Collection Management Committee
Collaborative Collection Development Continued and Expanded

Due to a reduction in I-Share borrowing from FY12 to FY15 and a desire to maintain a deep and diverse CARLI collection, the committee continued in FY18 its projects from FY16 & FY17 to encourage collaborative collection development. The committee began to work on this issue in FY16 in response to declining book budgets, declining I-Share borrowing, and the perception that libraries were buying fewer unique items and/or buying eBooks that could not be shared among consortium members.

The committee focused on these collaborative projects for FY18:

- Education: K-12 Textbooks
  - 23 textbooks or textbook packages were identified as desirable due to their use in Illinois curriculum. 6 CARLI members purchased 12 of the sets during the year.
  - Google document with title information: https://docs.google.com/spreadsheets/d/1myv9722Qj7YDXyBZAQxq1wywwtbTSjdyPagCvjo45w8/edit?usp=sharing
- One Time Pledges in any subject
  - 29 print books were purchased by 5 member libraries. As of October 2018, 23 of the books are unique in I-Share all others have 2 copies available. Due to the large drop off in participation during FY18, the CMC has decided to discontinue the formal one time/unique purchase project. However, the committee still sees significant value in encouraging CARLI members to continue to seek unique purchases.
  - Google document with title information: https://docs.google.com/spreadsheets/d/12OPrKHDb6VfNlc2Vy9oxlQIUbxksXTr-6ABF-Xsdekk/edit?usp=sharing
- EBooks in any subject
  - 105 eBooks were purchased by 39 member libraries. All CARLI members have access to these consortial eBooks. As of October, patrons from 74 member libraries have used 96 of these eBooks 818 times with 82 titles having been used more than once.
  - Google document with title information: https://docs.google.com/spreadsheets/d/1S2KuGO1oNJSoT_aqohkKJmbbU2pPeFh_iNF_oGSP9eo/edit?usp=sharing
- Open Access eBooks
  - The committee surveyed the CARLI membership to determine if members were identifying and adding Open Access eBooks to their collections.
  - In response to the survey, the committee developed guidelines for an Open Access eBook Collection Pilot Project in FY2019. The goal of the new project is to test procedures for adding records for scholarly and stable Open Access eBooks to the I-Share catalog. The steps laid out in these guidelines will enable CARLI to create a central repository of Open Access eBook records, managed and maintained by CARLI staff and the Collection Management Committee rather than have individual libraries add these records themselves.

2017-2018 CARLI Commercial Products Committee Annual Project:
Getting Started with Streaming Media
A Survey of Major Streaming Video Vendors

Members:
Lesley Wolfgang, Saint John's College of Nursing (Chair)
Xiaotian Chen, Brandley University
Edith List, Principia College
Jeffrey Matlak, western Illinois University
Hilary Meyer, Triton College
Jim Millhorn, Northern Illinois University
Kavita Mundle, University of Illinois at Chicago
Heather Parisi, Dominican University
Amanda Wiesenhofer, Lincoln Land Community College
CARLI Staff Liaisons: Cindy Clennon, Jenny Taylor

Introduction:
Streaming video continues to be an important challenge for libraries to license, administer, and market to faculty and students to ensure robust usage. The Commercial Products Committee chose to survey major streaming video vendors to obtain consistent information about their practices and pricing models. Vendors were chosen based on feedback from committee members and the larger membership during an open conference call about issues related to managing streaming video held on October 27, 2017. Issues raised on that call also contributed to the creation of the question set for the survey.

Vendors surveyed in this process included:

- ❖ Film Platform
- ❖ Films on Demand
- ❖ Kanopy
- ❖ ProQuest/Alexander Street
- ❖ Swank

Survey questions asked of the vendors were:

- ❖ Do you support IP recognition?
- ❖ Do you support other types of authentication (OpenAthens, etc.)?
- ❖ What pricing model(s) do you offer?
- ❖ Do you offer perpetual rights?
- ❖ Does the license include public performance rights? Do these rights have limitations?
- ❖ Do you have current title lists on your website?
- ❖ Do your videos have transcripts available?
- ❖ Do your videos have closed captioning?
- ❖ Can users (faculty, students, etc.) create and use clips from the video content for educational purposes?
- ❖ What do you offer in terms of training and user/technical support?
- ❖ How much of your content is considered educational, and how does your company define the word 'educational'?
- ❖ Additional comments/Vendor contact information

The survey responses are available on the CARLI website at
https://www.carli.illinois.edu/sites/files/files/2018AnnualReportsandProjects.pdf

Created Content Committee Activities 2017-2018

The Created Content Committee (CCC) worked on several smaller projects over the course of the year that centered around two main themes: documentation and promotion of digital collections.

Documentation Activities

Committee members spent the first half of the year performing a review of committee-created documents on the CARLI website and other documents. As part of this review, all of the **Guidelines for the Creation of Digital Collections** best practices documents were updated. The Guidelines for the Creation of Digital Collections: Best Practices for Metadata was revised into two separate documents, one dealing with best practices for descriptive metadata in CARLI Digital Collections and another for shareable metadata. All the **Best Practices for Digitization** documents are available on the CARLI website: https://www.carli.illinois.edu/products-services/contentdm/cdm-documentation.

Also in connection with the documentation review, a new resource guide titled "**Digital Projects 101: A Resource Guide**" (https://www.carli.illinois.edu/products-services/contentdm/digital_projects_101) was created to assist member libraries in developing and maintaining digital collections. This guide covers aspects of the digital project process that fall outside the scope of the best practices documents. The guide lists print and web resources on topics including creating digital objects, outsourcing digitization, digital asset management systems, copyright, digital preservation, grants and funding, and marketing. Committee member Alice Creason served as principal author of the guide.

Promotion of Digital Collections Activities

In the second half of the year, committee members focused on developing educational programs and documentation to aid member libraries in promoting their digital collections and content. The educational outreach CCC did in this area consisted of a webinar on how several CARLI member libraries are using social media and other means to promote their digital collections. An extensive guide to digital collection promotion was also created and posted to the CARLI website.

Webinar: "**Promoting Your Digital Collections**," held on May 1, 2018 (https://www.carli.illinois.edu/products-services/contentdm/promoting_digital_2018)

Presented by the panel of Rachel Cole (Northwestern University), Lindsay Harmon (Lewis University), and Sata Prescott (Northern Illinois University), this program offered insights into digital collections promotion based on the speakers' real-world experiences.

Document: "**Guidelines for the Promotion of Digital Collections: Best Practices for Promotion and Marketing**" (https://www.carli.illinois.edu/sites/files/digital_collections/documentation/guidelines_for_promotion.pdf)

Committee members created a new best practices document for promoting digital collections. The extensive guide covers the use and pros and cons of many social media platforms; aggregation and sharing of metadata and digital objects; working with partners to create and promote digital projects; and creating both physical and digital exhibits. Incorporating digital collections into curricula and assessing promotion efforts are also covered.

Other Activities
Copyright Webinars: CCC organized and sponsored two webinars looking at copyright issues related to digital collections. Session recordings and slides were subsequently made available on the CARLI website "CARLI Sponsored Digital Projects Webinars and Resources" section of (https://www.carli.illinois.edu/products-services/contentdm/cdm-documentation).

CARLI INSTRUCTION COMMITTEE, 2017-2018
We Can't Do It Alone: Joining Forces for Sustainable Partnerships

The 2017-2018 theme for the CARLI Instruction Committee was "We Can't Do It Alone: Joining Forces for Sustainable Partnerships". Through this theme the committee sought to investigate ways that academic librarians can partner with teaching faculty or with other units on campus in order to create opportunities for library instruction that are effective, scalable, and sustainable. To explore this theme, the committee planned a series of webinars to learn about successful programs and best practices for this kind of collaboration. The committee also carried this theme into the Instruction Showcase in both the call for proposals and the program which featured a panel discussion about successful collaborations between instruction librarians and teaching faculty.

WEBINAR SERIES
Recordings and companion documentation are available on the CARLI website:
https://www.carli.illinois.edu/productsservices/pub-serv/instruction

"Leading Online Sessions: Tips for Engaging Webinars." Webinar presented by Stephanie Richter and Cameron Wills, Faculty Development and Instructional Design, Northern Illinois University | Dec. 6th, 2017

In this webinar, Richter and Wills discussed the best practices for developing and delivering effective webinars. Drawing on their extensive experience with online learning they also related common pitfalls that should be avoided in webinars. They presented this information in a way that was not tied to a specific technology, but could be utilized by librarians teaching online through a variety of platforms.

"Train the Trainer: Ideas & Tips to Help Faculty Teach Information Literacy." Webinar presented by Marielle McNeal, Head of Teaching and Learning Services at North Park University| March 19, 2018.

In this webinar, McNeal presented the details of several online and in-person workshops that she developed to equip teaching faculty at North Park University with the knowledge and skills to provide information literacy instruction in their own classrooms. She also suggested ways to begin conversations with teaching faculty about information literacy and how to bridge terminological divides between the two groups.

INSTRUCTION SHOWCASE|Dominican University in River Forest, IL| May 31, 2018

The sixth annual Instruction Showcase was held at Dominican University in River Forest, IL. Keeping with our theme "We Can't Do It Alone: Joining Forces for Sustainable Partnerships", the Showcase included presentations related to lesson plans and instruction sessions that reflected successful collaborations with teaching faculty or that are part of ongoing instruction initiatives. In addition to breakout presentations, the Showcase also featured a panel of librarians and teaching faculty from various subject disciplines that have collaborated to provide information literacy instruction. The goal of the panel was to provide attendees with insight into what makes for a successful partnership for teaching faculty and instruction librarians. Faculty panelists were also able to provide their perspectives on information literacy instruction, which is rarely presented at library conferences.

The Showcase presentation list and handouts are available on the CARLI website:
https://www.carli.illinois.edu/products-services/pub-serv/instruction/InstructionShowcase#2018TOC

CARLI Preservation Committee 2017-2018 Annual Project: Communicating the Value of Preservation

The theme of last year's CARLI Preservation Committee's Annual Project was communicating the importance of preservation to users and stakeholders. It is easy to think that most stakeholders in cultural institutions already understand this importance, but that may not always be the case. Members of the Committee wrote blog articles throughout the year discussing how vital this communication is. As a preservation professional, you might provide the first exposure to preservation for a student worker, facilities manager, or user. You may work with other staff or administrators who have a vague idea of preservation, but lack specifics. These articles address the various and vital stakeholders and how you can approach them to increase their knowledge of preservation activities and gain vital allies along the way.

The articles written on communicating the value of preservation, which were shared in the CARLI Newsletter as Preservation Tips, culminated in the creation of a *Communicating the Value of Preservation* webpage on CARLI's website at: https://www.carli.illinois.edu/products-services/collections-management/communicating-value-of-preservation:

- "Communicating the Value of Preservation Introduction";
- "Environmental Monitoring";
- "Disaster Response";
- "Working with Facilities";
- "Staff Training";
- "Student Worker Training";
- "Digital Preservation Program";
- "Users and Stakeholders";
- "CARLI Last Copy Program";
- "The Preservation Elevator Speech";
- "Summary of Annual Project".

2017-2018 Committee
Mary Burns, Northern Illinois University;
Susan Howell, Southern Illinois University Carbondale;
Jennifer Hunt Johnson, Illinois State University (partial year);
Emma Lincoln, Augustana College (partial year);
Ann Lindsey, University of Chicago;
Jamie Nelson, DePaul University;
Bonnie Parr, Abraham Lincoln Presidential Library and Museum, Co-Chair;
Meghan Ryan, National Louis University;
Melanie Schoenborn, Southern Illinois University Edwardsville;
Anne Thomason, Lake Forest College, Co-Chair

Public Services Committee: Public Services Models

In light of academic libraries re-imagining and combining service points to improve user experience, consolidate staff functions, and redesign public areas, the CARLI Public Services Committee's theme for 2017-2018 was the examination of merged service points.

In addition to two Open Houses, the committee created a bibliography with citations and author abstracts of recent articles on merged service points that includes the topics:

- Merging / Distributing Library Service Points
- Staffing and Training at Merged Library Service Points
- Merged Library and Technology Support Service Points
- Reference Functions in a Merged Environment

The two open houses featured new service models in action as well as presentations from other CARLI members on local innovations for service within their libraries.

> The first open house was hosted by Staley Library at Millikin University in Decatur, where a library building remodel was recently completed. Staley Library is now in the University Commons building and is now a learning commons environment. Attendees were fascinated by the panel discussion of the stakeholders within the new space that includes Student Development, Student Success, Staley Library, the Writing Center, and Inclusion and Student Engagement. Staff from Quincy University also presented information on how they adapted and adopted a shared service model to better serve their university.

> The second open house was hosted by the Brown Library at the University of St. Francis in Joliet, where the staff discussed recent changes to staffing service desks and their "Shared Circulation & Reference Desk Experience." Staff from the University of Illinois at Springfield presented "Beta Desks and Planning for a New Service Model" to provide an example of another service model that was in the planning stages.

Please see the website that was created on this topic for the complete project including the annotated bibliography at https://www.carli.illinois.edu/public-services-models.

The website will remain a resource for investigating Merged Service Models until no longer relevant.

2017-2018 Committee Members

Rachel Bicicchi, Millikin University (2018-2019)
Anne-Marie Eggleston Green, Kishwaukee College (2015-2018)
Marissa Ellermann, Southern Illinois University Carbondale (2016-2019)
Susan Franzen, Illinois State University, Co-Chair (2015-2018)
Aaron Harwig, College of DuPage (2017-2020)
Joanna Kolendo, Chicago State University (2016-2019)
Nester Osorio, Norther Illinois University (2017-2020)
Cory Stevens, Lake Forest College, Co-Chair (2015-2018)
Nancy Weichert, University of Illinois at Springfield (2018-2020)

Mid-Year Committee Changes:
Colleen Shaw, Heartland Community College (2016-2017)
Sarah Hill, Lake Land College (2017-2018)
Richard Stokes, University of Illinois at Urbana-Champaign (2014-2017)

2017–2018 CARLI Resource Sharing Committee

Ways in Which ILL Usage Influences Collection Development Policies and Practices in CARLI Libraries

The full report with questions, case studies, and an annotated bibliography is available at https://www.carli.illinois.edu/products-services/i-share/circ/ILLUsageCollDevel

Overview
For its 2017-2018 annual project, the CARLI (Consortium of Academic and Research Libraries in Illinois) Resource Sharing Committee undertook a study of the connection between interlibrary loan (ILL) usage and collection development in CARLI member libraries.

Since a literature review found few Illinois-specific case studies, the Committee distributed a survey to CARLI libraries that received 69 responses. Some of the information collected from the survey included: the different ways libraries use ILL data/statistics to influence collection development, whether ILL based purchases are prioritized based on patron status, and methods used to assess successful use of purchased ILL materials.

We also included case studies of three CARLI institutions--Loyola University Chicago, the University of Illinois at Urbana-Champaign, and the College of DuPage--to better illustrate the means/methods utilized by specific libraries in employing ILL statistics to make collection development decisions, including implementing a Patron-driven acquisitions model (PDA) program.

Conclusions
Survey data from 69 CARLI libraries provide a balanced representation of respondents from both the Access Services and Collection Development worlds.
- A majority of respondents (72%) report that their libraries occasionally or frequently utilize ILL data to make purchasing decisions for their library collections.
- The most frequent use of ILL data for informing collection development is to identify gaps in the collection based on the material requested.
- The majority of respondents (60%) indicated that they have not implemented formal assessment methods to measure the efficacy of using ILL data to influence collection development.

Training or hiring of staff with the appropriate data assessment skills would undoubtedly help libraries make better decisions in the efficient use of funds in meeting user demand.

Trends in the data encourage further investigation into the following:
- Collection evaluation based on Interlibrary Loan usage/statistics
- Changes in patron resource needs
- Cost effectiveness of purchase vs. borrowing material
- The availability of open access content and full text databases

CARLI Technical Services Committee 2017-2018 Annual Project:
Recommendations for the New VuFind Online Catalog

For our 2017-2018 annual project, the Technical Services Committee developed a list of recommendations to assist CARLI developers in their continued efforts to improve the New VuFind online catalog. These recommendations reflect Committee members' investigations of New VuFind's indexing and display. The Committee ranked these recommendations according to their level of importance, determined through the Committee's internal review and voting process which is reflected in this list of recommendations <https://www.carli.illinois.edu/sites/files/files/Project_TechServices.pdf>. The Committee acknowledges that not only can these recommendations benefit CARLI developers, but they also can benefit all CARLI members and Illinois patrons utilizing the New VuFind I-Share catalog and/or local I-Share catalogs.

Since CARLI developers are actively improving New VuFind, several of our recommendations have already been incorporated into the current version of New VuFind. These include recommendation 6 "Clean up ending punctuation for the Browse function"; recommendation 13 "MFHDs to properly display holdings for items with no actual barcode when viewing the Holdings within the record"; and recommendation 14 "Display all 5XX fields from authority records in Author Browse". Other recommendations are being tested or are awaiting further review.

2017-2018 Technical Services Committee

Jessica Grzegorski (2016-2019) Newberry Library
Mary Konkel (2014-2018) College of DuPage
Joelen Pastva (2015-2018) Northwestern University
Gayle Porter (2017-2020) Chicago State University
Adrienne Radzvickas (2017-2020) Lincoln College
Nicole Ream-Sotomayor (2016-2019) University of Illinois at Urbana-Champaign
Sandy Roe (2015-2018) Illinois State University
Cynthia Romanowski (2016-2019) Governors State University, Chair
Chris Schmit (2017-2018) National-Louis University

Institutional Repository Investigative Task Force: Final Report – Executive Summary

Full Report: https://www.carli.illinois.edu/sites/files/governance/IRTF_Final_Report.pdf

CARLI convened an Institutional Repositories Investigative Task Force (IRTF) in October 2017 to investigate the possibility of establishing a consortial institutional repository (IR) in Illinois. After consulting Clifford Lynch's seminal paper on IRs[1] and the Repositories Support Project for model language[2], the Task Force agreed on the following to clarify its approach: "CARLI defines an IR as a set of services and technologies for the local management and dissemination of digital materials created by member institutions and their communities. Traditionally, IR platforms allow for the self-deposit of content from an institution's community of users. As such, a consortial IR would fulfill a need distinctly different from that of CARLI's CONTENTdm-driven CARLI Digital Collections service."

The IRTF then conducted a survey of current IR use among CARLI members. Overall, responses suggested a strong interest in a consortial IR service, underscoring a lack of funding, staff, and technical expertise at numerous institutions throughout the state that currently do not have an IR. In fact, 58% of respondents answered in the affirmative to a question about willingness to participate in a consortial solution (30% of respondents to the same question expressed some hesitancy, due to possible costs and already established IRs). While the survey and its results are presented in detail in the report, its responses have provided CARLI with evidence of interest in a consortial IR, a comprehensive overview of membership concerns, as well as information about the types of content CARLI members would deposit in a repository, and the set of desired features and functions in a potential future IR.

Independent of its survey, the IRTF explored the current state of the IR landscape. The acquisition of bepress by Elsevier has catalyzed many discussions about the possibility of changes to bepress products, contracts, and costs, and uncertainty about its future. While the acquisition is recent, there are efforts underway at some institutions to investigate alternatives to bepress, either individually or as a group. In one such effort, the Scholarly Publishing and Academic Resources Coalition (SPARC) included a key priority in their 2018 Program Plan to advocate for community-controlled infrastructure including "accelerating work on creating new models of repositories."[3] Open source repository solutions are also growing. While DSpace has been a major platform for more than a decade, other options are now available, such as Fedora-driven solutions like Islandora and Hyku, and other locally developed solutions. In addition, the University of Illinois at Urbana-Champaign is developing its own IR solution to replace the DSpace platform on which its own IR operates, and is building its next-generation IR service with an eye to use by other institutions. Overall, the state of IR solutions is in flux, with expectation of significant changes in the coming two to three years.

Based on the general interest in Illinois in a consortial IR solution and the current uncertainty around IR solutions, the IRTF recommends that CARLI continue to support the ongoing effort of this Task Force (either in the same form or with a modified membership and charge) to continue to monitor the landscape of IR technology, with the expectation that this will mature in the coming years in a way that will better support CARLI members' interests in a consortial IR solution.

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[1] See Lynch, Clifford A. "Institutional Repositories: Essential Infrastructure for Scholarship in the Digital Age." *Association of Research Libraries ARL Full*, https://www.cni.org/wp-content/uploads/2003/02/arl-br-226-Lynch-IRs-2003.pdf

[2] http://www.rsp.ac.uk/

[3] https://sparcopen.org/who-we-are/program-plan/

Open Educational Resources Task Force

The CARLI Board extended the appointment of the OER Task Force for an additional year.

A survey of the CARLI membership about current activities with Open Educational Resources garnered 133 Responses from 86 Governing Members that represents over two-thirds of the membership.
- A majority of CARLI members are exploring or using OER on their campuses (76 responses, 57%) with community colleges leading the way with 70% indicating that their campuses are doing so, and overall the library is at least somewhat involved in these initiatives (59 responses of 61 that responded to this question, 96.7%);
- Overall respondents thought the library should play a role in OER initiatives (91 responses, 85%);
- Full survey report: https://www.carli.illinois.edu/sites/files/coll_man/2017_CARLI_OERSurvey.pdf.

In response to the survey, the task force created the **Open Illinois Initiative website** (https://www.carli.illinois.edu/products-services/collections-management/open-ed-resource-overview) that provides background readings, information on Creative Commons, Creating Open Resources, CARLI members OER sites, links to OER repositories, and more!

There is now a CARLI OER email list to promote the sharing of ideas and discussion among CARLI librarians and staff who are working on local OER efforts. Subscribe at: https://carli.illinois.edu/cgi-bin/mailman/listinfo/carli-oer.

CARLI staff and task force members presented at the 2017 Illinois Library Association Conference to increase awareness of CARLI's Open Textbook Network membership and to gain member feedback about needs and expectations.

The task force held the webinar, "**Promoting OER on Your Campus: Basics and Best Practices**" as an introduction to OER. The recording is available: https://www.carli.illinois.edu/products-services/collections-management/open-ed-resource-presentations along with other task force selected presentations.

In March, the task force collaborated with The Louisiana Network (LOUIS) to have local Illinois and Louisiana faculty present a webinar for faculty during Open Education Week, "**Faculty Experiences on Teaching with OERs: A Webinar Celebrating Open Education Week 2018.**" The recording is available: http://louislibraries.org/alearningla/oeweek/2018

As a member of the **Open Textbook Network** (OTN), CARLI held three workshops in April at Governors State University, Loyola University Chicago, and Heartland Community College. The workshop at Loyola University Chicago was streamed. 127 people registered for the in-person workshops and an additional 40 people registered to attend the streaming option.

2017–2018 CARLI SFX Systems Committee Annual Project:
SFX and New VuFind Public Catalog

The SFX Systems Committee 2018 annual project tested and recommended SFX features and displays in the new VuFind 4 Online Public Access Catalog (OPAC). The Committee worked with CARLI staff to test SFX linking, UI display, and other features in the VuFind 4 OPAC. The committee also gave feedback on searching for e-resources and journals in VuFind 4 since that is closely related to SFX usage in an OPAC. We also worked with Illinois Institute of Technology to further explore SFX features during their early adoption of VuFind 4. Finally, the committee recommended several display changes to declutter screens and improve serial holding displays.

User Interface (UI) and User Experience (UX) features investigated and applied:

- Developer implemented customized SFX buttons for each library.
- "Search Alternatives" and "Suggested Topics" options were removed.
- A journal title search option was added.
- "Hide e-resources I don't have access to" options in all I-Share OPAC implemented.
- Explored feature used by University of Chicago's VuFind whereby SFX links/menu displays on the full bib record.
- Requested that a list of compatible authentication systems be added to the FAQ (e.g. CAS, Shibboleth)
- Tested VuFind 4 keyword relevancy searching, especially for periodicals, in conjunction with CARLI staff re-indexing data and tweaking configuration files.
- When making I-Share requests, the default option now correctly indicates that location is not set, prompting the user to select a library branch.

Ongoing work:

- Committee will continue to look at new VuFind and will report any features they are interested in implementing.

Why was this work important?

New VuFind 4 was at a critical stage of design and testing. The committee provided a small group of interested and skilled librarians to recommend and try out changes related to SFX usage, e-resources and serials searching.

2017-2018 CARLI SFX Systems Committee: Steve Brantley, Karen Gallacci (Co-Chair), Andrea Imre, Max King (Co-Chair), Geoff Pettys, Laurie Sauer, Erika Wade Smith, Lisa Wallis.

CARLI Staff Liaison: Denise Green.