

Faculty Senate Information Technology and Library Committee
Minutes, February 9, 2012
2:00-3:00, 605 Hodges Library

Present: Carole Myers, Chair (Assistant Professor, College of Nursing), Stan Bowie (Associate Professor, College of Social Work), Donna Braquet (Associate Professor, Libraries), Marianne Breinig (Professor, Physics), Bob Campbell (Associate CIO, UTK Administration), Jean Derco (Executive Director, OIT Support), David Matthews (Professor and Chair, Interior Design), Jerry Riehl (Interim ACIO, UTK Academic), Fernando Schwartz (Assistant Professor, Mathematics), Mickey Sims (Professor, Biomedical Research & Education)

Guests: Margaret Casado (Associate Professor, Library), Holly Mercer (Associate Dean and Professor, Library), Rita Smith (Associate Dean and Professor, Library)

1. Welcome – Donna Braquet
2. Minutes from November 2011: no corrections or questions. Campbell moved to accept, Schwarz seconded, motion passed.
3. Minutes from December 2011: no corrections or questions. Bowie moved to accept, Schwarz seconded, motion passed.
4. OIT Update – Bob Campbell
 - a. OIT reorganizational activities – pending. Very specific recommendations were sent to the Executive Oversight and Advisory Committee just before winter break, and OIT expects some modifications and revisions but no dramatic changes. Will recognize a system-wide role of governance and oversight of system applications like TERA, Banner, and IRIS.
 - b. Program Management Office (PMO) –
 - i. Why is it important? Most IT organizations have a PMO of some sort for both prioritization and management of IT requests and projects. This PMO will capture and assess incoming requests, prioritize them, and respond to customers with more transparency about any given project.
 - ii. What does this mean? Customers will get more explicit information about whether a project request is on our list, whether it's started, and where it stands. The intent is to do a better job internally of managing, and externally of communicating status.
 - iii. Starting with basic tools to get a handle on these jobs. Campbell will head up the PMO; feel free to contact him with any questions about project status.
 - c. Question about Network issue on Friday – still looking at root causes. Current understanding is that the network went into a loop and it took about 2-3 hours to identify the source of the loop, shut things down, and restore the network. One piece of the network software seems to have been involved. Doesn't appear to have been an attack. **Comment from Breinig** – Our classes rely on network access. People went home because they couldn't work.

5. Blackboard – Jerry Riehl. Transition from SABA Centra to Blackboard Collaborate for synchronous distance education. Blackboard Collaborate is a result of BB purchasing WIMBA and Elluminate Live and taking the best of those tools. Some issues the first week because of hardware performance problems. More than 225 sessions took place within Collaborate the first week. Very positive feedback. Executive MBA Program is very happy. Other faculty enjoy being able to create own sessions within BB site. Students can join sessions and view recordings. In last two days, have had some issues with queued recordings not getting posted immediately, but working on that and expect resolution.
 - a. **Comment from Breinig** – students are getting errors when they click on their BB assignments. The assignment(s) may come back later, or may show up in a different browser, or maybe not. Has had to allow extra time for assignments because students couldn't get to them. One student said he'd called the HelpDesk and they told him to call the instructor about it.
 - b. **Comment from Myers** – having trouble uploading materials (Word, PDF) and linking from web; materials may appear to load and then not be there. Getting "Unknown Error" messages.
 - c. **Answer from Riehl** to both – doesn't usually look at every ticket, but will look into this after the meeting.
 - d. **Comment from Myers** – also having trouble with students being dropped. **Answer from Riehl** – this morning the snapshot disabled all students in merged sites and that had to be fixed by hand.
 - e. **Question from Breinig** – what happened to BB after the break? For example, the editor for making tests looks awful; it's all over the page. Once the assignment is deployed it looks okay, but not in the editor. **Answer from Riehl** – most software has things that just don't make sense, in version changes. **Comment from Breinig** – functionality is okay but it looks awful. Even tests created earlier look awful. **Comment from Riehl** – we'll go in and take a look.
 - f. **Question from Myers re: Collaborate** – in Centra could allow everyone to have a microphone; in Collaborate can only have two active or gets terrible feedback and echoes. Does like some of the new functions. **Comment from Riehl** – EMBA does breakout groups, and all the whiteboards automatically saved into the main session and they liked that.
6. OIT has new webpage as of January 4, 2012. UTK website new as of last week. – Jean Derco
 - a. New quick link (bottom right) for technology; no longer shared with library.
 - b. As of last major reorganization, had several different websites (OIT, ITC, Telephone Services, and others). Have been working to have one unified look, like the 24/7 One Call – Many Services graphic. There's a new "Need Help" button on every page.
 - c. Did some analysis on the old sites to see what was clicked on most, to order the icons. IT Traffic Center now more obvious. Can always get back to main page.
 - d. Instructional Support is the new home for all the services that used to be on the ITC website.

- e. If have any input, or hear anything, about what people would like to see on this website, please let Jean know.
- f. This website was created entirely in SharePoint. Makes it very easy to go in and edit pages to maintain content up to date; just log in, select site actions, and edit the page. Can easily upload images and video, create links.
 - i. **Question from Schwarz** – when you save, it only affects you? Answer – no, save commits the changes and publish makes the visible to others.
 - ii. **Question from Myers** – makes sense that you’d have your website in SharePoint. What about the new UT branding? That’s going to be pushed out to departments, we’ll get templates. How would a non-technical department get started in SharePoint? **Answer from Derco** – we’ll create SharePoint versions of department templates. **Question from Myers** – so department IT folks will understand how and why to migrate to SP? **Answer from Derco** – yes. When department templates come out in March, we will apply them to our website.
 - iii. **Question from Breinig** – main site now has navigation across the top; studies say that’s not intuitive and it should be down the side. **Comment from Myers** – Erik Bledsoe’s presentation to Faculty Senate said across the top was based on research. This site is designed for the external community, not faculty. They made a big deal that this is more in line with current thinking.
 - iv. **Comment from Breinig** – when brought it up on a mobile device, hit the video by mistake. **Comment from Campbell** – this site renders with different images depending on the size of the screen. **Comment from Myers** – nice to not have to toggle around. **Comment from Campbell** – part of a much broader branding initiative.
 - v. **Comment from Breinig** – site seems to have less information and more boilerplate, and it’s very hard to find specific information. **Comment from Braquet** – had a question about where to find libraries and technology; it’s not in the main area. **Comment from Mercer** – as a newcomer who was not accustomed to old site, has had no problem with the new one. **Comment from Breinig** – it’s flashy and has boilerplate for press releases, but have to really dig deep before finding anything. **Comment from Myers** – group has been commissioned by Sarah Gardial to develop a one-stop page for faculty, something that has more utility for faculty. **Comment from Breinig** – Even if this site is designed for people outside the university, if they want to know what’s going on at UT in research, it’s hard to find that.
- g. Questions about OIT site?
 - i. **Question from Matthews** – what’s going on with hosted web environments? A staff member was talking about WordPress. **Answer from Campbell** – in terms of content management, WordPress and SharePoint are two solutions. We propose and endorse SharePoint as more appropriate because of security concerns with WordPress. We know WordPress is in use on some sites, but we

discourage it. We've been working with Erik Bledsoe in Communications; WordPress is easy to use, but doesn't support authenticated presentation of content depending on role. It isn't going away, but we won't encourage you to use it. We know some department sites/content will be hosted in WordPress and we won't prohibit it. **Comment from Matthews** – projects like Living Light, the new Norris House, that are faculty driven and very publicly prominent need a user interface that allows commenting from the public, and these tools are offered by WordPress. Need to have a broad array of tools for different tasks. **Response from Campbell** – Jean's group has become much more capable in terms of using SP, we're in a much different position now and the first step we would recommend you take if you need a website with blogging capability and multi-person update would be to engage OIT to develop it in SharePoint. **Comment from Matthews** – some faculty are very attuned to visual quality and want more control, because their reputation is based on the presentation. Is SharePoint set up with broad visual capability? **Answer from Derco** – yes, it's very customizable. **Answer from Campbell** – just speaking of look and feel, there's a site, <http://www.topsharepoint.com/> that models many different sites. It's no different than hand-coding the entire thing, just a matter of the right development capabilities. The important thing is not which tool, but the people.

7. Libraries update – Rita Smith

- a. Have about \$2.7M to renovate second floor learning Commons. This is Phase III.
- b. Phase I was 2005 when Lib partnered with OIT to repurpose space. First area took what was Reserves (a 24-hour space) and opened it up with common services between OIT and Libraries. No additional money was used for this; we used existing people, equipment, and furniture.
- c. Phase II in 2007 used about \$900K-\$1M to renovate what was the old periodicals room, renovations and construction.
- d. Phase III will incorporate Media Services and the Studio on the south side of the building. Developing renovations for entire second floor.
- e. Have incorporated not just tech and library, but academic services (writing center, student success center, tutoring services).
- f. Plan displayed does have some changes.
- g. Melrose entrance → Main Street (Commons Service open 24/5 when classes are in session, including Starbucks but not yet the bookstore).
 - i. DMS is moving from second floor to first floor, where it's quieter, but still has public access.
 - ii. Circulation area will be just inside the door. Book drop moving to outside the gates (inside the door).
 - iii. Most library services will be centralized including research assistance.
 - iv. Other side of "street" will be the Starbucks Café, will be opened up a bit more with booths and tables. Will try to get more electricity into central core of these

spaces. Starbucks and bookstore may shift around and expand, but not as part of this project. Current DMS will be intended for the bookstore, but may temporarily be used for study/meeting space.

- h. "Classroom Row" crosses "Main Street". Changes to Studio / Commons South / Practice Presentation Room. PPR will move into a corner and rebuilt.
 - i. Will have three service points: Studio, Lab Services, and central equipment checkout point.
 - ii. Will still have desktop computers but trying to build in more capability for student laptops.
 - iii. OIT computer support and HelpDesk and Lab Services will also be across the "Street". ITC space will be near PPR.
 - iv. Tutoring area (some all the time, some only specific times) and Student Success Center will be in a corner near PPR.
 - v. Adding group work areas along the side walls; glassed in with sliding doors. Will have whiteboards and tech, including "mediascapes" for shared work on a larger monitor. Trying to keep quieter computer work areas available.
 - vi. **Question from Bowie** – is the Writing Center you mentioned part of the UTK Writing Center? **Answer from Smith** -- yes, a satellite to the Writing Center in Humanities. Will be moved from a corner to a room. Need to keep in mind that the Commons is student space; these tutoring areas will lockable cabinets, but not locked rooms (except Student Success Center).
 - i. Timetable: architects finishing the design plans soon. Working on specs. Hope to have bid on street in March, contract end of April, start work second week of May (after exams) and finished by start of fall semester.
 - j. Are looking at how to minimize disruption and loss of services. Will have to relocate Studio while work on space; faculty and staff will have to move around during construction, and Smith would be happy to do tour.
8. One Stop slated for ground floor of library – Campbell
- a. Would like to bring Richard ___. It's much broader than OIT.
 - b. **Comment from Smith** – will be on ground floor. Has been asked to join committee. Hope to open something in October.
 - c. Introduction of Holly Mercer, new Associate Dean of Research and Scholarly Communications, from Texas A&M and U Kansas. Will be at Faculty Senate next month. **Comment from Myers** – faculty very interested, because it's not all settled yet; issues that touch on scholarly communication including fair use. Mercer has responsibility for three areas that make up Scholarly Communication and Research Services.
 - i. Scholarly communication: in the library world think of it as being what it costs to purchase journals. Or in terms of reforms we'd like to see, open access, how to convince others to adopt more open ways of communicating. But it's the entire cycle from "I have an idea" to "how do I answer the question", how do I share, who reviews, how is it published, how is it preserved. Libraries have a role in every part of that cycle, more so as adopt more digital technologies.

ii. Three library departments:

1. Library systems, which is infrastructure
2. Library applications, such as the catalog and other discovery tools.
Discovery piece is most exciting, that's where the end users interact with library systems, print or electronics, our tools and websites are how people find out what tools and resources are available. Digital Library initiatives including scholarly communication. That's where the experiments take place. Produce digital collections, digitize collections and make them available for use. Reviewing and learning about Tennessee. Newfound Press is a library press / library imprint. Billed as experiment in digital publishing, but not really an experiment, are committed to supporting it, for open access digital dissemination. Very impressed with how well known TRACE seems to be on campus. Very large component of scholarly communication as a department.
3. Research services, the subject liaisons, the librarians who support the academic departments. Research services is positioned in a very exciting time, because of all the changes, the way digital technology is playing an ever larger role in scholarly communication, research services is in the position to take the traditional resources and the new directions libraries are going. For example, a group looking at a scholars' commons or scholars' collaborative to support upper level undergraduates, graduates, and faculty – what would be involved and how can we bring them together. **Comment from Smith** – a group is looking at first floor to see if we can put together a scholars' commons.

d. **Question from Myers** – at U of Kentucky, met with grant team, surprised that there were two-three librarians on the team. Seem to be further along in integrating libraries in grant teams, not just in preparing the grants but also in research and dissemination. Is UT doing anything like that? **Answer from Mercer** – that's where the concept of the scholars' commons comes in; think in terms of services to support research and scholarship. There are pockets, librarians who are very engaged in those ways. Idea of what librarians can bring in terms of partnering / research.

e. **Question from Myers** – would like to be able to document scholarly output for promotion and tenure. Can the librarians help that? Mercer – yes. Campbell – task force looking at RFP for faculty information system, campus wide solution for collecting that sort of information, faculty review, P&T, TERA, Banner, IRIS. John Zomchick leads that task force.

9. Myers - - asked faculty senators for any questions; didn't receive any.

10. Questions for next meetings

- a. **Schwartz** – in Math department, big issue is access to journals. Some publishers such as Elsevier are going to outrageous pricing / bundling where have to buy a package to get the individual journals you want. Faculty may need to research back several years or decades to access older content. There is some pushback from the math community.

Some other universities have managed to fight and get unbundled journals. Does the library have a plan to defend faculty against the big publishers? **Answer from Smith** – we’ve been doing that for many years. We don’t have the leverage of Cornell. **Answer from Myers** – each department has a library representative who sits down with department to discuss current journals, priorities. May find journals that no one is using. **Comment from Schwarz** – need a coordinated effort at a higher level. **Comment from Smith** – libraries do that together. We’ve been fighting this for years, to present a united front. **Comment from Casado** – Elsevier used to be the bad guy, in last few years they’ve moderated their price increases and others are putting us in that situation. Rise in demand for open – access publication. Working around the publishers that way. But the publishers are key to P&T.

- b. **Mercer** – Research Works Act legislation, association of American Publishers including Elsevier. Libraries are beginning to refuse to sign non-disclosure agreements, so the terms of the bundles become open. Trying to keep publishers from charging different fees to different schools.
 - c. **Schawrz** – TERA /PAMS. Whenever submit a grant have to do it twice; consumes a lot of his valuable time to have to run through TERA and the agency format. Seems superfluous to have to do it twice. Flaw in the system. **Answer from Campbell** – there are flaws in TERA and we’ve been working on them. Intention is to not have to do proposals twice. Formatting may be an issue. Information capture is intended to be same information as would go into NSF grant proposal. Would like to meet to discuss. Not intended to be duplication of effort; intended to save time.
11. Meeting adjourned; contact Myers with issues to get on the agenda. Next meetings March 1 and April 12.