

Council on Libraries and Information Technology
April 26, 2007

MINUTES

Present: Joe Branin, Karen Bruns, Roy Joshua, Bob Kalal (for Susan Metros), Meri Meredith, Ken Pearlman, Les Tannenbaum, Kathy Wallace (for Patrick Osmer)

Absent: Daniel Avorgbedor, Theodore Bauer, Gideon Frankel (excused), Azher Salikuddin (excused)

Guests: Jim Bracken, Chuck Morrow-Jones, Aaron Olivera, Fred Roecker, Betty Sawyers

1. Textbooks. Aaron Olivera (University Libraries) reported that representatives from USG approached the Libraries and asked what the Libraries could do to help students cope with the rising prices of textbooks. They were particularly interested in having expensive textbooks for GEC classes available in an open reserve setting where they would be available 24/7 without having to ask library personnel for assistance. The Libraries was receptive to the proposal and worked with USG to launch a pilot program in Winter Quarter 2006. The volumes are housed on open shelving in the Science and Engineering Library, which is open 24/7. The agreement between USG and the Libraries is that USG is responsible for information gathering (i.e., identifying the textbooks to be purchased) and promotion, and the Libraries is responsible for purchasing the volumes and making them accessible to the students.

The most difficult problem is obtaining the information about the textbooks to be used for classes in a timely manner. Initially there was a problem with theft due to the proximity of shelving that houses the volumes to the exit from the library and the ease of selling the items on High Street. Loss has been subsequently reduced by extensive ownership markings and a more watchful eye.

The initial criteria for inclusion in the program were expensive textbooks needed for GEC classes with an enrollment of 200 or more. Two books were purchased for the first 200 students and increased by one for each additional 200 students; books with prices lower than \$60 are not included. A variety of manual methods have been tried to determine the level of usage of the volumes. It was suggested that electronic scanning might be a more effective way to do this. The current manual methods have shown that 90% of the volumes are used more than once and 70% more than 5 times.

USG agreed to take responsibility for promotion, and there was a big promotional push when the program began in Winter Quarter 2006. Following the initial push, however, there was a big promotional gap. Promotion has begun again with flyers distributed in residence halls, and a brochure covering all that is being done for textbooks is in preparation. USG is planning a promotion during Orientation this summer to let parents know about alternatives to purchasing textbooks.

A further description of the USG/OSUL project was handed out to attendees and is available at the following URL:

http://library.osu.edu/sites/council/LC0704/textbooks_osul.pdf.

Fred Roecker (University Libraries) reported that the Ohio Board of Regents is also interested in the textbook issue, both to save students money and to improve student learning. OhioLINK is working with the Board's Collective Action Project to conduct a pilot study in the fall of 2007 to examine the combined impact of reducing the cost of instructional materials by 50% and effectively using value added electronic textbooks. They are working with four publishing partners--Bedford, Freeman & Worth Publishing; McGraw-Hill Publishing; Pearson Publishing; and Thomson Publishing. The courses to be selected should adhere to the state's Transfer Assurance Guidelines, and they want to include both large and small schools in the pilot study. Presentations about the project are being made in various venues around the state. A further description of the OhioLINK/Board of Regents project was handed out to attendees and is available at the following URL: http://library.osu.edu/sites/council/LC0704/textbooks_olinkl.pdf.

Council members suggested that there be significant faculty involvement in the planning and conduct of the pilot program; if faculty aren't involved now they could be a roadblock down the line. All participants will sit down and review the results of pilot program. Has Martha Garland's office been involved? Faculty Senate needs to be aware that students are becoming more and more dissatisfied with the cost of textbooks. What should be the Council's next step? At least we should reflect that we're concerned about the high cost of textbooks and how they are used. The Council would like to hear further reports in the fall and at that point identify things that Council can do. When the Director of Libraries and the Council Chair meet with the Senate Steering Committee tomorrow they will ask what that Committee sees as the Council's role.

2. Recent Security Breaches. Chuck Morrow Jones (CIO's Office) discussed the two recent security breaches. All folks who were involved have been notified by mail, and have been offered free credit monitoring for a year. Further information is available on a Web site called OSU Information Security (<http://cio.osu.edu/secureinfo/research/>). The first incident involved the theft of a lap top from a faculty home. The laptop contained ca. 4,000, mostly student, identities for 10 years including SSN's. The sensitive data shouldn't have been on the laptop in the first place, but if it were really needed it should have been encrypted.

The second incident involved a breach of a Research Foundation database that acquired name, SSN, date of birth and employee ID. The database was hacked from Chinese addresses and appears to have been both skilled and intentional. They found an error in a web server and jumped there to the database. 14,000 records were involved, ca. half of which were current. The records were accessed one at a time, and only managed to access one tenth of the entire database before the hacking was discovered. Letters were sent to everyone whose record was involved, and they have been offered free credit

monitoring for a year. The error that allowed the hacker(s) to access the Research Foundation database has been fixed, and the SSN's have been removed.

A new policy is under development stating that portable computers owned by University must have sensitive data encrypted. Current policy already states that you cannot have sensitive data on non-university owned equipment. SSN's are in the process of being removed from equipment where it is not needed, or if needed, it will be encrypted. All class rosters are put into Carmen. NOTE: Law enforcement reports that 10% of all laptops are stolen each year.

The fact that there is currently local control in 300 buildings on campus leaves the University vulnerable to such attacks. Centralization would help alleviate this problem, but that cannot be accomplished overnight. In the meantime the present situation is being addressed and will serve as an incentive to move toward centralization. Protection of personal data is of the utmost importance. They are in the process of identifying sites that need sensitive personal data, and urging those who do not need SSN's to remove them from their data. Obviously there are some sites, such as Payroll, that must have SSN's to meet IRS requirements. Many web sites are vulnerable. Course on how to develop secure web sites is being developed. They will also be identifying when it is appropriate and not appropriate for unskilled web developers to be used.

3. Libraries Budget. Joe Branin reported that OAA has told the Libraries that they would be receptive to a request for additional funds for purchasing library materials; \$900,000 in continuing funds has been requested. He has been told that the Libraries' request is their second priority for new money. Council member Gideon Fraenkel has been a strong advocate for more funds for the library.

4. Next Meeting. The next meeting will be held on May 24. The major agenda item will be a discussion of the organization, duties and responsibilities, and membership of the Council. There will also be an election of an Interim Chair to serve for the summer.