

# WISPALS ANNUAL MEETING 2017 MINUTES

MONDAY, AUGUST 14<sup>TH</sup>, 9:00 – 3:30

**Location:** Fox Valley Technical College | 1825 N. Bluemound Dr. Appleton, WI | [Room A170A](#)

**Attending:** Katie Aldrich (NTC), Hans Baierl (MPTC), Mary Baker (WCTC), Kelly Carpenter (LTC), Gary Flynn (GTC), Wendy Hartman (MSTC), Juan Jimenez (WTC), Kim LaPlante (NWTC), Mary Alice Larson (WITC), Donna Melanz (LTC), Vince Mussehl (CVTC), Jane Roisum (FVTC), Melody Clark (WiLS), Andi Coffin (WiLS), Stef Morrill (WiLS)

## 9:00 Welcome and Introductions

Welcome to the 27<sup>th</sup> annual WISPALS meeting! Introductions were made.

## 9:10 Approval of July Minutes, Budget, and Hours Reporting

H. Baierl moved to approve and J. Jimenez seconded. The July 2017 minutes were approved. There were 112 hours used for the month of July, 1105:51 year to date.

## 9:20 Morning Starter / Review of Mission and Values

This activity aimed to get everyone talking. The committee divided up in groups of three to discuss two questions for their assigned value: 1) What is WISPALS doing now to support this value? and 2) What can WISPALS do better to support this value?

*Value 1: We work toward solutions that are financially responsible and efficient in order to provide the best possible service to our college community.*

- 1) Doing now: The level of support and negotiation skills from WiLS has been helpful; sharing ILS and knowledge to be efficient.
- 2) Can do better: The ILS might be more complex and expensive than what is needed for small print collections; further collaboration with other schools; shared databases for common programs; partnering and sharing workshops, resources, training on open educational resources; aligned curriculum resources; grant research and application.

*Value 2: We educate one another and we are committed to learning together.*

- 1) Doing now: Basecamp is a useful tool as well as the listserv and the emails from Basecamp for notifications / reminders.
- 2) Can do better: We might want to create content (URL and logo and blurb) for colleges to add to their websites; keep the staff directory updated; thought about but rejected the idea of having a Facebook page.

*Value 3: We stay on the forefront of librarianship, each developing our professional skills while innovating and experimenting to further our collective and individual missions.*

- 1) Doing now: Basecamp sharing and subcommittee work; people are reviewing ACRL standards; sometimes we work with vendors and developers; we get product trials; and we send people to conferences

- 2) Can do better: In the past, WISPALS members would receive new product information – condensing down vendor emails of new products and updates on existing products; more sharing from the subcommittees (which is likely to emerge as the subcommittee work continues).

NWTC shared that they are collaborating with the campus department that is doing the student intake survey. This survey includes questions about how comfortable students feel with computers. When students respond that they don't feel comfortable with computers, their contact information is shared with the library and the library connects with them before classes start to assess and provide computer instruction and reference materials to take away. NWTC was also able to have input on that survey and were able to revise the question so they connect with the students they need to connect with. K. LaPlante will share the assessment questions. At NWTC faculty can now refer students to the library for those skills through Starfish, NWTC's learning management system. Starfish allows faculty to share information about students that is helpful in providing service. They also provided an incentive to students (a brightly colored USB drive!) to encourage them to visit the library.

Similar initiatives with referrals are beginning or being planned at LTC and CVTC. MPTC shared that they are launching an initiative to help identify students who are struggling with Word or other basic computer skills.

*Value 4: We work to highlight the value of technical college libraries to our institutions and to the wider library community.*

- 1) Doing now: Local collaboration with other area organizations and libraries; meeting with departments / programs
- 2) Can do better: Continue to grow collaboration with program areas and public libraries; more student group collaboration, like student life; communicating the services available and making sure students know what libraries do now

NWTC shared that they are collaborating with UW-Green Bay for transfer students to help with the transition. K. LaPlante will share the resulting LibGuide with the committee. They also created a resource list for each program (physical and digital) with links so faculty could put information about resources in the library right into Blackboard. These lists are being updated, focusing on the accreditation programs and when faculty asks for updated versions. It was well received by faculty and it opened up a lot of conversations, recruiting input and expertise and collection recommendations. Each program will be updated every five years, but certain programs will be updated yearly.

FVTC shared that they are collaborating with Appleton Public to get students public library cards and access to the resources that the public library has that FVTC doesn't. Appleton Public comes to FVTC once a semester to get students signed up and they are figuring out a partnership around the makerspaces or other expertise exchange.

WTC shared that their Viroqua campus shares a building with the McIntosh Public Library. They are currently trying to figure out how to leverage that to benefit both organizations.

WCTC shared that they are working with their Veterans' Club to supply resources and books directly to them.

MPTC shared that they have cataloged equipment for a faculty member to keep track of all the expensive equipment being lent out to other faculty and they have created a log in for him in Sierra. Now there is more accountability for returning the equipment. FVTC shared they are doing something similar and LTC is also managing, housing, and distributing equipment when it's checked out.

## **9:45 2016-2017 Initiatives Updates, Evaluation, and Discussion**

The 2016-2017 initiatives below were discussed and evaluated to understand if the initiative is complete, and if not, what work should be done in the coming year.

### *Streamline the information sharing environment among WISPALS members*

Background: It was shared that for public-facing information, the website and logo have been updated in the last year. Internally, three user committees have been formed and have met twice specifically to share information. Also, Basecamp was researched and implemented for the user committees and is on its way to being rolled out for the Executive Committee and for the shared resource repository.

Discussion: This is an ongoing initiative. People are using Basecamp, if only occasionally, and it's helping get the information they need. The subcommittees are working toward their own goals and are in their formative stages. Posing specific questions to the committees might help get conversations going from quieter groups, such as what are you doing about fines? What are your policies? What are the burning questions and what are the responses? It's very helpful to know what others are doing beyond each college's day-to-day business.

The consortium shared policies with one another prior to Sierra migration but those policies have likely changed since because of the migration. It would be worthwhile to share with each other again.

### *Develop a repository of information literacy resources and curriculum*

Background: Currently, the instructional services user committee is developing this repository in Basecamp with the hope of having a starter collection developed next month. There is still work to do to grow the collection of internal and external resources and following that, understand the best way to organize them.

Discussion: This is an ongoing initiative. It was discussed that this is another valuable opportunity to hear about what people are doing outside one's own library. The initiative is very much in progress and it would be good to continue to evaluate this on an ongoing basis. The InfoLit product from Credo was briefly discussed. GTC is purchasing and NWTC is considering purchasing.

*Develop more opportunities for in-person best practice sharing/annual forums for specific roles related to the ILS*

Background: The Executive Committee approved a pilot proposal to implement three user committees. The plan was to create committees composed of WISPALS member library staff and organized based on library function. The committees' purpose is to gather to develop and share information, best practices, trends and procedures for the WISPALS libraries and to connect with peers in other member institutions. The committees are responsible for agenda content creation, identification of best practices, trends, policies, and procedures. WiLS staff coordinate meeting documents and logistics, facilitate meetings, and take notes. These opportunities were planned to be in-person but each user committee decided to meet virtually instead.

Discussion: Using the technology to meet virtually is just economical, but it was suggested that we leverage the time at conferences to meet in person. Meeting in person might actually encourage more people to participate. Basecamp has made the virtually meetings more effective (and having a profile picture helps, too!).

The subcommittee meetings help library staff feel more involved in WISPALS and it helps build relationships especially in times of turnover. The Executive Committee directory could include pictures on the secure side. Some people do prefer to be the listeners at a meeting and will participate later in Basecamp.

After the pilot year, the resources shared will be aggregated and made available to everyone in the consortium.

*Create a catalog of good examples of create list reports and Develop and implement a plan to create ILS training videos and to add more visuals to documentation*

Background: This was integrated into the charge of the user services and technical service committees to identify what the needs are. Videos were created and also aggregated from Innovative to respond to those needs. Documentation is also being created and added.

Discussion: These initiatives are ongoing. The Executive Committee should be encouraged to share questions to Basecamp for documentation or training. There was a request to get access to Innovative University and we can find out what the cost of this might be, though some of those trainings were helpful because the set up was very different for WISPALS' Sierra. The consortium could also consider sharing trainers or workshops.

Please share any additional needs for documentation on Basecamp.

*Continue work on outstanding ILS issues and implementation*

Background: At this time last year, we were waiting on KnowledgeBase and My Library Patron app. KnowledgeBase was implemented earlier this year. My Library Patron app is not available for us because it's not yet available for consortium. We expect it should be available this year. Customer service from Innovative has been declining over the past several years, but is now improving, in quality and in response time, with some Innovative staff changes.

It was noted that there is a compatibility issue between Sierra and ImageNow.

In the last year, there have not been any requests for visits for training from M. Clark.

There was a question about the Sierra web-based client. The client has a cap of five simultaneous users because of stability issues and there is no automatic log out. It is faster because it's not as graphically based but problematic because of the user cap.

M. Clark sent out instructions for installing Putty in advance of losing access to Admin Corner when Sierra is upgraded to 3.1 (we are currently on 3.0) and suggests you install it if you do use Admin Corner functionality such as batch check-in.

## **11:00 2017-2018 Collaboration and Initiatives Discussion**

During this time, the Executive Committee was asked to divide up into three groups. Each group would discuss one of the three broad themes that emerged from the ideas gathered previously about potential collaborations. Each group met and reported out their big ideas for moving these ideas forward.

### *Professional Development / Staff Sharing*

Support the transfer of skills between contexts, such as public libraries to academic libraries and tapping into outreach skills or technology skills; hiring a shared e-learning librarian specialist or one to present at WAAL or another conference; hire a person to pool and align OER resources so each college isn't doing that separately; hold a preconference or summit about OER at WAAL or elsewhere that WISPALS could coordinate or sponsor or host; advocate for or participate in lobbying efforts for OER, potentially through WCTS.

### *Open Access*

Awareness is a key role for the library though other specific library approaches will be different by library; share success stories; fill the need for state leadership from WCTS; research and apply for grants to create OER materials; WCTS annual faculty tech meeting could be a place to introduce OER; there are basic materials but Wisconsin could take the lead on trade materials; how do we make print accessible?; basic ed. materials could be online so returning materials aren't an issue; how do we measure circ?; interactive nature of OER to be part of the awareness efforts; integration into LMSes so it's seamless.

### *Resource Sharing*

Paralegal / Nursing / InfoLit are all resources to investigate and share; instructional resources for Sierra (such as with public library systems); sharing online expertise like a single nursing LibGuide; "one library" model for resources and subscriptions, talking to UW-Colleges to examine sharing; reexamine existing subscriptions for increased discounts; academic OverDrive for WCTS buying pool; Amazon Smile for WISPALS;

Checking out materials at any library with one library card (guest borrower procedure or process).

**12:15 Lunch and conversation**

**1:15 ILS Training**

**2:00 Non-Member Meeting**

Attended in person: Gail Powers-Schaub (Madison College), Julie Gores (Madison College - tentative), Nora Craven (Nicolet College)

Attended by phone: Sue Crouch (Southwest Wisconsin Technical College), Michelle Harrell (Milwaukee Area Technical College)

Vince Mussehl  
CVTC  
Library, E-Learning, Tutoring  
12-13 campuses with 6 staff; 15,000 students with 4400 FTE

Hans Baierl  
MPTC  
3 campuses  
Library and testing services, copyright, and OER  
11 FTE Staff, 18,000 Students, 3000 FTE

Kelly Carpenter  
LTC  
1 main campus, 2 satellites  
2200 FTE, 2 full time and 2 part time staff  
Library is part of Students Resource Center

Jane Roisum  
FVTC  
1 library, six locations  
6700 FTE, about 50,000 students / year

Mary Baker  
WCTC  
4100 FTE, 42,000 students, 9 staff  
Oversee Library

Gary Flynn  
GTC  
23,000 students, 4700 FTE, 10 FT, 5 PT, 5 Casual  
Three libraries, three main campuses, and four satellites

Library, Behavior, Safety / Security

Julie Gores

Madison Area Tech

9800 FTE, six libraries (seventh about to open), 23 staff

Main student help desk, makerspace, student achievement centers

Gail Powers-Schaub

Madison Area Tech

Tutoring and supplemental instruction for all campuses

7 staff

Kim LaPlante

NWTC

16 locations, 3 campuses with libraries,

8 FTE staff, 40,000 students, 6,000 FTE

Product research, initiatives research, library and student computer help, student success initiatives

Mary Alice Larson

WITC

4 campuses with libraries and 2 outreach centers

2700 FTE

Library services, classroom technology, presentation equipment

Nora Craven

Nicolet College

1100 FTE, 3 full time staff

1 main campus with a bunch of outreach centers

Library Services

Katie Aldrich

NTC

1 library that serves 6 campuses and center of excellence

3 staff, 3400 FTE

Michelle Harrell

Milwaukee Area Tech

4 full services campuses with libraries and several smaller satellites that are served by the libraries

20 FTE staff (30 total staff); 30,000 students (12,000 FTE)

Library services and a summer program

Sue Crouch  
SWTC  
One campus and several outreach  
1325 FTEs  
Student Support and Testing and Library and Food Pantry  
1 FT staff and 2-3 student workers

It was shared that Madison College is working on an Open Educational Resources initiative. Right now, there has just been a LibGuide developed of OERs to share with faculty and learning along with faculty. There has been interest from faculty and the library learned that some faculty were already doing OER-related activities on their own. There was a [recent article in the Cap Times](#). There has been an annual OER summit for the last three years. WAAL is looking at doing something around OER for their annual conference. OER seems like very hot topic and everyone has their own repository and rules. Some groups are using LibGuides as textbook replacements. Madison College has been doing an intake interview with faculty when they want to do OER about what they need and what the copyright restrictions might be. There is currently a dearth of OER resources for the trades and maybe we could find an initiative to fund the development of those. We could use this as an opportunity to create a niche for the WCTS libraries. This could be something that would be better working together on, building something together, to advocate to administrations or faculty. It's also an opportunity to forge relationships with the faculty, as well.

It was suggested that a Lynda.com consortial purchase could be made to support student competencies, if there are trade-related resources especially. It was also suggested that libraries can encourage a whole college to purchase it because of the general nature of the collection of resources. Some attendees have had success with Lynda.com except that there are issues with embedding videos. WiLS has been trying to negotiate with Lynda.com but hasn't had a lot of success; WiLS will update if there are developments.

The two-year UWs operate on a "one library" model for databases and electronic resources sharing. It was suggested that WISPALS could investigate and potentially embrace a similar model to combine dollars for more purchasing power. WISPALS would like to learn more from UW-Colleges on this topic.

There was also some conversation about sharing access to collections to any technical college student as a resident borrower. There are some problems with this because of duplicate student IDs. CVTC was a part of a consortium that provided physical resource sharing among 50 libraries and now that WISPALS does not do this, it feels like a step backwards.

It was suggested that there could be an analysis of purchases and programs to find out where the common areas are and potentially sharing an instance of a database on an all-in model. There would be some complications with authentication. This could also support OER initiatives to understand what OER resources are needed.

There was discussion about potentially holding a preconference about OER and attendees leave with something tangible – a plan or a proposal to bring to administration to advocate –

more than just discussion. Or, that preconference brings in an expert to present and discuss OER. Community College Consortium for Open Educational Resources (CCCOER) is a good resource.

The group generally agreed that WCTS wasn't doing enough about OER and this might be the opportunity to keep the library visible to students and administration and to assert our value to campus. OER is typically a faculty-driven initiative but libraries can be motivators to get them excited.

It was suggested to start with basic education about what OER is and what the options are. [SPARC gave a valuable presentation at ACRL](#). We could invite Nicole Allen from SPARC for an in-person presentation; this could have an additional outcome of exciting faculty. Another idea is to work together to publish our own open access textbooks or find faculty who have participated and have them advocate to other faculty and answer the specific questions they have about implementing OER. There is a lot of passion to harness from faculty that have bought in. Libraries can occupy that role of having the knowledge about who are the experts and champions – maybe creating a directory of subject specialists – and brings them together into conversation with one another.

We could analyze the shared curriculum and programs to build OER collections or indices around those programs. We could contribute this and other resources to Wisc-Online, as long as there was metadata that would tie them to curriculum and be easily discoverable. WIDS was discussed as a resource that could help but might not be the best fit. A taxonomy could be developed for the common programs.

We should push WCTS for help and support.

It was discussed how the libraries could be identified as the go-to people or the experts in OER on their campuses. It was noted that creating a unique and identified brand is very important.

LibGuides were discussed as a valuable tool for an OER initiative but not everyone subscribes. LibGuides could be a good place to start with a statewide purchase.

It was recapped that the two recurring conversations revolved around 1) aggregating or creating OER resources and 2) bringing together people to have conversations or learn about OER.

The conversation then turned to WISPALS membership. Right now, there is only one level of membership. It was suggested that other levels be considered that would allow deeper collaboration but not require participating in the shared ILS. The deeper collaborations could revolve around sharing information and resources related to OER, information literacy, and marketing. It was discussed that WISPALS members and non-members should get together regularly, formally or informally, and advocate as a single voice and provide support for one another. It was suggested that non-members could participate in Basecamp as a better communication platform to email.

The group was thanked and adjourned at 3:35 pm.