC Actions:
- Market and expand FLVC publishing platforms (such as OJS and Islandora) to support open access publishing/archiving
- Develop a Scholarly Communication portal complete with Scholarly Communication Toolkit as a central “best practices” information source
- Provide statewide facilitation for open access efforts such as SCOAP3

6. Inventory, Review, and Update Current Services:

Many FLVC services rely heavily on cutting edge technology. Current services should be periodically inventoried, reviewed, and evaluated to ensure that they meet the current needs of stakeholders. In addition, some services include components either developed by FLVC or built on open source software that requires periodic updating. FLVC would benefit from investing resources in a comprehensive review of its existing services, to determine which are no longer needed, which are up to date, and which could be expanded or enhanced. For example, one area that has been identified as being in need of some rebuilding is the FLVC e-licensing portal. One older service that might be deprecated is the digital service GoodEAD (a little-known service that allows users to test their Encoded Archival Description (EAD) format standard for Archives Florida).

Impacts:
- FLVC resources (for inventory and investigation)
- Potential for other impacts depending on the outcomes of the analysis

FLVC Actions:
- Inventory existing services to determine which are no longer needed, which are up to date, and which could be expanded or enhanced.
- Expand services to include new stakeholders (e.g. provide colleges access to digital services; offer FLVC services to ICUF schools)
- Upgrade services to better software/systems as appropriate
- Market new or upgraded services
- Deprecate services that are no longer needed
## Task Force on Postsecondary Online Education in Florida

### Board Staff’s Proposed Implementation Plan

January 15, 2014

<table>
<thead>
<tr>
<th>Number</th>
<th>Recommendation</th>
<th>Implementation Strategy: Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Expand and Clarify Roles and Responsibilities</strong>: To effectively extend Florida’s online learning environment, the roles and responsibilities of statewide organizations involved in online learning should be expanded and clarified. Enrollment goals for online learning should be established to guide the state’s initiatives.</td>
<td>(1) The BOG staff, working with Chancellor Hanna’s staff and the entities mentioned in the report, should bring to the Board in March the roles and responsibilities of each entity involved in the implementation of the recommendations; and (2) Board staff should begin a conversation to determine the added value of – and process for – setting enrollment goals for online education. Any recommended goals would come to the Board for approval.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Implement a Statewide Common Online Marketplace for Students</strong>: Florida Virtual Campus (FLVC) should take the lead role in developing and marketing a statewide common online marketplace to facilitate student access to Florida’s postsecondary online learning opportunities.</td>
<td>In collaboration with Chancellor Hanna, Chancellor Criser or his designee should request of the FLVC Board of Directors its strategies for implementing this recommendation.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Coordinate a Common Learning Management (LMS) System (Opt-in)</strong>: FLVC should take the lead role in coordinating the development of a plan of action for funding and licensing a hosted or cloud-based LMS for institutions which choose to opt-in to attain statewide cost savings and provide a consistent user experience for students.</td>
<td>In collaboration with Chancellor Hanna, Chancellor Criser or his designee should request of the FLVC Board of Directors its strategies for implementing this recommendation.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Enhance Labor Market and Employment Statistics for University and College Online Program</strong></td>
<td>In collaboration with Chancellor Hanna, Chancellor</td>
</tr>
</tbody>
</table>
### Development and Delivery

The State University system, the Florida College System, and the Department of Economic Opportunity should continue to use enhanced labor market and employment data to facilitate the identification and development of postsecondary online programs that address Florida workforce needs.

Criser should direct his staff to work with FCS staff and assist DEO in scheduling and developing training sessions for university and college staff in the use of enhanced labor market and employment data.

### Develop and Deliver Statewide For-Credit MOOCs

The BOG, in cooperation with the FCS, should select a lead institution(s) to coordinate the development, delivery, and marketing of for-credit MOOCs that incorporate a quality framework and establish guidelines for competency-based evaluations of non-credit MOOCs.

(1) The Innovation and Online Committee should consider recommending to the Budget Committee, and ultimately to the Board and Legislature, that an LBR amendment be approved for a lead institution to coordinate the development, delivery, and marketing of at least three for-credit Massive Open Online Courses that incorporate a quality framework, effective practices, and competency-based assessment for use by the SUS and FCS.

(2) A lead institution should be selected through a competitive procurement process developed by Board staff, in cooperation with the FCS staff; the lead institution may allocate funds to other institutions, including FCS institutions, to develop one or more of the MOOCs.

(3) In collaboration with BOG staff, the lead institution should create a statewide working group to develop a statewide MOOC strategy to recommend to the BOG and, if appropriate, the State Board of Education. The strategy will include guidelines for the evaluation of non-credit
<table>
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<tr>
<th></th>
<th><strong>Enhance and Expand the Online Learning Resources Repository:</strong> FLVC, working with a lead institution from the SUS and FCS systems, should enhance and expand its learning resources repository to support the sharing of quality learning objects, eResources, and eTextbooks for faculty and student use.</th>
<th>MOOCs.</th>
<th>In collaboration with Chancellor Hanna, Chancellor Criser or his designee should request of the FLVC Board of Directors its strategies for implementing this recommendation.</th>
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<tr>
<td>7</td>
<td><strong>Provide Statewide Faculty Development Center(s) for Online Learning:</strong> The BOG and the FCS should select one or more lead institution(s) to develop and implement statewide faculty and administrator development services for online education, using a train-the-trainer approach.</td>
<td></td>
<td>In collaboration with Chancellor Hanna’s staff, BOG staff should use a competitive procurement process to select a lead institution(s) to be designated as the Faculty Development Center(s).</td>
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<tr>
<td>8</td>
<td><strong>Create an Effective Practices Repository:</strong> FLVC should create an online repository for the collection of and access to proven and effective practices in the areas of online student services, faculty services, faculty collaboration, and workforce needs to support the advancement of online learning statewide.</td>
<td></td>
<td>In collaboration with Chancellor Hanna, Chancellor Criser or his designee should request of the FLVC Board of Directors its strategies for implementing this recommendation.</td>
</tr>
<tr>
<td>9</td>
<td><strong>Enhance Data Collection Efforts for Online Learning:</strong> Using their existing statewide data collection procedures, the BOG and FCS should expand their data collection processes and common definitions for online learning to gather data on access, quality, and cost. Additional efforts should include exploring and researching the use of Florida Education and Training Placement Information Program (FETPIP) data to identify workforce and employment needs.</td>
<td></td>
<td>Chancellor Criser should discuss with Chancellor Hanna a plan for their staffs to work together and with their respective institutions to expand data collection processes and definitions.</td>
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Regular Meeting of the  
Members Council on Library Services (MCLS)  

Minutes  
Tuesday, February 4, 2014 – 8:30 a.m. to 4:00 p.m. ET

**Members Present**  
Barry Baker (UCF), Karen Blondeau (VC, virtual), Christine Boatright (FGC, virtual), Cecilia Botero (UF), Ray Calvert (Pasco-Hernando, virtual), Mercedes Clement (DSC), Carmen Cummings (SJRSC, virtual), Patricia DeSalvo (SSC), Brian Doherty (NCF, virtual), Lori Driscoll (GCSC, virtual), Tracy Elliott (SCFMS), Denise English (LSSC), Bill Foege (PSC), Bill Garrison (USF), Karen Griffin (HCC, virtual), Janice Henderson (NFSC), Isabel Hernandez (MDC), Kay Hogan (NFCC, virtual), Renee Hopkins (CC), Brian Kelley (PBSC, virtual), Joe Leopold (SPC), Victoria McGlone (FSCJ), Kathleen Miller (FGCU, virtual), Kathryn Miller (POLY), William Miller (FAU, virtual), Alice Murillo (BC), Lena Phelps (South Florida, virtual), Anne Prestamo (FIU), Patricia Profeta (IRSC, virtual), Deborah Robinson (TCC), Judith Russell (UF), William Shuluk (ESC, virtual), Mem Stahley (EFSC), Faye Watkins (FAMU, virtual), and Julia Zimmerman (FSU, virtual).

Guests: Judy Born, Valerie Boulos, Jeffrey Bowen, Lisandra Carmichael, Troy Christenson, Lee Dotson, Jennifer Grey, Katie McCormick, Ramona Miller-Ridlon, Jean Phillips, and Betsy Simpson.

FLVC Staff: Ellen Bishop, Claire Dygert, Tammy Elliott, Lucy Harrison, Lydia Motyka, Don Muccino, and Ashley Seale.

**Call to Order**  
Committee Chair-Elect Janice Henderson called the meeting to order, and Tammy Elliott recorded the proceedings of the meeting.

**Public Comment**  
There were no public comments.

**Reports from Existing Task Forces and Standing Committees**  
**Digital Initiatives (DISC)**  
McCormick and Dotson presented the *Digital Library Platform Report* that was submitted to the Executive Committee in January. Their next steps include assessing the needs of all of the stakeholders using the State Library’s Digital Action Plan survey that was sent out recently. The consultant working with the State Library has agreed to give FLVC and DISC access to the aggregated survey data so that DISC will be able to determine if they need to do a follow-up survey for the colleges and universities to understand if the data that is being gathered is enough to answer the user needs across the systems. They also want to continue working with the Islandora subgroup and FLVC to create a process that will assist FLVC in establishing quarterly priorities.

Harrison and Motyka spoke further on the digital issues, presenting two additional documents from FLVC that detailed a cost model for Islandora and quarterly development plans for January-June 2014. FLVC is looking to DISC to provide them with their user requirements so that they can have quarterly planning and move forward with developing those requirements. Development is happening on multiple
platforms and on an international level, so FLVC has committed two of their staff to the development of Islandora for at least the next fiscal year. FLVC plans to work on the requirements roughly in priority order with the caveat that technical feasibility, resource availability, and FLVC's need to migrate off of the legacy DigiTool platform may affect the order of development. In addition, by June 2014, FL-Islandora is expected to contain functionality sufficient to migrate and support all materials currently in FLVC's legacy DigiTool system, although this does not mean that DigiTool will be vanishing in June. Discussion followed.

Motion: DeSalvo moved that the council accept the DISC report as presented. Robinson and Clements seconded the motion. Motion approved.

Collection Management and E-Resources
Born and Boulos presented this update. The 2014 collaborative collection is done and the licensing and payment are in process. Five databases were cut from the FCS collection and two were cut from the SUS collection, in order to help balance the budget. Work on the 2015 collaborative collection has begun but there are currently no updates on the negotiations. They have also discussed the desirability to have guidelines and policies in place for future work on the collections. To help with this, they will begin looking at work other consortia have done in this area and put something together with the intent of bringing it back to the MCLS. In the college system, there used to be a process in place to deselect e-books as they got older and newer editions were purchased. The group is discussing what that may mean, and may want to have a task force created to work on this again. They have also talked with FLVC about hosting a talking tech on this issue. Members of the committee are also working with FLVC staff on the Regional Meetings.

Next-Gen ILS
Phillips reported the activities of this committee. They finished their draft of the RFI by January 31, and now have a tight deadline to complete their work and submit a final report to the MCLS by the June meeting. They will now begin looking at the criteria to evaluate any responses to the RFI, and to refine the timeline. The will also organize vendor demos, which will all be remote.

Resource Sharing
Christenson reported the activities of this committee. Rapid Book Chapter Lending has been implemented at some of the institutions. The committee is working to implement media lending into the UBorrow system. They have a draft of the history of the Resource Sharing Standing Committee, and they are working on reviewing that document as well as a second draft of their operating procedures. They have been working with the FLARE liaison to bring their policies in line with one another. The committee is also willing to support and work one-on-one with any of the institutions that need assistance in crafting a policy for their specific organization since institutional needs and capabilities vary. Otherwise, the guidelines they have developed would be the default policies for the state. FLVC would be the support for enabling the electronic capabilities to work between the organizations, and they are currently adding all of the different institutions to the system.

Harrison added that FLVC is doing the technical work so that there should not need to be a change in workflow. Getting resource sharing fully integrated across both systems will involve implementing that technical back-end solution and having the colleges get the UBorrow functionality up and running so that their users can place a request in the statewide catalog since currently, UBorrow only shows up as a link for the universities. FLVC plans to have this completed by April and will put an update about this on the FLVC Resource Sharing listserv, so that library staff can be in the loop and have an opportunity to ask questions.
Technical Services
Simpson and Grey presented this update. The committee has reviewed the recommendations from the Shared Bib Task Force PDA Task Group. There were problems loading discovery records into Aleph for the universities, so the plan was to load records into Mango. However, FLVC found a different workflow that is now being tested with hopes that it can be implemented sometime in the spring, possibly by the end of March. This will create a new Aleph library called PDA 01.

The committee has also implemented the FLVC proposal to centralize the cleanup of duplicate bib records in the SUS Aleph, and it seems to be working well. FLVC staff person Melissa Stinson has also agreed to remove non-SUS proprietary links that are discovered periodically. They have also submitted an RT to FLVC to investigate FAST (Faceted Application of Subject Terminology) headings to make sure that the OPAC back- and front-ends make use of the headings in a way that makes sense. They are still trying to finalize getting the RDA related fields and coding updated in Aleph and Mango. This committee had also been working on the Aleph login security solution, but FLVC has decided to halt implementation until after the Help Desk Consolidation is completed, which should be in the spring.

User Interfaces
Profeta submitted the report for this committee. The committee met by conference call on January 13 and are discussing the discovery tool timeline, union catalog, local views, and first phases. A Best Practices subcommittee was formed, with Danielle Rosenthal as the subcommittee facilitator. Initially, their work will involve making recommendations on facets and labeling. They meet once per month and will play an important role in the Mango Local Views implementation.

Members Council on Distance Learning and Student Services (MCDLSS) Update
DeSalvo and Muccino reported that the MCDLSS met on January 23-24. The focus of that meeting was ADA Compliance for distance learning courses. The discussions involved two panels with faculty and students who discussed their experiences with giving and receiving ADA services. DeSalvo said that the student panel discussions were an eye-opening experience and she hopes that the MCLS could have the same type of discussion here so that the librarians would know how to help those students with disabilities even more.

The council also discussed planning for FLVC and the recommendations from the Task Force on Postsecondary Online Education in Florida. They are planning a special meeting to discuss the statewide marketplace and what that might mean for FLVC. There is still interest in having a joint meeting with the MCLS. The hope is that the executive committees of each council could discuss this and work out the logistics involved with a meeting of that size.

Update from January 10 FLVC Board Meeting
Henderson briefly reported on the activities of the last Board meeting. The Board continues to review pricing information for the Florida Digital Archives. In the next quarter, one of the FCS representatives to the Board would have been the chair-elect, Burt Harres, but he is retiring. His vacancy will be filled by Ed Bonahue, from Santa Fe. Joe Glover, Board Chair, will also be leaving the Board this year. The openings for new members are causing some issues since they are staggering terms between the FCS and the SUS.

Muccino also noted that Oracle licensing issues are also being discussed. New licensing costs are being finalized and will be submitted to the Board for approval at their next meeting, which will be in April.

Executive Director’s Report
Muccino gave a status update on FLVC’s efforts to complete first through third quarter priorities and projects. The organization continues its efforts towards a next-generation ILS, and the next iteration of
student advising and services. They are on track to have Liferay, their new website platform, up and running in March, and are completing work to implement a new course catalog. Internally as an organization, staffing levels are up about 3%, and they continue working on core operating procedures and business processes like putting project portfolio management in place. New teams are being formed to manage these projects and procedures and to help align processes between the former organizations. FLVC will have a financial audit for FY 2012-13 by the Auditor General’s Office, and then an operational audit starting in May or June.

On other fronts, FLVC leadership has been involved in various meetings and presentations with the House Subcommittee on Appropriations for Education, House and Senate staff, and staff in the Governor’s Office. OPPAGA (Office of Program Policy Analysis and Government Accountability) has also visited, as they have been tasked by the Legislature to do a report that gauges the progress FLVC has made on their legislative mandates. The organization also participated in the Florida Educational Technology Conference.

Garrison asked if there was a way to factor into the budget regular increases for e-resource purchasing, since those costs go up every year. Muccino responded that the Board is aware of this. Garrison noted that FLVC will need to ensure this issue remains in front of the Board, due to its rotating membership.

**FLVC Library Services Director Update**

**FLVC Website Demo**

Harrison did a demo and overview of the FLVC website. The website has information about student services, FLVC’s governance structure, Board and members council minutes, and standing committee and council memberships. Tools for K-12 students like the graduation check and the College and Career Readiness Evaluation are also available on the site. The site also houses information and documents for completing the Transient Student Admission Application, which FLVC processes for the entire state.

Next week, FLVC plans to send out a link so that members can preview the new statewide discovery tool based on Mango, so Harrison did a demo on this site as well. The site has some of the same functionality as the old state university union catalog, with some additional data and menus. In using this, students will not have access to all of the materials that an institution may have, but the site does meet the legislative requirement to offer a statewide combined catalog and discovery tool that searches the combined holdings of all of the colleges and universities. Local rollouts to the institution will be a separate phase of this project. More information will be sent out about the preview next week and the preview period should last about two weeks. FLVC will accompany the link with a summary of what is new, available, or unavailable in the service.

**Library-Specific Projects**

Harrison gave the following updates regarding library-specific projects and services from FLVC:

- Claire Dygert at FLVC has sent communications to the universities soliciting pricing information for a single, system-wide e-resource (*Academic Search Premiere*), so that she can create local impact statements and get those mailed out.
- Help Desk Support Consolidation testing will soon begin. Once the new CRM is implemented as part of this, the old CCLA HEAT system for the colleges and the old FCLA RT system for the universities will no longer exist. FLVC will transfer any open calls to the new system. Front-line support staff are available at all FLVC locations.
- FLVC is working to make Florida Open Journals more discoverable. They work with scholarly societies around the state of Florida to provide and maintain a number of publications and open access journals. A list of journals can be found at [http://journals.fcla.edu/](http://journals.fcla.edu/).
Harrison reported that Ex Libris announced at ALA that they are going to be including ProQuest and Summon content in their PCI (Primo Central Index). Due to information they received from UF purchasing, FLVC had been prepared to do an ITN for a back-end index plus the link resolver. However, in light of the announcement from Ex Libris, they asked them to send more in-depth details about what would be included, and it looks like perhaps it is not the complete index, but does include CSA Journals, ProQuest Central, and ABInform among others. FLVC is now in the process of doing a deep-dive to understand exactly what is included. If it turns out that this additional content will be included in the existing PCI, there exists the possibility that an ITN will not be needed because Ex Libris is an existing vendor and we already have a contract with them. There was also some concern in delaying the ITN, which could further delay implementation. However, FLVC feels like the analysis can be expedited, since they are looking strictly at content and cost rather than functionality.

Also at ALA, OCLC announced that they are merging the FirstSearch databases and WorldCat Local services that the institutions get through the Florida Electronic Library (FEL) and that are available through the indexes that the institutions use. This means that there will no longer be a separate FirstSearch interface, and when you go into a FirstSearch database, you will land in OCLC’s discovery tool that also includes institutional holdings. FLVC felt that this could be potentially confusing to users, so they have asked for more information from OCLC about other options. There is no timeline on this; FLVC may ask OCLC to meet virtually or in-person at some of their spring regional meetings to discuss this issue.

Impact of Defunding Ask a Librarian (AAL) Service
Harrison and Muccino reported that FLVC was asked by the State Library to provide a formal response in regards to the potential of the Ask a Librarian service being defunded. They offered to Judi Ring to discuss it with the MCLS and bring back any feedback about the impact to their institutions. The State Library has also sent out a statewide survey on this matter and many of the members reported that they had already provided their input. Henderson noted that this topic is also on the next LRSC agenda. Some members felt there might be a little redundancy in providing so many responses. Discussion followed.

Both FLVC and the MCLS feel there is great value in keeping the service, and while many of the institutions offer options that are more robust to their students, others have low staffing levels and cannot provide the hours of coverage locally that the AAL service does. Other institutions reported that they use only AAL and do not have other desk hours or other services. It was also noted that there has been a steady increase in the use of the service, probably due to the rise in distance learning students. Members of the council stated that if the service is indeed defunded, they felt strongly that FLVC would need to provide something similar.

The council decided they would like more data and benchmarks for academic libraries before they could say whether they think the service should be defunded or not. They also requested the State Library work with them to create criteria or provide information on what will make the service pay, as well as a review of any options that could enhance the service. Members are also willing to provide a cost-savings analysis that could show how the AAL service saves money in comparison to what it would cost to provide the same coverage AAL gives outside of or within normal work hours.

Motion: Garrison moved that the MCLS ask FLVC to strongly encourage the State Library to continue the funding for the Ask a Librarian program while appropriate benchmarks are established. DeSalvo seconded the motion. Motion approved.
Planning Breakout Session
Muccino and Harrison gave an overview of the FLVC planning process. A planning document was distributed. It detailed their proposed planning process, the planning timeline and goals, recommendations from the Task Force on Postsecondary Online Education in Florida, and trends from an environmental scan that might also impact FLVC.

The council broke out into three groups so that they could provide input and feedback into the annual plan. The MCDLSS participated in this same exercise at their meeting in January. Muccino noted that FLVC staff are taking part in the process as well. Results of the MCLS session follow.

Robinson reported that their group decided on three priorities:
1. Managing large data sets; this would be especially helpful for creating common metrics
2. Continued support for maintaining robust collections of e-resources with continued funding that considers inflation and expanded programs
3. Integration and interoperability of our various systems for now and in the foreseeable future

Russell reported that their group came up with three priorities:
1. Prepare for next-gen ILS
   a. Developing a requirements document
   b. Working on database quality, particularly for the cataloging records for e-resources
2. Full implementation of a comprehensive discovery service
3. Support for content
   a. E-resource licensing with scalable budget to cover price increases and expanded shared content
   b. Supporting open-access journals and textbooks with a long-term commitment to a common sustainable platform

DeSalvo reported that their group has four priorities:
1. ILS support (number 1 priority)
2. Orange Grove is considerably outdated, has some issues, and is not being used. A study or environmental scan about value and the future use of Orange Grove, with the possibility of it not continuing but allowing it to become something else such as a potential integration with Islandora or an ILS, so that we don’t have to keep it up as it once was. Elimination of duplication of efforts.
3. Have an LMS that is in sync with our ILS, ties in with Orange Grove as well (e.g., seamless access to integrate library resources)
4. Better technology for holding virtual and mixed meetings

This group also had some second and third year priorities as well.
- Maybe in the second year we need to be doing a study from the academic side as to what we need and should FLVC have a component in that (possibly AAAL—Ask an Academic Librarian). In the third year do something more definitive with that.
- In year two we may also want to do more with scholarly communication, whether it’s a study or determining exactly what needs to be there so that by year 3 we have something more concrete to roll out for scholarly communication

Driscoll provided input through email and noted that she generally supports FLVC’s take on the environmental trends and the actions associated with those. She stated that the next-gen and statewide systems are of paramount importance, and questioned whether or not FLVC is ready to market services to charter schools. She noted that management of large data sets and scholarly communication seemed
like lower priorities and that priorities like the next-gen ILS; focus on statewide services; and inventory, review, and an update to current services were of higher priority.

Members Council Goals
Henderson stated that as a members council, they need to come up with goals so that they have a way to evaluate whether their group is doing what it needs to do. The council does not currently have a set of goals or a process for coming up with them. DeSalvo referred to their previous group discussion where it was suggested that a small subgroup pull the goals together. Discussion followed.

Members voiced their desire to have the goal setting follow a process similar to the small breakout planning session, and asked to be given information ahead of time so if there is a subgroup they can collect feedback about what members think are priorities and then, as a group, decide on the goals. Henderson stated that she will work on getting that so the council can have that conversation at their next meeting.

2014-2015 Nominating Committee
A Nominating Committee is needed to gather a slate of candidates to fill offices this year for a Chair-Elect and at-large representatives for the Executive Committee. The Chair-Elect will need to be from the SUS and will rotate onto the FLVC Board in July and attend their June meeting. Members serving on the Nominating Committee are not eligible to serve in the offices being filled. The following members agreed to serve on the Nominating Committee:

- Rene Hopkins (FCS, Chipola College)
- Pat DeSalvo (FCS, Seminole State College)
- Elizabeth Curry (SUS, University of North Florida)
- Bill Miller (SUS, Florida Atlantic University)

Refreshments at MCLS Meetings
The council discussed the registration fee being charged for in-person attendance at the MCLS meetings, as this had become a concern to some members. Many, but not all, attendees are being reimbursed from their institutions. Historically looking at the fees, there were times when FLVC lost money, but that has balanced out and they seem now to be breaking even and maybe coming out a little bit ahead. The money is kept separately, so if there is more left than the costs, then it just rolls over. FLVC cannot legally pay for refreshments out of their own budget, but they would be happy to discontinue providing refreshments and charging fees.

Most members like the convenience of having lunch onsite and did not think that the fees were an issue. Muccino noted that at some locations, you are subject to the vendor on campus.

Harrison suggested bringing the cost down further, but members responded that the cost should be whatever it needs to be, recognizing that there might be some variance in the fees based on whether the meeting is a 1-day or 2-day meeting.

Motion: Leopold motioned to keep the fees and arrangements as they, are and if FLVC is able to get the price down then that is good. Elliott seconded the motion. Motion approved.

New Business
Future Meeting Dates and Locations
The council is scheduled to meet next on June 10 in Daytona Beach in conjunction with the CIA and the LRSC. Members agreed that they would like to continue through this year with aligning their meetings
with the LRSC and with CSUL. This would mean that they would be aligned in September and December with the CSUL meetings scheduled in Tallahassee and Sarasota, respectively. The Executive Committee will work with FLVC staff to firm up these dates.

**General Information Session**
Henderson led a discussion on members’ goals and issues that may be important to them as a group. She asked the council what they felt works and does not work, and what are they not hearing about that they want to know more about.

Council members stated that while they understand the difficulty in having virtual meetings, they would like better meeting technology so that everybody has the ability to be involved. The council would like FLVC to seriously consider the idea of having a virtual meeting and for the council to explore the option of reducing the amount of meetings they have per year. Other members noted that a solely virtual meeting would be very difficult, especially if it were too long. Therefore, it was suggested that perhaps having a half-day meeting of 3 or 4 hours would help keep members actively participating.

There was also conversation about the lack of attendance at this particular meeting and if there is a way to gather information about why members are not attending in person so that it could be used to plan for better meetings. Some members countered that they have to attend virtually because their travel was not approved by their presidents, and/or they do not have the budgets to travel.

**Adjournment**
The meeting was adjourned at 4:00 p.m. ET.
- IP embargo feature installed in production and discussion regarding overlay text for embargoed objects was started.
- Restricted viewing of collections/objects by user role ("XACML Editor") installed in production.
- Zip file importer/ingesting of zip files of unitary objects installed in production.
- Conditional display of IP embargo message developed and discussion of text and formatting of overlay text for embargoed objects continued.
- Merge/sharing at the object level (in addition to collection-level merge/sharing) added to production.
- Subject and Name metadata, when clicked, executes a search on that heading.