



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

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

Minutes

Thursday, September 16, 2021 – 1:00 to 5:00 p.m. EST
Friday, September 17, 2021 – 9:30 a.m. to 12:00 p.m. EST

Virtual Meeting Via Microsoft Teams

Members Present: Frank Allen (UCF), Stephen Banister (TCC), LisaMarie Bartusik (PSC), Monique Blake (BC), Christine Boatright (FGC), Matthew Bodie (SPC), Todd Chavez (USF), Mercedes Clement (DSC), Elizabeth Farrell Clifford (FSU LAW), Eric Dominicus (MDC), Tracy Elliott (FGCU), Stephanie Clark (UWF), Lori Driscoll (GCSC), Gale Etschmaier (FSU), Teresa Faust (CCF), Christina Fullerton (PSC), Karen Griffin (HCC), Margaret Hawkins (SCF), Janice Henderson (NWFSC), Richard Hodges (FSWSC), Amy Kornblau (FAU), Robert Krull (PBSC), Nance Lempinen-Leedy (SFC), Brent Mai (UNF), Karen MacArthur (EFSC), Tom Messner (FSCJ), Kristina Neihouse (CFK), Lena Phelps (SFSC), Anne Prestamo (FIU), Ingrid Purrenhage (PHSC), Judith Russell (UF), Kathleen Sacco (LSSC), Ruth Smith (VC), Jane Stephens (CC), Mia Tignor (IRSC), Courtlann Thomas (PSC), Morgan Tracy (SSCF) Faye Watkins (FAMU), Christina Will (SJRSC), Martin Wood (FCALM), Lynn Wyche (NFCC).

Guests: Kevin Arms (LSSC), Royce Bass (SJRSC), Valerie Boulos (FSU), Jeremy Brown (FGCU), Tara Cataldo (UF), Theresa Smith-Ennis (SCF), Jin Guo (FIU), Annie Glerum (FSU), Laura Gayle Green (FSU), Jin Guo (FIU), Christina Hastie (DSC), Maris Hayashi (FAU), Ernestine Holmes (FAMU), Amy Johnson (DLSI), Nancy Kelleth (FSU), Kirsten Kinsely (FSU), Alicia Long (SCF), Mark Marino (SCFMS), Xiyang Mi (USF), Kathryn Miller (UCF), Jennifer Murray (UNF), Ashley Olund (EFSC), Jean Phillips (FSU), Tamera Race (NCF), Patrick Reakes (UF), Keila Zayas-Ruiz (FSU), Kristine Shrauger (UCF), Madeline Sims (FSCJ), Brett Williams (IRSC), Lindsey Xanthopoulos (UCF).

FLVC/FALSC Staff: Ellen Bishop, Tim Brown, Chrissy Cogar, Daniel Cromwell, Wendy Ellis, Brian Erb, Rachel Erb, Chase Fiorini, Cindy Fox, Devon Hickey, Simone Jackson, Cheryl McCraw, Mike Neff, John Opper, Natasha Owens, Gary Phillips, Susan Rodgers, Lisa Ryals, Elijah Scott, Rebel Cummings-Sauls, John Sandstrum, Melissa Sykes, Lisa Tatum, Clayton Tucker, Dave Whisenant, Jay Wiese, Shawn Wilson.

Call to Order

The meeting was called to order at 1:00 p.m.

Welcome

Etschmaier welcomed everyone.

www.flvc.org

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FLVC/FSU/NWRDC Update

Tim Brown, IT Assistant Vice President, of Northwest Regional Data Center (NWRDC) briefed the council on the latest business of FLVC. The NWRDC policy board met Wednesday, September 15. The first half of that meeting was to discuss the new board structure and how the governance model will look going forward. Members from each member council attended and were apart of the discussion. Brown reviewed the proposed governance structure. Representatives from both FLVC members council will be included on the proposed board seat structure. Two representatives from each members council will have a seat on the proposed board structure. Discussion followed. Henderson made a motion to support the proposed board seat structure as presented; Messner seconded. Motion passed with one abstaining. The executive committee will discuss the process of selecting members to be appointed to the board seats and bring it back to the members council. Brown presented FLVC's June 30 financial statement to the council.

Consent Items

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

MCLS Processes and Procedures

CMESC

Prior to the meeting, a packet was sent out with detailed reports including all standing committee reports. Marino presented a multiyear deal from ProQuest to the council. It is a three-year deal. It excludes third-party products. The CMESC recommends accepting the three-year deal. Messner made a motion to accept the ProQuest three-year offer; Griffin seconded. Motion passed.

DISC Discussion

Prior to the meeting, a packet was sent out with detailed reports including all standing committee reports. Dinsmore presented the proposed updated charge to the council. Discussion followed. Suggestions were made for grammatical corrections. Russell made a motion to approve the updated charge, with an amendment that the suggested grammatical corrections would be included; Henderson seconded. Motion passed.

TAOERSC

Prior to the meeting, a packet was sent out with detailed reports including all standing committee reports. Dew stated it is TAOERSC's recommendation to continue the FLVC OER Summit in 2022, either virtually or in-person with a virtual option. Henderson made a motion to approve the recommendation; Messner seconded. Motion passed.

New Electronic Resources Management Standing Committee (ERMSC)

Scott stated during the ILS migration a gap was discovered in the technical side of electronic resources in Alma and how to manage those electronic resources. This work is very different from the work done by the CMESC. The new standing committee, Electronic Resources Management Standing Committee (ERMSC), was formed to work on the technical aspects in Alma. Scott presented the committee charge. Discussion followed. Elliott made a motion for the ILS Electronic Resource Management (ERM) working group to continue for now; Boatright seconded. Motion passed with one abstention. Bishop will reach out to the ERM working group to ask them to continue. There will be further discussion on this new committee at the December meeting.

CMESC Name Change

It was proposed that the CMESC name be changed from the Collections Management and E-Resources Standing Committee (CMESC) to Collections Management Standing Committee

(CMSC). Discussion followed. The name change was tabled for further discussion at the December MCLS meeting.

Updated MCLS Operating Procedures

Whisenant stated the MCLS Operating Procedures were updated to remove UWF and replace with FSU and remove FALSC and replace with FLVC Library Services. In section C, the CMESC name was changed to the new name of CMSC. Whisenant will amend that and change it back to CMESC since the name change is being tabled for later discussion. Discussion followed. Henderson made a motion to accept the changes to the MCLS Operating Procedures; Russell seconded. Motion passed.

Call for Standing Committee Applications

Rodgers stated a call for standing committee applications will be sent out in late September. There are vacancies for all committees. Please encourage now retired working group members and all staff to apply.

MCLS Meeting Dates

December 2-3, 2021 were presented as the next MCLS meeting dates. Due to the pandemic and budgeting it will be a virtual meeting.

Internet Archive Group Update

Boulos stated the group has not started yet due to implementation and cleanup, but will meet within the next week to discuss what needs to be sent Internet Archives, and report back to the Executive Committee and Member Council. There are seven members of the group. There will be more information at the December MCLS meeting.

Library Services Update

Executive Director Update

Scott updated the council on the activities of the previous fiscal year, July 1, 2020 - June 30, 2021.

Integrated Library Services implanted the Integrated Library System (ILS). It includes physical resources and e-resources (databases, scholarly journals, newspapers, video, etc.). Users searched FLVC's ILS nearly 14 million times. For comparison, circulation averaged 2.4 million physical materials each year from 2014-2019. The estimated cost avoidance is \$1.8 million annually.

Electronic Resources included statewide collection of electronic resources (databases, scholarly journals, newspapers, video, etc.) There are approximately 255,083 full text resources. Total searches were 8,152,808. The total of full text downloads was 5,747,764. A \$13,921,981 cost avoidance for FY 2020-2021. Group Licensing for electronic resources is paid by the institutions. FLVC Library Services negotiated with 43 different content providers for 560 subscriptions. An estimated cost avoidance of \$14,870,680.

Digital Services and OER activities included Florida Islandora (FL-Islandora) Digital library repository and collection platform. It houses 1,824,156 digital objects from 22 institutions. There were 670,545 pages accessed. The Florida Online Journals (Florida OJ) contains 40 journals published by institutions across the state with 55,450 articles available. There were more than 155,000 visits and 596,716 pages of scholarly content accessed.

Library Support and Training coordinated workshops for ILS migration. The spring workshops held 100 weekly sessions with 4,101 attendees. The fall workshops included 10 workshops with 1,000 registrants. The help desk had a total of 8424 cases; 5084 for Library Services, 2964 for DLSS, and 376 internal FLVC cases.

Integrated Library Services

TBLC Carrier Update

Ellis stated there is a new carrier service with UPS. T-Force will stop pick up of any new items on Friday, September 17, and will continue to deliver any items still in transit through Thursday, September 30. UPS to start Monday, September. Amy Johnson from the State Library will provide more information.

Patron Scrubbing/Anonymization Job

Ellis stated Alma Anonymization Job is similar to Aleph Patron Scrubbing. It removes patron information from the loan/request history upon completion, excluding ones with outstanding fines. At Go-Live, Anonymization was set to occur on the same day as loan/request completion. The job runs daily at 2am. Starting September 8, we changed the timing to occur 24 hours after the loan/request completion. With Help Desk cases, additional time is needed to process damaged returned items. There is the ability to provide a report of patrons who returned a lost item, one day prior. Per Ex Libris Implementation Manager, patron ids are anonymized, regardless of timing, before going to backup & to the Analytics DW. The 9 test (sandbox) instances were copied from Alma Prod which had anonymized data.

Next Gen ILS Alma/Primo Ve

Bishop gave an update on the Next Gen ILS implementation. The project is in the Go-Live phase. That is the 4th and final phase. Go-Live was on July 13. Aleph is still frozen and is available in read-only mode until July 2022. Mango is still frozen and is available in read-only mode until September 30, 2021. FLVC is holding open office hours. This is a valuable place to for library staff to share questions, answers, workflows, general brainstorming, and sharing how the system works. TSSC is every Wednesday. Acquisitions and Serials is every Friday. RSSC will begin open office hours next week. The official end of the Implementation Project with ExLibris is the end of the month. We will be transitioning from implementation and switch to support. We will no longer have access to our Ex Libris implementation team. Ex Libris will hold a monthly meeting to review all the open cases in CRM. The sandboxes/test environments were released in mid-August with data and configuration for 12 of the 40 institutions. Everyone has access to 3 of the test environments plus the NZ. Nine of the institutions have dedicated test environments plus the NZ. Contact your ILS coordinator for login accounts and passwords. There is an automatic refresh every August and February. API Keys are managed at the institution level via the Ex Libris Developer Network. Access to the Developer Network and the ability to manage API Keys is currently limited to FLVC staff. Improper use of poorly configured API Keys can cause irreparable damage, consultation with and oversight is necessary for API evaluation and integration. Submit requests for an API Key to the Help Desk.

Named Users in Alma are those accounts with roles attached such as staff accounts. According to our contract with Ex Libris, we have a limited number. We are removing roles from user accounts after 90 days of not logging in. FLVC continues to develop the process. We will be sending communication to ILS Coordinators. FLVC creating program for Library Role Administrators that includes training, instructions, webinars.

Alma/Primo VE is multi-tenant, cloud based as a true SaaS software-as-a-service solutions, there are no upgrades or patches. New releases are deployed on the first Sunday of every month. New releases include features, enhancements, resolved issues and infrastructure work. Two weeks prior to the monthly release the new release is deployed in all the sandbox environments allowing for testing and getting familiar with the features. A complete annual schedule is listed on Alma Help Menu.

The Help Desk logs all questions and problems that are reported to FLVC into our CRM system. FLVC is sponsoring 11 online workshops on five different topics chosen by the working groups and

FLVC staff. These workshops are part of the Alma/Primo VE Implementation Project. Ex Libris staff are providing the trainers for these sessions. Registration for the workshops can be found at <https://falisc.libguides.com/ILS-Implementation/fallworkshops>. In August, FLVC introduced a new Libguide for Alma/Primo VE (<https://falisc.libguides.com/AlmaPrimoVE>). FLVC will use this site to distribute documentation and instruction on how to use both new services.

E-Resources

R. Erb announced a personnel update. Interviews have started for the Library Assistant position. The E-Resources coordinator position is being re-advertised.

Statewide Collection

ProQuest E-books has 288 Packt titles and 201 Rowman and Littlefield titles. The titles are enabled in Alma and discoverable in Primo. All financial data is now being stored in the NZ in Alma. The statewide collection average increases were around 1.8% for 2020. -0.45% for 2021, and 1.0-1.5% for 2022. Quotes still pending are Springer Nature, S&P NetAdvantage, EBSCO third party databases, Sage Premier, and Elsevier Engineering Village.

Group Licensing

Vendors were contacted for renewal quotes on July 7th. They had 10 business days to respond. Kickoff for members to begin requesting renewals and/or reviewing obtained renewal quotes and new quotes was on Monday, August 2. Colleges and universities will review their subscriptions and renewals in Consortia Manager. The deadline for final decisions from members is Friday, October 1. Please notify us in advance if you cannot meet the final deadline. Order confirmations will be distributed by Monday, November 8th. On November 22 invoices will be sent to schools. Invoices will be sent as letters of intent and are returned to FLVC.

Library Support and Training

B. Erb stated Total OpenAthens platform accessions for January through August 2021 was 3,255,146. FIU is live on OpenAthens and working on Athenizing remaining Alma linking parameters and MARC records. MARC record URL conversion to OpenAthens is ongoing for remaining with a new process in Alma to use portfolio linking parameters where possible. B. Erb gave an overview of tracking MARC records.

The Help Desk had four times increase in library cases in July and August. Non-library cases have remained constant since June 2020. On average, about 55% of cases are resolved by Help Desk staff. Others are escalated to system librarians, consultants, and subject matter experts throughout FLVC. There are 7 full-time Help Desk staff (Manager, two Lead Analysts, three Analysts, and one Analyst vacancy). We are currently advertising for vacant Help Desk the Analyst position.

Digital Services and OER

Cummings-Sauls gave an update on Digital Services and OER. We are advertising for a Program Manager. Cummings-Sauls reviewed the Statewide Metadata Standards Guide. National feedback given was to add a PID element. Member feedback has been positive. Statistics for fiscal year 2021-22 for all FL-Islandora hosted sites can be found at <https://falisc.libguides.com/FL-Islandora/Statistics>. Statistics for fiscal year 2021-22 for all hosted journals can be found at <https://falisc.libguides.com/FloridaOnlineJournals/statistics>. Florida Online Journals (Florida OJ) was updated to version 3.3.0.5. The ETD has migrated services and is working on server decommissioning. With Open Florida, we are working on OER Review Standards and Approval Rubric. The final draft was released on August 9. Please submit any comments or feedback by the end of October. A bi-yearly review is planned.

Cummings-Sauls reviewed the information and workgroup activities timeline on Florida's Zero Textbook Cost Course Indicator.

DLSS Update

Dr. Opper gave an overview of current projects and upcoming plans within DLSS. Over \$3.8 million was saved from Quality Matters System and Proctored Services ITN partners, Honorlock and Proctorio, in FY 2020-2021. 31 members are participating in the FLVC Quality Matters Subscription. 30 Florida institutions partnered with Honorlock or Proctorio utilizing 2020 FLVC Proctored Services ITN. The Closed Captioning Services ITN is in process. ITN Committee announced the awards on August 23, 2021. FSU procurement is now finalizing signatures. After completion, pricing will be shared with member institutions.

College 101 is scheduled for September 20-23, 2021. This event will bring together experts and partners from around the state to help students learn about exploring their options.

The new FloridaShines Course Catalog feature is a Zero Textbook Cost (ZTC) Course Indicator. The ZTC icon may be placed with any course section requiring course materials at no cost to students.

The Florida Shines Network's priority is to enable institutions to become compliant with statutory requirements and reestablish or strengthen their connections to FLVC. The proposed solution focuses on 4 components. Replace EDI with REST, Replace PIN Verify with SSO, Create a Network Console, and Upload Process Automation.

The next DLSS Members Council is set to meet October 12, 2021.

Division of Library and Information Services Update

Amy Johnson, the Florida State Librarian, updated the members on the business at the statewide level. The Digital Platform is in open procurement. It is planned for any organization that wants to participate within the state. There will be more information to come. Johnson reviewed the change in courier services from T-Force to UPS. The pricing will be flat for the first year in FY '21-'22. This is a package model. Size, weight, etc. will be the price determiner.

In the coming months DLIS will be going through the five-year evaluation, as well as, planning for the next five years for federal funds.

The 2022 Florida memory calendars have arrived and are ready for distribution.

FCS Update

Lynn Wyche gave a report on the business of the FCS. He gave an overview of current projects, activities, and upcoming plans within the FCS.

SUS Update

Todd Chavez gave a report on the business of the SUS. She gave an overview of current projects, activities, and upcoming plans within the SUS.

New Business

Faust made a motion to issue an Commendation of Thanks to FLVC staff; Griffin seconded. Commendation passed. to the FLVC staff. Faust read "The Members Council on Library Services wholeheartedly commends the staff of FLVC on a successful transition to a new statewide integrated library management system. The difficult technical work involved in transitioning from one system to another; their perseverance while under threat of budget elimination and organizational upheaval, on top of pandemic restrictions; and their patient resolve while working out small details and unique situations with each institution, delivered with positive and helpful attitudes; Helped make a major change less of an ordeal. Their work sets the libraries of the 40 Florida state colleges and universities well on a path to face the future. Hard work, well done; our collective thanks".

The council discussed ideas for member appointments to the NWRDC proposed board seats.

Adjournment

The meeting adjourned at 10:40 am EST.

