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2019–2020 CARLI Collection Management Committee
Annual Report of Activities and Projects

Members

David Bell	(2018–2021)	Eastern Illinois University, Co-Chair
Daniel Blewett	(2017–2020)	College of DuPage, Co-Chair
Chad Buckley	(2017–2020)	Illinois State University
Keith Eiten	(2019–2022)	Wheaton College
Kelli Getz	(2018–2021)	DePaul University
Paolo Gujilde	(2018–2021)	Northwestern University
Lorene Kennard	(2019–2022)	University of St. Francis
Gretchen Schneider	(2016–2020)	Oakton Community College
Scott Thomson	(2019–2022)	Rush University

CARLI Board Liaison: Taran Ley, Southern Illinois University School of Medicine
CARLI Staff Liaisons: Elizabeth Clarage and Jennifer Masciadrelli

Meetings

The committee met regularly, generally once each month. The committee held one in-person meeting at DePaul University while all others were held by remote teleconferencing or conference calls. Subcommittees also met regularly via similar technology and reported their activities back to the full committee.

The committee as a whole discussed the CARLI Scholarly Communication webpage and determined that the topic has progressed greatly within the higher education community and that CARLI need not maintain an introductory page on this topic. This page was removed from the public CARLI website.

Subcommittees

The work of the committee has been parceled out among four subcommittees. Each worked on a project or ongoing task as determined by the consensus of the full committee membership. Each subcommittee has provided a report summarizing their activities for the last year. These reports are presented below.

Alma Analytics

The Collection Management Committee created a subcommittee to explore what is freely available on the internet on Alma Analytics that can be used to inform collection development decisions. Throughout fiscal year 2019-2020, the subcommittee compiled existing Alma Analytics training and resources by Ex Libris, a ProQuest Company, and higher education institutions including university educational systems and consortia. The compiled resources are freely available and easily accessible online. With guidance and assistance from CARLI staff, the subcommittee published the resulting project, a webpage, titled "Alma Analytics Training and Resources for Collection Development." The site can be accessed at
https://www.carli.illinois.edu/products-services/collections-management/Alma_Analytics_Collection_Development

Detailed Summary of Activities of the Alma Analytics Subcommittee
In fiscal year 2018-2019, Collection Management Committee (CMC) had planned webinars focusing on statistical data in Ex Libris' Voyager and ILL software that could be used for collection development. However, the proposed migration to a new Integrated Library System, Ex Libris'

Alma, postponed the webinars and changed the focus of the project from Voyager statistical data to Alma Analytics. In response to the new ILS and of the CARLI Board's request to focus on Alma related projects for fiscal year 2019-2020, CMC, tasked this subcommittee to explore instead relevant information on Alma Analytics for libraries and librarians to use in compiling statistical reports as it relates to collection development and management.

Throughout the fiscal year, members of the subcommittee identified Alma Analytics training and resources that are freely available and easily accessible online. These resources include documentation and videos by Ex Libris, a ProQuest Company, and organizations such as Harvard University, California State University System, University System of Georgia, and University of Minnesota System. Each members of the subcommittee contributed to the list of resources by entering the name/title of the resource, URL, usefulness of the resource, and a short information (blurb) of the resource. Over forty resources were identified and categorized into relevant subsections: Introduction to Alma Analytics, Collection Analysis, Usage Statistics, Weeding, Out of the Box Reports, Creating Reports, Formatting Reports, Sharing Reports, Widgets, and Additional Training Resources.

The subcommittee decided that a webpage of these resources would be the most accessible method of dissemination to CARLI libraries. With guidance and assistance from the CARLI staff, the subcommittee published a webpage titled "Alma Analytics: Training and Resources for Collection Development" and can be access here: https://www.carli.illinois.edu/products-services/collections-management/Alma_Analytics_Collection_Development. The webpage identifies Alma Analytics resources under each subcategory.

For future directions of this project, the following are proposed:

1. Review links for relevancy and accuracy; Delete resources no longer needed and/or links are no longer available.
2. Add relevant resources including
    a. Content specific to consortia
    b. Interlibrary Loan Statistics
    c. I-Share Borrowing
3. Create and present relevant Alma Analytics webinars.

Collection Development Help - Consultant Directory
This subcommittee arrived at its present configuration by a circuitous route. Initially proposed with an entirely different focus (best practices for collecting scholarly monographs in print), the group eventually landed on something much broader in scope. The idea of mentoring or peer guidance remains but decided a more useful product would be a list of librarians in the state willing to share their experiential expertise in some aspect of librarianship. Examples might be managing a large moving/weeding project, dealing with collection aspects of the broad transition from print to digital content, or producing collection development policies for an institution or branch library.

As the project came into focus, Elizabeth Clarage shared that Michelle Nielsen Ott, current president of IACRL, had initiated a similar project, albeit with a much wider scope. This project is called the IACRL Directory of Experts. Its focus is on developing a directory for librarians in IACRL to network among themselves and find peers within the state willing to share advice on professional development.

With this in mind, this subcommittee has reached out to IACRL to propose a section of this directory devoted to listing librarians willing to serve as peer mentors on collection management projects and issues. We anticipate further development of this project in the coming year, along with further collaboration and coordination with IACRL as their directory takes shape.

Open Access Ebooks
The purpose of this ongoing project is to identify, evaluate, and ultimately add approved ebook collections to the statewide catalog. Subcommittee members seek out such collections and propose them for inclusion. Then subcommittee members independently evaluate each collection and these assessments are shared with the full committee membership. The Collection Management Committee then collectively decides whether to add each ebook collection based on established standards. Collections that are approved are then recommended to CARLI for inclusion in the statewide system. In this way, freely-available, high quality resources are more easily found by the users of Alma/Primo VE. In 2019-2020, the OA Ebooks committee evaluated and approved a handful of collections for future inclusion. The subcommittee also worked with interested CARLI staff on technical aspects of this project as it relates to the transition from Voyager to Alma/Primo VE. Due to this transition, no approved collections were added to the statewide system in the last year. Once the new system is up and running, and staff are again available to work on such projects, we anticipate that CARLI will resume adding new collections recommended by this group.

Weeding Ebooks
Why weed e-books? On first thought, it seems unnecessary: e-books never get worn, damaged, or lost, and they don't take up any of the expensive physical space in your building. Weeding e-books may not be on the mental to-do lists of many librarians. Most are recent publications that haven't had the time to become outdated; and e-books tend not to present themselves to our attention, sitting as they are in virtual space, only coming forward when we search in our discovery tools or go out looking for them for some purpose.

But all library sources, regardless of format, eventually become outdated or superseded. As virtual forms of library sources become more and more prevalent in our collections, they also must receive the kind of attention that our physical collections get. Providing our users with outdated information simply because of inattention is a lost opportunity for learning, not to mention a violation of Ranganathan's Fourth Law "Save the time of the reader."

The actual procedures for identifying and withdrawing e-books present some challenges that are not found in weeding of physical book collections. Usage data will have to be collected from systems beyond the ILS, directly from vendors, and these data may or may not be compliant with standard data gathering schemes. Due to the varying, not to mention capricious, licensing agreements that govern access to our e-books, it may not be possible to delete all traces of withdrawn e-books, but instead they may live on in our systems and catalogs, still there but suppressed from public view. If e-book titles are purchased in packages and not individually cataloged but accessed via the turning on of catalog record collections in knowledge bases, then we may have very little control over whether an individual title can even be withdrawn or suppressed.

The subcommittee recommends that the project continue in FY21 as it was not able to complete its work this past year.

2019–2020 CARLI Commercial Products Committee
Annual Report of Activities and Projects

Members

Amanda Wiesenhofer	(2017–2021)	Lincoln Land Community College, Chair
Jeff Matlak	(2017–2020)	Western Illinois University
Marie Martino	(2019–2022)	Moraine Valley Community College
Will Midgley	(2018–2021)	University of Illinois at Chicago
Thane Montaner	(2018–2021)	Prairie State College
Kavita Mundle	(2017–2021)	University of Illinois at Chicago
Heather Parisi	(2015–2020)	Dominican University
Megan Ruenz	(2019–2022)	Wheaton College

CARLI Board Liaison: Frances Whaley, Kishwaukee College
CARLI Staff Liaisons: Jenny Taylor and Nicole Ream-Sotomayor

Highlights of Activity:

Electronic Resource Proposals
The CPC received 8 proposals in FY20. Of those proposals, six were rejected and two were accepted.

The committee conducted an interest survey in the fall of 2019 that had 73 responses. CARLI staff contacted the top 5 vendors, though several did not indicate a willingness to abide by CARLI e-resources license terms. However, we did approve and negotiate agreements with Statista and Swank Motion Pictures.

We also finalized a new contract with Sage for their Video and Congressional Quarterly products.

E-Resources and Alma Webinars
The committee hosted 2 webinars related to e-resources in Alma in late July/early August.

Informal feedback from attendees was positive.

Lessons Learned from Alma Migrations: ERM Edition
Presented by Jenifer Holman (Hope College), July 30, 2020
146 registrants

E-Resources Workflows in Alma in Small Libraries
Presented by Angela Vetsch (University of Minnesota – Morris), August 4, 2020
157 registrants

2019–2020 CARLI Created Content Committee:
Annual Report of Activities and Projects

Members

Ellen Corrigan	(2014–2020)	Eastern Illinois University
Hunt Dunlap	(2018–2021)	Western Illinois University
Marlee Graser	(2017–2020)	Southern Illinois University Edwardsville, Co-Chair
Colin Koteles	(2017–2020)	College of DuPage
Tricia Lampron	(2017–2020)	University of Illinois Urbana-Champaign, Co-Chair
Greer Martin	(2017–2021)	Loyola University Chicago
Ariana Potter	(2018–2020)	Pritzker Military Museum & Library
Matthew Short	(2016–2020)	Northern Illinois University
Angela Yon	(2018–2021)	Illinois State University

CARLI Board Liaison: John Pollitz, Southern Illinois University Carbondale
CARLI Staff Liaisons: Amy Maroso and Elizabeth Clarage

Introduction
The Created Content Committee met throughout the year on one-hour conference calls as well as one day long in-person meeting which took place on August 23, 2019. The committee communicated regularly through its email list. The in-person meeting provided enough time for the committee to develop the projects for the year.

Webinars/workshops

Copyright Webinar Series
Based on the success of the previous Copyright webinar series held in 2017, the committee decided to organize a similar series of webinars. Sara Benson and Hannah Stitzlein agreed to give two presentations and one Q&A session in December 2019:

Librarian Superpowers: Librarians Harnessing Copyright for the Public Good (December 3, 2019)
Sara Benson, Copyright Librarian & Assistant Professor Scholarly Communication & Publishing at the University of Illinois Library, shared basic copyright information; what work is in the public domain; Section 108 copyright exceptions; and fair use.

Smart Decisions: Using Standardized Rights Statements for Digital Collections (December 10, 2019)
Hannah Stitzlein, Metadata & Repository Services Librarian at the University of Cincinnati Library, discussed what standardized rights statements are, when and how to apply a standardized rights statement versus a license, and what tools can help in determining the best standardized rights statement for objects in digital collections.

Copyright Q & A! (December 17, 2019)
Provided an open Q&A session with both Hannah and Sara.

The presentation slides and webinar recordings are posted on the CARLI website:
https://www.carli.illinois.edu/products-services/contentdm/copyright2019 .

This webinar series' registration and recording views reflect the interest in the specific topic presented. *Librarian Superpowers* had 83 registered for the program, and the recording has been viewed 85 times; *Smart Decisions* had 61 registered, and the recording has been viewed 11 times; while the *Copyright Q & A!* had 43 registered, and the recording has been viewed 12 times.

Feedback from attendees was gathered via a SurveyMonkey survey sent after the series concluded. On a scale from 1-100, the evaluation noted an average score of 90 for the question, "Overall, the webinar(s) was/were worthwhile to me," and an average score of 88 for the question, "The information provided will be useful for my job."

Workshop: Messy Data? Clean it up with OpenRefine!
The committee planned a one-day in-person workshop on OpenRefine (https://openrefine.org/), a free, open source tool used to organize, clean up, and transform your data. Committee members, Tricia Lampron and Greer Martin, were to present the workshop that included an overview of the browser-based application, as well as use cases that show the benefits of working with your local data in OpenRefine. The first half of the program was planned to demonstrate the basic functions to get started on cleaning up data, while activities in the second half include reconciling data against two different types of sources, library authority data and Wikidata. The workshop included how to import data by making an API call in OpenRefine, and how to export your data into different formats such as XML and JSON.

In March, after the CARLI suspension of in-person meetings and programming, this workshop was postponed until October 2020. Prior to its postponement, there were 29 people registered for the program. When registration opens again for the new date, those that had registered for the first date will have an opportunity to register before the registration opens to all.

Continued Projects
The committee chose to extend both the digital collections promotion project as well as the ongoing CARLI Digital Collections Google Analytics project from previous years. Last year, after surveying the community on promoting digital collections through social media, the committee piloted a project that involved promoting digital collections from member institutions through posts on the CARLI Facebook page. This year members created 23 posts for digital collections. Facebook Insights data was also collected to be analyzed in the future. The committee also continued producing quarterly keyword and traffic reports through Google Analytics data from CARLI Digital Collections.

2019–2020 CARLI Instruction Committee:
Annual Report of Activities and Projects

Members

Kristin Allen	(2019–2022)	Harper College
Anne Armstrong	(2018–2021)	University of Illinois at Chicago
Joshua Avery	(2019–2021)	Wheaton College
Amy Hall	(2017–2021)	National Louis University, Co-Chair
Tish Hayes	(2019–2022)	Moraine Valley Community College
Molly Mansfield	(2017–2021)	Dominican University
Marielle McNeal	(2017–2020)	North Park University, Co-Chair (through January 2020)
Christina Norton	(2018–2021)	Heartland Community College
Dee Anna Phares,	(2019–2022)	Northern Illinois University, Co-Chair (beginning January 2020)

CARLI Board Liaison: Rebecca Donald, Trinity International University
CARLI Staff Liaisons: Debbie Campbell and Lorna Engels

Charge
The committee will identify and address issues of critical concern and best practices for instruction librarians and information literacy programs.

Meetings
The committee held an initial in-person meeting at the CARLI office in Champaign on August 30, 2019. Subsequent meetings were held by video conference and took place on the second Wednesday of the month from 1-2:30 pm. The committee also used the instruction@carli.illinois.edu mailing list and a Google Drive folder to share information and documents outside of meeting times.

Theme
The committee's theme this year was **Fresh Starts & Restarts**. Designed for both freshly minted librarians—new to the profession and new to instruction—and more practiced information professionals with vast instructional experience now taking on new responsibilities, the committee's programming this year focused on helping members grow beyond their comfort zones. Through a new article club, webinar, Twitter chat, the annual Instruction Showcase, and a collaboration with the Public Services committee, new and renewed instruction librarians from across the state explored cutting edge approaches to library instruction, with a particular focus on strategies for teaching information evaluation.

Article Club
This year, the committee launched a new virtual "article club," which invited members to engage more deeply with the academic literature that impacts their teaching practice. The committee selected articles for discussion, which registrants were asked to read in advance. Attendees at each club meeting were provided a list of questions to guide the conversation and were also encouraged to bring questions and comments of their own.

The fall article club meeting took place on November 6, 2019. Members discussed Amanda Folk's article titled "Reframing Information Literacy as Academic Cultural Capital: A Critical and Equity-Based Foundation for Practice, Assessment, and Scholarship" [https://crl.acrl.org/index.php/crl/article/view/17822/19651]. 48 people registered for this event.

The spring article club meeting took place on February 26, 2020. Members discussed Stefanie R. Bluemle's article titled "Post-Facts: Information Literacy and Authority after the 2016 Election" [https://digitalcommons.augustana.edu/libscifaculty/10]. As a special feature, Stefanie Bluemle joined the article club discussion and was available to respond to questions and comments about her work. 44 people registered for this event.

Twitter Chat
Building on the success of last year's #InclusiveInfoLit Twitter chats, this year's committee hosted a winter Twitter chat about new approaches to evaluating information. The conversation, which was open to librarians across Illinois and beyond, used the hashtag #NecessaryEval. The committee created a list of questions for participants and published them on the event page in advance, based on feedback from last year's chats. The chat took place on December 13, 2019, and once again attracted a number of participants from outside Illinois. A brief survey was administered to solicit feedback from participants but received only two responses, both of which were positive. The committee agreed that this is an interesting new way to connect and share ideas with other instruction librarians; in the future, the committee should explore ways to increase participation, particularly from librarians in Illinois.

Webinar
On April 7, 2020, Dawn Stahura from Salem State University presented the webinar "ACT UP: Evaluating Sources and Pushing Against Privilege." In this webinar, Stahura discussed her information evaluation method, called ACT UP, which goes beyond standard evaluation methods like the CRAAP test. Because source evaluation is social justice work, it is critical that instruction librarians teach students how to push against privilege in publishing as well as how to identify misinformation before sharing it with others. The ACT UP method is outlined here: https://libguides.salemstate.edu/evaluatingsources. 95 people registered for this event.

The webinar is available from the CARLI website at: https://www.carli.illinois.edu/products-services/pub-serv/instruction.

Instruction Showcase
The committee held the 8th annual Instruction Showcase on Friday, May 29, 2020. This event was originally planned as an in-person, full-day event at Harper College in Palatine, IL. Due to the COVID-19 pandemic, the committee made the decision to move the event to an online format and shorten the duration of the program. The Showcase was presented via Zoom from 9 am – 11:30 am, followed by a virtual "lunch hour" from noon – 12:30 pm. Six presenters shared innovative lesson plans and techniques designed to reinvigorate library instruction, many of which clearly drew inspiration from the committee's theme this year, "Fresh Starts and Restarts." Every presentation elicited thoughtful questions and productive discussion.

This year's event drew a much larger number of registrants than usual, with a total of 100 registering to attend. Survey results indicated that the online format was received overwhelmingly positively. This feedback, as well increased attendance, suggests that virtual programming is a viable option for the Instruction Showcase moving forward.

Collaboration with Public Services Committee
To help prepare member libraries for the transition to Alma and Primo VE, members of the Instruction Committee collaborated with members of the Public Services Committee on a subcommittee called "Creating Use Guides and Tutorials." This group assessed the current landscape of Primo VE tutorials and developed materials to help guide CARLI libraries in their creation of such guides. The sub-group shared their materials and findings at a virtual event on April 2, 2020, called "Getting Ready for Primo VE." They also produced a webpage which expanded on this presentation with further information and helpful resources for creating user guides; it is available here: https://www.carli.illinois.edu/products-services/pub-serv/Creating_User_Guides_PrimoVE.

Respectfully Submitted by
Amy Hall and Dee Anna Phares
Co-chairs, 2019–2020

2019–2020 CARLI Open Educational Resources Task Force
Annual Report of Activities and Projects

Members:

Annette Alvarado	(2017–2020)	Loyola University Chicago
Sara Benson	(2018–2020)	University of Illinois Urbana-Champaign, Co-Chair (October 2019–June 2020)
Anne Chernaik	(2017–2020)	College of Lake County, Co-Chair (July–October 2019)
Kathy Ladell	(2017–2020)	Northern Illinois University
Elizabeth Nelson	(2017–2020)	McHenry County College
Anne Shelley	(2017–2020)	Illinois State University
Susan Shultz	(2017–2020)	DePaul University
Janet Swatscheno	(2017–2020)	University of Illinois at Chicago, Co-Chair
Linda Zellmer	(2017–2020)	Western Illinois University

CARLI Staff Liaisons: Elizabeth Clarage and Lorna Engels

Meetings

The Open Educational Resources Task Force held one in-person meeting at the CARLI Office and met nine times by conference call.

Activities

To begin the year, the Co-Chairs polled task for priorities for the year. Using the information from the poll directed the work the task force for the year.

Completed a proposal for the Illinois Library Association Public Policy Committee for per capita funding for open educational resources for Illinois academic libraries.

Proposed to the CARLI Program Planning Committee to fund up to five CARLI members to participate in the Open Textbook Network (OTN) Certificate in OER Librarianship. This OTN program had a competitive application process. The CARLI Program Planning Committee approved this proposal. The OTN selected five librarians from CARLI members for the program. CARLI funding paid the registration fees and a portion of travel for the attendees.

Task Force members attended the program, "Advancing College Access and Affordability in Today's Global Environment," hosted by the Association of American Publishers and the chair of the Faculty Advisory Council of the Illinois Board of Higher Education.

Task Force members provided feedback on a statewide survey developed for distribution by the Illinois Board of Higher Education and the Illinois Community College Board.

Reviewed the proposal process and examples of grant proposals for the 2019 U.S. Department of Education call for proposals to support open educational resources. After the review, the Task Force determined that the Task Force and CARLI should not apply for this grant due to the types of organizations and projects that were funded.

Promoted, in the CARLI newsletter and on email lists, the Open Education Week live-streamed presentation, "Beyond Free Textbooks: How OER Addresses Access, Inclusion, and Academic Excellence" by Jasmine Roberts from The Ohio State University held at the University of Illinois at Urbana-Champaign on March 3. The recording is available: https://youtu.be/ZXynJXVRIJ0 .

Promoted open education and open resources with daily postings during Open Education Week 2020, held March 2-6.

Task Force members, Anne Chernaik, Elizabeth Clarage, and Janet Swatscheno agreed to present at the April 17, 2020 ILCCO/NILRC program, "Exploring OER: Access, Adoption, and Application," at Lincoln Land Community College. This program was cancelled.

Reviewed and updated the handout, "Open Textbooks: The affordable, flexible alternative" that is available on the Open Illinois website.

Reviewed and extensively updated the CARLI Open Educational Resources website, Open Illinois. https://www.carli.illinois.edu/products-services/collections-management/open-ed-resource-overview

The Task Force drafted and submitted a public comment on the Open Textbook Pilot Program from the U.S. Department of Education.

The Task Force encouraged CARLI members and librarians to submit a public comment on the Open Textbook Pilot Program from the U.S. Department of Education.

At the request of the CARLI Board, the Task Force reconsidered the planned in-person OER Train-the-Trainer programs and the in-person Faculty OER workshops. The Task Force responded to the Board that the programs could be transitioned to virtual events.

Promoted the June 2020 Open Textbook Network Virtual Summit to the CARLI membership. The Summit was held for free for all to attend online.

Task Force proposed to CARLI Board of Directors that the Task Force become a CARLI committee. The proposal is attached to this report. At its March meeting, the Board approved the proposal to become a committee.

CARLI OER Committee Proposal

Prepared by the OER Task Force (OERTF) for the CARLI Board of Directors March 6, 2020 Meeting

Original Task Force Charge:
The Open Educational Resources Task Force will support CARLI's commitment to the "Open Illinois Initiative," namely participation in the Open Textbook Network (OTN), cooperation and collaboration on open educational resources (OERs), and identification and development of materials about OERs for libraries' use with their institutions. This commitment includes the planning and delivery of statewide training about OERs, and the development of web resources related to Open Educational Resources.

The membership of the OER Task Force may include System Leaders (attendees of the Open Textbook Network Summer Institute), staff from CARLI Members that have an Institutional OTN Membership, and staff from CARLI members already using OERs.

Task Force Activities and Accomplishments:

See Appendix for full list of activities and accomplishments.

- Conducted statewide survey on OER (86 member libraries responded)
- 3 in-person Open Textbook Network Workshops (127 librarians registered)
- 10 librarians conducted faculty OER Workshops with Open Textbook Library Reviews
- CARLI staff provided 10 train-the-trainer sessions
- 61 Open Textbook Library reviews written by Illinois college and university faculty
- Organized and presented at the OER Illinois Summit at Loyola University (52 librarians registered)
- Created CARLI OER Website
- Create CARLI OER Brochure
- Created CARLI OER Email List (96 subscribers)
- 5 CARLI member librarians received funds to attend the Open Textbook Network Certificate in OER Librarianship
- Year 1, 6 System Leaders attended, 1 CARLI staff attended the Open Textbook Network Institute and Summit
- Year 2, 2 System Leaders attended, 1 CARLI staff member attended the Open Textbook Summit
- Year 3, 1 CARLI staff member attended Open Textbook Summit
- Submitted a 2019 Legislative Initiative Proposal for the Illinois Library Association Board

Committee Proposal Rationale:
The CARLI Board originally created the OERTF in support of the Open Textbook Network membership which was crowdfunded by members. The original term of the group was for one year. The term of the task force has been extended twice and will currently conclude on June 30, 2020.

As an organization, CARLI continues to invest resources to support members and Illinois librarians working with open educational resources by providing workshops, training, a program for faculty stipends, funding the Open Textbook Network membership, and the OER Commons Hub. In order to sustain and build on the work accomplished by the CARLI Open Educational Resource Task Force, the Task Force recommends creating a standing CARLI Open Educational Resource Committee to continue to support these programs.

Forming a CARLI Open Education Resource Committee would align with the following Goals from the 2022 CARLI Strategic Plan:

- Establish and Communicate the Value Proposition for Academic and Research Libraries in Illinois
  - Connect CARLI and member library programs and services to student outcomes such as retention and completion
- Encourage Innovation in Skills, Services, and Programs, in all aspects of CARLI Libraries
  - Encourage member libraries to think innovatively about serving students and faculty

While a number of current CARLI committees interact with open educational resources, without a dedicated group the consortium would not have been able to deliver the outreach and programming it has successfully provided over the past two years. Forming a standing committee will allow CARLI to continue to be responsive to the needs of CARLI member libraries.

Proposed Committee Charge:
The Open Educational Resources Committee will support CARLI's commitment to the "Open Illinois Initiative," namely participation in the Open Textbook Network (OTN), participation in the CARLI OER Commons Hub, and other consortial OER products and activities, cooperation and collaboration on the peer review of, adoption, adaptation, and creation of open educational resources (OERs), and identification and development of materials about OERs for libraries' use with their institutions. This commitment includes the planning and delivery of statewide training about OERs, and the development of web resources related to Open Educational Resources.

The committee may be assigned projects by the Board of Directors or may independently develop projects and initiatives within the scope of its charge or in collaboration with other ad hoc groups. The committee will identify educational and training needs within its scope of responsibility and its collaboration with other committees, and will develop workshops, seminars, webinars, or other education opportunities to meet the needs of the membership. The committee will prepare appropriate documentation and reports and will submit an annual report of its activities and accomplishments to the Board of Directors.

The membership of the OER Task Force may include System Leaders (attendees of the Open Textbook Network Summer Institute), staff from CARLI Members that have an Institutional OTN Membership, recipients of the CARLI Open Textbook Network Certificate in OER Librarianship scholarship, and staff from CARLI members using or promoting the use of OERs.

Appendix: OER Task Force Logic Model

Situation: Decide if the task force will recommend to CARLI to become a committee or terminate the task force.

Decision: Recommend the task force becomes a committee.

Inputs	Activities	Outputs	Outcomes	Impacts
CARLI staff time Task force member time Funding for Open Textbook Network membership [crowd funded from the membership] Funding for OTN Institute attendance Funding for three Illinois OTN workshops Funding for up to 5 Certificate in OER Librarianship scholarship (pending)	Created/adapted OER trifold brochure (updated 4 times) CARLI/LOUIS Open Education Week Webinar Building an OER Workshop for your Campus Webinar Updates to CARLI annual meeting, CARLI newsletter, CARLI Board Attending Illinois OER Stakeholders Conference Calls Conducting breakout session at upcoming NILRC/ILCCO conference - Exploring OER: Access, Adoption, and Application Attended OhioLink Affordable Learning, August 2019 Attended Illinois Community Colleges OER Summit, November 2018 Attended the Open Textbook Network Institute/ Summit Created CARLI Open Illinois (OER) website Conducted Statewide survey Provided workshops	**1** CARLI/LOUIS Open Education Week Webinar **10** librarian conducted faculty OER workshops with OTN reviews **10** Train the trainer sessions done by CARLI Staff **69** people registered for Basics and Best Practices for Promoting OER on Campus Webinar, January 2018 **21** CARLI members viewed Building an OER Workshop for Your Campus Webinar **3** updates to CARLI annual meeting, # **16** newsletter updates since it was first announced in May 2017 that CARLI would be joining the Open Textbook Network, and regular updates to the CARLI Board. **650** OTL records entered in I-Share **9** Illinois OER Stakeholder conference calls attended **2** CARLI staff members, 1 OERTF member attended Illinois Community Colleges OER Summit	Faculty/Libraries viewed CARLI/LOUIS Webinar (**130-140** attended) Identify CARLI member libraries' OER needs (survey) **61** OTL reviews done by faculty # of Non-OTL OER reviews Basics and Best Practices for Promoting OER on Campus Webinar participants learned about OER (survey, **16** provided feedback about content of webinar) OTN workshop participants learned about OER All faculty and students at CARLI libraries are able to search OTN library CARLI staff found more resources for the CARLI OER website **96** subscribed to optional CARLI-OER email list CARLI member librarians learned about OER at Illinois Summit at Loyola (**6** responded in feedback survey)	Illinois students have more equitable access to educational resources CARLI member librarians are more aware of OER and actively engaging with OER Illinois students are saving money on educational material More faculty at colleges and universities in Illinois are using OER More interaction between librarians and faculty at institutions

	Provided webinars Hosted OER Summit CARLI added OTN books to I-Share Catalog Conducted OERTF task force member survey to find out future direction of task force TF wrote ILA Policy proposal that CARLI submitted to ILA for its 2020 legislative agenda Created CARLI-OER Email List Held OER Open Conference Calls Provided direction and feedback on CARLI OER initiatives	Year 1, Open Textbook Network Institute and Summit: **6** System Leaders attended; **1** CARLI staff attended Year 2 & 3, **1** CARLI staff member attended Open Textbook Summit Year 2, **2** TF member attended Open Textbook Summit **1** CARLI Staff attended OhioLink Affordable Learning **3** in-person OTN workshops, April 2018 # of attendees to OTN workshops Registration (**127** total): Governors State: 34 Loyola: 48 Heartland: 46 Streaming: 40 **3** webinars given **1** OER Illinois Summit at Loyola Registration: **52** **5** CARLI member librarians received funds to attend the Open Textbook Network Certificate in OER Librarianship **2** OER Open Conference Calls		

2019–2020 CARLI Preservation Committee:
Annual Report of Activities and Project

Members:

Mary Burns	(2017–2020)	Northern Illinois University, Co-Chair
Rob DeLand	(2019–2022)	VanderCook College of Music
Nora Gabor	(2018–2021)	DePaul University
Tonia Grafakos	(2018–2021)	Northwestern University
Susan Howell	(2017–2020)	Southern Illinois University Carbondale
Becky Koch	(2019–2022)	Illinois State University
Ann Lindsey	(2017–2020)	University of Chicago, Co-Chair
Meghan Ryan	(2016–2019)	National Louis University
William Schlaack	(2018–2021)	University of Illinois at Urbana-Champaign

Board Liaisons: Fred Barnhart, Northern Illinois University and
 Pattie Piotrowski, University of Illinois at Springfield
Staff Liaisons: Elizabeth Clarage and Nicole Swanson

Meetings:
The Preservation Committee met 11 times during 2019–2020:
- 1 in -person meeting August 9, 2019, CARLI Office, Champaign
- 10 conference calls- September 6, October 21, November 18, and December 9, 2019; January 13, February 10, March 9, April 13, May 11, and June 9, 2020

Activities:
- Maintained and updated the Preservation Resources webpage: https://www.carli.illinois.edu/products-services/collections-management/preservation-resources
- Planned in-person guided tours of the Newberry Library and the Chicago History Museum archives with a focus on their conservation and preservation efforts on March 29, 2020. This program was full and had a wait list. Unfortunately, due to COVID-19, this program was cancelled.
- Other newsletter articles contributed by the Committee included:
  - "Two CARLI Preservation Events Summaries: Choosing and Constructing Protective Enclosures for Library Materials Workshop and Conservation Lab Open Houses at the Abraham Lincoln Presidential Library and the Illinois State Military Museum," Tonia Grafakos, Northwestern University; Susan Howell, Southern Illinois University Carbondale; and Bonnie Parr, Abraham Lincoln Presidential Library and Museum https://www.carli.illinois.edu/spring2019-preservation-events-summaries
  - "Resources for Collection Management Response to COVID-19," Ann Lindsey, Head of Conservation at the University of Chicago Library https://www.carli.illinois.edu/resources-collection-management-response-covid-19
- Annual Project: Preservation Interviews https://www.carli.illinois.edu/products-services/collections management/preservation-interviews
  - This year the annual project for the CARLI Preservation Committee was devoted to written interviews of preservationists/conservators and librarians with preservation responsibilities. The interviews were published in the CARLI Newsletter as Preservation Tips with the project culminating into a website of all the interviews. A call for prospective interviewees

with a list of potential interview topics was published in the September issue of the CARLI Newsletter. The list of topics included:

- Planning surveys or assessments
- Creating or implementing a long-range preservation/conservation plan
- Staff training
- Preservation of digital collections
- Emergency response
- A program for environmental controls
- A program for conservation treatment
- Preservation of archival materials
- Improvements to reduce exposure to light
- Collections security
- Exhibit design and preparation
- Integrated pest management

o Each Committee member asked questions prepared by them with input from the Committee members. With the help of the interviewees who agreed to be a part of our project and offered to share their experiences and knowledge, the Preservation Committee was able to offer a very interesting and informative series of interviews to the CARLI community. A summary of these interviews is provided at the end of this report.

o CARLI Preservation Interviews for 2019-2020
  - September: Introduction to Annual Project -- Ann Lindsey, Head of Conservation, The University of Chicago Library
    - Ann introduced our yearly project to the CARLI Community and put out a call for interviewees. A list of potential interview topics was provided.
  - October: Planning Surveys and Assessment -- Mary Burns (Special Collections Catalog Librarian, Northern Illinois University) interview with Ann Lindsey (Head of Conservation, The University of Chicago Library) https://www.carli.illinois.edu/products-services/collections-management/preservation-interview-surveys-and-assessments
    - Ann discusses the six-week Mary and Samuel Somit Preservation Internship that the University of Chicago Library has every summer. It is intended for students or recent graduates of a library training program who would like to pursue preservation in their careers. Their 2016 internship was devoted to a condition survey on a large portion of their Special Collections Research Center. They surveyed 300 randomly chosen items and developed a questionnaire with over 40 questions for each item.
  - November: Planning for Special Collections Exhibits -- William Schlaack (Digital Reformatting Coordinator, University of Illinois at Urbana-Champaign) interview with Marco Vinicio Valladares Perez (Exhibits Conservator at the University of Illinois at Urbana-Champaign) https://www.carli.illinois.edu/collections-management/preservation-interview-planning-special-collections-exhibits
    Marco discusses his work preparing the UIUC exhibit in the Rare Book and Manuscript Library called "The Good, the Bad, and the Ugly: Conservation Treatments and Decision Making Through the Ages." For the first time a small group from the conservation lab were curators, in charge of almost every step of the process, from conceptualizing the exhibit, to choosing the objects to display and deciding how to display them.

- January: Preparing Exhibits -- Susan Howell (Cataloging and Metadata Librarian, Southern Illinois University Carbondale) interview with Bonnie Parr (Historical Documents Conservator, Abraham Lincoln Presidential Library and Museum); with contributions from Lance Tawzer (ALPLM Exhibits Director), Carla Smith (ALPLM Registrar) and Mike Casey (ALPLM Exhibit Designer) https://www.carli.illinois.edu/products-services/collections-management/preservation-interview-preparing-exhibits
  - Bonnie discusses her role in creating exhibits which is concerned with preserving the objects displayed. She shares how preservation practices figure into display and how the preservation professional contributes to exhibit design and preparation.
- January: Disaster Response -- Ann Lindsey (Head of Conservation, The University of Chicago Library) interview with Tonia Grafakos (Marie A. Quinlan Director of Preservation, Northwestern University Libraries) https://www.carli.illinois.edu/products-services/collections-management/preservation-interview-disaster-response
  - Tonia shares her knowledge and expertise about responding to a disaster situation in their special collections storage area when mold was discovered.
- March: Preservation Week -- Meghan Ryan (Special Collections and Cataloging Librarian, National Louis University) interview with Moriah Caruso (Co-chair, ALCTS/PARS Preservation Outreach Committee, Digital Preservation Librarian, University of Washington Libraries) https://www.carli.illinois.edu/products-services/collections-management/preservation-interview-community-college-archives
  - *This interview took place before library closures due to COVID-19.*
  - Moriah discusses Preservation Week, an initiative of ALCTS, that aims to inspire action to preserve collections. These collections are found not only in libraries, archives, and museums but also include items that belong to individuals, families, and communities.
- April: Preservation of Archival Materials -- Nora Gabor (Rare Books Librarian, DePaul University) interview with Jenny Dunbar (Archivist, College of DuPage) https://www.carli.illinois.edu/products-services/collections-management/preservation-interview-archival-materials
  - Jenny shares what her preservation responsibilities are as a solo archivist at a community college and the many additional contributions she makes through her work.
- June: Digital Preservation -- Mary Burns (Special Collections Catalog Librarian, Northern Illinois University) interview with Matt Short (Metadata Librarian, Northern Illinois University) https://www.carli.illinois.edu/products-services/collections-management/preservation-interview-digital-preservation
  Matt gives an overview of the digital preservation policies and practices at NIU and offers insights into the benefits of having preservation policies in place.

Respectfully Submitted by
Ann Lindsey (University of Chicago) & Mary Burns (Northern Illinois University)
Co-chairs, 2019–2020

Members

Caitlin Archer-Helke	(2019–2021)	Saint Xavier University
Jessica Bastian	(2020–2021)	Illinois Central College
Krista Bowers Sharpe	(2019–2022)	Western Illinois University
Aaron Harwig	(2017–2020)	College of DuPage, Co-chair
Chad Kahl	(2018–2021)	Illinois State University
Cynthia Kremer	(2019–2022)	Joliet Junior College
Nestor Osorio	(2017–2020)	Northern Illinois University, Co-chair
Elizabeth Sterner	(2019–2020)	Governors State University
Lesley Wolfgang	(2019–2022)	Saint John's College of Nursing

Mid-Year Committee Changes:

Katherine Sleyko	(2018–2019)	Prairie State College
Joanna Wilkinson	(2019)	North Park University
Reina Williams	(2018–2020)	Rush University

CARLI Board Liaisons: Spencer Brayton, Waubonsee Community College**,** John Small, North Central College
CARLI Staff Liaisons: Elizabeth Clarage and Denise Green

Meetings:
The Public Services Committee held one in-person meeting at Illinois State University and met ten times by conference call.

Activities:
The Public Services Committee invited the Instruction Committee to collaborate on its programs this year as there was great overlap of interest in the Primo VE implementation between the two committees.
The Committee identified five areas of interest and created subcommittees to continue exploring each topic.

Those areas were:
- In-Person Training
- Creating User Guides/Tutorials/Scripts
- Customization of Primo VE
- Literature Review and Research
- User Experience and Usability Testing

Over the course of the year, the five subcommittees merged into three groups:
- In-Person Training (which then became a virtual program)
- Creating User Guides
- User Experience and Usability Testing

After exhaustive research, the Literature Review and Research subcommittee determined that there was very little in the library literature regarding Primo VE as the product is new. The group then determined as it was beginning to search the internet for resources, that this function made sense to do in the specific topical subgroups rather than its own subcommittee.

As the Customization of Primo VE subcommittee commenced its work, the group determined that combining with the User Experience and Usability Testing made sense, as the group realized how the user would experience the system synergized with the customization group's knowledge of how to work with the system. Additionally, CARLI staff's creation of information pages for members about customization led to the subgroup deciding to support and promote that customization guide rather than create a duplicate guide.

The Public Services Committee conducted the following activities in preparation for the Alma/Primo VE transition:

- **Getting Ready for Primo VE**
  Developed and conducted a daylong webinar with the CARLI Instruction Committee and CARLI staff on Thursday, April 2, 2020. The event was originally planned to be an in-person event held at Joliet Junior College with an online streaming option. It was switched to online only due to the coronavirus pandemic.

  The day included seven presentations as well as a welcome to the day and an ending roundup. Each session had specific start times so that those not joining for the entire day, would know when a specific session would begin. Committee members helped throughout the day by handling the open and closing sessions, being presenters for three sessions, keeping time for the presenters, keeping track of questions for the presenters, and answering some questions as they arrived in the chat including ones about the technology used for the program.

  The day was planned as an introduction to Primo VE to the CARLI membership specifically aimed at librarians and library staff. The day was organized with sessions first introducing the topic of discovery searching and a roadmap for Primo VE and then progressed to specifics about CARLI's implementation of Primo VE followed by sessions that included examples for introducing the new system to campus.

  Evaluations for the program were extremely positive. For the question, "For this program, Getting Ready for Primo VE, what did you find most useful and why?," every presentation had someone note that the session was the most useful. One person noted, "In terms of substance and expression, it was the best program I have ever seen in my 40+ years of library work."
  The evaluation respondents had an average response of 89 (out of 100) to the question, "Overall, the program was worthwhile to me."

  For those respondents that identified what might have improved the program, their constructive responses will be helpful for planning future programming.
  - Registrants: 287
  - I-Share Libraries Represented: 80
  - Getting Ready For Primo VE Slides and Presentation Recordings URL:
    https://www.carli.illinois.edu/products-services/pub-serv/Getting_Ready_for_Primo_VE

- **Creating User Guides**
  The Creating User Guides & Tutorials subcommittee assessed the landscape of existing Primo VE tutorials and then developed materials to help guide CARLI libraries in their creation of such,

including: the topics to prioritize, the pitfalls to avoid, technical aspects to consider, and the most appropriate formats for delivering information to patrons using Primo VE. These materials include "Know Before you Go (Live): Advice for Creating Primo VE User Guides," a presentation given at Getting Ready for Primo VE on April 2, 2020, as well as a webpage that expanded on the material of the presentation with further information and helpful resources. The webpage "Creating User Guides for Primo VE" is available on the CARLI website at: https://www.carli.illinois.edu/products-services/pub-serv/Creating_User_Guides_PrimoVE

- **User Experience and Usability Testing**
  The subcommittee met monthly to discuss user training and usability. However, as access to the new discovery layer, Primo VE, was not available until February 2020, the subcommittee focused its energy on planning programs for the in-person program which then turned into a virtual event. The two well received programs were:
  - Introducing a New Discovery Service to Your Campus
  - Usability Basics: Test With Your Users

  This subcommittee recommends that Public Services Committee consider user experience and usability of I-Share in 2020-2021.

Respectfully submitted,
Members of the 2019–2020 CARLI Public Services Committee

Members

Belinda Cheek	(2017–2021)	North Central College
Kari Garman	(2018–2021)	Bradley University
Shelly McDavid	(2019–2022)	Southern Illinois University Edwardsville
Sarah McHone-Chase	(2017–2021)	Northern Illinois University
Marcella Nowak	(2018–2021)	College of DuPage
Janelle Sander	(2020–2022)	University of Illinois at Urbana-Champaign (joined January 2020)
Hilary Meyer	(2019–2019)	Triton College (July 2019 to December 2019)
Nathan Thebarge	(2018–2021)	Trinity International University
Ashtin Trimble	(2018–2021)	Black Hawk College
Erin Zimmerman	(2019–2022)	Heartland Community College

CARLI Staff Liaisons: Debbie Campbell, Lorna Engels, and Bradley Woodruff
CARLI Board Liaisons: Jeff Douglas, Knox College and Jacob Jeremiah, Oakton Community College

The Resource Sharing Committee met in person at the CARLI Office on September 4, 2019. Other meetings typically took place via online conference call on the first Wednesday of every month (11:00-12:30 PM). The committee has encountered some challenges this year: while we were aware that we would be preparing for the Alma/Primo VE migration, we had not anticipated doing so while under pandemic conditions. Our committee primarily meets online, so the Illinois shelter-in-place order did not impact our regular operations; although some technical issues were encountered due to working from home as opposed to our offices. We completed necessary testing of Alma and Primo VE online without much inconvenience and were able to work on documentation collaboratively online. A major impact of COVID-19 on Resource Sharing was that much of the resource sharing activity in the state (and the nation) ceased completely or was severely restricted. Thus, a topic of conversation in each committee meeting for the last several months of FY20 was the state of library operations and the continuation of services at our respective institutions, a trend that will likely continue throughout FY21.

In late June, the committee received word of Lorna Engels's death. She had been one of our liaisons for many years, and her absence is keenly felt. The committee expresses their deep sympathy to her friends, family, and colleagues.

Completed Terms
Due to the Alma migration, CARLI determined that committees should keep current membership, to the extent possible, in order to allow the continuation of the work from this current year in light of "future work" still required for Alma and Primo VE. In addition, the Resource Sharing Committee decided to keep the current co-chairs in place for FY21.

Committee Charge
The Resource Sharing committee charge is to identify, develop, and encourage cooperation in sharing the consortium's collective resources. The committee has historically centered this charge around traditional interlibrary loan material services, but this year we've been working with a broader definition of consortial

resource sharing, including additional staff workflows for day-to-day processes and the sharing of knowledge more broadly in the consortium.

Theme
Migration from Voyager ILS to Alma ILS with the Primo VE Discovery layer.

Annual Project
With the migration from Voyager to Alma, the Resource Sharing Committee focused their work in FY20 on multiple smaller projects, instead of one larger research project. These projects are outlined below.

Cleaning Patron and Transactional Data:
The CARLI Resource Sharing Committee researched best practice thresholds for Voyager patron records, checkout transactions, and fine and fees clean-up for both local and I-Share patrons. The CARLI Office has had several questions sent to CARLI Support seeking guidance on database cleanup before the production-load data migration, and as such, the committee has reviewed how Voyager patron data migrated into Alma during the test load, alongside reports of historical patron lost item and fine/fee behaviors.

Personally identifying information is exceptionally valuable, and the storage of it is a liability. In accordance with the CARLI Privacy Policy, "CARLI takes the collection of personally identifiable information required to provide library services very seriously. It is our policy to store personal information in our systems for the shortest amount of time necessary to complete transactions or provide service." We want to avoid migrating any more patron data than necessary from Voyager to Alma; the migration provides us a good opportunity to "clean house" following best practices.

On December 6, 2019, the CARLI Board approved the Resource Sharing Committees plan, to post these recommendations to the CARLI website along with tips and tools for managing the cleanup process. In February, the CARLI Office asked the I-Share Liaisons to submit a survey selecting one of the outlined patron record/transaction clean-up options and thresholds. The patron record clean-up work was completed by the I-Share libraries and CARLI office staff before the June Voyager-to-Alma production data extract, with some final steps in the process completed in Alma after migration.

Initial Alma Policy Decisions:
In preparation for the migration from Voyager to Alma, the Committee reviewed the Voyager-specific settings determined in the Universal Borrowing Standard Settings and translated them into the settings available in Alma.

Some notable changes:
- In Voyager, it was possible to a library's local patron group (for example, faculty, students, staff) map to one of several consortial user groups (UBReg, UBLong, UBIN, UBNonCirc); in Alma, all I-Share eligible patron groups map to only one consortial user group, named I-Share. As such, the committee agreed upon consortial loan and requests settings for the I-Share user group.
- In Voyager, the timings and charges assessed for overdue and lost materials were set for each individual patron group/item type combination. The Committee decided on the overdue and lost settings to enable for the I-Share patron group overall.

Testing Alma and Primo VE:
The entire Resource Sharing Committee worked on requesting in PrimoVE and processing requests in Alma. This testing was done with the participation of other I-Share libraries not represented on the committee.

Workflow testing was continued from home during the COVID lockdown with the aid of a Google doc, which allowed items to be tracked as they virtually went through the automated fulfillment process from original request through the loan and return to the lending library.

Alma Glossary Subcommittee:
This subcommittee included Debbie Campbell, Lorna Engels, Kari Garman, Megan Kelly, Jennifer Masciadrelli, Shelly McDavid, Sarah McHone-Chase, Deborah Morris, William Schultz, and Nicole Swanson. The subcommittee worked with the CARLI Technical Services committee to combine 2 glossaries, that of Harvard and of Ex Libris. We also added our own terms based on our own experiences in learning Alma and what we thought might be useful to others. Additionally, we extended an invitation on the glossary web page linked below, to the consortium at-large to make suggestions for new terms to add:
https://www.carli.illinois.edu/products-services/i-share/alma/glossary

Printing Subcommittee:
This subcommittee included Debbie Campbell, Belinda Cheek, Lorna Engels, Marcella Nowak, Janelle Sanders, Nathan Thebarge, and Bradley Woodruff. The subcommittee met 4 times January-mid March, and during that time they reviewed the wording and formatting of the two consortially-managed Alma letters that are primarily used in the AFN. The subcommittee then tested and edited those letters until deciding on their final format. In addition, the subcommittee troubleshooted some of the common printing problems that they found while testing the letters.

Reserves Subcommittee:
A subcommittee consisting of Debbie Campbell, Belinda Cheek, Lorna Engels, Marcella Nowak, and Nathan Thebarge, reviewed available documentation on reserves processes from Ex Libris and other individual libraries and consortia using Alma, to draft how-to directions on managing course reserves, reading lists, and citations. Some testing was also done regarding the searching of Reserve materials in PrimoVE.
The webpage with those steps is in process at the time of this report: https://www.carli.illinois.edu/products-services/i-share/alma/fulfillment/how-to_reserves

Damaged Materials Subcommittee:
Shelly McDavid and Erin Zimmerman are the members of this subcommittee. They reviewed the existing content on the CARLI Webpage for: I-Share Best Practices: Damaged Items.

This work is still in process at the time of this report. Both team members collaborated on proposed changes to the existing webpage, that now need to be reviewed by the Resource Sharing committee and then updated on the website by CARLI.

Lost Items Subcommittee:
The I-Share member libraries follow best practice workflows for day-to-day transactions that impact the consortium as a whole. One of these best practices is how to deal with items borrowed by patrons that reach lost status, and then are returned. At the June 2020 meeting, the RSC formed a subcommittee with Kari Garman, Ashtin Trimble, and Janelle Sander as members, to draft an initial set of steps for processing materials lost by patrons in Alma.

This work is still in process at the time of this report. The subcommittee has reviewed our historical Voyager documentation on working with lost items in Voyager, read through current Alma documentation from Ex Libris, and is working on the first draft of the workflow steps for the committee to review.

Alma Related Webinars:
Due to the COVID-19 pandemic all in-person activities were cancelled starting mid-March. Debbie Campbell presented virtually for the committee at the April 2nd, 2020 PSC/IC Forum at Joliet Junior College. PrimoVE & the Automated Fulfillment Network (AFN): A Demonstration

Future Plans
- The CARLI Board has asked committees in FY21 to consider their charge, including if/how it should be modified for the future.
- The Committee will continue finalizing documentation begun during FY20.
- Documentation and projects to work on in FY21
  - Updating the I-Share Resource Sharing Code to not be Voyager-specific
  - Workflows for recording non-I-Share ILL transactions in Alma
  - Continual gardening of Alma/Primo VE documentation in light of updates
  - Monthly review of Alma/Primo VE release notes
  - Testing/writing Alma and Primo VE Analytics reports
- The committee will explore wrap around services to complement the existing Fulfillment and Resource Sharing services for the consortium (for example, additional methods of resource sharing that would affect all the I-Share institutions).
- Other tasks as they arrive

Members

Kathryn Dauksza	(2019–2022)	Illinois State Library
Megan Kelly	(2019–2022)	Newberry Library
Mingyan Li	(2018–2020)	University of Illinois at Chicago, co-chair
Robin Mize	(2019–2022)	University of Illinois at Springfield
Deborah Morris	(2018–2021)	Roosevelt University
Gayle Porter	(2017–2020)	Chicago State University, co-chair
Adrienne Radzvickas	(2017–2020)	Lincoln College
Joan Schuitema	(2018–2021)	Northeastern Illinois University
William Schultz (	(2018–2021)	Eastern Illinois University

Board Liaison: Tammy Kuhn-Schnell, Lincoln Land Community College
Staff Liaisons: Jennifer Masciadrelli and Nicole Swanson

2019–2020 Accomplishments:

The Technical Services Committee was divided into three subcommittees. Each subcommittee focused on one project as described below:

- The *TSC Best Practices Subcommittee* members included: Joan Schuitema (Illinois State University), Gayle Porter (Chicago State University), and Mingyan Li (University of Illinois at Chicago). The Subcommittee compiled "Ideas for Activities During the Technical Freeze" https://www.carli.illinois.edu/products-services/i-share/alma/technical-freeze-ideas. This list consists of activities libraries could conduct during the Alma Technical Freeze (May 1- June 23), when Ex Libris loaded data to members' Alma production databases. A few of the suggestions include: Alma training and review, running any remaining Voyager reports, and working with vendors to update existing connections in the Alma environment. This Subcommittee also discussed ways to identify CARLI I-Share members' technical services needs in order to develop future Alma best practice workflows.

- The *TSC Alma Training Subcommittee* members included: Robin Mize (University of Illinois Springfield), Adrienne Radvickas (Lincoln College), and Kathryn Dauksza (Illinois State Library). This Subcommittee evaluated and organized Alma acquisitions and cataloging training resources currently available from Ex Libris into the webpage "Recommended Alma Online Trainings for Acquisitions and Cataloging" https://www.carli.illinois.edu/products-services/i-share/alma/recommended_acq_cat_train. The training resources were selected in order to assist CARLI I-Share members' acquisitions and cataloging staff in preparing for the migration from Voyager to Alma.

- The *Alma Glossary Subcommittee* members included: Megan Kelly (Newberry Library), Deborah Morris (Roosevelt University), and William Schultz (Eastern Illinois University). This Subcommittee created a glossary consisting of Alma terms and definitions with a crosswalk to equivalent Voyager terms where appropriate in order to assist I-Share members in learning the new Alma terminology.

The glossary work began by converting the Ex-Libris Alma Glossary into an Excel Spreadsheet. At this point in the project, CARLI staff identified similar work being prepared by members of the Resource Sharing Committee. The two groups joined, meeting virtually. Working in a shared Google Doc that merged the Ex-Libris Alma Glossary and Harvard's Glossary, review of the list was divided amongst the Subcommittee members. Additional terms/definitions were reviewed and added, reflecting the specific needs of I-Share members. The final document, consisting of the Alma/Primo VE Term, Abbreviation, Voyager Equivalent Term, and Definition was published on the CARLI website.

The subcommittee agreed that the glossary should be a "living document" and updated as needed. All members offered to meet to review new suggested terms, as necessary. The Alma Glossary is available at: https://www.carli.illinois.edu/products-services/i-share/alma/glossary

- TSC members and CARLI staff also suggested a research proposal to the CARLI Counts committee investigating the impact of cataloging on student success. The idea was accepted by the CARLI Counts committee and will be developed as an original research project. A white paper may be generated with the committee's findings.

Future plans:
CARLI Technical Services Committee would like to continue leading the development of Alma best practice workflows and plan programming for members to exchange ideas and ask questions.