“Share Your Success” Administrative Meeting
March 31, 2011 (1:00-2:00)

PRESENT: President Eisler, Vice President Erickson, Sharon Hamel, Leah Monger, and Randall Schroeder.

- Seven of the thirteen FLITE faculty have participated in major conference presentations (i.e., didn’t just attend the conferences but shared their knowledge and expertise with other institutions):
  - Stacy Anderson and Mari Kermit-Canfield presented at the Southern States Communications Association Conference in Little Rock, AK;
  - Alison Konieczny presented at the Michigan Health Sciences Library Association Conference;
  - Fran Rosen presented at the Charleston Conference in Charleston, SC and also at the Michigan Library Association Conference in Traverse City.

- Several librarians have been actively involved with publications:
  - Alison Konieczny’s “Experiences as an Embedded Librarian in Online Courses” was published last year in the *Medical Services Reference Quarterly* and received a starred review denoting an “important and interesting item” in *The Journal of Academic Librarianship*.
  - Yuri Konovalov published a full-length monograph “XIX vek: sobytiia I liudi” (“19th century: people and events”) on modern history (the 19th century); European history (1789-1900) and Great Britain’s history (the 19th century).
  - Randall Schroeder is co-authoring a book chapter with Matt Chaney “The Phoenix of Cooperation” concerning unusual campus partnerships. The Vice President requested a copy of the publication.

- Many faculty librarians are involved in leadership roles with professional organizations:
  - Stacy Anderson was a member of the 2010 MLA Conference program committee and is participating again this year.
  - Alison Konieczny is the archivist for the Michigan Health Sciences Library Association and is the President-Elect of the West Michigan Health Sciences Library Association.
  - Kristy Motz is serving on the Michigan Library Association Committee to create an American College and Research Library chapter within the Michigan Library Association.
  - Melinda Isler is an Executive Board member of the Michigan Archival Association.
  - David Scott is the Michigan Library Association poster sessions organizer.
Media Production employees are very involved in teaching courses in television production, graphics, and the MBA program.

FLITE administration, faculty, and staff are devoting significant time to planning for the future. A steering committee was appointed and there was 100% full-time employee participation in gathering information to support decision making regarding employee organization, space utilization, collection retention and location, as well as library policies and procedures. An official timeline for implementation has been submitted to the Vice President of Academic Affairs. The deadline for FLITE’s reorganization is not “cast in stone” but does offer guidance for when things should be accomplished. A six-month review has been scheduled into the timeline.

The Ferris Library for Information, Technology, and Education is celebrating its 10th anniversary in conjunction with National Libraries Week on April 12. A cake in the shape of the FLITE building will be one of the featured items at the celebration.

A significant portion of the reference collection materials are being reviewed to determine if they should be relocated into the general stacks for circulation or weeded from the collection. Those materials that require a delayed decision about whether they should be removed from or retained in the collection will be placed in the lower level compact shelving and segregated from the rest of the library’s materials.

Because of the massive changes being implemented in the Library’s organization and the location of materials, FLITE employees have initiated a public relations program to keep users informed. This PR effort includes the creation of a blog, information placed on the Library’s Web site, placement of signs with QR codes throughout the building that automatically direct patrons to the blog, University-wide notices, and writing with chalk on the sidewalks.

Mari Kermit-Canfield is the chair of the FLITE Diversity Committee. She developed and was awarded a mini grant to assist with the offering of David Pilgrim’s “Ouch” program. The award will be used to pay for student workers and adult-part-time employees to attend the program and lunch for all participants.

A new program called “Personal Librarians” is being implemented. This new program will be piloted this fall with Library faculty contacting all international students to introduce themselves as their “personal librarian.” It is anticipated that the program will be extended to include all incoming freshmen and possibly TIP students. The purpose of this program is to improve student retention.

The FLITE second, third, and fourth floor main elevator corridor doors will be revamped to be wheelchair accessible.

The FLITE Media Production Suite is having its emergency notification system enhanced. The installation is done, the strobe lights are working, and the sound system is awaiting appropriate programming.
The building-wide loud-speaker system has been improved to assist patrons in understanding messages that are being broadcast.

The FLITE security system is being upgraded and expanded. Footage from the cameras will now be directly linked with FSU’s DPS. The current system has its control panel at the Checkout Desk on first floor. The new system also offers a growth potential to add cameras to monitor the Jim Crow Museum space.

FLITE staff members were invited to tour the Jim Crow Museum prior to the opening of the Museum in FLITE.

A Library Value Calculations List (i.e., a return on investment document) was developed. A copy of the document was given to the President and Vice President.

Media Production also developed a return on investment/value calculations document that compares the work of the unit with the cost of outsourcing the projects. MP is significantly involved with supporting classroom instruction and reduces costs for FSU students as well as campus offices.

The FerrisNet online catalog has been improved to include icons that identify the format of the information resource (i.e., book, CD, DVD, recording, etc.).

A “Smart-phone” interface was installed which allows patrons to access the online catalog from their personal devices, such as Blackberries, iPhones, iPads, etc.

FLITE has established an increased library presence in FerrisConnect.

FLITE’s Pilot Information Literacy tutorial is being rewritten to meet national standards. The purpose of the tutorial is to improve research skills for students. The software is a multi-level tutorial with five or six modules that cover major national library concepts.

This is the fourth year of FLITE’s instruction assessment program. The program includes a pre/post test module and survey that assists FLITE Instruction Librarians in determining the growth of the participant’s knowledge and understanding of using library resources.

The Library has partnered with the FSU Admissions Office to offer a “FLITE Training School.” This is a one-day program that combines an introduction to the campus with a hands-on learning experience in information literacy to visiting high school students. The purpose of this program is to increase student enrollment.

Password protection of all FLITE public-access computers except for those located in the Information Commons on first floor has reduced difficulties with minors in the building. University students who need access to special programs loaded on the computers appreciate the change.

To improve the informal partnership between the University’s Library and the Big Rapids Community Library, FLITE administration invited the new public library director to campus. FLITE will be advertising the public library’s summer reading program with flyers throughout the building.
• The online catalog server has been replaced and the SFX software has been updated.
• FLITE partnered with the General Counsel’s Office and the Faculty Center for Teaching and Learning to offer a Copyright Workshop.
• FLITE Public Service Department employees participated in an American Library Association customer service training program through a series of online lessons.
• The Zingerman’s Deli training DVD’s on improving customer service and handling customer complaints were viewed at the FLITE All-staff meeting in March.
• All the McIntosh, Information Commons, and Instruction Studio computers have been upgraded.
• FLITE Marketing and Promotion activities included a Michigan Notable Authors presentation by Mardi Link who wrote *Isador’s Secret*; the second annual FLITE Disk Golf Tournament; and a Mystery of FLITE Competition (which increased the number of students accessing the Library’s Facebook site and required them to use different library tools to obtain answers to questions in an effort to win the contest—the first two prizes were donated “AirTran” tickets to anywhere the airline flew).
• The two Information Technology APT employees hired by FLITE to staff the Oval Desk have been fantastic.
• The FLITE Extended Hours Study Court opened at 6:00 p.m. when the recent blizzard caused cancelation of FSU-BR classes and other events on campus. The information was posted on FLITE’s Web site and the FerrisConnect site. Even though it was minimally advertised, 35 students used the facility. A couple of FLITE staff members walked to work and Physical Plant grounds crew cleared the doors so that people could get in. FLITE administration has offered to make every attempt to open at least the Extended Hours Study area when inclement weather causes the closing of other functions.
• Sharon Hamel mentioned that she had heard that several individuals on the FSU Core Team didn’t understand what Media Production does. She shared a document that would be useful in increasing their knowledge. Dr. Erickson requested that she send him an electronic copy of the document for discussion at the Team’s meeting on Saturday.