

System-wide Technology Initiatives Management (STIM) Committee Report September 30, 2020

➤ **Members of the COLD STIM Committee for 2020-2021:**

- Gabriel Gardner, Long Beach
- Heather Cribbs, Bakersfield
- Mike DeMars, Fullerton
- Jonathan Smith, Sonoma
- Keven Jeffery, San Diego
- Cristina Mune, San Jose
- Erik Beck, Sacramento
- David Walker, Chancellor's Office
- Alicia Virtue, Vice-Chair, Chair-Elect, Channel Islands
- Stephanie Brasley, Chair, Dominguez Hills

➤ **STIM Charge, Scope and Agenda Items for 2020-21**

- The committee held its first meeting on September 10, 2020.
- The bulk of the meeting centered around the STIM Committee's role, charge, and whether the scope of the committee should be expanded. Questions that will be discussed more fully include:
 - Do we need to broaden scope of STIM?
 - Should STIM also include looking at use of library space and design?
 - Provide systems support for ULMS?

Committee members brainstormed areas that the committee could possibly pursue that included:

- Consortial purchase of Leganto and other desired tools and resources that are too costly for several CSUs to obtain
- Information sharing from those CSU campuses that have additional and high cost resources to help all understand their strengths, pitfalls, applications, etc.
- Deepening understanding of and aligning with CSU Wide technology goals
- Remote learning technology and practices that support accessing library services, including:
- What are CSU IT departments doing, what could have synergies for library services?
 - Use of Service Now for reference appointments as an example
- Laptops, lockers, contactless distribution practices
 - Different CSUs in different stages of locker installation and knowledge sharing
 - Role for STIM to assist with communication so don't have to recreate the wheel. Locker Slack Channel exists
- Accessibility concerns, remediation challenges
- Chatbot options for after-hours/ missed chats (For non-consortium libraries)

- Tools for virtual chat and real-time virtual reference; awareness of Springshare chat consortium
- Explore ways to share tips, techniques, activities, lessons learned to leverage every university's efforts
- Is there a role for STIM to assist with the coordination and sharing of communication about tools, services and systems that many CSU libraries are using so as to leverage best practices and knowledge?

These ideas will be discussed further and an agenda for this year's activities decided at the October and November meetings. Recommendations for a revision to the charge and scope will be presented to COLD.

➤ **STIM Surveys**

Last year, the Committee gathered information on group study room practices, makerspaces, and digital labs policies. The question of how best to use the information collected from last year's surveys was discussed. One suggestion was to clean up the spreadsheets of gathered data and make them available for public review, with a brief statement to convey the purpose and potential uses of this data and information.

➤ **Virtual Event**

The possibility of developing and operating a Summer 2021 get together for libraries was raised, similar to the event held last year.

Meetings

Meetings will be held on the second 2nd Thursday of each month at 3pm. The next meeting COLD STIM meeting will be held, via Zoom, on October 8, 2020.