Acronym Reference:

ACRL  Association of College & Research Libraries
AD    Associate Director
ALI   Academic Libraries of Indiana
CMPT  Collection Management Project Team
DPLA  Digital Public Library of America
EC    Executive Committee
ED    Executive Director
ILL   Interlibrary Loan
ILS   Integrated Library System
IPEDS Integrated Postsecondary Education Data System
LMS   Learning Management System
PDAT  PALNI Digital Admin Team
KB/LM KnowledgeBase / License Manager
RIO   Reference, Instruction, and Outreach Group
ROI   Return-on-Investment & Assessment Committee
WMS   WorldShare Management System
Grant Writing and Seeking
Identifies needs, reviews proposals, develops timelines, and addresses roadblocks.

Professional Development
Includes, but is not limited to, in-person and virtual meetings, funding for steering to attend conferences and online courses, bringing in experts as consultants and/or meeting keynotes. Steering committee members from each group are funded for conferences that support strategic goals and share knowledge gained with the group.

Environmental Scanning in their Areas
Watches, plans, and capitalizes on impactful trends inside the library realm, higher education, and beyond.

PALNI Leadership - Board/EC/ED/AD

InfoExpress Subsidy - Board
Provides a subsidy to all libraries for 4 or 5 day delivery of items with the remainder of the cost covered by the local institution.

RDA Toolkit Funding - Board
Funds an integrated, browser-based, online product that allows users to interact with a collection of cataloging-related documents and resources including RDA: Resource Description and Access. PALNI licenses RDA Toolkit.

Partnership Development - ED
Collaborates with other nonprofits to achieve a project, product, or service more effectively (higher quality and/or cost-saving) by sharing expertise, infrastructure, and funding equally.

Systems Contract Licensing/Negotiation - ED, PALNI
Negotiates on behalf of PALNI libraries to contain costs and obtain group discounts.

Innovation Grant - ED, AD, Board
Encourages libraries to take risks and evaluate innovations to optimize or create new library resources and services that expand the support of teaching and learning.

ALI Licensing Collaboration - ED, CMPT
 Licenses resources with ALI for our institutions, and also collaborates on projects such as Scholarly Communication, Information Literacy, Resource Sharing, and the Shared Print project.
Partnership for Shared Book Collections - ED, CMPT
Supports membership in a federation of shared print monograph programs in North America supporting cost-effective retention and access to print book collections.

Director's Mentorship Program - ED, EC, Board
Provides mentors for new directors to support understanding of PALNI Deep Collaboration and individual support for leadership and management.

Infrastructure for Staff Sharing and Deep Collaboration - ED, EC, Board
Creates and improves the logistics to support the PALNI principles of Deep Collaboration.

Shared Visioning and Risk/Innovation - ED, EC, Board
Collaborates to develop a shared vision to address new institutional needs and missions as well as risks such as declining enrollments. Pilots new services and programs sharing the risk and the cost to support innovation.

Strategic Planning - ED, EC, Board
Sets the strategic vision of PALNI under which all goals, action items, projects and services fall.

Leadership Development - ED, EC, Board, AD
Funds leadership opportunities including the Harvard Leadership Institute for Academic Librarians program in order to develop a leadership and support the strength of the library during director/dean transitions.

Analytics/Assessment

Library Dashboard Creation
Designs data visualizations to allow libraries to monitor resources and services in graphic and interactive formats.

PALNI Data Warehouse Development (+Development)
Gathers library data from a variety of library systems and centralizes it for analysis, data visualization, and assessment of PALNI libraries and services.

Report Designer Development and Training
Creates and supports custom WMS reports.

Collection Analysis
Assists with use of tools for analyzing collection holdings and scope.

Design / Maintain ACRL Metrics Portal Group Templates
Provides original report design and creation for institutions to leverage the dataset available within the ACRL metrics interface. Templates can be shared with the local institution or across PALNI.
Analytics/Assessment Continued...

**IPEDs and ACRL Metrics Portal Assistance and Assessment**
Supports data gathering to complete annual national surveys: ACRL, IPEDS, and ATS.

**ROI analysis / IDEA Survey Implementation and Assessment**
Supports open source survey instrument for libraries to gather feedback from stakeholders (faculty, administration, and staff) for "Assessing the Educational Role and Effectiveness of the Library at Your Institution."

**Suma Space Assessment Tool (+RIO)**
Provides space assessment software that tracks behaviors of library users.

**Collection Management Policy Team (CMPT)**

**Acquisitions Practices**
Evaluates current and emerging acquisition models from a consortial perspective.

**Assess Partnerships with Other Consortia for Licensing**
Investigates products offering favorable terms of use to consortia.

**Collaborative Acquisitions with Other Groups**
Evaluates collection development strategies for coordinating with affinity groups.

**Collection Management Strategy with ALI**
Represents the priorities of smaller academic libraries within committees and task forces.

**Collection Management Strategy within PALNI**
Develops a plan to address local collection needs while expanding access to resources.

**Consortial Licensing Negotiation: JSTOR and Oxford Ebooks**
Evaluates usage and value of annual access to JSTOR and annual purchase of Oxford subject collections.

**Develop and Manage a PALNI Collaborative Collections Policy**
Investigates coordinated purchasing possibilities among libraries.

**Pilot, Select, Propose, Manage and Assess PALNI-wide Acquisitions (not pursued already by ALI)**
Evaluates products with the highest value for the maximum number of libraries.

**Streaming Media Content Investigation and Evaluation**
Investigates educational licensing for streaming media platforms.

**Rare Book Identification and Digitization Support**
Supports project management for the digitization of rare monographic materials through the ALI-PALNI Shared Print Project.

**Shared Collections and Prospective Collection Management**
Examines PALNI-level collection strategy both for current print collections and prospective print and electronic collections.
Communications

Annual Onboarding Meeting and LibGuide Manual
Includes Fall Zoom meeting orienting new library staff; and LibGuide manual covering the basics of PALNI, how to connect with others in PALNI, and benefits of belonging to PALNI.

Covers PALNI communication best practices in relation to communicating PALNI with stakeholders (IE: Elevator speech, branding information, slides, etc).

Communication with Stakeholders Toolkit Development
Shares toolkit containing best practices, templates, and information for communicating the value of PALNI and the library with campus stakeholders

Community Space
Provides internal discussion space (forums) where all staff in PALNI libraries and instructional technology can connect.

Internal and External Press Releases/Adverts
Drafts press releases for PALNI events, award recognitions, project/initiative progress and success, and the like. Shared internally to campus stakeholders and externally to the outside world.

Library Marketing/Graphic Design Assistance
Assists with graphic design ranging from consultation to complete design of promotional materials for the libraries’ stakeholders and students.

PALNI Services One-Sheeters
Summarizes a service, its benefits, and how to get set up.

Social Media Management
Promotes PALNI projects, services, and initiatives as well as individual PALNI libraries’ postings through social media including Facebook, Twitter, and LinkedIn.

Web Design
Designs and manages palni.edu; consults for local library sites.

Skills Inventory
Lists library staff and paraprofessionals and their current skill sets as well as skill set interests.

Fulfillment

Circulation Manual/Policy Development
Maintains group circulation manual to assist libraries with PALShare settings and best practices.

Deflection Policy and Best Practices
Assists with system configuration to automatically and correctly re-route material requests from other libraries that will be unable to be filled.
Document Delivery Assessment
Investigates alternative delivery methods and providing analysis of fulfillment methodologies including: ILL, acquisition, and article on demand solutions.

Investigate Ways to Improve PALNI Resource Sharing
Explores alternative fulfillment models including integration with resource vendors, OA content, or deeper collection partnerships.

Fulfillment Annual Reconciliation
Reviews yearly long overdue or missing PALShare items where libraries are reimbursed or invoiced for any lost items.

ILL Assessment
Continues to look at the various ILL products and suggest enhancements.

OpenURL ILL Forms
Takes the data from WorldCat Discovery via OpenURL and copies it into a web-based form. Users of Worldshare ILL sites do not need to type information about an item into a request form, reducing time and errors.

Occam’s Reader Evaluation
Allows libraries to share e-books.

PALShare Resource Sharing
Provides documentation and configuration manual, reporting and assessment, as well as the activity of resource sharing between PALNI libraries.

Patron Driven Acquisition Investigation and Assessment
Investigates ways libraries are using Patron Driven Acquisitions in their libraries and determining how they relate to holdings in PALNI.

Tipasa Development, Migration Assistance, and Assessment
Supports Tipasa, OCLC’s next-generation resource sharing interlibrary loan software.

Information Systems and Technology

API Development
Empowers an application or platform to share its data with other apps/platforms and ease the user experience without involving the developers.

Augmented Reality Development
Encourages active learning; augmented reality can be used with a patron's phone to provide interactive experiences within various library spaces. (Innovation Grant Award)

CodeSchool Facilitation and Support
Offers staff with an interest in developing their programming skills the advantage of participating in CodeSchool. Courses in many...
...different programming languages are available and the platform is self-paced, includes collaborative components, and is gamified.

**Configuring and Optimizing Software Consultation**
Supports optimizing software through identified experts, admin teams, and coordinators. These individuals can work with libraries to ensure their systems and software are functioning to their fullest to optimize campus workflows.

**Digital Collection Software Hosting and Support (+PDAT)**
Administers CONTENTdm, a digital collection platform. Other innovative repository solutions such as Islandora and Hyku are also in development.

**ILS Management**
Provides a state-of-the art web-based library management system, used to manage print and digital resources so library users find and request delivery of library resources.

**Investigate Emerging Technologies**
Focuses the Systems Landscape Assessment Task Force on identifying both emerging and existing technology to create efficiencies and enhanced collaboration. Each PALNI group investigates emerging technologies related to their area of activity.

**Label Printing**
Enables libraries to generate print-ready labels compatible with their local label printer. This provides the ability to customize and go beyond what the ILS typically allows.

**Collaborative Development: PALNI Sandbox Server & GitHub**
Provides a sandbox environment to enable individuals interested in coding and development the opportunity to write, store, and run code in a dedicated space and provide necessary server based code libraries for development. The GitHub platform enables the sharing of code and collaborative development of code by individuals across PALNI.

**Onebutton Development**
Presents a single button to patrons to intuitively request items through multiple systems. It automatically chooses the best delivery source based on availability or other parameters.

**Shelflist Application**
Generates lists of library materials in the order they appear on library shelves. This utility is useful for many purposes such as inventory and shelving space analysis.

**Worldcat Discovery Search Forms**
Customizes search boxes with embeddable code sent to libraries in order to simplify the creation of Discovery search boxes.
Instructional Technology

**Accessibility Best Practices**
Focuses on transcription, creating a culture of outreach, and LMS course design and content.

**Instructional Tech + Campus Administrator Collaboration**
Identifies where the group initiatives may have potential benefits and alignment with campus administrator efforts and needs.

**Instructional Design Best Practices, Training, and Support**
Utilizes the PALNI community forums for best practice discussions and each task force is developing resources like LibGuides and documents to share best practice information for specific areas.

**Instructional Technology Blog**
Gives information for campus constituents who may not be a part of the PALNI community site.

**Local LMS Support with (Possible) Support Helpdesk**
Provides, via the PALNI community site, discussion forums for each LMS as a first step to enable collaborative peer-to-peer support. Work is ongoing to determine the feasibility of establishing a repository of locally generated LMS helpdesk content for shared use.

**Online/Blended Course Assessment Toolkit**
Offers resources to establish an assessment process including: a template and annotated rubric, a readiness inventory and related documents, and implementation and workflow notes.

**Resource Integration**
Explores and provides support for integrating open educational resources within course designs and curriculum.

**Shared LMS Investigation and Evaluation**
Shares information about the process several PALNI institutions have undertaken to evaluate and select an LMS via LibGuides to provide a resource for others considering an LMS change and to better understand the decision making process.

**Tech Tools Website**
Collects tools that are known to be in use across PALNI and have been evaluated for quality and ease of use, and vetted to ensure they meet accessibility and privacy standards.

**LMS Course Reading/Resource List Tool**
Constructs, in collaboration with the PALNI development team, a reading list tool to facilitate integration of library and open resources into courses within the learning management system. The interface is intended to provide a simple one click workflow to add materials of any format to a reading list.
KnowledgeBase Librarian and/or KB/LM

COUNTER Subscription and Harvesting Support
Supplies e-resource usage statistics for decision making and peer comparison.

Electronic Resource Management & Provider Wrangling
Shares expertise on managing e-resources and advocates for cooperation between OCLC and content providers.

KB/License Management
Provides training, consultation and support for Collection Manager and License Manager.

KnowledgeBase Documentation
Maintains documentation for configuration and troubleshooting metadata for knowledge base collections.

OhioNet Ezproxy Services (+AD)
Provides Ezproxy server hosting and complete support. OhioNet handles the upgrades, security certificates, configuration files, etc.

SUSHI Configuration Support
Supplies automatic harvesting for e-resource usage statistics.

WMS API Development & Evaluation
Allows re-purposing KB/LM information in other applications.

Vendor Data Monitoring
Examines Discovery metadata supplied by publishers and aggregators for errors or systematic issues for correction.

NACO Team

Original Cataloging/NACO/RDA Work
Supports original cataloging and name authority creation on demand.

PALNI Digital Admin Team

Implementation of Rightsstatements.org Metadata
Provides standardized, easy to read rights statements letting users know how they can use digital assets.

CONTENTdm Maintenance, Documentation, and Support
Includes assistance with various aspects of digital projects, including mapping to Dublin Core, batch record loading, configuring collection website, and collecting statistics.

Metadata Mapping
Helps repository users describe their digital assets in consistent ways.

Reference, Instruction, & Outreach (RIO)

Faculty / Librarian Collaboration
Develops strategies to support librarians in their work with teaching faculty.
Guide on the Side
Features Interactive tutorials directing students through online resources.

Implementing New ACRL Framework
Includes a task force supported by RIO and LibGuide.

Information Literacy Survey Instrument Development
Provides recommendations on a tool for analyzing teaching and learning in libraries.

Information Needs Assessment/Study of Student and Faculty Habits
Maintains tools and mentorship to complete local qualitative assessment on information seeking behaviors and needs.

Instructional Peer Coaching
Offers instruction librarians with peer feedback on their instruction sessions.

Liaison with ALI’s Information Literacy Committee for RIO Priorities
Collaborates with Indiana college and university librarians developing best practices and resources for information literacy.

LibGuides Training and Support
Provides an easy-to-use content management system that creates user-friendly websites.

OCLC Representation
Attends meetings and advocates for PALNI with vendor OCLC.

PALReads
Offers a PALNI book club where interesting articles and books are discussed monthly.

RIO Interest Toolkits
Creates LibGuides of information and resources on an applicable topic.

Scholarly Writing Support
Offers an accountability group for writing and research projects.

Traveling Outreach Materials: Button-maker, Prize Wheel
Curates collection of interactive items to borrow for outreach events.

User experience WorldCat Discovery testing
Conducts and reports about usability studies on the main library system used by PALNI.

Instruction Curriculum Development
Shares ideas for information literacy instruction, along with best practices for scaffolding and assessment.
Scholarly Communication

Affordable Education Initiatives: PALSave
Develops PALSave: PALNI Affordable Learning, a consortial program to lower the cost of textbooks.

Lilly Endowment Grant for PALSave
Administers the $520,000 grant to support the PALSave program until 2023. The PALSave Admin is enacting the activities outlined in the grant, with administrative oversight from PALNI leadership.

Digital Preservation System Support (InDiPres)
Supports involvement in Indiana Digital Preservation (InDiPres) by offering a stipend to cover a portion of member fees.

Digital Public Library of America (DPLA) Participation
Allows special collections to be shared with a global audience and discovered alongside digital assets from other institutions.

Digital Scholarship Support
Hosts an instance of Omeka-S for creating media-rich online exhibits. A PALNI-wide Digital Scholarship Interest Group is also forming.

Support Internet Archive Digitization
Provides consultation and project setup support for digitization through Internet Archive in Fort Wayne.

Digitization Grant Opportunities Exploration for Non-monographic Archival Material
Supports grant projects for digitization archival materials by sharing expertise and providing coordination between potential project contributors.

Faculty Scholarly Communications Needs Assessment Toolkit
Develops a toolkit (currently in very early stages) to define faculty needs around scholarly communications.

PALNI Works Licensing Policy
Shares PALNI outputs under a Creative Commons license to better enable sharing and reuse of our content with libraries and consortia.

Institutional Digital Repository Solutions: Hyku, Islandora
Develops cost-effective open-source consortial institutional repository platforms built with Hyku and Islandora, allowing institutions to capture, disseminate, and preserve their institutional outputs.

Library Publishing Platforms: PALNI Press
Provides capacity to create and host open access publications via the PALNI Press.

Open Access Publishing Support Model Development
Maintains documentation for PALNI Press services such as consultation, documentation, and platform hosting/maintenance.
**Scholarly Communication Continued...**

**PALSave Local Institutional Visits for Faculty Outreach**
Increases faculty awareness of open and affordable learning resources through on-site team-facilitated workshops.

**Scholarly Communication @ Scale Blog**
Aggregates news and professional development opportunities around open access, copyright, affordable education, and more for librarians interested in scholarly communications.

**Scholarly Communications Awareness and Outreach**
Provides outreach initiatives such as workshops and program development.

**Scholarly Communications Needs Assessment**
Supports consultations through onsite visits to determine needs and priorities for scholarly communications services.

**Affordable Learning Data and Testimonial Collection**
Collects qualitative and quantitative data for the adoption of open resources, student success outcomes, and student perceptions of OER.

**PALNI Publishing Cohort Facilitation (+RIO)**
Supports librarian research and encourages PALNI collaboration on presentations and publications.

**Copyright Best Practices and Consulting (+Instructional Technology)**
Builds expertise in copyright and creating policies and guides to follow best practices. The Scholarly Communications Director serves as a copyright consultant for the consortium.

### WMS Workflows

**Subject/Format/Language Specialties Cataloging Support**
Provides specialty cataloging for institutions without certain subject, format, or language expertise.

**Collaborative Workflow Analysis**
Offers distributed cataloging based on area of expertise.

**WMS Experts Program Coordination**
Deploys experts to provide training, insights, or advice on the WMS platform.

**WMS Workflows Recommendations/Best Practices**
Analyzes and recommends institution workflows for efficiencies, collaborative opportunities, and streamlining.

**MarcEdit, OpenRefine for Data Manipulation**
Supports best practices for managing bibliographic data.

**WMS Release Notes Summaries**
Summarizes new features of WMS library services platform.
Workflow Analysis
Analyzes library workflows for efficiencies, automation, and streamlining.

OCLC Service Requests/Enhancements: Review, Prioritize, Respond
Examines the monthly service request reports provided by OCLC to identify issues which may need additional attention or input from PALNI institutions or included on the monthly OCLC/PALNI account meetings.
This list was compiled Fall 2019. For an updated, live version, please refer to the website “Our services” page:
http://www.palni.org/our-services/