

LMIS minutes, March 7, 2013

Present: Jane Carlin, Martin Jackson, Nick Kontogeorgopoulos, Emily Menk, William Morse, Cindy Riche, Bryan Smith, John Wesley

The meeting was convened at 3 pm. The minutes from February 7, 2014 were approved.

The committee heard from Carlin about a workshop that she attended at the University of Washington in Seattle. The workshop was convened by the Association of Research Libraries, and was attended by roughly 30 people. Puget Sound was the only liberal arts college represented at the workshop. The purpose of the workshop was to brainstorm, share success stories, and discuss issues affecting research libraries in the United States.

One issue that was identified and discussed was the ‘competency trap,’ which occurs when organizations continue to use methods or approaches that worked in the past, but that may not be optimal or innovative. In the context of research libraries, the competency trap may lull universities into making only incremental changes rather than thinking ‘outside the box.’ Carlin stated that the moral of the story is that libraries should not get trapped into simply doing what has worked in the past.

Participants at the workshop identified three possible roles for libraries in the future, in light of the ways in which open access has revolutionized research, especially in the sciences, the need to provide access to information that is free of commercial messages, and the switch to digital information: first, the library as a means of creating new information access (Carlin mentioned the Cascade Alliance, which features 37 participating libraries); second, the library as a third space, away from home and work, where collaboration, exploration, discovery, and engagement can occur; and third, the library as archive, whereby digital information and cultural knowledge can be recorded, presented, and stored.

Carlin informed the committee that the new library search platform will be rolled out in June, 2014, but fortunately, it can be tested beforehand. Carlin asked whether members of the committee would be willing to participate in the testing of Primo (the name of the program) before the rollout in June. Committee members agreed to participate in testing.

Discussion then turned to Charge # 2 (“Review new technologies and their potential infringement upon student privacy. Recommend ways to improve faculty familiarity with FERPA and to encourage use of the resources available on campus to assist them with compliance.”). Morse told the committee that prior to our switch to PeopleSoft, we relied on Cascade, which is a transactional program that allowed for very little reporting or analysis. One of the advantages of PeopleSoft is that it can create a data warehouse, or as it is popularly known “big data.” In the near future, the University will be able to compile data on particular questions, and although the notion of the data can be daunting for some, we will be able to add data from Moodle or Admissions or external records and add this data to data being created in PeopleSoft. On the issue of privacy, Morse stated that much of the data produced by PeopleSoft is anonymous, and in those cases where data is not anonymous, access is limited to those who have access through PeopleSoft in the first place. The Office of Institutional Research will have access to, and manage, the data being compiled through PeopleSoft. Again, Morse and Riche stressed that access to the data warehouse will be limited to

those who are given access through the PeopleSoft security systems, and therefore, access to the data being generated through PeopleSoft will not be open to the general public.

Morse indicated that the data warehouse has not been built yet, but will start soon with Admissions information (for example, data that is used to show which students are likely to enroll in Puget Sound, so that recruitment efforts can be targeted to those students). Another advantage of the data warehouse that will be created through PeopleSoft is that discrepancies across the University in definitions and data categories will be identified, which will allow better synchronization across different offices in the University.

Riche Informed the committee that a lot of work is being done on PeopleSoft, in spite of the shortage in labor that currently exists in Technology Services. In particular, there are currently four openings, out of a total staff of 35, which represents a big gap.

The final issue discussed at the meeting was the second part of the charge listed above, namely “ways to improve faculty familiarity with FERPA and to encourage use of the resources available on campus to assist them with compliance.” Riche pointed out that FERPA is “owned” by the Academic Dean. There are many ways to violate FERPA, and FERPA is mentioned in many places on the university website, including but not limited to, the following sites:

- Ferpa Tutorial: <http://www.pugetsound.edu/academics/advising-registrar/know-educational-rights/ferpa-tutorial/>
- <http://www.pugetsound.edu/academics/advising-registrar/resources/advisors-manual/first-year-advising-program/educational-records-policy/>
- <http://www.pugetsound.edu/academics/advising-registrar/resources/advisors-manual/academic-advising/records-confidentiality/>
- <http://www.pugetsound.edu/academics/advising-registrar/know-educational-rights/>
- <http://www.pugetsound.edu/academics/international-programs/study-abroad/parents/ferpa/>
- <http://www.pugetsound.edu/student-life/personal-safety/student-handbook/academic-handbook/records/>
- As it pertains to cloud services: <http://www.pugetsound.edu/about/offices-services/technology-services/help-support/using-cloud-services/>

Riche stated, and other committee members agreed, that some faculty are not aware at all of FERPA or that there are many actions that would violate FERPA (for example, leaving examinations out on a table outside a faculty member’s office for collection by students). Riche asked about the best way to spread the word to faculty about FERPA. It was suggested that a brief presentation be made at a future faculty meeting informing faculty of ways in which to avoid violating FERPA requirements. Several members of the committee also suggested that a bullet point list of FERPA “dos and don’ts” be sent to faculty through campus mail.

The meeting was adjourned at 3:50 pm.

Respectfully submitted,

Nick Kontogeorgopoulos