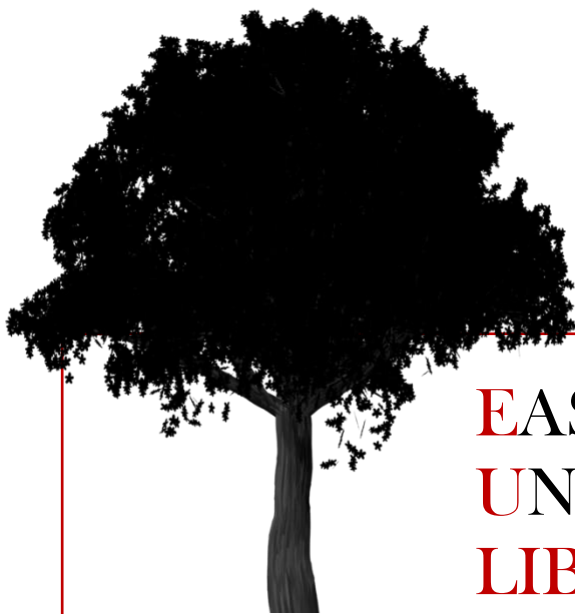


# Instructional Technology Plan

## 2019 - 2022

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**EAST CHERRY  
UNIVERSITY  
LIBRARIES**

East Cherry University, *Knowledge in Action*

Prepared in consultation with:  
The Learning Enhancement Center for Excellence  
Hattiesburg, MS  
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Instructional Technology Plan

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Summer 2018

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# 1. GENERAL INFORMATION

## 1.1 Executive Summary

East Cherry University (ECU) is a public research institution located in Cherryville, Washington. With 15,000 students enrolled, it is the largest research institution in southern Washington. The University is organized into 10 colleges, each offering options for baccalaureate, graduate, and professional degree programs. With an academic staff of 1,000, East Cherry University is proud to promote learning through smaller classes of focused and individualized education. ECU is dedicated to supporting the learners of Red County as well as those who attend from other communities. The University's administration and diverse student body work together to build an environment that fosters life-long learning.

ECU has three libraries on campus, Ginsburg Library of Science, Kagan Library of Education, and Sotomayor Library of the Arts. The libraries offer services to all faculty, staff, and students both on and off campus. Since the university's beginning in 1939, the libraries have evolved to better meet the needs of its patrons. They have been revamped, remodeled, and rededicated, with each change strengthening ECU in unexpected ways.

This technology plan details how the East Cherry University libraries can improve access to resources by adopting a more comprehensive use of technology. First, the library catalog will be converted to a semantic web model. This will allow students to search for materials by additional keywords that link to similar terms. Imagine if the library catalog functioned like Amazon and you are picturing the linked data model.

The ECU libraries will develop and maintain a mobile application that enables students, teachers, and administrators to access library services in a more dynamic way. Library users will be able to ask the Reference Librarians questions and communicate through a messaging feature with their phones.

ECU libraries have the opportunity to participate in cutting edge technology while improving user-experience within the library. By utilizing interactive navigation software, any user with a mobile phone can search and immediately be guided to the section of their selected item. The addition of vocal prompts with the guided navigation will enable users with all abilities to locate resources quickly at all times.

Implementation of this Instructional Technology plan will take three years, three new library staff, increase in hours for three current library staff, and 100% effort from everyone. While these changes are costly, they will place the ECU library experience above and beyond other research institutions.

## 1.2 Vision Statement

The East Cherry University libraries strive to creatively utilize innovative technology to advance discovery, online library presence, research services, and digital scholarship in accordance with the University's mission of *Knowledge in Action*.

### 1.3 Mission Statement

The University libraries seek to introduce a new mobile application to enhance user services. This technology will:

- Add a secondary access point to the library's online catalog
- Allow users to search the library's resources through updated linked metadata representation
- Utilize virtual mapping and navigation technology to guide patrons to physical materials within the libraries
- Enable users to communicate in real time with reference librarians remotely via the "Chat with a Librarian" feature

Through implementation of this Technology Plan, ECU Libraries will accomplish the following goals:

- Ensure that all resources are accurately catalogued within the library's online database
- Improve the library's collection inventory system
- Increase access to the library's digital collection
- Adapt the online catalog to be accessible and navigable via linked metadata
- Offer users an easier and more dynamic way of locating physical resources within the libraries
- Create informational materials and training sessions for University staff

### 1.4 Demographics

East Cherry University is a public research institution located in Cherryville, Washington. The University has three libraries, the Ginsburg Library of Science, Kagan Library of Education, and Sotomayor Library of the Arts. The libraries serve all 1,000 faculty members, 3,000 staff members, and 15,000 students. Each library has 45 people on staff including full-time maintenance workers. There are seven librarians that specialize in technology—a Technology Services Librarian at the Kagan Library and six Instructional Technology Librarians, two at each building. Of the 135 staff, 74% are female. Seventy percent are Caucasian, 16% are African American, and 6% are Latino.

### 1.5 Committee Membership

#### **Full Committee**

- Callie Martin – Technology Services Librarian, Kagan Library (Chairperson)

- Rebecca Latson– Instructional Technology Librarian, Ginsburg Library
- April Ludgate – Instructional Technology Librarian, Kagan Library
- Lina Ramirez – Instructional Technology Librarian, Sotomayor Library
- Elaine Benes – Cataloging and Metadata Librarian, Ginsburg Library
- Penny Reid – Cataloging Librarian, Kagan Library
- Casey Edwards – Cataloging Librarian, Sotomayor Library
- Stephanie Gandy – Cataloging Librarian, Ginsburg Library
- Rick Sanchez – Information Technology Supervisor
- Todd Sweeney – Director, Web Services
- Stuart Little – Vice President, Academic Affairs
- Andrew Rannells – Director, Student Services
- Jasmine French – Dean, College of Education
- John Green – Dean, College of Business
- Christine Daae – Faculty, Psychology Department
- Matt Dollar – Faculty, History Department
- Keiandria George – Instructional Designer, Curriculum Department
- Ashton Buttersworth – Administrative Assistant, Kagan Library
- Bailey Howell – Student
- Summer Smith – Student
- Joe Villarreal – Outside Consultant, Mobile Technology Specialist, Primera Programming
- Diane Fredericks – Outside Consultant, Cataloging and Metadata Services Librarian, March University Library

### ***Developer Team***

The Developer Team is responsible for the successful implementation of the indoor navigation technology, overall application development, and related duties.

- Callie Martin – Technology Services Librarian, Kagan Library
- Rick Sanchez – Information Technology Supervisor
- Todd Sweeney – Director, Web Services
- New Information Technology Librarian 1
- New Information Technology Librarian 2
- New Information Technology Librarian 3
- Joe Villarreal – Outside Consultant, Mobile Technology Specialist, Primera Programming

### ***Cataloging Team***

The Cataloging Team is responsible for the successful implementation of the indoor navigation technology and the duties therein.

- Callie Martin – Technology Services Librarian, Kagan Library
- Elaine Benes – Cataloging and Metadata Librarian, Ginsburg Library
- Penny Reid – Cataloging Librarian, Kagan Library
- Casey Edwards – Cataloging Librarian, Sotomayor Library
- Stephanie Gandy – Cataloging Librarian, Ginsburg Library

- Diane Fredericks – Outside Consultant, Cataloging and Metadata Services Librarian, March University Library

### ***O'Connor Team***

The O'Connor Team comprises committee members who are library staff of ECU.

- Callie Martin – Technology Services Librarian, Kagan Library (Chairperson)
- Rebecca Latson– Instructional Technology Librarian, Ginsburg Library
- April Ludgate – Instructional Technology Librarian, Kagan Library
- Lina Ramirez – Instructional Technology Librarian, Sotomayor Library
- Elaine Benes – Cataloging and Metadata Librarian, Ginsburg Library
- Penny Reid – Cataloging Librarian, Kagan Library
- Casey Edwards – Cataloging Librarian, Sotomayor Library
- Stephanie Gandy – Cataloging Librarian, Ginsburg Library

### ***Research Team***

The Research Team is responsible for any research activities necessary in IT Plan implementation.

- Rebecca Latson– Instructional Technology Librarian, Ginsburg Library
- Stuart Little – Vice President, Academic Affairs
- Andrew Rannells – Director, Student Services
- John Green – Dean, College of Business
- Matt Dollar – Faculty, History Department
- Keiandria George – Instructional Designer, Curriculum Department

## **1.6 Needs Analysis**

A needs analysis was conducted prior to the development of the IT Plan to determine the interest and preparedness of the University's students, faculty, and staff regarding a dedicated ECU libraries mobile application.

In collaboration with Web Services Director Sweeney and IT Supervisor Sanchez, the Instructional Librarians created and disseminated two separate assessments. The first survey was sent to all enrolled students through the Undergraduate and Graduate student listservs and contained 10 questions designed to gauge interest level and potential utilization of a secondary online library access point. The second survey was designed for faculty and library staff and requested via email from the Technology Services Librarian. The faculty and library staff survey contained questions designed to determine interest by department and participation in training. Results show that both students and staff have trouble locating resources, are interested in improving the search process, and would be interested in including library resources in more engaging ways in curriculum.

See Appendix for survey documentation.





## 2. LEADERSHIP AND SUPPORT

### 2.1 Legal Aspects

As the implementation of this plan will involve the online services, there are several legal aspects to consider. Because the software will be made available on both institutional and personal devices, the University must work to follow proper procedures.

- Users will be required to agree to a Responsible Use Policy prior to access.
- Library staff will participate in an online workshop that covers copyright laws related to digital media.
- Todd Sweeney will lead the web design team in the acquisition of appropriate permissions for University branding within the application and the creation of licensing renewal schedules.

The app does not include open internet search capabilities, but is limited to search and retrieval from the library's database. Usage requires an account login with University credentials.

### 2.2 Support from School, Businesses, and Community

The IT Plan committee includes two outside consultants who are representative of organizations involved in the design and implementation of the mobile application.

The ECU Information Technology team will work with Joe Villarreal of Primera Programming to develop the specifications of Ginsburg, Kagan, and Sotomayor Libraries for the interactive mapping software. Prior to implementation, and dependent upon the success of trials, Primera is prepared to offer further development and support services in exchange for advertising.

Diane Fredericks, the Cataloging and Metadata Services Librarian at March University Library, is partnering with Rick Sanchez, ECU's Information Technology Supervisor, and Callie Martin, ECU's Technology Services Librarian, to plan and prepare for the semantic web library catalog transition. March University's Library successfully completed the conversion of their online catalog from MARC records to BIBFRAME 2.0 representation in November 2017.

### 2.3 Special Needs Support

ECU Libraries are dedicated to serving patrons of all abilities. The IT Plan ultimately enhances the library's services to students and staff with special needs by offering multiple ways in which users can engage in information-seeking activities.

#### ***Meeting the Needs of the Hearing Impaired***

The ECU Library mobile application allows library users to ask reference questions and receive answers via online messaging with the “Chat with a Librarian” feature.

***Meeting the Needs of the Visually Impaired***

All images and text within the mobile application can be enlarged to better accommodate users with vision impairments. The virtual mapping technology is accompanied by audio directions similar to those in vehicle navigation applications. As ECU has an increasing number of visually impaired students enrolled each year, the libraries are committed to actively meeting the needs of this demographic.

***Meeting the Needs of the Learning Impaired***

Through interactive audio and visual prompts, students with difficulties in processing and retaining information can more easily locate and access resources.

## 3. ENVIRONMENT AND INFRASTRUCTURE

### 3.1 Equipment and Facilities

The ECU libraries are excited to bring new technology to their users. Most of the library staff are used to adapting to new technologies and using them in instructional settings. The two Instructional Technology Librarians at each site frequently demonstrate new technological resources to the surrounding staff and have helped create an atmosphere of forward thinking.

All computers in the library run Windows 10, which is sufficient for the IT Plan implementation. All ECU facilities are equipped with Wi-Fi and will therefore support use of the mobile application.

#### ***Library Catalog Conversion***

The efforts to convert the online catalog from MARC records to BIBFRAME 2.0 representation are notable and will require some restructuring within the library staff. Three of the part-time catalogers will transition to full-time status. This allows them to continue with their regular duties while working on the catalog conversion. Second monitors will be allocated to the three catalogers, each requiring a display port cable to connect to the desktop computers. After six months, the catalogers' progress will be evaluated to determine whether additional staff is necessary to meet predetermined schedule benchmarks.

#### ***Navigation Software***

ECU Libraries have the opportunity to pioneer indoor navigation services in a library setting. Meridian is a service of Aruba Networks by Hewlett Packard Enterprise (HPE) that offers indoor navigation software that integrate with existing mobile applications. Through "Blue Dot" beacons in various sections of the library, users can use mobile devices to navigate to the area of their selected resources. The six Instructional Technology Librarians will determine appropriate section divisions for beacon assignment. The Technology Services Librarian and the Informational Technology Supervisor will lead the design team to produce digital blueprints of each library in accordance with the Meridian Software Development Kit.

#### ***Mobile Application***

The mobile application is hosted by Contentful, a flexible content management service that can support the Meridian feature and connect to the library's webpage at a reasonable cost. The Contentful platform specializes in design for applications on iOS, Android, and various types of screens.

### 3.2 Maintenance

### **Staffing**

As mentioned in Section 3.1, the three Cataloging Librarians will move from part-time to full-time status in order to assist the Cataloging and Metadata Librarian with converting the catalog to a linked data network. The Cataloging Librarians are also responsible for ensuring new collections are properly integrated.

The library will add three full-time Information Technology Librarians to its staff who are responsible for web development and maintenance of the new application. They will work under the supervision of the Technology Services Librarian and serve as liaisons to the IT Department.

### **Technology Support**

The Technology Services Librarian will lead the setup of the mobile application, with guidance from the Director of Web Services and the IT department when necessary. In conjunction with the new IT Librarians, the IT Supervisor will include the library's new technology to the University's routine site maintenance and backup schedule. Both Contentful and Aruba Networks have dedicated and comprehensive support teams available.

The Reference Librarians are assigned to the "Chat with a Librarian" inbox on a rotating schedule during office hours. Requests outside of office hours will be addressed in the subsequent rotation session.

## **3.3 Technology Budget**

IT Plan implementation requires expenses in hardware, software, maintenance and support as detailed in the tables below.

### **Hardware**

Budget Item	Notes	2019/2020	2020/2021	2021/2022
Desktop Computers	HP Pavilion All-in-One 24-b016 Desktop (Intel i3 Processor, 8GB RAM Memory, 1TB Hard Drive) (Staples)	3 at \$649.99 = \$1,949.97		
Desks	Realspace® Vista Glass Computer Desk, Silver* (Office Depot)	3 at \$149.99 *sale = \$449.97		
Desk Chairs	Realspace® Modern Comfort Series Winsley Mid-Back Bonded Leather Chair, Gray* (Office Depot)	3 at \$84.99 *sale = \$254.97		

Second Desktop Monitors	HP - 24" LED HD Monitor – Black (Best Buy)	6 at \$199.99 = \$1,199.94		
Dual Monitor Connectors	Insignia™ - DisplayPort-to-HDMI Adapter (Best Buy)	6 at \$24.99 = \$149.94		
	Insignia™ - 6' DisplayPort-to-HDMI Cable (Best Buy)	6 at \$39.99 = \$239.94		
<b>TOTAL</b>		<b>\$ 4,244.73</b>		

### Software

Budget Item	Notes	2019/2020	2020/2021	2021/2022
Content Management Service for Web Application	Contentful, <i>Micro Space</i> plan (plan upgrade is \$879/month)	\$39/month = \$468 annually	\$39/mo. = \$468 ann.	\$39/mo. = \$468 ann.
Indoor Navigation Software	Aruba Meridian Wayfinder (1 yr. subscription)	\$12,995.00 ann.	\$12,995.00 ann. renewal	\$12,995.00 ann. renewal
<b>TOTAL</b>		<b>\$ 13,463</b>	<b>\$ 13,463</b>	<b>\$ 13,463</b>

### Maintenance and Support

Budget Item	Notes	2019/2020	2020/2021	2021/2022
Staffing	Catalogers' salary increase	3 at + \$21,500 = + \$64,500	3 at + \$21,500 = + \$64,500	3 at + \$21,500 = + \$64,500
	New FT Library IT staff for web development & maintenance	3 at \$46,000 = \$138,000 ann.	3 at \$46,000 = \$138,000 ann.	3 at \$46,000 = \$138,000 ann.
Instructional / Informational Materials	Printing handouts, schedules, calendars, etc.	\$500	\$500	\$500
<b>TOTAL</b>		<b>\$ 203,000</b>	<b>\$ 203,000</b>	<b>\$ 203,000</b>

### Projected Totals

Budget Category	Notes	2019/2020	2020/2021	2021/2022
Hardware	Computers, accessories, desks, & chairs	\$ 4,245		

Software	CMS & indoor navigation services	\$ 13,463	\$ 13,463	\$ 13,463
Maintenance & Support	Staffing & instructional materials	\$ 203,000	\$ 203,000	\$ 203,000
<b>TOTAL</b>		<b>\$ 240,708</b>	<b>\$ 216,463</b>	<b>\$ 216,463</b>
<b>THREE YEAR PROJECTED TOTAL</b>				<b>\$ 673,634</b>

## 4. PROFESSIONAL DEVELOPMENT

### 4.1 Plan and Procedures

#### **Year One (2019/2020)**

The first year of implementation will comprise the acquisition of software, hardware, and additional staff, planning for the web application, and initiating the catalog conversion.

#### Fall 2019

- The Cataloging Team will visit March University Library on the third Friday morning in August for an introductory informational session in which the March librarians will discuss their experiences with transitioning from MARC to BIBFRAME.
- Beginning in September, the cataloging librarians will have weekly meetings with Elaine Benes, ECU's Cataloging and Metadata Librarian. These sessions are for reviewing materials provided by ALA and discussing step-by-step processes.
  - Meeting 1: [\*Moving-Away-From-MARC-a-thon: Visualizing Resource Descriptions in the Linked Data Environment\*](#). Materials provided by the Library of Congress. Summary:
    - The session provides attendees with an understanding of how semantic web and linked data principles can leverage access to library resources and enhance user experiences. The session also provides hands-on opportunities to explore RIMMF, a training tool that can be used to create, edit, and visualize RDA metadata, and the BIBFRAME Editor, a simple tool that enables input of any BIBFRAME vocabulary element.
  - Meetings 2-3: [\*BIBFRAME Training at the Library of Congress: BIBFRAME Pilot Phase Two\*](#). Materials provided by the Library of Congress:
    - Module 1: Setting the Stage: Linked Data and the Semantic Web: Overview for BIBFRAME Pilot 2.0 Participants
    - Module 2: The BIBFRAME Editor and the BIBFRAME Database
- Beginning in mid-September, the cataloging librarians will have monthly meetings with Diane Fredericks, March's Cataloging and Metadata Services Librarian who serves as a BIBFRAME consultant, to troubleshooting any issues that arise.
- Cataloging Team completes a Cataloger's Learning Workshop provided by the Library of Congress
  - [\*Library of Congress Subject Headings: Online Training\*](#), modules:
    - Unit 1. Foundations (August)
    - Unit 2. Structure of LCSH (August)
    - Unit 3. *Subject Headings Manual* (September)
    - Unit 4. Main Headings: The Details (October)
    - Unit 5. Assigning Headings: The Principles (October/November)
    - Unit 6. Subdivisions (November/December)

#### Spring 2020

- January 24-28: O'Connor Team will attend the ALA Midwinter Meeting in Philadelphia, PA.
- The Developer Team participates in a self-paced online Web Development course through Udemy.
  - [The Complete Web Developer Course 2.0](#), course objectives:
    - Build websites and web apps
    - Build HTML-based mobile apps
    - Get a job as a junior web developer
    - Bid for projects on freelance websites
    - Start their own online business
    - Be a comfortable front-end developer
    - Be proficient with databases and server-side languages
- Cataloging Team has monthly meetings with BIBFRAME consultant.
- O'Connor Team hosts informational session for library administration.
  - [Bridging the Digital Divide with Mobile Services](#), webinar hosted by WebJunction and ALA TechSource. Topics:
    - the demographics of mobile internet users, and why this matters to libraries' mission
    - real-life examples of online library services aimed at diverse populations
    - mobile friendly steps you can take even with limited time, budget, or expertise.
- Library administration participates in an online webinar.
  - [Copyright in Academia](#), hosted by Copyright Clearance Center. Topics:
    - Copyright Defined
    - Exclusive Rights
    - Transfer of Copyright
    - Fair Use
    - Public Domain

### **Year Two (2020/2021)**

The second year of implementation will include introducing people outside of the committees to the new technology.

#### Fall 2020

- The Cataloging Team hosts a workshop about BIBFRAME for all library administration.
  - Introduction to BIBFRAME
  - Two available times, Wednesday afternoons in September
  - Includes informational pamphlets
- Cataloging Team has monthly meetings with BIBFRAME consultant.
- O'Connor Team hosts informational session for library administration.
  - [Computer Networking for Librarians](#), webinar hosted by NCompass Live, Nebraska Library Commission. Summary:



- Your computer network silently keeps your library running every day, but how much do you really know about it? Join Chris as he talks about how the network functions and the basic components that make it tick. We'll review routers, switches, firewalls, and how everything works together, plus some tips on what to do if there's a problem. Presented in a fun, accessible format, this session is introductory-level, and perfect for beginners.

### Spring 2021

- January 22-26: O'Connor Team will attend the ALA Midwinter Meeting in Indianapolis, IN.
- The Developer Team participates in an online JavaScript course through Udemy.
  - [\*JavaScript Basics - JavaScript for Beginners\*](#), course objectives:
    - Learn basics of JavaScript
    - Look under the hood to understand how JavaScript works
    - Visually understand the JavaScript Language
- The Developer Team hosts an application workshop for all committee members.
  - Demonstrates Meridian indoor navigation feature
  - Demonstrates "Chat with a Librarian" feature
  - Includes informational pamphlets
- The Cataloging Team hosts a meeting about BIBFRAME for all library administration.
  - Brief progress update and address of specific points of interest
  - Two available times, Wednesday afternoons in February
  - Includes informational pamphlets
- Cataloging Team has monthly meetings with BIBFRAME consultant.

### **Year Three (2021/2022)**

The third year of implementation is focused on teaching ECU faculty, administration, and students about the new technology.

### Fall 2021

- The Cataloging Team hosts a workshop about BIBFRAME for all ECU faculty and administration.
  - Faculty - four available times, Wednesday afternoons in August and September
  - Administration - four available times, Wednesday afternoons in November and December
  - Includes informational pamphlets
- Cataloging Team has monthly meetings with BIBFRAME consultant as needed
- O'Connor Team attends informational session for library administration.
  - [\*Managing Library Technology: Keeping All the Balls in the Air\*](#), webinar hosted by WebJunction. Summary:
    - Managing library technology isn't just about the technology. It involves fine juggling skills to manage people, workflows, procedures, policies and more—all while prioritizing, delegating and

tracking. Just preparing staff effectively for upgrades or changes to technology takes finesse. How does one person do it all? Strong project and time management skills are key. Regardless of your job title, and whether working with a small team or a library-wide technology committee, anyone can learn smart practices to keep everything, and everyone, in motion and on target.

Spring 2022

- January 21-25: O’Connor Team will attend the ALA Midwinter Meeting in San Antonio, TX.
- The Developer Team hosts an application workshop for ECU faculty and administration.
  - Demonstrates Meridian indoor navigation feature
  - Demonstrates “Chat with a Librarian” feature
  - Four available times, Wednesday mornings in January and February
  - Includes informational pamphlets

**4.2 Professional Development Budget**

Certain professional development activities outlined in the previous section require funding as indicated in the table below.

Budget Item	Notes	2019/2020	2020/2021	2021/2022
Conference Registration Fees	6 to ALA Midwinter Meetings	\$1,960	\$1,960	\$1,960
Course Fees	6 for Udemy online courses	\$2,400	\$2,400	
Refreshments	Light refreshments at meetings and workshops	\$500	\$1,000	\$1,500
Travel (food, lodging, mileage)	ALA conference hotel rooms	\$2,700	\$2,700	\$2,700
Instructor fees (for workshops)	BIBFRAME consultant for monthly meetings	\$1,600	\$1,600	\$800
Training Materials	Workshop printouts and pamphlets	\$300	\$700	\$1,000
<b>TOTAL</b>		<b>\$9,460</b>	<b>\$10,360</b>	<b>\$7,960</b>
<b>THREE YEAR PROJECTED TOTAL</b>				<b>\$27,780</b>

## 5. IMPLEMENTATION AND EVALUATION

### 5.1 Implementation Process and Timeline

#### ***Year One***

The first year of implementation will comprise the acquisition of software, hardware, and additional staff, planning for the web application, and initiating the catalog conversion.

#### Fall 2019

##### AUGUST

- Full Committee meets Tuesday mornings for the first three weeks to review the IT Plan and discuss mobile application functionality (See Professional Development section).
- Part-time catalogers complete necessary paperwork to transition to full-time employees by Aug. 9th.
- Administrative Assistant purchases second monitor and connectors for catalogers by Aug. 9th.
- Developer and O'Connor Teams meet to create job applications for perspective IT Librarians. Approval and public posting by August 31<sup>st</sup>.
- Cataloging Team begins meeting each Tuesday morning after committee meetings to review materials provided by ALA, discuss step-by-step processes, and troubleshoot any issues that arise (See Professional Development section).
- The Cataloging Team will visit March University Library on the Aug. 23 for an informational session regarding BIBFRAME and the conversion processes involved (See Professional Development section).

##### SEPTEMBER

- Research Team conducts research comparing content management systems for recommendation presentation by September 31<sup>st</sup>.
- Cataloging Librarians begin monthly meetings with BIBFRAME consultant Diane Fredericks, March's Cataloging and Metadata Services Librarian.
- Ashton Buttersworth procures library floor plans and details regarding section areas by September 31<sup>st</sup>.
- Developer and O'Connor Teams review applications for IT Librarians.

##### OCTOBER

- Developer and O'Connor Teams conduct interviews for IT Librarians.
- O'Connor team reviews floor plans and makes necessary adjustments by October 31<sup>st</sup>.
- Research Team will conduct research comparing indoor navigation technology services for recommendation presentation by October 31<sup>st</sup>.
- Cataloging Team completes a Cataloger's Learning Workshop (see Professional Development section) by October 31<sup>st</sup>.

## NOVEMBER

- Developer and O'Connor Teams meet Nov. 5<sup>th</sup> to prepare materials necessary for Meridian consultation (in Jan.). Materials are,
  - Meridian Services project plan
  - points of contact
  - a work breakdown structure
  - project schedules
- Developer and O'Connor Teams hire new IT Librarians to start in January.

## Spring 2020

### JANUARY

- Developer Team participates in an Aruba Meridian Service Planning session with an HPE technology consultant. Meeting goals:
  - Identify and/or verify the appropriate mobile engagement strategies and understand desired outcomes
  - Collect relevant information and business operation documentation including, but not limited to, building or venue floor plans, architectural drawings, current network architecture, principles, security policies, and business objectives
  - Discuss and facilitate Meridian application use case planning
  - Discuss and facilitate Meridian customization planning
  - Identify HPE and Customer resources and any additional points of contact who will participate in the project
  - Document the initial consensus and create documented Aruba Meridian Services project plans and timelines, including target dates for Meridian assessment, design and deployment, and integration completion
- O'Connor Team attends the ALA Midwinter Meeting in Philadelphia, PA, January 24-28.
- Developer team begins working on the Contentful Software Development Kits (SDKs) and prepare a request for any additional technology resources or information necessary by January 31<sup>st</sup>.

### FEBRUARY

- Full committee meets February 8<sup>th</sup>. Agenda:
  - Developer Team relays Meridian meeting results.
  - Planning session for implementing Meridian project plan.
- Cataloging Team meets with Developer team to discuss BIBFRAME integration with Contentful CMS and options.

### MARCH

- Developer Team participates in a self-paced online Web Development course through Udemy (see Professional Development section).

- Library administration participates in an online webinar about copyright in academia (see Professional Development section).

#### APRIL

- O'Connor Team hosts informational session for library administration (see Professional Development section).
- Developer Team attends videoconference with HPE consultant to discuss the status of the Meridian software preparation and integration with Contentful CMS.

### **Year Two**

The second year of implementation will include introducing people outside of the committees to the new technology and preparing for launch.

#### Fall 2020

##### AUGUST

- Cataloging Team hosts a workshop about BIBFRAME for all library administration (see Professional Development section).
- Research Team begins drafting a *Responsible Use Policy*.

##### SEPTEMBER

- Developer Team meets with O'Connor Team to present options regarding functionality of the "Chat with a Librarian" online feature.
- Developer Team tests Meridian software and prepares a list of any issues or adjustments necessary by September 30.

##### OCTOBER

- Developer Team completes first draft of "Chat with a Librarian" feature by October 31<sup>st</sup>.
- O'Connor Team hosts informational session about computer networking for library administration (see Professional Development section).
- Developer Team attends videoconference with HPE consultant to discuss the test and discuss resolutions.

##### NOVEMBER

- O'Connor and Developer Team meets with Reference Librarians to introduce the "Chat with a Librarian" feature, perform a demonstration, and receive any feedback by November 15<sup>th</sup>.
- Research Team delivers *Responsible Use Policy* to full committee for review and feedback.

#### Spring 2021

##### JANUARY

- O'Connor Team attends the ALA Midwinter Meeting in Philadelphia, PA, January 24-28

- Developer Team participates in a self-paced online JavaScript course through Udemy (see Professional Development section).
- Developer Team attends videoconference with HPE consultant to discuss the status of Meridian software integration and setup.

## FEBRUARY

- Developer Team hosts an application workshop for all committee members (see Professional Development section).
- Developer Team finalizes “Chat with a Librarian” feature by February 20.
- Reference Librarians finalize rotating schedule for “Chat with a Librarian” feature by February 20.
- Developer team finalizes Meridian feature and performs demonstration to O’Connor Team by February 20.

## MARCH

- Cataloging Team hosts a follow-up meeting about BIBFRAME for all library administration (see Professional Development section).
- Committee meets the first week of March. Agenda:
  - Live test “Chat with a Librarian” feature
  - Live demonstration of Meridian navigation technology in the library
  - Discuss informational marketing strategies by March 30.

## APRIL

- Ashton Buttersworth finalizes informational materials about the new technologies by April 20.
- Cataloging Team plans a workshop for all ECU faculty and administration about BIBFRAME. Finalize by April 20.

### ***Year Three***

The third year of implementation is focused on teaching ECU faculty, administration, and students about the new technology.

### Fall 2021

## AUGUST

- O’Connor Team reviews and approves informational materials about the new technology by August 31.
- Cataloging Team hosts a workshop about BIBFRAME for all ECU faculty.
  - Four available times, Wednesday afternoons in August and September
- Committee members download the new library application by August 31 to continue periodic testing throughout the academic term.

## SEPTEMBER

- Cataloging Team hosts a workshop about BIBFRAME for all ECU faculty.
  - Four available times, Wednesday afternoons in August and September

## OCTOBER

- O'Connor Team attends online webinar about managing library technology (see Professional Development section).
- Cataloging Team hosts a workshop about BIBFRAME for all ECU administration.
  - Four available times, Wednesday afternoons in October and November

## NOVEMBER

- Cataloging Team hosts a workshop about BIBFRAME for all ECU administration.
  - Four available times, Wednesday afternoons in October and November
- O'Connor and Developer Teams meet with Reference Librarians to get feedback about the "Chat with a Librarian" feature.

## Spring 2022

### JANUARY

- O'Connor Team attends the ALA Midwinter Meeting in San Antonio, TX, January 21-25.
- Committee meets by January 15. Agenda:
  - Review and discuss experiences with the application.
  - Obtain informational materials to disseminate on campus.

### FEBRUARY

- Cataloging Team reviews progress with BIBFRAME conversion and sets benchmarks for April.

### MARCH

- The Developer Team hosts an application workshop for EDU faculty and administration (see Professional Development section).
- Cataloging Team creates a list of underdeveloped areas in the online catalog by March 30.

### APRIL

- Cataloging Team meets with library staff to discuss specific areas where the new catalog is weak.
- Committee celebrates with a fourth Friday lunch at a nice restaurant.

## 5.2 Evaluation Procedures

The Instructional Technology Plan implementation is designed to improve user relations with the ECU libraries. Processes and procedures will be evaluated throughout the three-year process in order to ensure that stakeholders accomplish the provided goals.

***Choosing a CMS Checklist***

This brief checklist will guide the Research Team when they begin comparing content management systems. It is a user-friendly evaluation that highlights the major considerations to consider before selecting a CMS.

***Online Library Access Surveys***

Student and Staff surveys were sent as part of the Needs Assessment to gauge interest in improving user services in the library with technology.



## 6. RESOURCES AND APPENDIX

### 6.1 Resources and References

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### 6.2 Appendix

## Choosing a CMS Checklist

### What do I want from a CMS?

Before choosing, determine what you want to accomplish with your content management system:

- A centralized place to manage all web content
- Pre-designed templates or unique design options
- Varying user permission levels
- Robust add-ons or plug-ins for customization

### Key Considerations

- Cost**  
What types of subscription plan does it offer? Monthly/Annually? Per user?
- Integrations**  
Does it integrate with the software tools that you're already using?
- Scalable**  
Can the tool support your needs as they evolve and grow? Do you need all of the features that it offers?
- Security**  
Does it have security controls? Is it compliant?
- Ease of use**  
Can you and the team adopt the software easily, or will it require lots of training and configuration?

### Essential Features

- Mobile-optimized templates
- Developer-friendly API
- Analytics

*Courtesy of GetApp.com*

Online Library Access – Student Survey

*Directions: Read the statements and indicate whether you agree or disagree on a scale with 1 being highly disagree and 5 being highly agree.*

	1	2	3	4	5
1. I use the online library catalog to search for materials.					
2. The library's website is easy to navigate.					
3. I prefer to go in to the library to search for books on the shelves.					
4. I usually ask a librarian for help finding resources.					
5. When I go to the library, I like to spend time trying to find resources.					
6. If I need help locating a resource, a librarian is always nearby.					
7. I have trouble understanding how the books are arranged.					
8. I have a mobile device with me most of the time.					
9. I am interested in using my phone to find books easier.					
10. I prefer to find a book online instead of going into the library.					

## Online Library Access – Staff Survey

*Directions: Read the statements and indicate whether you agree or disagree on a scale with 1 being highly disagree and 5 being highly agree.*

	1	2	3	4	5
1. I use the online library catalog to search for materials.					
2. The library's website is easy to navigate.					
3. I prefer to go in to the library to search for books on the shelves.					
4. I usually ask a librarian for help finding resources.					
5. When I go to the library, I like to spend time trying to find resources.					
6. If I need help locating a resource, a librarian is always nearby.					
7. I have trouble understanding how the books are arranged.					
8. I have a mobile device with me most of the time.					
9. I am interested in using my phone to find books easier.					
10. I prefer to find a book online instead of going into the library.					
11. I encourage students to use the library's resources.					
12. It takes longer than I like to find resources in the library.					
13. I engage students in learning by using their mobile phones for games, etc.					
14. I have students with disabilities in my classes that are required to perform research.					
15. I am interested in learning how to use library resources more often in my curriculum					