University Libraries Management Team
August 5, 2014

Attending: Leslie Reynolds, Jim Williams, Jack Maness, Jennifer Knievel, Paul Moeller, Debbie Hollis, Gene Hayworth, Yem Fong, Brice Austin.
Visitors: Michelle Krech and John Meister; DS; Alex Watkins, VPWG

Library operations and tighter collaboration with Disability Services, Michelle Krech and John Meister.
In February, the Department of Justice received a complaint from CU’s blind/vision-impaired students about timely access to resources, etc., including 8 areas that they felt needed improvement. At this stage, the DOJ is treating this as an inquiry, not a lawsuit. The areas included Google Docs, the student portal, homework sites, placement testing, various websites (but not specifically the libraries), and the course management system, most involving technology. So the DOJ requested a lot of detailed information on those areas. Michelle has sent an excellent response, and CU started working on an action plan while Justice is working through Michelle’s response.

CU’s position, per the chancellor, is our policies & procedures are good, but we need to and are working on practices. Larry Levine and Bob Boswell have been appointed to lead the team, because accessibility to tech is handled in so many places, and Clemeth Houston is the OIT project manager appointed. The group now has generated 5 WGs, an exec team and steering committee. The goal is that all students will have equal access to materials both in type, time frame, regardless of how material is needed to be presented for individual student need, with the emphasis on information technology concerns.
CU has hired an external consultant, TPG (The Paciello Group) to start interviewing stakeholders on campus next week.

From the library side, the services we offer specifically for disabled individuals are really available to all students (help in the stacks, etc.). For the future, we need to educate vendors and eventually require at the contract stage, the needed access options at purchase point (the team also includes PSC representation). Disability Services is looking to partner with the libraries for solutions. Yem, Paul and Debbie would welcome an invitation to meet with some parts of the Project, probably the John H./Clemeth group meeting weekly on policy to drive purchasing.

Disability Services works with students directly, one at a time usually rather than through an advisory group. Their data is specific – an exact issue, the remedy found, and how effective it was for the student’s needs. But they need help in figuring out OIT/tech remedies. Students use various tools and individual preference and experience determines what they use. Plus, they know only the students who self-identify as needing these products. With their reorganization, Disability Svcs is looking to improve access more broadly so issues are addressed without individuals having to go seek assistance, moving away from specific adaptive tech labs to particular stations per building, to more dual relationships with OIT.

Eventually, the project is looking to get an office/coordinator for a one-point go-to on these issues. Until then, contact Michelle or John to be referred appropriately and get help with troubleshooting.

Proposal to investigate adoption of RFID or similar technology, Brice Austin.
Radio Frequency ID, has always been really expensive, but now tags are down to .25 rather than a dollar a tag. Since the PASCAL collection doesn’t need them, which is half our collection, and the security
gates are aging out, now is a good time to look at these again. Business had them several years ago, and they were helpful for inventory, items out of place, anecdotally. Currently, they might also improve self-check and open some automated handling possibilities. Theory fantastic, practice not as proven. Proposal would be for everything on campus, not just Norlin, but could start with one collection and move on out. MT will look at the timeline, consult with probable stakeholders (SPWG, CAWG, Preservation) and their time availability, to set up a group.

**Voice over IP changes**

Eventually staff will have a choice of either a phone set or a headset that plugs into their computer, both at their desk and at service points. This decision doesn’t need to be made now, but to keep in mind for the future. The Libraries volunteered as early adopters, we haven’t heard if that has been accepted.

**Virtual Presence Working Group Charge – Chair Alex Watkins, see addendum 1**

Increased LIT representation and several general library representatives have been included. User Experience Working Group has also been sending a representative, and this will be added to the charge as bullet. Charge is approved with the added bullet (highlighted below).

**Libqual**

Two year or three year cycle, now that major renovations and reorg are mostly complete? The next LibQual assessment will be run in Spring 2016.

**Strategic Planning consultant**

Jim and Leslie met with a consultant recommended by Barbara Lawton. MT will invite her to a meeting so everyone can meet and vet her to see if everyone would like to continue with her on the planning project. Focus to be on forward thinking.

**Recruitment Plan update**

Our 5 self-funded positions have been approved. The Dean will request the three new lines developed directly from the Provost, who will make these decisions later this fall. We have three searches in process (AD, serials libr, head monocat), and another one, the User Exp Libr, to start when the new LIT Director starts later this fall. As the Head of Acquisition is most time sensitive (training prior to next fiscal year end) that search will be up next. The other priorities will be confirmed after the Provost has sent out his decisions, probably to start in November.

**Updates and Announcements**

Approvals on innovation grants have been sent out to submitters, Leslie to send out general announcement.

**Upcoming meetings**

- August 19 – Plan Elliot Shore visit, Revisit Renaissance Plan
  [http://ucblibraries.colorado.edu/adminservices/NorlinRevisedRenaissancePlanSummary_2011jan05.pdf](http://ucblibraries.colorado.edu/adminservices/NorlinRevisedRenaissancePlanSummary_2011jan05.pdf),

  September 2 - Future Directions for outreach and engagement (invite Allison and Jorge);
  tentative interview with strategic planning consultant Susan Skjei; brainstorm listening tour/world café questions
Addendum 1

Virtual Presence Working Group (revised 5/02/14)

This working group will set the overarching strategy for the Libraries’ virtual presence, focusing on ways to provide access to services and information through the use of current and emerging technologies. The group will provide and continually update a vision for the Libraries’ virtual presence, focusing upon:

- Coordinating the design (i.e., “look and feel”), navigation, and organization of the Libraries’ virtual presence in order to assure a consistent, aesthetic, and easy-to-navigate experience for our clients across all technologies (e.g., currently our web pages, various social media presences, etc);
- Assuring the use of consistent terminology/vocabulary, and whenever possible assuring that such vocabulary is oriented towards users rather than librarians;
- Adhering to campus standards for branding, messaging, display, etc.
- Adhering to ADA standards and best practices
- Coordinating and standardizing the presentation of information that is primarily intended for campus library users’ research tasks and learning or that crosses multiple departmental lines (e.g. Subject Guides, How-To Guides, Faculty/Staff Directories, News & Events, etc)
- Working with individual departments to insure virtual presentation of departmental information takes into account departmental needs in addition to best practices and usability.
- In all of the above, decision making and ongoing assessment should be informed by usability studies and community feedback whenever possible and appropriate.

Membership

- One representative each from Arts & Humanities, Sciences, Social Sciences, Archives and Special Collections, Circulation, Metadata Services, and two at-large members
- The LIT User Experience and Web Team
  - **Liaison from UXWG**
  - The group will seek input from those individuals within the Libraries whose job descriptions include outreach to users.

The term of service should be three years, staggered. An effort should be made to rotate members within departments, and to select members from both faculty and staff. With the exception of the Director of LIT, members should not be part of the Management Team.

Leadership Model

The group will be led by co-coordinators, one elected to a two-year term from among the existing membership. The other co-coordinator should be the Director of LIT (effective with the hiring of the new permanent Director). The Director of LIT will serve as the Management Team liaison.

Scope of authority: The VPWG reports to Management Team. The WG has decision-making authority in those areas noted above, with the understanding that it should consult widely with the library community, particularly with CAWG, SPWG, and any affected departments, units, or other working groups. Decisions involving personnel changes or financial investments should be referred to ExCom.
Communication protocol: The working group should keep in mind the need to consult with the University Libraries’ community. Suggested strategies may include any of the following:

- Town Hall meetings (or at the All Staff meetings)
- Standing meetings of the WG chairs
- Email updates
- Sharepoint and/or future Intranet to post minutes and data sets etc.