



Providing statewide library services to Florida's colleges and universities.

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

Minutes

Thursday, December 6, 2018 – 1:00 to 5:00 p.m. EST
Friday, December 7, 2018 – 8:30 a.m. to 12:00 p.m. EST

Florida Virtual Campus | C01 Auditorium
1753 West Paul Dirac Drive | Tallahassee, FL 32310

Members Present: Gary Albarelli (POLY, representing Kathryn Miller), Stephen Banister (TCC), LisaMarie Bartusik (PSC), Christine Boatright (FGC), Raymond Calvert (PHSC), Lisandra Carmichael (UNF), Stephanie Clark (UWF), Akos Delneky (IRSC), Brian Doherty (NCF), Erick Dominicis (MDC), Lori Driscoll (GCSC), Gale Etschmaier (FSU), Elizabeth Farrell Clifford (FSU LAW), Teresa Faust (CCF), Rebecca Frank (SPC, representing Matthew Bodie), Christina Fullerton (PSC), Karen Griffin (HCC), Margaret Hawkins (SCF), Janice Henderson (NWFSC), Carol Hixson (FAU), Selma Jaskowski (UCF, representing Barry Baker), Robert Krull (PBSC), Karen MacArthur (EFSC), Tom Messner (FSCJ), Kathleen Miller (FGCU), Kristina Neihouse (FKCC), Lena Phelps (SFSC), Anne Prestamo (FIU), Patricia Profeta (SFC), Judith Russell (UF), Kathleen Sacco (LSSC), William Shuluk (FSW), Ruth Smith (VC), Jane Stephens (CC), Morgan Tracy (SSCF), Faye Watkins (FAMU), Christina Will (SJRSC), Martin Wood (FSU FCALM), Lynn Wyche (NFCC).

Guests: Kevin Arms (LSSC), Valerie Boulos (FSU), Andy Bush (OCLC), Suzanne Butte (OCLC), Melanie Cooksey (PHSC), Gerry Davies (OCLC), Todd Digby (UF), Wendy Dover (GCSC), Emily Frank (LOUIS), Terri Gallaway (LOUIS), Annie Glerum (FSU), Jennifer Gregor (SPC), Barbara Hilderbrand (SSCF), Amy Johnson (DLIS), Mark Marino (SCFMS), Victoria McGlone (FSCJ), Jean Phillips (FSU), Lindsey Ritzert (UCF), Kelly Rowan (FIU), Shelly Schmucker (FSU), Madeline Sims (FSCJ), Suzette Spencer (BC), Courtlann Thomas (PSC), Zoila de Yurre (MDC).

FLVC/FALSC Staff: Ellen Bishop, Rebel Cummings-Sauls, Mike Dieckmann, Tammy Elliott, Brian Erb, Rachel Erb, Chase Fiorini, Devon Hickey, Mike Neff, John Opper, Gail Orth, Elijah Scott, Dave Whisenant, and Shawn Wilson.

Call to Order

The meeting was called to order at 1:02 P.M.

Welcome and Introductions

Messner welcomed everyone to the Florida Virtual Campus (FLVC) and thanked Scott and staff for hosting the meeting. Members introduced themselves.

Scott thanked the members for attending the meeting and welcomed everyone to Tallahassee.

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A division of the Florida Virtual Campus

Messner announced and welcomed new member Gale Etschmaier (FSU). Etschmaier introduced herself and gave a brief history of her professional career.

Consent Items

Prior to the meeting, a packet was sent out with detailed reports from the standing committees, as well as September's meeting minutes, and future meeting dates. Messner made a motion to approve the consent items; motion moved; Hawkins seconded the motion. Motion passed.

MCLS Processes and Procedures

Determine Meeting Dates and Locations Beyond March 2019

Messner asked members to determine a date and location for the June meeting. The members agreed June 6-7 would be the best dates for the meeting. Messner asked the members to contact him to volunteer to host the meeting. He will discuss the options with the Executive Committee.

Standing Committee Appointments

Messner thanked committee members for their hard work and announced new Collection Management and E-Resources Standing Committee (CMESC) members Anjana Bhatt (FGCU), Alexis Carlson (IRSC), Andrew Dail (LSSC), Athena Hoepfner (UCF), Susan Mythen (FSCJ), and Jeffery Sundquist (FAU).

Messner mentioned that in the past, people have expressed that they want to increase communication between the Council of State University Libraries (CSUL) and the Florida College System (FCS). He asked if Prestamo can share an update on the CSUL group activities with the members. Prestamo reviewed the many projects that they have been working on. She announced that Hixson will be the next chair.

Messner asked Hawkins to share an update on FCS activities. She suggested members check out Messner's FSCJ LibGuide on assessment. Messner will send members a link to the LibGuide.

Messner also asked Dieckmann to share an update on FLVC activities. He reviewed FLVC's Strategic Plan and upcoming Distance Learning and Student Services activities.

Division of Library and Information Services (DLIS) Update

Amy Johnson, the State Librarian, thanked members for their invitation to join the meeting. She updated members on the business at the statewide level. DLIS is moving forward with the resource sharing platform. The request for information process will begin early in the new year and the resource sharing platform will be contractually available July 1st. Institutions will have an option to use it if they are interested. She mentioned that the official cutoff date for the State's OCLC FirstSearch contract is October 1st, 2019. She reviewed a few partnership opportunities that are in the works. Discussion followed.

OCLC

Andy Bush, Executive Director of Library Services at OCLC, gave an overview of the OCLC services, how to acquire services, and what services are included. Suzanne Butte, Director of Strategic Accounts at OCLC, and Gerry Davies, Library Services Consultant at OCLC, joined him during the presentation. They talked about the cataloging, interlibrary loan (ILL), access fee and first search subscriptions and why they are invoicing Florida libraries the way they are. Bush gave a timeline and history of the access fee changes. OCLC explained that if FALSC decided to discontinue centrally funding the access subscription, OCLC will need to integrate these subscription costs into the local libraries cataloging and WorldShare ILL subscriptions as they did a few years ago for the rest of their membership. This means institutions will see an increase in cataloging and WorldShare ILL subscription costs. The exact cost will differ from library to library and is in direct correlation to their OCLC cataloging and metadata subscription and their OCLC WorldShare ILL Subscription. Later in the presentation, OCLC mentioned that only the institutions

that subscribe to FirstSearch can see the WorldCat.org holdings. OCLC didn't have any pricing information, but said they are working on a multiple library discount program and a proposal. They will put together a webinar to show what is happening when people are in cataloging and metadata, FirstSearch, and resource sharing. The members requested data of what the state library has been paying and how it has been increasing and where it will go. Discussion followed.

FALSC Briefings

Staffing Update

Scott reviewed the FALSC organizational chart. There are plans to hire an E-Resources Assistant Director, Library Services Systems Specialist, Public Services Systems Specialist, and Systems Reports Specialist.

Digital Services and OER (Open Educational Resources)

Cummings-Sauls mentioned that the <https://libraries.flvc.org/digital-services> website was updated with all digital services information combined on a single page instead of multiple pages. She urged members to update any bookmarks because individual pages are being phased out. She reviewed the multiple LibGuides available to view and the new LibGuides that are coming soon.

Members are encouraged to add a RightStatements.org value to each record in Florida Islandora. FALSC will review Publications of Archival, Library and Museum Materials (PALMM) materials in the new year. FALSC has modified the FL-Islandora site design for better layout and functionality on mobile phones. ETD and metadata/citation collections can now be added to FL Islandora. Cummings-Sauls noted that the Archon to ArchivesSpace migration is currently underway. The new LibGuide and listserv are available to members. The ArchivesSpace contract will be paid by FALSC through June 30, 2020. Florida Gulf Coast University was the first to begin final migration. The upgrade from Florida Online Journals (OJS) is underway now. A cutover date will be announced soon. Demos and training start next year. A new journal has also been launched called Florida Linguistics Papers.

Cummings-Sauls also encouraged members to join the discussion list FLVC-OPEN-AFFORDABLE@LISTSERV.FLVC.ORG. This list will be used to create a network of OER experts, to facilitate collaborative efforts, and to provide a channel to share challenges and benefits in the State's OER landscape. Creating a clear and central avenue for communication is a critical step in building local efforts and sustaining statewide support. She also encouraged members to register for the FLVC OER Summit, which will be held on February 27-28, 2019, at the Sheraton Orlando. Open Textbook Network Train the Trainer Sessions are coming in spring and summer 2019. The first is scheduled February 25-26 in Central Florida. Location and further details are coming soon. Cummins-Sauls will send out a digital survey to review digital services' products and/or services. This will be distributed to the digital services point person.

E-Resources

Rachel Erb gave an overview of the E-Resources Unit. The unit will provide cross training to the FLVC Help Desk which will enable them to help with troubleshooting and working with Automated Vendor Statistics (AVS). Erb gave a brief overview of the statewide collection for 2019. There will be cancellations during this next year and Erb reviewed the unintended consequences of cancellations of Gale products. Erb also gave an historical overview of EBSCO's rising costs of third party products.

In addition, she reviewed the group licensing timeline with members. The first-round of E-Resources responses have been received and second round responses are due December 12. Letters of intent will be sent after the second round. Discussion followed.

Some of the members expressed that they would like to get a year ahead in planning their budget cycle. For example, in July 2019 they would begin a plan on what they would pay for

January 2021. Some of the members need to know a year in advance what the cuts may be, so they can decide to cut or fund the resources at the individual institutions. Members requested that FALSC staff and standing committees shift the cycle for planning and implementation to get it done earlier in the process. There will be one year of overlap where they will be working on the current year and subsequent one. Discussion followed.

Erb mentioned that she's looking forward to subscribing to a consortia electronic e-resources manager product called Consortia Manager. She gave an overview of the product, benefits and features.

Integrated Library Services

Bishop give a brief update on the projects FALSC has been working on and an overview and timeline of the process for the Aleph upgrade to Version 23. Some downtime will occur December 21-27, 2018. The official go-live date is December 27, 2018. There is a new [Aleph v. 23 Upgrade LibGuide](#) for members to view that provides documentation and videos. There will be "Open Office Hours" for all library staff questions starting January 2, 2019. The production clients were made available on December 4, 2018 on the FALSC [website](#) and [LibGuide](#).

Bishop reviewed the updates on the Mango project. All colleges are live on Mango with their customized local interfaces. All institutions that use Mango to display articles live with the EDS article mega-index and Full Text Finder link resolver. Shutdown of Primo, Primo Central Index, SFX and MetaLib on October 7, included a webinar of what to expect. All webinar recordings and presentations are on the [Mango LibGuide](#). FALSC is working with the User Interfaces Standing Committee (UISC) and developers to create a prioritized list of enhancements. Enhancements will be released at the end of each quarter. In 2019, FALSC will conduct a feasibility study to explore the possibility of a complete Mango rewrite.

Bishop moved on in the presentation discussing UBorrow enhancements and changes. She reported that the Resource Sharing Standing Committee (RSSC) agreed to modify the UBorrow due date process to remove the return delivery allowance to ensure the full 45-day loan period. For FCS libraries, requests that are not able to be filled, patrons will be able to redirect requests to the library for OCLC ILL requesting. Based on feedback about UBorrow during Mango webinars, Help Desk cases and the RSSC, FALSC will begin work on the UBorrow enhancements starting in January 2019.

She also shared that the IPEDS packets were emailed to MCLS representatives and institutional reports coordinators for all FCS schools and an informational email sent to the FLVC Academic Libraries Survey Discussion listserv. The IPEDS survey is open for institution submission and review from December 12, 2018 to March 15, 2019. Members are encouraged to contact the FLVC Help Desk for any questions they have on the materials contained in the survey.

Library Support and Training

Brian Erb recorded a video to update the members using the Arc tool in Canvas. He shared how FALSC can help with library assessment needs. FALSC will be offering delivery of EZ-Proxy activity logs that track sessions by student ID so that library staff are able to explore relationships between student use of E-Resources and other metrics of student success. This service will be available by Spring 2019 for the 31 institutions for whom FALSC host EZ-Proxy (the 28 state colleges, New College, FAMU, and Florida Polytechnic). Members can visit the [FLVC EZProxy Assessment LibGuide](#) for more information and to download the Memorandum of Understanding (MoU).

Erb is interested in setting up a "next steps" question and answer session with OpenAthens to include FALSC systems staff, librarians, and IT staff who have questions/concerns about SSO (Single Sign-On), privacy, implementation, benefits, etc.

Erb gave an update on ACRL Metrics and Data Dashboards. FALSC now has an ACRL Metrics login and Erb has been experimenting with some dashboards in LibInsight. He is working with our in-house Tableau expert to demonstrate ACRL Metrics reports and see if he can help us achieve some nice dashboards. Erb asks the members to contact him about which variables from the [ACRL Academic Library Trends and Statistics Annual Survey](#) they would like to see depicted in dashboard format.

Erb encouraged the members to attend the FLVC Regional Users Symposia in spring 2019. Anyone can access the [Regional Symposia LibGuide](#) to view meeting details and logistics.

Help Desk Update

Neff introduced himself and a few of the Help Desk Analysts. He gave an overview of the Help Desk projects. Neff mentioned that Help Desk staff are preparing to help the institutions with the Aleph Version 23 upgrade. Neff is seeking volunteers to be interviewed regarding their experiences with the Help Desk and the support portal. The Help Desk is planning on conducting interviews in January. He reviewed the results from the October 2018 Case Satisfaction Survey. Out of 73 responses, the results were 78.1% Excellent, 17.8% Very Good, and 4.1% Good. Neff encouraged members to contact him or other staff at the Help Desk if there is anything they can do to improve their experiences.

EBSCO: Louisiana Project Presentation

Terry Gallaway, Associate Commissioner for LOUIS (the Louisiana Library Network), joined the members and gave a presentation of the background, goals, and findings of the LOUIS faculty portal project.

OpenAthens: Proposal and Discussion

Scott reviewed the annual OCLC Access Subscription costs that FALSC pays on behalf of the 40-member institutions going back to 2012. According to OCLC, the Access Subscription cost is the charge for using the OCLC cataloging and resource sharing systems infrastructure. Scott reported that there has been approximately a 4.08% increase annually. Scott noted that the increase is unsustainable and urged members to do an analysis from 2015 through now to see what they pay. He also reviewed the FALSC OCLC Access Fee breakdown by institution. The price range by institution is from \$0.79 to \$35,943.14. Discussion followed.

After discussion, Scott asked members if the OCLC Access Fee is the best use of FALSC funds. Should FALSC decide to discontinue centrally funding the Access Subscription, OCLC will need to integrate these subscription costs into the local libraries cataloging and WorldShare ILL subscriptions. Scott proposes that if FALSC does not renew the Access Fee it will give each institution an opportunity to renegotiate a contract with OCLC with emphasis on cost/usage data. Scott also proposed another option to the members. With their consent, FALSC will negotiate a single state-wide contract with OCLC. This option will give an opportunity to get a substantial discount. He also proposed that FALSC reallocate the Access Fee funds to OpenAthens. He reviewed the OpenAthens pricing and benefits and the differences of OpenAthens and EZProxy. Discussion followed.

Griffin made a motion to direct FALSC to pursue cost savings through OCLC with open conversation on fiscal impacts through a consortia arrangement at a State level. Banister seconded the motion; motion approved. To clarify, this will be for fiscal year 2020-2021.

FALSC Budget Update

Scott gave a brief overview of the FALSC 2018-2019 budget. He also shared how much of the budget is going to FALSC personnel budget, ILS (ALEPH), operating expenditures, and e-resources.

Next-Gen ITN Process Update

Scott gave a brief update on the Intent to Negotiate (ITN) process. The UWF Procurement Office expects the ITN to be posted before the Winter Holidays. Scott reviewed the selection of the evaluation team. Thirty-two of the 40 institutions have appointed reviewers. The 8 open slots will be offered to institutions with law and/or medical libraries. The deadline to appoint reviewers is December 13, 2018. The UWF Director of Procurement will contact evaluation team and reviewers for details on a kick-off meeting.

Digital Initiatives

Florida Digital Archive Presentation

Cummings-Sauls gave a presentation of the future of the Florida Digital Archive (FDA). She gave an overview of her findings and presented options to the members. Due to the members' interest, FLVC mission, and all stakeholders' current fiscal responsibilities, FALSC recommended that the FDA and DAITSS be sunset and offered that they will assist members with transition planning. Members interested in a consortia third party negotiation should confirm interest in this option. Scott noted that the University of Florida (UF) will be able to offer a "brown storage" for all members. Institutions will be able to pay them per terabyte, per month for storage. Cummings-Sauls, Russell, and Digby reviewed the UF file storage system proposal and the pricing for this backup solution. Members are encouraged to contact Digby (digby@ufl.edu) if they have additional questions. Cummings-Sauls gave a brief overview of the timeline and suggested a motion. Discussion followed.

Miller made a motion to approve FALSC sunseting FDA and working with each facility to transition their content to a location of their choice. Watkins seconded the motion; motion passed.

Islandora Update

Cummings-Sauls gave a brief overview of the Florida Islandora upgrades. FALSC will start the upgrades in January and the goal is to finish by March 2019. There will be minimal impact on the user and a short downtime. She will let the institutions know when to expect the downtime as soon as she finds out.

Distance Learning and Student Services: Futureproofing Higher Ed

Dr. Opper gave a presentation on higher education and how enrollment is declining due to impending student debt and other influencing factors. He reported that student debt has climbed to 1.5 trillion dollars and has become a major concern across all surveys of public opinion. According to [The Wall Street Journal/NBC poll](#), Americans are fairly evenly divided over whether getting a four-year degree was "worth the cost," with 47 percent agreeing that it wasn't "because people often graduate without specific job skills and with a large amount of debt to pay off."

Dr. Opper also reviewed some of the trends that investors are investing in and the data suggests that the growth is in the digital space. Online program enrollments may begin to peak and competition may lead to market saturation for some programs. He reviewed the concerns that some educators have on the future of higher education. The pressure will increase for institutional performance and performance based funding. There are very limited options for increasing revenue to higher education institutions given projected enrollment declines, declining state support, tuition and fees already at perceived high levels and mounting student loan debt. There are increasing numbers of challenges in the Higher Education Marketplace and nationally, student high school graduations have flattened out and are headed toward a decline. Institutions are likely to be very sensitive to small percentage declines. Lastly, he reported that the business model that has traditionally surrounded higher education is not sustainable given the factors presented without modification. Dr. Opper asked if this resonated with what attendees are seeing. Discussion followed.

Gulf Coast State College and Chipola College: Post-Hurricane Update

Stephens showed the members the catastrophic affects Hurricane Michael had on Gulf Coast State College (GCSC), Chipola College (CC), and the surrounding areas. Driscoll shared that there were 27 storm-related deaths in GCSC's tri-county service area, including two of the college's own. There was over \$40 million in structural damage to GCSC, not including contents. They shared pictures and information of what the area and colleges look like today. Most areas do not have internet and some still do not have power. Despite challenges, most employees and students returned to campus on November 5, 2018. GCSC provided free lunches and provided \$1.5M from the GCSC Foundation for a myriad of needs including paying for an Uber gift card so a displaced library student assistant without a car could work on Sundays for the remainder of the semester. There was significant damage to most buildings on the Panama City Campus. The library is open 24/7 to offer internet and Wi-Fi although now an ID is required to enter the library. Driscoll mentioned that the students still need supplies and recommended cash donations to the Foundation.

New Business

Cummings-Sauls urged members to pause on sending content to the FDA due to the decision to sunset. She encouraged the members to participate in the OER Summit 2019 by submitting posters. Accepted posters will be featured in the evening reception of the first day. Poster proposals will be due on January 11, 2019. FALSC has started a statewide metadata elements group from the Digital Initiatives Standing Committee (DISC). If any members are interested, please contact [Cummings-Sauls](#).

Messner thanked Scott and staff for hosting the meeting. The next Executive Committee meeting will be December 19, 2018. He wished the members a wonderful Holiday break.

Adjournment

The meeting adjourned at 12:03 P.M. EST.