

# 2013-10-14

## **2CUL TSI Steering Committee Meeting Notes, Oct. 14 2013**

Present: Adam, Boaz, Colleen, Jim, Kate, Robert, with Jesse Koennecke and Susan Marcin for the second item

### **Plans for meeting with the 2CUL TSI Joint Senior Managers Integration Network (JSMIN) at Cornell, Oct. 23-24**

Jim has already distributed the current draft of the JSMIN charge to this new group's Cornell members. Kate will distribute it to the Columbia members.

Room reservations at Cornell have been made for the Oct. 23-24 meeting of the TSI SC and JSMIN. Jim will distribute the final agenda.

Kate will be up in Ithaca a day early, on the 22nd, so she will take the opportunity to attend a previously scheduled Cornell staff meeting on 2CUL in general (not just tech services) to speak briefly and help answer any questions.

### **Meeting with the leads of the 2CUL TSI E-Resources Troubleshooting Team**

The Steering Committee briefly discussed expectations for this meeting and were then joined by the Troubleshooting Team's two leads, Jesse and Susan.

For the moment, this is the only working group that has continued working past the end of Phase 1. The leads gave a brief overview of their activities: they have been modeling a joint troubleshooting service across the two institutions and have moved into working out possible workflows in detail. Although troubleshooting is more independent of Alma than some other areas of tech services activity, whether and when we move to Alma will still be a significant factor.

The Steering Committee and the leads discussed the Troubleshooting Team's recommendation that 2CUL purchase the Callisto e-resource monitoring system, and agreed that this seems to be an attractive first test case for joint implementation as 2CUL because it seems valuable, relatively easy to implement and relatively inexpensive. However, the Steering Committee requested more information on cost/benefits and also on any other recommendations for purchase that the Troubleshooting Team expects to make in the future (tracking system, ERM) so that this recommendation can be assessed in that broader context.

It should be noted that Callisto would do work we can not easily do now--it proactively finds problems in e-resources sites often before they are discovered by users. Cornell tried to this manually but the time and effort was prohibitive. There are cost savings even without integrating problem solving since there is a 15% discount if we each have a subscription.

The recommendation on Callisto will be referred to JSMIN for further discussion sometime after the initial meeting of JSMIN next week. This may be a test case for sorting out the roles TSI, JSMIN and the administrative team will play in phase 2 integration.