



Library Technology and Telecommunications Committee Meeting Minutes

Meeting Date: November 24, 2020

Next Meeting: TBA

Location: ZOOM

Attendance: Ronald Bergmann, Stephen Castellano, Sherry Deckman, Michelle Ehrenpreis, Jennifer McCabe, Kenneth Schlesinger, Jennifer Van Allen, Nadine Zerphey

Reports:

Library

- CUNY's Office of Library Services has added links to eBooks [including textbooks] in Library's OneSearch that reference a print copy in our collection. These are available to borrow in increments of hours or days through the Open Library. This service includes eBooks and textbooks from other CUNY Libraries. To maintain appropriate owned-to-loaned ratio – campus libraries cannot currently feature Open Library Project links in their records if they offer open physical book lending - which at this time Lehman does not. Open Library is accessible via Library's Databases A-Z List under O. Please search within Library's OneSearch for print books we have to determine whether they're available online through the Open Library. If you have additional questions - please e-mail the Library or contact us via 24-7 Virtual Chat.
- Library offers scanning services on a limited basis. Faculty wishing to have materials scanned may reach out to Library's Access Services Unit.
- Library Chat is available 24/7. Please visit Library website to chat with a librarian
- Due to COVID-19 Concerns, the Library Curbside Pick up program is suspended.

Information Technology

- The IT Help Desk has fulfilled more than 40,000 requests for service since the start of the remote learning in March and continue to provide support seven days a week for most of the semester.
- Along with several college offices, as an added service to the community, the Help Desk has now added the Live Agent feature of the Lehman Chatbot. This feature enables students to chat with an agent when during business hours, Both students and staff like this feature because it provides questions and answers in real-time.
- VP Ron Bergmann presented the draft 2021 IT Roadmap to the Library Technology Committee. The IT Roadmap is a planning document, based on broad input, that

provides a sense of the technology directions that IT will be undertaking as we become more digital. Among the highlights in the roadmap are: the creation of an Office of Digital Inclusion, enhancing classroom technologies and "Anywhere Operations," and, with Media Relations, the redesign of the Lehman website and migration to a new content management system.

Blackboard

- Bb Upgrade is coming on December 27th-December 28th. The upgrade is a back-end upgrade and there will be no changes to the user interface. I am presently participating in user acceptance testing of the upgrade.
- Camtasia and Snagit are now available to faculty. These platforms will provide faculty to lecture directly to a powerpoint presentation while showing the instructor's image on screen. Camtasia is a screen recording platform. Snagit will provide instructors with the ability to capture images from the internet and insert them in their classes. Please feel free to e-mail me and I will provide the license key and download location.

Online Education

- Preparation for Online Teaching Workshops will be offered on December 4th and December 10th. For more information, please contact: online.education@lehman.cuny.edu
- Register for the Online Essentials Webinar coming up on December 3rd and 10th. For more information, please contact: online.education@lehman.cuny.edu