Senate Committee on Libraries, Information Systems, and Technology
Minutes of 28 January 2014


Members Absent: Fred Aebli, Daniel Beaver, Mallory Gold, Gary Gray, Rebecca Bascom, Ann Clements, Tracy Fausnight, Arthur Lesk, Terry O’Heron (with notification),

Guests: Lisa German, Mike Furlough, Christian Vinten-Johansen

1. Approval of Minutes of the Meeting held December 10, 2013

   The minutes were approved. Motion – Gordon Blood

2. Comments from the Chair – Galen Grimes

   Volunteers needed for an open-access subcommittee – only 1 volunteer so far; This subcommittee will work closely with Mike Furlough and will likely produce a proposal for Senate consideration.

3. Comments from the Dean – Barbara Dewey

   Good news – American Library Association notification wrote a letter to the heads of the Media Commons, congratulating them on the One Button Studio, which will be given a national award this summer for their outstanding work! The OBS lets an individual faculty member record video at the touch of a single button. No training needed!

4. Comments from Vice Provost of ITS - Kevin Morooney

   A well-designed fishing attack hit ANGEL recently: “GetStudyRoom.” About 2500 accounts (mostly students) were fished and are being used to do not-nice things in ANGEL and elsewhere (any service that uses Web Access). Issue at hand: How do you communicate to those 2500 students when their accounts have been hijacked? ITS is working hard on this today! The 2500 accounts were immediately closed. Students will have to contact ITS to have their accounts reinstated (new password, etc.). It previously was the case that when accounts were hacked, the information was used for things like spam. Now it appears that this information is being used for more harmful purposes, like accessing financial information.

   Harwood – Would 2-factor identification help prevent this in the future? Morooney – Yes! This may be the impetus we need. In fact, we have signed the contract with Duo (see previous LIST meeting minutes for a Duo presentation to this group).
5. **Presentation—Library Strategic Plan, Mike Furlough**

Process and status report - The Libraries have been working from Interim Provost Pangborn’s University guidelines on strategic planning. Mike sees strategic planning largely as change management, as well as a chance to imagine the future. What are the Grand Challenges that will face libraries in the next 10 years? To conduct their work on the strategic plan, they are using a combination of topical public forms with focused smaller retreats, a small steering team (7-8 individuals from across the Libraries system) to coordinate the planning process, and several working groups to explore specific issues. Main themes: Teaching and Learning; Discovery, Access, and Preservation; and Advancing University Research. They are also considering three “Foundational Principles”: Ethics and integrity, diversity, and sustainability. Also including guiding principles for resources. See also [http://sites.psu.edu/librarystrategy](http://sites.psu.edu/librarystrategy)

Galen – What addition things are you considering to support University research? Mike – A good question for the “Advancing University Research” group! They are looking at how research methods are changing in various disciplines, working with ITS to look at possible technical infrastructure needs, looking at issues like public access, and changes in research dissemination.

Peter – There is a growing problem in making our research facilities accessible, especially to undergraduate students. What they need is an easy module – he envisions some kind of overlay or module that would help walk students through the research process. Lisa – they have developed some resources for that already and realize that there is a whole suite of services that are needed for 1st and 2nd year students...they’ll keep working!

Meetem – Are students going to be involved, as well? Mike – Yes, several student leaders and about 5 undergraduate student volunteers are working with them already through this process, especially through their student advisory groups.

Gordon – Are faculty on your working groups? Mike – Good point. They are considering ways to involve all of their constituents in this process.

Barbara - Fall semester 2013 saw 80,000 MORE entrances to the main library than last year!

Ali – Ph.D. students need critical reading skills. Also need assistance for online learners who cannot come to campus, such as reference assistance? Barbara – That’s a PR problem. We have those in place, but people don’t seem to know about them. Galen – A “research mentor” section would perhaps be a good way to package these resources online.

6. **Presentation—Library’s Collections Direction (digitization plans for the future), Lisa German**

Observations: The Libraries’ collections extend far beyond their walls – not just print! Electronic access is the preferred method of access for most faculty and students; linking to content is becoming increasingly important. In Fall 2013, they tried a product called “Browzine” ([http://thirdiron.com/browzine/](http://thirdiron.com/browzine/)) that has proven pretty popular – like browsing a library shelf on your iPad. New modes of content curation will be developed, such as Scholarsphere and the establishment of a digital preservation program for their digital collections. Top journal downloads in 2012: #1 was Nature with 66k downloads! eJournals: 4.5 million article downloads in 2012. Database usage: 3.2 million searches in 2012.
Strategies for the future: Updating content strategies or collections policies for the disciplines that they serve; Support interdisciplinary research through teamwork by our liaison librarians; Collaborate with our faculty and our colleagues to change the scholarly communications ecosystem; Link users to the content they need (e.g., LionSearch); Develop extraordinary special collections (these are what distinguish us from other institutions); Libraries are collecting and providing access to new products such as datasets and streaming media; Support new types of scholarly communications tools; Developing a digital preservation strategy.

Linking to content: Demand-driven acquisitions (e.g., short-term loans→ ebook purchases); LionSearch for aggregating content

Increased collaboration: Continue to license through the CIC and other consortia in order to take advantage of consortial pricing; ebook consortial purchases; HathiTrust collaboration (http://www.hathitrust.org/); New subject based collaborations; Collaborations to make materials more accessible.

Biggest challenge for the future is budgetary! 70% of the budget is spent on electronic resources.

Galen – I remember when Google got in hot water for working with institutions like ours to digitize materials! Lisa – Now resources like HathiTrust exist. Our focus is on digitizing and preserving our collections that are unique. No need to digitize materials that other libraries have already done.

Gordon – Are entrepreneurial endeavors in your strategic plan? Barbara/Lisa/Mike – Yes!
Gordon – What happens to our physical libraries’ spaces when more goes digital?
Barbara/Lisa/Mike – Part of our strategic planning is a master space plan. We do have tremendous demand for student work space. Gordon – What about ADA accessibility? Lisa – Very much a focus for us, especially with the streaming services.


See ATI Annual Report: http://accessibility.psu.edu/ati-annual-report-2013

November 2010 – press release
October 2011 – settlement
October 2014 – deadline for compliance

Scope of the settlement: University-wide audit; policy for accessibility; Targeted all official web pages, all web applications, ANGEL, Library websites and services; classrooms, and the procurement processes (as well as some banking services)

Triage: High volume public-facing web pages, mission critical web applications (e.g., ANGEL, eLion, some Library services), select digital Library assets, and 60 classrooms with targeted scheduling for those who need those classrooms

Resources: Unit IT organizations, Web liaisons, Accessible Technology and Information
Committee (ATI – strategy setting group on campus, 11 individuals), IT Training Services, IT Accessibility Team (new unit – 3 FTEs, housed within ETS)

Why was Penn State chosen? No official answer from NFB, but... Attractive target, convenient target, high visibility, NFB can’t confront vendors, so go after customers

Accessibility Audit: Units are responsible for their own audits; ITS provides audit software; Central audit of top 100 sites

Institutional Policy: Update to 2004 policy was in place by August 2011

Procurement: IT Accessibility Team engaged in RFP reviews; provided standard language and technical requirements; explored a captioning service (not enough volume to warrant)

Libraries: Website is compliant; digital assets being triaged, negotiation with service vendors

University Websites: units responsible for remediation, web liaisons in place, ATI committee provides strategy, IT Accessibility Team provides support; Enterprise testing software; training and consulting; communications hub; ANGEL now mostly accessible; Content remains the biggest challenge; Faculty Senate passed standard language for syllabi

Looking ahead: How do we maintain the gains we have achieved?

Galen – What does it mean for a website to be fully compliant? Christian – There is a W3C standard that is used, but even a site that is 100% compliant with machine testing, but still not accessible. Need to use actual human with screen reader!

Kevin – Is a site visit planned? John – Nothing planned. Miami of Ohio is currently in NFB’s sights. Our settlement is their new baseline, which they try to ratchet up with other institutions.

Kevin – Does being mobile-friendly help? Christian – Yes, particularly with iPhones. Androids are not as far along.

8. Additional Comments – Galen Grimes

None

9. Motion to Adjourn

Motion: Gordon Blood

Respectfully submitted,
Ann Taylor