<u>Library Leadership Team Meeting</u>
13 December 2011, 2:00 p.m., Administration Conference Room, Poynter Library

<u>Present:</u>   Carol Hixson, Gary Austin, David Brodosi, Virginia Champion, Allison Etzel, Deborah Henry, Tina Neville, Jerry Notaro, Patricia Pettijohn, Berrie Watson, Jim Schnur

<u>Regrets:</u>   Kaya Van Beynen

<u>Guests:</u>   Robin Casey

<u>Meeting:</u>   Called to order at 2:01 p.m. by Carol

Email and the Exchange Server: Berrie mentioned that the Exchange Server used to manage our email is old and that we are at a point where we need to consider possible options. To continue to use Exchange, we will have to upgrade and there will be technology costs as well as continued costs of staff time and resources. Robin Casey, Systems Analyst, also participated in the conversation. Options were discussed, including:

A. Replacing the Server (or possibly virtualizing Exchange): This would be the most transparent option for those who currently use Exchange. The costs would be for upgrading the server and other expenses for the product. The largest "cost" to the library, however, would be the necessity of using the talents of the limited Systems staff to manage and maintain the Exchange server. Some processes, such as creating certificates that allow for off-site access, may be done quickly. Other parts of the equation are more involved and require substantial amounts of time. This is the *system-centric* model.

B. Migrating towards Google's Gmail Client: The other alternative would be to follow the rest of the USFSP campus and the USF System by transitioning to Gmail. There would two alternatives: 1. Using an Outlook client that synchronizes with Gmail, or, 2. Using the web-based Gmail portal. This is the *user-centric* model. Benefits and concerns of using Gmail were then discussed, as well as other things to consider:

> **Benefits:** Allows for a larger file size (about 20Mb in email messages); unlimited spam space and antivirus protocol for attachments are similar to what we already have in place; Gmail is "free" to the library through the already established arrangement between the USF System and Google; Systems staff no longer have to devote limited time and resources to managing email or a server; much larger storage available for each account, along with the ability to manage folders and manage/share calendars; Gmail is available by logging onto your NetID; Gmail allows for signatures and out-of-office messages.

> **Concerns:** There are always privacy issues to consider when email is farmed out, so we may want to reconsider how to handle extremely sensitive communications; for those who use Outlook to synchronize messages, there may be times when heavy traffic slows down the process; decentralized email creates the potential of losing messages without having on-site backup (though Google has proven to be very reliable); you cannot be logged onto two Gmail/Google accounts at the same time (though you could still forward all email to one account).

> **Other Things to Consider:** Shared calendars would have to be migrated; library loan receipts should continue to go out on our servers; ILL receipts are managed by the ATLAS server; headers are automatically hidden in Gmail, so to see who was copied on a message, use the "Unhide" option; unless you remember to log out of Google/Gmail, someone could access your account if you're on a public computer.

Discussions regarding Email/Exchange Server: After discussion, there was consensus that current staffing models and increased technology demands require us to explore an alternative to maintaining and upgrading Exchange. Google's benefits do outweigh concerns and liabilities.

Budgetary Matters: With the legislature going into session in early 2012, we will need to remain aware of budgetary decisions that may affect our ability to maintain services and collections.

Blackboard: Updates will take place to migrate to Blackboard 9.1

Reception: Brief discussion of a possible reception for a former employee and faithful and dedicated volunteer. Jerry will take the lead, with Tina, Patricia, and Jim also involved. Details to follow.

Distance Learning and A/V: Ten courses are under development. Staff members in A/V have been busy setting up and refreshing classroom technology throughout the campus.

Meeting adjourned at 3:40 p.m.

Respectfully Submitted,

Jim Schnur
Recording Secretary