

Meeting Notes 2017-01-11

What do we do?

- Knowledgebase management - [Knowledgebase Group](#) - did we have a report for this?
- New resource implementation - request to active?
- Resource maintenance
- Troubleshooting -

How much time do we spend doing it(s)?

What systems do we use?

What "counting" do we currently do?

- COO - Voyager record counts for e-journals, e-books, others
- COO - Troubleshooting - CountIT stats - can count number and time spent on problem solving
- ZCU/COO - Intota - resource counts

Audiences: Reporting structure, outside consultants, selectors, e-resources group

Other tasks for our group

Callisto renewal? What can we use it for? Is it worth it? What else should it do? Renewal date? Peter and Susan lead.

- Possible ideas - info about how widespread a problem is - multi institutions Callisto report that it is down vs. just one.
- Callisto provide service to notify vendors

Branding