Senate Committee on Libraries
Final Report
Academic Year 2020/21
30 March 2021

Committee members
Harald Griesshammer, Chair (CCAS, Senate member); Ellen Kurtzman, Faculty Senate Executive Committee Liaison (SON, Senate member); Nicole Cennamo (GWSA, non-voting, ex officio); Holly Dugan (CCAS); Daina Eglitis (CCAS); Asefeh Faraz (SON); Cynthia Gayton (SEAS); Geneva Henry (Dean of Libraries, non-voting, ex officio); Anne Linton (Himmelfarb Library, non-voting, ex officio); Scott Pagel (Law Library, non-voting, ex officio); Cassandra Riedy (GSEHD); Ken Rodriguez (LAW, non-voting, ex officio); David Scalzitti (SMHS); Rhonda Schwindt (SON); Andrew Smith (CCAS); Marinella Temprosa (GWSPH); Kathleen Thoma (SMHS); Max van Balgooy (CCAS); Jason Zara (SEAS)

Meetings
19 May (constituting meeting, new chair), 26 June, 27 July, 21 September, 18 December 2020, 19 February 2021 (and one anticipated for 23 April 2021) all via WebEx. Additional discussions of the chair and some members with the ex-officio members as well as GW leadership during the Summer. The chair also attends the Council of Librarians meetings.

Summary
The committee coordinates with the Senate's Educational Policy & Technology Committee, focusing on the technological aspects of online instruction, academic technologies, help with course design, moving courses online etc.

Until January, the committee saw its primary task in supporting GW's online teaching and research during COVID. We have now moved to address issues which were pushed to the back-burner. The committee pressed GW leadership for emergency approval of additional Librarian and Staff positions. The Faulty Senate approved the committee's "Resolution on the Immediate Need to Fill Positions in the Deanery of Libraries and Academic Innovations" with amendments on 20 May (Senate Resolution 21/5); see appendix. Most of the position requests were subsequently granted, but some qualified candidates had already moved on.

The committee expresses its deep gratitude by the dedication of Librarians and staff at the Deanery of Libraries and Academic Innovations (LAI) and the GW Libraries who work tirelessly to help faculty and staff in GW's online semesters, both in education and research. It is a testament to Librarian and staff dedication to GW that they conduct their work well beyond their duties even as administration threatened their positions.

The committee vigorously advised against effectively breaking up LAI by removing Academic Technologies and Classroom Technologies and transferring it to the CFO's responsibilities. This disrupts essential Librarian and staff work at a critical time with layoffs and restructuring. The online

training sessions and new research database efforts prove highly effective. Zoom is being integrated. Blackboard Collaborate Ultra storage space of recordings must be reduced.

The committee has joined the formation of a sub-committee, initiated by the Senate's Educational Policy & Technology committee, to oversee the transition and restructuring of AI/IT.

The committee endorsed a resolution by the Senate's Educational Policy & Technology committee on GW Course Intellectual Property and Digital Recording, passed by the Senate (21/9).

The committee notes the importance to preserve positions. Decisions about collections and subscriptions are data-driven. More than ever, the pandemic has demonstrated that qualified and dedicated Librarians and staff constitute the high value of LAI for faculty and students.
The committee has been informed about the goals of the Provost's Post-COVID-19 Academic Innovation Task Force and offered its help once its subcommittees have developed themes in "phase 1", and then jump in on themes that involve its jurisdiction in Phase 2.

The committee was alerted to copyright changes by the new Copyright Alternative in Small Claims Enforcement (CASE) Act of 2020. It establishes a new voluntary adjudication process in the U.S. Copyright Office to consider copyright infringement matters for claims that do not exceed $30,000. GW Libraries are most likely going to preemptively opt out of it. This will ***not*** apply to faculty and students. However, as of today, no regulation details have been announced by the government. One needs to wait until the regulation details are more specific, and then meet with the General Counsel Office to see what should be conveyed to faculty and students.

A persistent problem is the physical infrastructure of GW libraries, especially workspace requirements and space. Much infrastructure has seen little or no renovation for decades, which severely impacts its efficiency and safety of both the collection and personnel. The committee is initiating discussions with the appropriate administrative units to address the issues.

Minutes of meetings appended

Harald W. Griesshammer, Chair

Libraries, Faculty Senate Standing Committee, Meeting Notes

Virtual Meeting via WebEx, May 12, 2020, 12:30pm

16 participants: Harald Griesshammer (Chair), Ellen Kurtzman, Holly Dugan, Daina Eglitis, Asefeh Faraz, Cynthia Gayton, Geneva Henry, Anne Linton, Scott Pagel, Cassandra Riedy, Ken Rodriguez (today's note-taker), David Scalzitti, Rhonda Schwindt, Andrew Smith, Kathleen Thoma, Max van Balgooy

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On Mon, May 11, 2020 at 11:09 AM Harald W. Griesshammer <hgrie@gwu.edu> wrote:

Dear All,

the LibCom meeting tomorrow will start at *12:30*. Librarian Henry will be available for at least the first half-hour.

Jenna will send out a webex invitation.

Meeting Agenda:

1. Constituting the Committee

2. Discussion: Priorities and Options in Response to COVID-19

3. Any Other Business

As you see, this is rather nondescript. It will be the one meeting we have without pressure to make decisions or create plans. Let's use it.

Saly,

Harald

I. Harald Griesshammer

- We may have another meeting this coming Tuesday (5/19/20), but we may not need it.

- President LeBlanc will tell the Board of Trustees this Friday what the state of the budget is. He offered three scenarios to the Faculty Senate for operations beginning in the fall: return to on-campus instruction (with public health measures), a hybrid of online & on-campus instruction, and fully online. Under the scenarios, financial losses estimated between $100 million and $300 million (representing 10-30% of the fungible budget, including salaries).

- The Libraries Committee needs to play a very active role now, particularly given the move to virtual and online education and the essential role that GW libraries play in online instruction.

- Harald has been discussing with Jason Zara, Chair of the Educational Policy & Technology Committee, where the "fault lines" exist between the respective committees. Harald is also a member of Ed Policy, which "considers matters of policy relating to education that are of concern to more than one college, school, or division." For example, grading, admissions, moving classes online and off. Libraries not only "reviews the operation, materials and facilities of all the libraries of The George Washington University" (what kinds of libraries the University needs to support and advance the mission of the University and the missions of all the schools); LibCom is also responsible for input and oversight on the technological aspects of online instruction, academic technologies, help with course design, moving courses online etc. EduPol will concentrate on rules and regulations (e.g., grade forgiveness, equal access), while LibCom focuses on the technology aspects. Jason plans to attend our Committee meetings.

- Ordinarily, we'd have time for introductions of the members, but Geneva Henry may not be able to attend the entire meeting, and we'd like her to present.

II. Geneva Henry

- Geneva shared the Libraries and Academic Innovation (LAI) organization diagram (appended), which was finalized at the end of January 2016. Before then, additional units were still getting added to LAI. Geneva said that initially it seemed a bit chaotic, but then it all fit together beautifully.

- GW core values: Research & Education. An institution needs strong libraries, research libraries, to sustain itself. Not just the print and the subscription-based resources, but the librarians. Librarians work with faculty and provide instruction to students. Librarians across campus. LAI is more than just libraries, though libraries play an integral role. LAI includes instructional design, student peer-instruction, academic technologies including design of classroom spaces. Right now, they scrutinize spaces for availabilities and viabilities in a COVID-Fall scenario. LAI is about GW's academic mission.

- Harald's question: What's the relationship among the GW libraries? Geneva: "we're well coordinated." The Burns Law Library and Himmelfarb Health Sciences Library are both administered and supported by their individual schools, but all GW libraries work together and try to not duplicate collections. Scott Pagel: the Law Library is very dependent on the Gelman Library, and support of Gelman by the University is critical to the mission of GW. Gelman's funding is critical to all the GW libraries. Anne Linton: collaborative collection development and the libraries working together are very important.

- Harald's question: What do Burns and Himmelfarb pull in from LAI? Scott: there's back & forth. We rely on each other. We look to Gelman for instructional design help, though we have our own Instructional Technology department. Anne: we have our own shop, too, but we all collaborate.

- Question: What are the plans for the actual books? For example, will there be curbside pickup? Geneva: since GW went virtual, we first try to find an online version or an e-book. The safety of our staff is paramount. Two staff members are on-site and receive materials from FedEx and UPS. We have a shared print collection through the Washington Research Library Consortium (WRLC), and until they resume physical operations, we're limited in what we can get. It also depends on what the District decides. All the schools in DC are in the same boat. On-site Gelman staff digitize materials we can't find online. Scott: we have a skeletal crew with interlibrary loan staff scanning. We're also concerned with how we'll provide books to students in the fall. Our reserve collection is dead. Books should not be used for 24 hours after they've been checked back in. These are the current guidelines. Books can't circulate for that time. A student could sneeze into a book and the virus may linger on paper for up to 24 hours.
    - Geneva has been talking to the General Counsel's office about digitizing books and then lend them, given the current pandemic crisis. Georgetown allows such use, called Controlled Digital Lending.

- Question: What if we return to on-campus instruction? Will the libraries have open or closed stacks? Different scenarios being considered, given that social distancing in the stacks would be difficult. What about the study space and study rooms? Likely having fewer seats at a distance. Libraries still working through it all. Himmelfarb is 99% electronic and has few stacks. Social distancing in the study spaces a major concern for them.

- Question: What about textbooks? Geneva: we're trying to get digital versions without restrictions. Affordability & access the major issues. Scott: publishers have been unwilling to help. Some versions of digital books cost $100,000. To copy the first two chapters of one text was $5,000 (and then multiply that by the number of classes and increase it when a class has more students enrolled).

- Question: What is the present policy with respect to due dates on books? "The due date on all borrowed materials has been extended until May 15, 2020, and will be automatically renewed until students return to campus."

- Question: What would happen if we're in scenario 2 (hybrid) or 3 (fully online)? Geneva: Still a focus on Research & Education, with the intertwinement of the 3 libraries. Gelman's putting together concierge teams and preparing for all scenarios by leveraging everyone. It's all hands on deck. But she's quite concerned about budget cuts. Harald: Everything's going to cost money, even if we remain online. For example, a possible need for new scanners. Having

sufficient resources is a pressing issue. But this Committee has channels on the faculty side to present to the President and Provost.

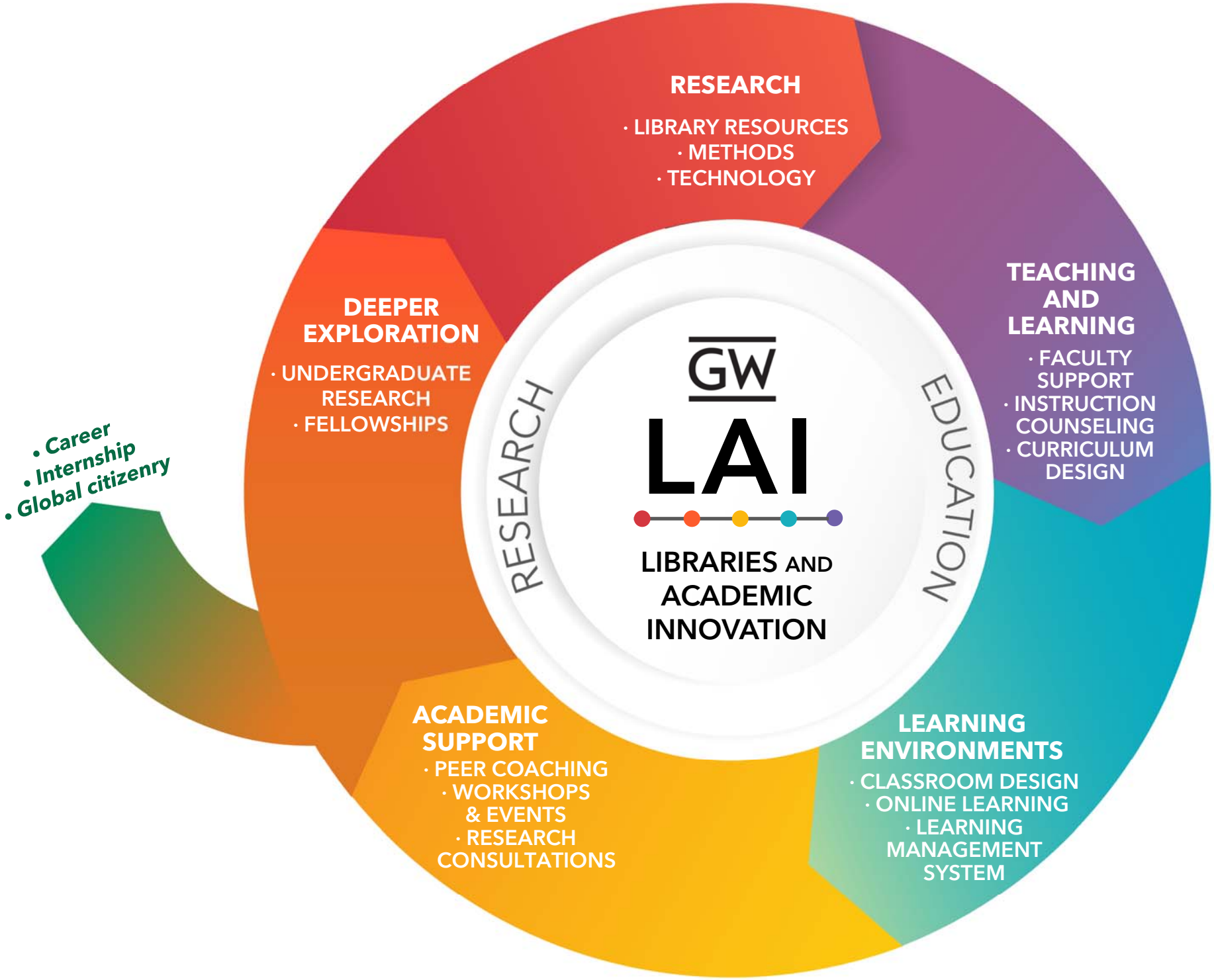
- Harald acknowledges having some blind spots concerning the Libraries, but will try to get up to speed.

- Question: What role can the Course Design Institute (CDI) play with online courses? CDI is in LAI and is a "program that guides faculty through the design of a new course or the re-design an existing one in a facilitated, supported environment." Geneva: calling it an "alternative CDI" in light of the current situation. It could help you to rethink your syllabus in terms of online courses: transfer content and ideas into an online course – not complete re-design.

III. Library Staffing & the Committee Resolution

- Geneva has been trying to hire 10 librarians & 2 staff members (they have between 26 and 30 open positions; 16 positions were cut back in 2016). They were existing lines (with job descriptions redefined) and core to the education or research missions (e.g., an instructional design librarian). But then the hiring freeze happened and the positions are still held up in an administrative committee that reviews every exemption from the freeze.

- Harald: none of the 10 positions that the committee recently approved by the administration to be exempted from the hiring freeze was a library position, and so he decided to draft "A Resolution on the Immediate Need for Fill Positions in the Deanery of Libraries and Academic Innovation, by the Senate Committee on Libraries." He acknowledged the unusual circumstances of this resolution, in terms of the Committee having short notice and being asked to possibly vote on it during the meeting, and asked the committee if they wanted to discuss it during this meeting. And, if so, would the committee also consider voting on it (given the urgency of the situation), which would require consent to suspend committee rules. The committee agreed unanimously to consider the resolution. The Committee reviewed it, made slight edits, and unanimously approved it (appended). Harald said he would send it right away to President LeBlanc, Provost Blake, and CFO Diaz. If the administration takes no action, then he'll introduce it into the next Senate meeting for consideration by the entire Senate.


RESEARCH
· LIBRARY RESOURCES
· METHODS
· TECHNOLOGY
TEACHING AND LEARNING
· FACULTY SUPPORT
· INSTRUCTION COUNSELING
· CURRICULUM DESIGN
LEARNING ENVIRONMENTS
· CLASSROOM DESIGN
· ONLINE LEARNING
· LEARNING MANAGEMENT SYSTEM
ACADEMIC SUPPORT
· PEER COACHING
· WORKSHOPS & EVENTS
· RESEARCH CONSULTATIONS
DEEPER EXPLORATION
· UNDERGRADUATE RESEARCH
· FELLOWSHIPS
• Career
• Internship
• Global citizenry
RESEARCH
EDUCATION
GW
LAI
LIBRARIES AND ACADEMIC INNOVATION

A Resolution on the Immediate Need for Fill Positions in the Deanery of Libraries and Academic Innovation, by the Senate Committee on Libraries

Whereas, the Libraries Committee "periodically reviews the operation, materials and facilities of all the libraries of The George Washington University; evaluates the level of satisfaction of faculty and students with the materials and services provided; estimates the levels of cooperation between the component parts of the libraries among themselves and with the community-at-large; and makes suggestions for the continuing development and planning of the facilities."

and Whereas, GW has announced a round of budget cuts to deal with the fallout of COVID-19[1];

and Whereas, GW's Libraries already suffered from a round of devastating budget cuts in 2016, in which the then-administration prioritised the integrity of the collection over Librarian and staff positions[2];

and Whereas, President LeBlanc volunteered at the faculty Senate meeting on 8 May 2020 that preparation for online education is not free but needs investments;

and Whereas, GW's smooth transition to online learning in Spring 2020 was in large part thanks to the professionalism, dedication and tireless effort of the LAI team;

and Whereas, the administration has alerted the faculty that they need to plan how to deliver instructions in Fall 2020 both on-campus and online as well as in a hybrid-mode;

and Whereas, for GW's smooth operation of instruction and research in Fall 2020, faculty will thus heavily rely on the team overseen by the Dean of Libraries and Academic Innovations (LAI);

and Whereas, at the Senate's April meeting, Dean Henry shared that LAI requested 5 expert Librarians and 2 staff positions as system-critical with anticipated hiring dates of 1 May 2020, and additional expert Librarians and staff as system-critical with anticipated hiring dates of 1 July 2020, and Provost Blake reported that "some library positions should be kept open" and confirmed "that this area is extremely important to nurture this infrastructure"[3];

and Whereas, these requests are held up for approval in an administrative committee which is to evaluate each individual exception from the GW-announced hiring freeze, albeit concrete candidates or finalists have been identified already, and reference or background checks have in part been conducted;

Now therefore be it resolved by the Senate Committee on Libraries

1) That the committee expresses its highest appreciation for the ceaseless dedication and expert advice of the LAI team to get GW online in Spring 2020;

2) That the Committee urges the President and Provost to *direct the administration to approve immediately* the expert Librarian positions and staff hires requested, cognisant that time is of the essence if they are to be ready to help GW faculty and students prepare for and work in Fall 2020.

Approved by the committee by unanimous vote, 12 May 2020

Harald W. Griesshammer, Chair, in the name of the committee

1https://gwtoday.gwu.edu/update-budget
2https://gwtoday.gwu.edu/departmental-reorganizations-announced
3https://facultysenate.gwu.edu/files/2020/04/April-2020-minutes-attachments.pdf

Subject: [Senate LibCom] minutes of 26 June 2020
From: "Harald W. Griesshammer" <hgrie@gwu.edu>
Date: 6/29/20, 12:28
To: "Holly Dugan (CCAS)" <hdugan@gwu.edu>, "Eglitis, Daina (CCAS)" <dainas@gwu.edu>, "Faraz, Asefeh (SON)" <afaraz@gwu.edu>, "Gayton, Cynthia (SEAS)" <cgayton@gwu.edu>, "Geneva Henry (Dean Libraries)" <genevahenry@gwu.edu>, "Linton, Anne (Himmelfarb)" <alinton@gwu.edu>, "Pagel, Scott (Law Librarian)" <spagel@law.gwu.edu>, "Riedy, Cassandra (GSEHD)" <criedy@gwu.edu>, "Rodriguez, Ken (Law Lib)" <kejoro@gwu.edu>, "Scalzitti, David (SMHS)" <scalzitt@gwu.edu>, "Schwindt, Rhonda (SON)" <rhondaschwindt@gwu.edu>, "Smith, Andrew (CCAS)" <amsii@gwu.edu>, "Temprosa, Marinella (GWSPH)" <ella@gwu.edu>, "Thoma, Kathleen (SMHS)" <kamthoma@gwu.edu>, "van Balgooy, Max (CCAS)" <mvanbalgooy@gwu.edu>, "Kurtzman, Ellen (SON, FSEC Liaison)" <etk@gwu.edu>, "Jason Zara (EduPol Chair)" <jasonzara@gmail.com>, "Yannik Omictin (student rep)" <yomictin@email.gwu.edu>

Dear All,

please find enclosed the minutes of the last meeting.

Saly,

Harald

Location: WebEx

Attendees: Harald Griesshammer (chair), Anne Linton, Asefeh Faraz, David Scalzitti, Ella, Geneva Henry, Holly, Jared Johnson, Kathy Thoma, Ken Rodriguez, Kim Roddis, Rhonda Schwindt, Scott Pagel, and Pam Promisel.

Harald called the meeting to order at 3:34 pm.

1. Minutes of the May 19, 2020 meeting approved.
2. Positions and budget impact. Harald reported that RAC has approved the positions requested. Geneva reviewed the status of hiring new staff. Discussed resolution of the Council of Librarians to retain staff rather than acquisitions, however, these decisions may be made outside of the Libraries on a university-wide level to respond to anticipated budget.
3. Instructional Design Support for faculty. Geneva reported that several resources now available for online instruction for fall and current participant levels (e.g., 300 for the camps). Jared reported on technical equipment procurement for classrooms, classroom assignments, and provisional classrooms, a process that began with a campus-wide inventory of about 400 classrooms (“learning spaces”) and equipment; goal to equip every classroom with a computer (rather than bring your own device) to ensure reliable Internet access and then install additional equipment based on the size of the class; equipment has been approved and being ordered, but will be challenging because of availability due to competition from schools across the nation. Jared discussed the use of Zoom, WebEx, and Collaborate for instruction and meetings, referring to GW’s security guidelines; desire to use GW’s enterprise products to protect privacy and security due to licensing agreements; and cost of additional applications that duplicate existing ones. Jared mentioned desired features of breakout groups, virtual backgrounds to protect student privacy, gallery images of participants, audio quality, and platform confusion (courses using different platforms).
4. Academic Technology Support. Harald mentioned the value of current online training workshops.
5. Physical distancing in classrooms. Discussed safe practices in seminars and other small classes, use of Echo 360 to capture students' voices both in class and online. Jared noted that current classroom assignments may change to provide adequate space, currently verifying the size and shape of every learning space and working with each school to determine needs and possibilities (theater spaces are most difficult, Corcoran Auditorium will be limited to about 20; considering ballrooms and basketball courts). The stated maximal classroom capacity of 40% is a maximum and cannot be met in many spaces. Each space is reviewed individually, and many have a much smaller maximal occupancy because if exit/movement/room shape etc. GW will have vending machines offering masks, marking off faculty space in classrooms, and about 100,000 stickers and signs will be installed throughout the campus by August 31.
6. Libraries plan for fall. Geneva noted efforts to re-established courier services within WRLC, exploring pickup of library materials, gradually bringing essential staff on campus, moving furniture to ensure physical distancing. Print reserves will not be available; must use digital reserves. Publishers will not provide free access to e-textbooks in the fall (did in the spring), so exploring fundraising campaign.
7. Copyright for course development. Holly shared several online sources and discussed copyright ownership of materials developed online by faculty. GW’s policy is unclear on ownership during temporary and interim situations for faculty, staff, and graduate students, but we may be able to draw on the expertise in Law School and Medical School because of their long experience teaching online. Geneva mentioned this was discussed a couple of years ago and the decision was that the faculty own the content and GW licenses it from the faculty. Holly recommended we continue to monitor this issue and notifying her if faculty, staff, and others raise this issue. Links for reference:

    a. GWU's current policy
    https://compliance.gwu.edu/copyright

    b. AAUP guidelines

https://www.aaup.org/news/aft-and-aaup-principles-higher-education-response-covid-19#.XvDVMJNKjfZ
      (highlight #17)

    c. Inside Higher Ed survey of the problem

https://www.insidehighered.com/news/2020/05/19/who-owns-all-course-content-youre-putting-online

    d. Dartmouth's Model Policy
    https://www.library.dartmouth.edu/copyright-sharing

Next Libraries Committee meeting expected in mid-August.

There being no further business, Harald adjourned the meeting at 4:43 pm.

Minutes prepared by Max A. van Balgooy and Harald Griesshammer.

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and Visiting Professor, Department of Physics, Duke University, Durham NC

--
Max A. van Balgooy, Assistant Professor

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GW Faculty Senate Library Committee Meeting

July 27, 2020; 2:30 pm ET, via WebEx

Attendees: Harald Griesshammer (chair), Andrew Smith, Anne Linton, Asefeh Faraz, Cynthia Gayton, Daina Eglitis, David Scalzitti, Ellen Kurtzman, Geneva Henry, Harold Griesshammer (chair), Holly Dugan, Jason Zara, Kathy Thoma (note taker), Marinella Temprosa, Max van Balgooy, Rhonda Schwindt, and Scott Pagel.

Harald Griesshammer, Chair, called the meeting to order.

Minutes of the previous meeting were approved.

Proposed resolution on "GW Course Intellectual Property and Digital Recording" (Jason Zara, member of task force)

- This proposed resolution represents a clarification of the university's copyright policy regarding course-based intellectual property created by full-time faculty. The resolution states that any course-related intellectual property vests exclusively and solely with the faculty author.
    - See Harald's 7/23/2020 for the full resolution text.
- This policy has been issue for the last several years due to confusion, inconsistency and concern. The issue has been accelerated by the move to online instruction amid the COVID-19 pandemic.
- Cynthia mentioned a concern regarding protection for students who do online presentations in courses.
- Rhonda and Ellen in Nursing mentioned that all of their graduate courses are online so they must sign an agreement every semester that course-based intellectual property are jointly owned by the author and GW. All material go into a repository and anyone can use the content in their courses, but they usually ask the author.
    - This process might discourage faculty from introducing new information into their curriculum because they are giving away their intellectual property.
    - Other issues include lack of control over your materials once you place it into the repository (people misusing or changing information, using old lectures with outdated information, etc.)
- Cynthia noted that in the absence of an agreement, the faculty author has ownership.
- Harald noted that the resolution does not directly address the work of adjuncts and part-time people but since it took several years to get to this point, the best strategy would be to move forward with this resolution and address adjuncts and part-time people in the near future.
- Holly mentioned a concern for graduate students who function as stand-alone faculty. It was clarified that this resolution only covers full-time faculty and the situation is very complex for graduate students, adjuncts, course developers, and so forth.
- Jason noted the issues concerning these other individuals should be brought up when the resolution is on the senate floor that Harald agreed with.
- Harald summarized that our committee is happy with the resolution but that copyright issues regarding graduate students, adjuncts and part-time people need to be eventually clarified and addressed. He noted that the Education Committee, Academic Integrity Committee, and the Promotion and Tenure Committee are happy with this resolution.

Update on COVID Fall Preparations (Geneva Henry)

- It was noted the GW will probably be going totally online for Fall 2020 barring a few limited situations (the email confirming this decision came out during the meeting).
- Geneva noted that the library has been working very hard to be ready for some type of 24/7 hybrid situation for Fall 2020 that has included de-densifying and identifying appropriate library space, ordering and installing more technology and visitor management/scheduling software, setting up sanitation stations, etc.
- With the new decision to move to fully online instruction, Geneva mentioned that it would give them more time to get ready for a hybrid-type situation, possibly in spring.
- It is assumed that labs and clinical will still be in person.
- Someone asked about faculty use of the library this fall. Access to the library will be by appointment only with no browsing and closed stacks. Library staff will retrieve materials and/or send them to faculty via FedEx. The library is ready for curbside pickup but that will be dependent on what campus health and safety decides.
- Harald asked about how detailed library and material access information will be sent to faculty and students. Geneva mentioned that there is information on the library's webpage and information will be emailed to faculty and students.
- There will not be any print reserves this fall so staff will be looking for digital versions of faculty reserve requests. Issues include high costs and copyright issues. For example, it is more feasible to digitize part of a book rather than an entire book.
- Research consultations and tutoring will be operating remotely.
- New technology includes GoBoard; an open source program that allows faculty and students to work together.
- Financial access to e-books has been an issue for students. In Spring 2020, publishers were more willing to be flexible with access to digital textbooks but much of that has ended. Geneva has been working development about some kind of fundraiser or textbook donor/rental program.
- Harald asked about updates to online teaching software like Blackboard, Collaborative Ultra and WebEx. Geneva noted that closed captioning is available but was not sure about the other feature.
- Harald noted that more information should be disseminated to faculty about obtaining equipment/computers through the university so they can effectively work from home. Many faculty in his department were not aware of that option.
- Harald asked about library study space for students who remain on campus this fall. Geneva is looking into that situation, particularly because of the new mandate to go fully online. Currently, students are limited to two hours per day.
- Harald asked about the ability of faculty to use library facilities and equipment to teach online to their students. Once again, this will be safety and security decision.
- Geneva mentioned that they are building a new digital media lab at Gelman that will eventually be available for faculty to record videos. The library has been holding flex camps and workshops this summer to help faculty switch to online teaching.
- The library will be launching a new Instructional Core website on August 1 that will contain a lot of helpful information.
- Several people asked about the status of improving the library's HVAC system. Geneva has discussing the situation with Mark Diaz (CFA) because it needs significant improvement.
- Jason noted that there will probably be a big drop in morale because of the intense work people have put into a hybrid scenario for fall. He also mentioned that since the university is shifting to fully online instruction, we will be going into Scenario 2 and 3 for the budget that will result in deeper cuts.

Possible Restructuring of Shared Services at GW: Academic Technology and IT (Geneva Henry, Harald)

- Geneva mentioned that the general strategy under discussion is a merger between academic technology, IT and the individual school technology areas in order to reduce duplication. She noted that weneed more instructional designers.
    - There will a meeting this Friday with Administrative and Faculty Leadership regarding this issue.
- Shared library services are off the table because a review indicated that it would not be a cost savings.
- Daina asked about technology training for GTAs and Geneva noted that there is training course for them as well the flex camps.
- When discussing merging or reducing library services, Holly emphasized that we should focus on promoting the notion that all library staff are highly skilled and perform very specialized, labor-intensive work.
- In regards to possible places for merging or reduction, Geneva noted that desktop support and general purpose classroom support could probably be centralized to IT. Geneva noted that advising and career services will probably be using a pods model so that they can be shared between multiple schools.
    - Jason mentioned that we need to carve out local specialized support from centralized classroom support and be more aggressive about protecting that. He suggested a terminology shift from “classroom support” to “teaching and research support”.
- Ellen asked about the possibility of renting out library space but Geneva mentioned that could be a health hazard.
- Harald mentioned that any budget cuts related to preparing for fall classes should be put on hold in order to uphold high quality teaching. He suggested that we increase pressure on the Board to tap into the endowment in a very limited fashion because we cannot shrink GW to the point that we are hanging on by a thread. After this crisis is over, we want to emerge with well-respected academic programs

Any Other Business: None

Next meeting:

- Between August 15 and the beginning of fall classes.

Final Notes:

- Please continue to discuss these issues and bring your ideas forward via online chats.
- Discuss these issues with your colleagues and bring their perspectives forward.

GW Faculty Senate Library Committee Meeting
September 21, 2020; 3:00 pm ET, via WebEx

Attendees: Harald Griesshammer (chair), Andrew Smith, Anne Linton, Cynthia Gayton, Daina Eglitis, David Scalzitti, Geneva Henry, Holly Dugan, Jason Zara, Kathy Thoma (note taker), Ken Rodriguez, Marinella Temprosa, Nicole Cennamo (student representative), Rhonda Schwindt, and Scott Pagel.

Harald Griesshammer, Chair, called the meeting to order.

Minutes of the previous meeting were approved.

Harald introduced the new student representative, Nicole Cennamo.

- She is a senior in political science.

Update on COVID Fall Preparations (Geneva Henry)

- It is running smoothly with a few minor glitches, such as some buildings not being open and some students and faculty not being approved to be on campus. The issues are being ironed out.
- IT signed a license with Zoom and is integrating it into Blackboard. IT tried Webex but there were too many issues. Library AT is working with general IT on the project. Zoom integration into Webex is easier and is therefore a priority.
- Some students in China have had some issues with BB performance and they are working on that. No such issues reported with Zoom.
- Gelman and VSTCL have study spaces that can accommodate students but they must make an appointment and be approved to be on campus. The Law Library can accommodate some students but those students are not in the on campus cohort.
- There is a pick-up service at all libraries that is very popular. Patrons can either pick up items by appointment or request delivery via Fed-Ex. People do not need permission to be on campus to pick up items but they do need an appointment. LAI has about 10 appointment slots per day. Instructions are on the library websites.
- The library is also scanning whatever they are allowed to scan under copyright laws.
- There are some issues because of the differences in COVID safety protocols used by the various libraries. Gelman mandates weekly testing and daily symptom tracking, whereas Himmelfarb relies more on PPE since it serves the Medical Schools that have a different test protocol from the general GW protocol. Patrons must follow the protocol of each respective library in order to be admitted. Health science students are not included in the weekly testing and daily symptom tracking so they cannot access Gelman unless they follow that protocol. They are trying to iron out these differences.
- Geneva noted that there are about 500 students currently living on campus as well as some additional graduate students who are allowed to be on campus. They only take advantage of study/workspaces in the libraries to a very limited degree since spaces need to be booked. Usage will probably increase around midterm.
- IT is handling the integration of Zoom into BB but there is no word yet on training. Geneva will find out about training and pass along that information because there are faculty training needs.
- Information about Fall 2020 library services is on the website and has been disseminated to the GW community through social media and info-mails, however several faculty noted that they have not seen any of the emails.

- Harald suggested that a single purpose email should be sent out about library services.
- Geneva mentioned that emails are gated by external relations but she would ask them if they could send out a dedicated email, citing requests from LibCom.

Update on LAI Staffing and Hiring (Geneva Henry, Harald)

- Most of the positions have been filled; a few more need approval. There is also a need for some critical hourly positions.
- The hiring pool for instructional design librarians was very weak so they might need to substitute a staff person. Demand for those services is very high.
- Because of the move towards shared services, the LAI has lost its facilities person and events person. Academic technologies has been pulled out and is going into shared IT services (more info below).
- There are a few more positions going in for approval such as entrance services staff and hourly staff positions. Geneva is trying to find out if she will need more approval for these positions.

Impact of moving Academic Technologies from LAI to IT (Geneva Henry, Harald)

- Geneva noted that from her original 32 AT positions, only 9 have been "placed" in a secure position so far. The other 21 individuals must apply for a job in IT shared services. IT originally had about 300 employees across the university but has pared that down to 237 positions. Of those 237 positions, 114 employees have been permanently "placed" and everyone else has to apply for the remainder of the 123 positions.
- Harald noted that he is on a committee that is watching the reorganization of shared services but transparent communication has been spotty and not much faculty input has been taken on. He reported that the Provost noted that a committee would be created after the reorganization is complete, which sounds as if the present committee is not needed any more.
- There have been some major issues with the Faculty Work Station Initiative:
    - Holly noted that the faculty workstation initiative was very complicated and confusing. When she called for assistance, AT had no information about it and told her that the initiative had been cut. She fixed her computer on her own and then received a FWI in the mail.
    - Jason was also told it was cut and never received any follow up.
    - Geneva mentioned that the money for that initiative was removed from her budget and went back to the VP for Financial Planning and Operations. She is not sure what they will be doing with the money. In the past, she allocated the funding out to the colleges and they managed it on their own.
    - Harald suggested that we follow-up with someone higher up to find out about FWI because people need a computer. Geneva will check with her finance director.
    - Cynthia mentioned that she picked up a new computer and took it home, but was not given the information that she needed to login on campus through VPN the first time to be able to use it. She cannot use the computer from home and has had to use her personal computer for work. She noted that better instructions should be given to people picking up computers.
- In regards to what is left in LAI, Geneva mentioned that the instructional core (instructional technology team, BB team, instructional designers, educational developers, multimedia support, the Academic Commons, tutoring, workshops, library

services and operations, research support and instructional support) is still in place. Classroom support was pulled out.

Layoffs and related issues:

- Scott mentioned that all of the IT staff in the law school were terminated and that the new PODS shared system will start next week.
- Several people mentioned concerns regarding transparent communication about layoffs. In the last faculty senate meeting, the President said that there have been more than 250 layoffs but did not give a breakdown. This was before the IT cuts.

Future Budget Impacts: What are our priorities? (all)

- Geneva mentioned that the collections budget is stable but that she is going to get a target for further reductions sometime this week. She may need to take some money out of collections.
- Currently, the LAI budget has a section for collections, a section for compensation, and a small section for operations. Compensation has already been drained, all LAI vacancies have been taken, and AT has gone to shared services. She does not want to take any additional money out of compensation because we are already lean.
- She has endowed funds in collections that cannot be touched but other areas of collections can be tapped such as some rarely used journals, overlapping database subscriptions, etc.
- Most committee members are in favor of withdrawing money from collections instead of compensation. Salary cuts and furloughs are preferred over terminations.
- Harald mentioned that GW is $180 million in the hole and that the President announced that a second round of cuts will occur in Nov./Dec. He is unsure about salary cuts.
- Several people stressed the importance of maintaining library positions because their expertise is integral to the academic mission of the university.
- Geneva noted that although she cannot fill any more vacancies, she would like those lines to be maintained.
- Several people noted that it is important to preserve positions and vacancy lines because once a position is gone, it is hard to get it back.
- Geneva noted that decisions about collections and subscriptions are driven by use data. She also weighs the cost of interlibrary loan versus maintaining a collection when making a decision.
- Harald suggested that we have a meeting dedicated to library budget cuts once the new targets are released.

Infrastructure at Gelman: mold, breakdowns and the collection (Geneva Henry)

- This discussion was postponed because the master plan is on ice due to the pandemic and because we ran out of time.

Meeting ended 3:59pm.

GW Faculty Senate Library Committee Meeting
December 18, 2020; 12:30 pm ET, via WebEx

Attendees: Harald Griesshammer, Jason Zara, Jared Johnson, Andrew Smith, Anne Linton, David Scalzitti, Elizabeth Gonzalez, Geneva Henry, Scott Pagel, Rhonda Schwindt, Kathleen Thoma, Ken Rodgriguez, and Holly Dugan

Harald Griesshammer, Chair, called the meeting to order at 12:35 pm.

Minutes of the previous meeting were approved.

Geneva Henry, Dean of Libraries and Academic Innovation, presented a brief, retrospective analysis of what went well in the fall and what needs improvement in anticipation of the spring semester.

1. What went well:

   A. Instructional Resources
   -LAI continued to offer mini-workshops and consultations with faculty, emphasizing teaching enhancement;
   -demand for and virtual attendance of these workshops remains strong;
   - Instruction design team produced a number of shorter video formats (10 minutes videos, quick tips and tricks) and will continue to build these resources.

   B. Concierge teams assigned to individual departments
   -These teams worked with departments updating them about resources.
   -They also functioned as liaisons for communicating unique needs or request for extra help

   C. Librarians embedded in instructions; this worked very well in virtual platforms

   D. Virtual course materials
   -LAI encouraged faculty to adopt open educational materials whenever possible for equity and access
   -LAI worked with faculty who wished to use copyrighted materials in their courses (including film)

   E. Faculty zoom account roll out
   -Faculty requested this and it went well (more information in the appendix)

   F. Students

   Our virtual tutoring and study sessions were well attended. LAI leveraged students to run these, including hiring students in different time zones to make use of those resources in Europe and Asia.

Students also participated in many virtual consultations with librarians and made use of digital resources. Those on campus made reservations to study in Gelman. We also worked to accommodate the needs of DSS students who use libraries for assistive technologies

G. Research
LAI is ensuring access to research and loaning materials by leveraging WRLC resources. There was progress with making our digital materials accessible, and we are now fed-exing print resources when available, and we implemented a grab and go system for print materials. This has been tremendously successful, so much so we're wondering if we should move to a closed stacks model. Gradually consortium loaning is back up to speed fully; it started slow (not all of the libraries are at full operation like ours) and LAI has been able to find digital versions of print resources in many ways. We have been able to support faculty working with data in all sorts of forms; and we continued with virtual research consultation and to work toward digitizing our special collections to support researcher needs. The good news is that these digitized materials are now available long term for researchers. We have also been providing support for the naming committees (using university archives).

2. Areas to improve:

A. Blackboard storage issues.
The increase in faculty storing videos in blackboard increased the cost; the university received a large bill late in the semester due to this increased use. We may need to educate faculty on how and where to store recorded lectures (echo 360 or youtube). It costs a tremendous amount to store classroom videos directly in blackboard

B. Instructional Design Team
The bandwidth of our instructional designer team is depleted. We're trying to encourage the creation of shorter, pre-recorded materials to help faculty who need "just-in-time" help. We don't have enough faculty designers right now to meet faculty demand. The good news is that faculty now realize that this incredible team is available to them; the designers are in high demand.

C. Exam Proctoring:
The university is working with Respondus, which gave us access to the platform at an affordable rate. We have heard from faculty that they want more and different options. There is a challenge: how to find a platform that meet everyone's need that is also affordability. Some platforms charge by exam and we have no control over how faculty schedule their exams (and the frequency) of them.

This may involve encouraging faculty to think differently about student assignments: Jason (Torres, Director of Strategic Digital Learning Initiatives) is at the intersection of

multimedia and pedagogy and he is working with faculty to use multimedia in their assignments.

LAI also launched the Create Digital studio this fall. It's sparse now but some faculty have used it already to create videos for courses (example from dance. We've held workshops about it with good attendance but we want to increase visibility for this space.

D. Technology integration
We are looking at technology to overcome some issues with integrating learning management and communication platforms; there are some new technologies that we are in discussion with now with vendors. (Example: free trial soon with Engagely). Gaetano Lotrecchiano is leading that effort and we will keep you updated.

E. Improvements needed for UG studies:

Our top text books program is very popular, which keeps the most popular (and expensive) textbooks on reserve. The publishers have now made it impossible to loan these textbooks digitally. We're trying to figure out how to work around this; we can, for instance, digitize a chapter of a time for students.

Off-campus students also want access to Gelman to use a study space. Since they're not in the on-campus cohort, they're not going through the on-campus protocols and we can't let them into the building. There are discussions about whether or not they can opt-in to the protocols so that they can use the facilities (Gelman, Lerner Health and Wellness).

F. Research:

We are putting links to digital versions of our resources through internet archives. We're working through the process of how to do this in the best way. For example, should we create a new record or embed a link? There are cost concerns; Ex-libris charges per catalogue record.

Scott asked whether Gelman has made use of the "emergency one-time access" for students who are not in the cohort – law students have made arrangements with UPD to let off-campus students in that way to make use of the library's casebook reserve collection.

Geneva explained that there are some differences since off-campus students mostly want to use the space to study or to access special collections.
Scott clarified that this might help with the issue of the popular textbooks. Geneva said she'd explore that option, but noted that it may create some issues since the vast majority of students are not on campus, raising issues of inequity.

Geneva invited Scott Pagel and Anne Linton to provide brief updates about Burns Law Library and Himmelfarb Health Sciences Library.

Scott Pagel reported on Burns Law Library:

He noted that the law library is doing much the same thing in terms of helping faculty with online teaching. The law school employs 200-300 new adjuncts each semester; they're currently trying to get adjunct faculty ready to use zoom. He noted that they don't have the same storage problems because they store internally. Their LMS is mylaw, which creates an interface with blackboard and canvas.

He noted however that the financial mitigation efforts by the law school impacted the library: As part of the mitigation effort by the law school, the **law library has permanently lost 5 positions; 3 staff also have been furloughed for 6 months; and 3 staff members have had their hours reduced by 20%**.

Anne Linten reported on Himmelfarb Health Sciences Library:

Himmelfarb utilized many of the same strategies reported above. She noted that Himmelfarb has also been greatly impacted by the financial mitigation efforts. Here, the cuts impacted the serial collection. During the first round, **cuts were made to subscriptions in the fields of clinical and public health but now they're impacting the collections that support research.** It will be pretty upsetting to researchers.

Geneva reported that the financial mitigation strategies impacted Gelman in different ways. There were no layoffs or furloughs but the shift to shared services in facilities, events, and communications means that the staff have had to absorb many of these tasks. Staff now handles manning the loading dock. There are also humidity issues; and librarians are taking turns to empty large trashcans of water from dehumidification process. Events also moved to a shared-services model; it is very difficult to organize workshops. She noted that the shift of academic technologies was also very difficult for LAI.

Geneva then took questions from the committee about how to address the staff cuts, zoom-integration into Blackboard, and storage issues.

Harald emphasized the need to educate faculty about the storage issues regarding blackboard, including researching whether there's an intuitive way to do this that will help the less-technology savvy faculty members participate.

Harald asked if hiring more Instructional Designers would help? Geneva said yes.

There was a discussion about campus access for off-campus students, especially as part of diversity, equity, and inclusion issues. Geneva noted the challenge of the twice-weekly protocols but Harald noted that perhaps it would help to see how many students are impacted by this.

There was a discussion about AI systems for proctoring exams; many faculty noted that the platforms are expensive and don't work well. Jared noted that many of the systems don't work well on google chromebooks, which raised the point that without student equitable access to technology these issues will continue. We can identify great solutions but if the students don't have access to the technology they won't work. Jason noted that this could also dovetail with instructional design: what kinds of assessments don't require proctoring?

Holly thanked Geneva for the LAI's help with humanities research, noting an increase in access to books via the ILL chapter availability function and librarians' willingness to explore temporary solutions (like trial subscriptions to Oxford University Press Scholarship online). This has been a help for humanities research.

Harald noted that planning will start soon for post-covid research. We'll talk about this more in spring.

Harald invited Jared Johnson, Chief Technology Officer and Associate Vice President of Academic Technology and Customer Experience, to speak to the committee on the restructuring. The slides from his presentation are included in the appendix.

Jared: My presentation is about the organization and support options. But I did want to review the lessons learned from fall and spring.

> -For fall: there was a large effort over the summer for preparing the classrooms for hybrid technology (cameras and microphones). As Geneva can attest, we ran into major issues in getting equipment. So we were working on some hard timelines for summer up until the decision to go virtual. That provided some relief; that effort stalled as we shifted our approach. But once we were into the semester we renewed the procurement effort. The instillation effort has continued (at a slower pace with a September 2021 deadline). We're using GW labor so that means it's proceeding more slowly but it is also more affordable.
>
> We've consulted with other provosts (Boston U, George Mason) about in person learning. They performed the technology installation; some ramped up support (student technology assistance). We're hearing that teaching in the classroom with simultaneous virtual learning is very difficult. Some include more students to help with collaborative technologies. We'll continue to look for those ideas and how to apply them.
>
> We prepared additional virtual computing resources. Prior to Covid, we had computing resources in the business school, public health, and CCAS. Over the summer, we were able to increase virtual labs (for SEAS) and with LAI to create general purpose virtual

computing labs. These web-based platforms help with access. We've seen an uptick in use by students. We've created a specific way for students in countries with internet monitoring to use them; that hasn't been used as much but it would have been impossible to know before this semester.

We worked on making labs accessible via remote desktop technologies. These are specific to course needs.

We completed work with the Provost and Registrar's office to walk through the in-person classroom needs for spring. There are very few classes in person (most are in SON or MFA). We have located them in spaces that we feel are safe.

The Search for the Chief Technology Officer search has begun.

Slides:

1. Technology update: licensed zoom accounts

This occurred on a rolling basis because so many faculty had personal accounts with university email accounts. A key difference between zoom and webex is that zoom is solely web meetings. We're not paying the extra fee for phone numbers. That's another level of account cost; so far we haven't heard negative feedback on this. Each zoom account gets .5 gig of storage that gets used up quickly. But when you add the cumulative accounts, combined with 3tb of storage, it helps. But we still have storage issues. Some faculty have been recording zoom meetings and this is not unlike the blackboard issues regarding storage. Echo 360 is our enterprise platform and they do have integrations with Zoom, which should allow for a seamless transition (it does require some different work flows). We'll have to partner with LAI Instructional core in order to roll that out. That should lessen the storage needs. GW Law models this well. A lot of our storage issues have to do with work flow.

August- LAW
September- CCAS & GWSB
November CPS, GSHED, SEAS, SON
December- EISA SMHS

2. Review of leadership structure for GW It

Jared provided an overview of the structure. See appendix
Greatest challenge is across the management level and this led to structural changes. We retained people who are now in a slightly different role. The support centers are organized kind of like the pod structure.

3. Faculty technology support

Important to note that there are multiple options to contact support and this is because we want to maintain continuity of support. This may be phased out, but for now there are multiple access points.

Some hours vary in response to needs of various schools—SEAS & LAW have longer support hours (computing labs)

4. Structure of Shared tech support centers

Front facing—these support centers work as liaison to schools but they also work very comprehensively with one another on the back end.
They're working with deans on how best to report back on service metrics. So far, working most closely with Law School.

5. Structure of Academic and Virtual Computing Unit

FWI: this is proceeding on a case-by-case basis. Some rolled out in July; it stopped quickly because of financial mitigation. So we've been handling requests on case-by-case basis. Establishing what the IT shared services budget looks like moving forward, streamlining workflow and forms for FWI.

6. Research technology services contact information

Contact information provided on slide (see appendix)
Jaredw@gwu.edu
202-994-1135

Jared then invited questions from the committee.

Harald asked for volunteers for the subcommittee to oversee this transition, working with Jared. The committee will be small to be agile in order to help Jared and his team.

Kathleen Thoma asked for more information.

Jason asked a question about "legacy" staff and how they're handling requests from faculty and staff that are outside of their new position.

Jared emphasized that during the first 90 days staff needed to be focused on service continuity. For the most part, we haven't overtaxed too many people. He also noted that the legacy person may be functioning in an intake role, but they are likely transferring it to the new point person. The good news is that we haven't lost that institutional knowledge; we have a lot of key leaders from the schools who are in different roles now but we still have access to their institutional knowledge.

Andrew Smith volunteered for the subcommittee. Harald clarified that the subcommittee will allow faculty to provide opinions and insight to help the structuring of metrics. Jason explained that there is a need to develop metrics to figure out how this new structure is working. After that, it's about reporting back.

Kathleen asked if the committee will identify new faculty needs for technology?

Jason clarified that perhaps but it is tasked more with figuring out how this specific shift has worked, especially measuring administration promises that it will services will be “equal and better.” But it could also identify issues that weren’t being served in either model.

Harald adjourned the meeting at 2pm, noting that the infrastructure report will be bumped to next meeting or to email between now and the next meeting.

THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

GW IT Support Update

December 18, 2020

Jared Johnson
Interim Chief Technology Officer

Update Agenda

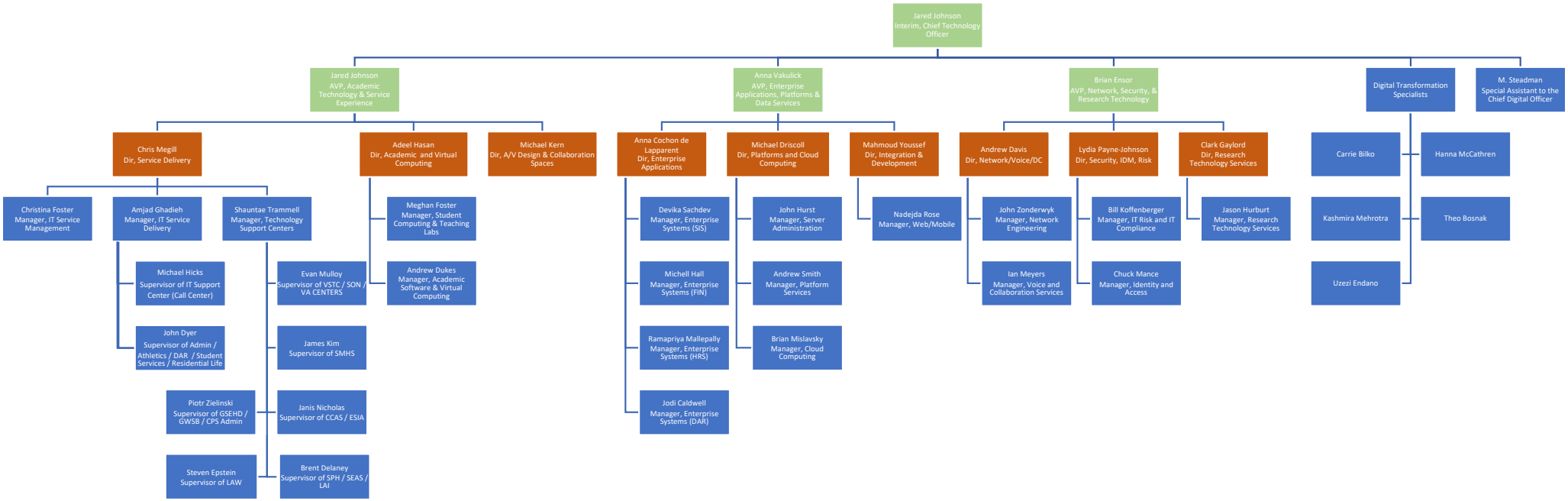
1. Technology Update: Zoom Accounts for Faculty
2. Review Leadership Structure for GW IT
3. Faculty Technology Support
4. Structure of Shared Technology Support Centers
5. Research Technology Services Contact Information
6. Questions

Zoom Accounts for Faculty

***SPH faculty have had Zoom accounts through 2U**

August	LAW
September	CCAS
	GWSB
November	CPS
	GSEHD
	SEAS
	SON
December	ESIA
	SMHS

GW Information Technology Leadership Structure – December 2020

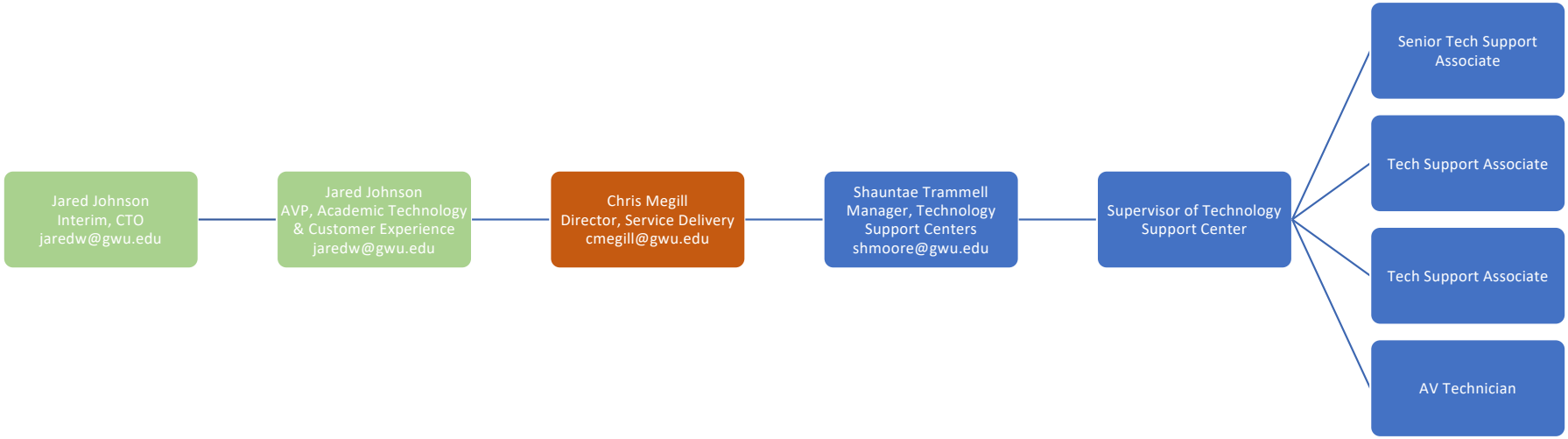


THE GEORGE WASHINGTON UNIVERSITY
WASHINGTON, DC

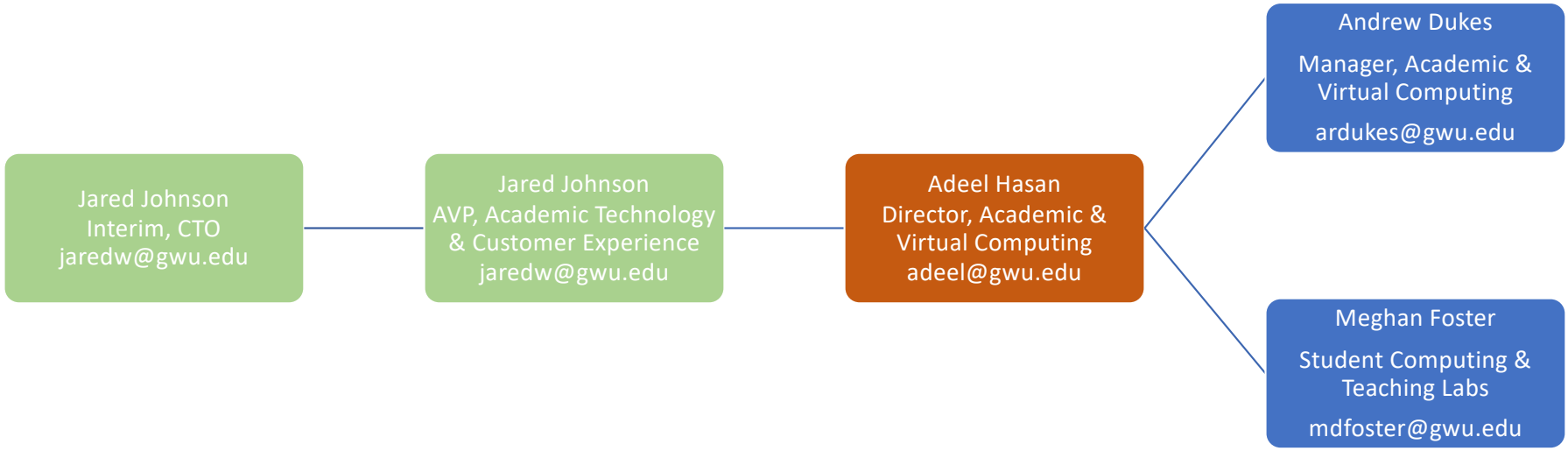
Faculty Technology Support

Tech Support Centers (Supervisors' Email *Netid*@gwu.edu)	Phone 202-994-4948 (Main IT)	Email ithelp@gwu.edu (Main IT)	Support Hours M – F, 7:00am – 10:00pm
CCAS / ESIA Janis Nicholas (jross16)	202-994-8096 (CCAS) 202-994-4948 (Main IT)	ots@gwu.edu or ithelp@gwu.edu	M – Th, 8:30am - 7:30pm F, 8:30am – 4:00pm
CPS / SON Evan Mulloy (emulloy)	202-994-4948 (Main IT)	cpsit@gwu.edu or son_it_ops@gwu.edu	M – F, 8:00am – 5:00pm
GSEHD / GWSB / CPS Admin Piotr Zielinski (zielin)	202-994-4948 (Main IT) 202-994-4972 (GWSB)	ithelp@gwu.edu oitshelp@gwu.edu	M – F, 7:00am – 6:00pm
LAW Steven Epstien (sepstein37)	202-994-5772 (LAW) 202-994-4948 (Main IT)	lawit@law.gwu.edu	M – F, 8:00am – 5:00pm
SEAS / SPH / LAI Brent Delaney (brent11)	202-994-0123 (SEAS) 202-994-7900 (LAI) 202-994-4948 (Main IT)	support@ticket.seas.gwu.edu gwsphsupport@gwu.edu acadtech@gwu.edu	M – F, 8:00am – 10:00pm (SEAS) Sat 10:00am – 6:00pm (SEAS) Sun 10:00am – 10:00pm (SEAS) M – F, 8:00am – 5:00pm
SMHS James Kim (jkim44)	202-994-9400 (SMHS) 202-994-4948 (Main IT)	casshelp@gwu.edu	M – F, 8:00am – 5:00pm

Structure of Technology Support Centers



Structure of Academic & Virtual Computing Unit



Research Technology Services

- Clark Gaylord, Director of Research Technology Services
  - cgaylord@gwu.edu
- General Inquiries:
  - rtshelp@gwu.edu
- Pegasus High Performance Computing (HPC) Support:
  - hpchelp@gwu.edu
- Research Intake (in development)
  - https://it.gwu.edu/research-technology-services-supplemental-information-form

Questions / Feedback

Jared Johnson

Interim Chief Technology Officer

Associate Vice President, Academic Technology & Customer Experience

GW Information Technology

Email: jaredw@gwu.edu

Phone: 202-994-1135

GW Faculty Senate Library Committee Meeting
February 19, 2021

Attendees: Harald Griesshammer (chair), Andrew Smith, Anne Linton, Asefeh Faraz Covelli Barrett Matthews, Cynthia Gayton, David Scalzitti, Ellen Kurtzman, Geneva Henry, Holly Dugan, Jason Zara, Max van Balgooy, Kathy Thoma (note taker), Ken Rodriguez, Marinella Temprosa, and Scott Pagel.

Harald Griesshammer, Chair, called the meeting to order.

Minutes of the previous meeting were approved.

The Provost's Post-COVID-19 Academic Innovation Task Force (Jason Zara):

- Charge: gather ideas from the GW community about how to use and what to keep from what we have learned and developed during the pandemic to make us better going forward.
    - Examples: online/hybrid office hours; online course options for study abroad students
    - This is not about trimming programs, faculty, staff, etc.
- There will be two phases:
    - Phase 1 (through mid-March): four sub-committees that will gather ideas from their constituents: undergrad students, grad and professional students, faculty, staff and academic support.
    - Phase 2: reorganize into topical groups based on information gathered during Phase 1.
        - There will be another call for more people at this point.
        - Final report planned for the end of May.
- Gale Wald will lead the undergrad group.
- Guy Lotrecchiano will lead the staff and academic support group. Academic support consists of librarians, advisors, research support, office staff and other staff.
- There will be town halls, a feedback box on the website and other methods to gather as much information as possible.
- Contact Jason Zara or the other committee members for more information.
- **What should be the Library Committee's involvement?**
    - Send in our ideas and suggestions to the committees.
    - Geneva suggested that we should wait to form any new sub-committees until we see how the four groups move forward. Guy is keeping her updated. She is chairing an online committee that will be sending in ideas.
    - Suggestion: wait until the themes develop from Phase 1 and jump in on themes that involve the library in Phase 2.

Gelman Infrastructure:

The committee deliberated in executive session.

- **Action Item:** Harald suggested that we draft something and then approach the Provost and possibly facilities and finance. He asked for volunteers to assist with that activity. Max and Holly volunteered. Harald will draft something and circulate it.
- Side note: Holly mentioned that in 1823, the university made an accounting of the library's books and then sold some of them to raise money. We should be wary of that.

Copyright Changes (https://www.copyright.gov/legislation/copyright-small-claims.pdf)

- Ken Rodriguez, committee member, reference librarian and intellectual property librarian in the Law Library, spoke about the new Copyright Alternative in Small Claims Enforcement (CASE) Act of 2020 that was part of the Consolidated Appropriations Act of 2021 (corona virus relief package).
    - It establishes a voluntary adjudication process in the U.S. Copyright Office to consider copyright infringement matters for claims that do not exceed $30,000.
    - Supporters believe that it will provide a low budget remedy for content creators and copyright owners to protect their copyrights without having to resort to expensive and time-consuming court litigation.
    - Establishes an administration body called the Copyright Claims Board (CCB) within the next year to resolve small copyright claims.
    - Proceedings before CCB will be fully voluntary and any party can instead pursue a claim in federal district court. The respondent has 60 days to opt out after being served.
    - Criticism: it is an opt-out system rather than an opt-in system and people will be bound by the decision of the CCB.
    - The process could be abused by copyright trolls to extract damages from unsophisticated individuals.
    - CCB claims cannot be brought against state government entities so public colleges and universities are not included but they can be brought against private universities.
    - To protect libraries, Congress created an opt-out procedure for libraries and archives. They can file a notice with the Copyright Office to opt out of all CCB proceedings as opposed to opting out every time a claim is brought against it.
    - This protection protects libraries but not library users including faculty and students.
    - Libraries will need to educate their users of the advantageous of opting out in most cases.
    - Ken reached out to the GW General Counsel Office and it recognizes that unsophisticated persons might agree to the CCB and not realize that it may be in their best interest to opt for litigation in federal court.
    - It should be on our radar so we are informed about what is happening.
- Barret Mathews, LAI compliance officer, spoke about the CASE Act from the library's perspective.
    - He believes that as a library, we would want to opt out because the purpose of law is to lower the barrier for filing an infringement claim.
    - Big win for YouTube, self-employed content creators and photographers but we do not want that bar lowered – we want it more difficult to bring copyright claims against us.
    - We are not engaging in infringement activities so the safe call is to opt out because it is more costly to go to court.
    - It creates more exposure for faculty (in particular) and staff. They need to practice their best copyright practices such as a Fair Use Analysis and document the Fair Use Analyses they engage in.
- Harald mentioned that this issue might have become more pressing over the last year because of COVID and the library copying many items for students. It is his understanding that the library has been extremely carefully about how much they scan and provide to students.
- Barrett mentioned that the library has been trying very hard to follow consistent systems to protect ourselves.

- In regards to opting out, Barrett does not see any reason why we should not opt out because it is a net win for the library. We already have special exceptions under copyright law and do not end in trouble as often as a faculty member who uses a photo in class and does not get prior permission. We need to educate faculty.
- Barrett clarified that the CASE Act only protects libraries, not faculty or other departments within GW.
- Ken noted that the CASE Act only applies to respondents or defendants.
- Ken also said that we will need to wait until the regulation details are more specific and that **we should meet with the General Counsel Office to we see what should be conveyed to faculty and students.**
- The Library Copyright Alliance and other groups are against the CASE Act because it still seems to benefit those with deep pockets.
- In regards to protecting faculty, using a permalink and other library options will protect them. Problems can occur when someone uses an image from a commercial photo website.
- Ken will confirm if the university has to opt out entirely.
- Barrett noted that public universities are protected due to sovereign immunity but he does not know if that protects public university faculty.
- Harald notes that there is no direct action item here yet because we need to wait until we know more about the details of the regulation. We can only vaguely reiterate to faculty and students the importance of following copyright rules. We will rely on Ken and Barrett to alert us and we will take up the issue at that time.

Update on COVID-19 Spring Preparations (Geneva):

- We have a bigger on-campus cohort of about 1,500 students along with an increased use of the library.
- GW is talking about bringing in more students into the spring cohort (off-campus students) but they would have to meet all of the protocols like getting the flu vaccine, weekly COVID testing, and symptom tracking.
    - This is a great need among the law school students because they need to use case books that have strict copyright restrictions against copying and digitizing.
    - She is trying to get a handle on how many students this will be so that they have enough seats and can handle it.
    - Scott Pagel mentioned that he will be meeting with Corrine in the Provost's Office next week to talk about this situation that will probably happen in March. Students will probably be limited to 4 hours per day in Burns Library and then may come over to Gelman to study, but it should not be very many.
- Harald noted that having Gelman available would be helpful to students who live in the DC area and need a quiet place to study.
- Geneva said that they can handle the increased capacity but they want to make sure that students are following the protocols because staff are concerned.
- The integration of Zoom into Blackboard via a link has been completed.
- GW is in negotiations with Blackboard about what kind of packages they have for storing BB lectures because it has been very costly to us.
    - Faculty need to know that they do not need to store their videos in BB. There are currently many years' worth of videos stored in BB.
    - Option: store them on YouTube and put a link into your course or move it to another location.
    - Harald suggested that Geneva send out another short email to faculty about this issue.

- Planning for summer:
    - Probably will look like spring; perhaps more hybrid classes.
    - LAI does a lot of faculty training during summer such as the Course Design Institute.
    - Training will focus on transparency of assignments, proctoring issues, non-traditional assessment approaches without proctoring, etc.
- Someone noted that he hopes the university has learned not to do major changes in the middle of the semester like taking away IT staff, etc. They should consult with departments about the best time to make major changes.
- Committee members were happy to hear that the Provost has publicly committed to creating a Post-COVID-19 Task Force that will involve all four major stakeholder groups.

Meeting was adjourned.