**SYSTEMWIDE TECHNOLOGY INITIATIVES MANAGEMENT (STIM)**

**Quarterly Report to Council of Library Deans (COLD)**

**March 18,2021**

**Stephanie Brasley, Chair**

**Alicia Virtue, Vice-Chair**

The STIM Committee formed the following subcommittees to work on technology initiatives, from a system-wide perspective: ULMS Systems, CSU COOP E-Chat Oversight, 2019-20 Survey Documentation Follow-Up, and CSU Palooza Virtual Conference. In January, 2021, STIM, recognizing that IT/Tech-related communication gaps exist among the campuses, added this as a strategic project for this year. Updates on the work of these subcommittees are contained in the report.

**Subcommittee Updates**

* **ULMS Systems.** This committee is interested in exploring a structure for working on ULMS projects that have system-wide value. March 2021 Update. Since the last report, this group reviewed existing system and development documentation to identify what needs updating and new projects for development within the ULMS.
  + Status Reports:
  + *Authentication project:*The documentation is complete. This project is likely to be finished at this point.
  + *Fines and Fees:* More work needs to be done. There is a need to figure out what documentation we need to collect from each individual campus to represent different configurations, and at a detailed level, to be useful.
  + *Invoices:* The group felt that the documentation for invoice exchanges that have been established could be fleshed out. The group will need to identify other campus work in this area.
  + *Patron Load:* Although patron loads are established at all campuses, there are opportunities for new projects. This subcommittee is exploring ideas for other projects and will reach out to CSU systems staff to explore these ideas further.
* **CSU COOP E-Chat Oversight.** The subcommittee submitted a draft charge for a working group for 2021-2022. This charge was forwarded to COLD Exec. And will be discussed at a general COLD meeting.

Draft Cooperative Chat Working Group 2021-2022 Charge

**Purpose**

The purpose of the CSU Cooperative Chat Working Group is to identify areas of collaboration and best-practices for the system-wide library reference chat service. The working group will:

* assess the benefits of chat reference to our campuses and patrons;
* explore the implementation of scheduled CSU-wide reference coverage;
* develop best-practices and support materials;
* explore the need for technical and programming support;
* develop a communication pipeline for vendor support;
* explore the implementation and review of patron feedback; and
* explore the analysis and reporting of chat usage.

**Membership and responsibilities**

The CSU Cooperative Chat Working Group will report to the Systemwide Technology Initiatives Management (STIM) Committee.

The working group will consist of seven members, including:

* at least one member of the STIM committee,
* the CSU LibChat coordinator,
* and five members invited by the STIM chair.

The work of the group will be undertaken over the course of 12 months at which time it will report its progress to the STIM Committee. At the end of that period the working group’s charge will be revisited and adjusted.

* **Springshare CSU eChat Cooperative Service Policy Issue.** Joseph Aubele and Stephanie Brasley discussed a potential issue with campus membership and contributions to the echat service that could impact future pricing. A campus recently withdrew from contributing to the eChat cooperative service but is continuing to receive reference services from the COOP for their campus community. Currently, Springshare has not asked for a revision of the cost due to the withdrawal of this one campus. However, if this is seen as a precedent by other campuses, then further withdrawals from contributing to the COOP service while also gaining benefit from the service, will trigger a price revision – increase. This situation surfaces the need to have policies around these practices.
* **2019-20 Survey Documentation Follow-Up.** In 2019-20, the STIM Committee undertook a series of environmental scans. The group sent out surveys to gather data for the following technology-related items: Digitization Labs, Makerspaces, Study Rooms and Spaces, Technology Vendors. This year, the plan was to have members analyze the data and write a report of the findings. This has been done for all but the Study rooms and spaces survey. A Confluence page, linked from the STIM site, has been set up under “STIM Environmental Scans 2019-20, with links to the original survey data and the report for each scan.
* **CSU Palooza Virtual Conference.** The subcommittee is working on having eight (8) short, one-hour virtual sessions, from May through August, instead of an intensive multi-day Palooza. Next Steps: The subcommittee will generate and distribute a short survey to identify topics of interest and to create awareness.
* **Facilitating Communication Plan.** An environmental scan of the current state and needs of Library IT was identified as a priority. The last survey of this kind was done prior to the move to the ULMS. Heather Cribbs, has developed a survey to capture a current picture not only of staffing and job duties, but also the current technology administration to explore the impacts of working within a library IT organizational structure vs. a campus IT structure for critical management of Library systems, software, and servers. Also, at each campus with in the CSU Libraries, we perform many of the same duties and workflows, but coordination, communication, and best practices are lacking. The expectation is that the survey results will facilitate support for library technology and expand communication sharing and creation of best-practices among the CSU libraries. Also, the information collected may facilitate enhanced methods of communication (e.g. listservs, forums) , and professional development training needed.