CSU Library Technology Vendors Data Gathering Project

STIM 2019-2020

Purpose

STIM's 2019-2020 CSU Libraries Technology Vendor Spreadsheet serves as an information-sharing tool regarding technology adoption and vendors across the Libraries. This information allows us to identify common vendors and products in use throughout the system in order to develop user groups, communities of practice, and possible consortia technology acquisitions. Ideally, the spreadsheet will be accessible to all CSU Library personnel and updated regularly.

Data gathering procedures

Data for the Technology Vendor Spreadsheet was gathered through email communication with library employees at 24 (including Moss Landing) CSU Libraries responsible for technology oversight and implementation in various functional areas. Some categories of the spreadsheet were completed as thoroughly as possible through web searches of the library and/or campus website if insufficient information was provided by the library contact(s).

Summary of findings

The survey data is presented in three tabs. A brief description and findings for each area:

Library Tech Products - an overview of technology-related library services and their provision at each campus, such as study room reservation systems, assistive technology, availability of a makerspace or media creation space, and technology circulation services. It is notable that most libraries utilize SpringShare products to a large degree. There has been some movement towards consortia purchasing of these products, such as LibAnswers/LibChat. It may also be beneficial for the CSU to look at system-wide options for LibCal. Additionally, a significant number of libraries offer technology circulation services. It may be advisable to hold round tables or create a working group around these services and practices therein. Makerspaces are also a popular technology-enabled space, with many campuses having or creating them. There is an existing makerspace community pf practice and annual meeting already in place. Assistive technologies are also often available from the library or are partially supported by the library. Some interest around assistive technology best practices among CSU Libraries was expressed during information gathering by the technology contacts at multiple locations.

Library Tech Contacts - provides contact information for and title for person responsible for most library technology oversight on a particular campus as of 2019-2020.

Enterprise Tech Products - provides information on enterprise-level technology products for each campus such as LMS, cloud storage services, payment services, survey tools, CMS, and event scheduling software. There are a number of products and vendors that are used in a majority or significant number of libraries. This information should be used to develop supportive communities around the work of library-LMS integrations; projects including cloud storage services such as Google Drive, Box, or Dropbox; or library workflows with products such as Docusign, Qualtrics, and CASHNet.

Recommendation and Next Steps

This data-gathering effort identified some similarities amongst library technology vendors and products that could lead to communities of practice or support in the CSU Libraries. This includes the usage of SpringShare products such as LibCal, providing and supporting assistive technologies, and circulating technology services. It may be advisable for the CSU to look at joint-purchasing ventures for some of these products to decrease individual campus costs, but that is beyond the scope of this particular project. Additionally, this spreadsheet can be used by library technology employees looking for support or best practices from others across the system familiar with prevalent enterprise products such as Canvas and Blackboard, CASHNet, and Qualtrics. A possible next step is that this or a similar data tool be published for access by all CSU Libraries personnel to facilitate and encourage collaboration in these areas and that a regular update schedule be established by STIM.