

ELUNA Steering Meeting Agenda & Minutes

September 2, 2026 / 3:00 – 5:00pm (EST)

Attending:

Jason Griffith, Kirsten Clark, Ryan Edwards, Lori Hilterbrand, Allen Jones, Ellen Jones, Kun Lin, Dean Lingley, Jennifer Matthews, Laura Morse, Jamen McGranahan, Tabitha Ochtera, Sara Margaret Rizzo, Sakuna Saengow

Regrets:

Agenda:

- Welcome and Chair Updates (Griffith)
 - Smarthsheet review completed
 - Blog posts for Alma, Content, Rialto, Analytics and Support due
 - Rosetta's last blog post not completed after last group meeting
 - Rapido, RapidILL, Specto, Leganto needs to be added to ELUNA Smarthsheet
 - **Action item:** Jason will review and edit Smarthsheet
 - Travel policy document drafting in progress.
 - Specto enhancement vote
 - Example voting model: 100 pts for Alma Specto and 75 development points go to base product and 25 development points would go to premium products. 25-point pool would warrant another round of voting just for the customers with the premium tier subscriptions.
 - Will not be looking at this until 2028 votes.
 - Discussion whether votes need to be split between Specto Starter and premium subscriptions (Specto and Preservation). Still must get Working Group and customer feedback.
 - IGeLU meeting activities: work on Operations manual. No agenda yet for other work or meetings. Request to discuss IGeLU meeting activities in October SC meeting.
- Previous Business Items:
 - ELUNA Website proposal discussion (Griffith)
 - SC agreed not to purchase annual subscription to AccessiBe. Website designer will manually remediate webpage upon development.

- For ongoing maintenance of webpage, SC will explore whether third-party or AI accessibility tools can be used to ensure accessibility. Possibly use [JOSHUA for LACCD](#)
- The project scope should prioritize making current website templates and content accessible, while establishing guidelines for older documents and pages, including remediation of recent files and potential archiving or removal of outdated materials.
- Funding for the project was confirmed, the proposed cost was considered reasonable, and the project was unanimously approved.
- **Decision:** Agreement to move forward with Beth for website redesign.
- **Action Item:** Jason will report to Beth that we accept her proposal. Next steps: scheduling with Beth, Jason, Kirsten and Dean. Jason will set up a meeting with Tabitha and Kirsten to continue content review. Payment questions go to Ellen.
- Discussion of ToR template/leadership group use (Griffith)
 - Reviewed ToR template
 - Term limits and succession planning sections are new.
 - SC cleaned up ToR template by resolving and deleting comments and editing.
 - SC determined that all groups must use same ToR template and adjust language accordingly to type of group they are.
 - Liaisons should discuss submitting new ToR with their working groups. Some groups can just copy and paste information into new template and add any missing information and send it to their SC liaison so the SC can conduct an expedited review.
 - **Action item:** liaisons should talk to their groups to complete new ToRs or submit for expedited review. After completed, liaisons send ToR to SC- will go on agenda for a meeting and reviewed then.
 - Ongoing agenda item for monthly meeting to review or approve any ToR that was submitted the previous month.
 - Review Rialto ToR at next meeting.
- Update on ELUNA finance/membership model discussion and plans going forward (Griffith)
 - Kirsten, Ellen, and Jason met last month to discuss and another meeting is scheduled. Ellen is drafting budget projection over next couple years with current dues as a starting point. Kirsten assessing long term goals and plans for budgeting priorities as incoming chair. Jason is assessing policies that haven't been completed that might factor into budget.

These considerations will inform decision about membership model assessment and possible changes. Will report updates.

- Customer Support Advisory Group update (Clark)
 - This was mentioned at recent ELUNA Leadership Meeting
 - AI agent to help customers based on existing documentation.
 - Intended to assist customers with initial troubleshooting and case creation using existing documentation.
 - There will be an option to go directly to case submission but testing will focus on working with the AI Agent
 - Institution parameters
 - Help mid-September to IGeLU (will be launched at IGeLU)
 - Institution level – all those that file cases at institution will be working with the agent (not able to restrict to specific logins)
 - Novice to expert users who file cases in Salesforce (if possible)
 - 2 right now, wanting 5 testers
 - Not shared log-ins. Any accounts associated with institution in Salesforce. This is not related to Chat Operator role in Alma.
 - Any ideas from Steering Committee on potential institutions to help test the support AI agent that Clarivate is developing
 - September 15 deadline for testers.
- New Business Items:
 - Summon/360 enhancement vote update (Ochtera)
 - Ballot and voting is underway- 21 enhancements.
 - Outdated products listed in WildApricot. When we do memberships, can we ask users to review products before they renew?
 - Renewal letters have language urging people to check their products and review their accounts. Review if there's any changes we can make to letter and documentation to encourage people to update products list.
 - Expanded Analytics Afternoon for ELUNA annual meeting (Matthews)
 - "Bootcamp"- Longer day like Developers Day. Request to expand registration and food for members. Longer day to offer more workshops.
 - 25 people targeted for extended event in the morning focused on Data Visualization.
 - Based on survey- 27 respondents are interested in expanding the day.
 - SC discussed cost of extending the Analytics Afternoon for just 25 attendees (food, AV equipment, comped registrations for facilitators).

- **Decision:** Due to funding and attendance concerns, SC will not expand Analytics Afternoon.
 - **Action Item:** Laura and Jennifer will report back SC decision and propose virtual event instead.
- Discussion of potential track changes for the ELUNA annual meeting program tracks (Matthews)
 - Reviewed PowerPoint Slides of proposed changes from Annual Meeting Co-chairs
 - Goal of changing tracks is to reduce confusion for attendees. New attendees get confused if a session is an open or closed meeting.
 - Proposed changes of labels and tracks by Annual meeting co-chairs
 - SC responded to Jennifer with questions and feedback about the proposed changes.
 - Call for proposals will go out in October, changes should be made before then.
 - SC happy with overall concept, terms and language needs to be refined.
 - **Action item:** Jennifer will give program co-chairs timeline of 2 weeks to make edits so Jennifer can report back at next SC meeting. Call for proposals go out shortly after next SC meeting.
- Logging into ELUNA (Lingley)
 - Microsoft has approved our organization and authentication should be easier going forward.
 - **Action item:** Dean will be asking for people to test log-ins with the Document Repository.
- Ongoing Business Items:
 - Education Updates (Morse/ Matthews)
 - Scheduling first two classes of ELUNA Learns. A lot of sessions lined up.
 - Intro to LibOW session- Judith Fraenkel PM for LibOW and Rialto.
 - Hilton lowered rates for rooming blocks.
 - Jennifer and Laura are asking ExL increase in sponsorship funds.
 - Finances Updates (E. Jones)
 - Payment from ExL received.
 - Ellen paying for IGeLU hotel rooms at end of September.
 - Any Working Group / CoP highlights to mention (see full updates at end of agenda)

Working Group and CoP Updates:

- Accessibility CoP (Lin)- Jason and Dave will be meeting with Accessibility CoP chairs to get work back on track. Jason will ask group about accessibility work in other WGs.
- Alma (A. Jones) – Alma will be the first product in aha ideas/roadmap. launch is set for Jan 2027. Groups have officially split, FY26 round of enhancements to be added and completed by august. last FY25 enhancements finished in November. LibOw is ow its own product. Moving User voice to Aha ideas.
- Alma-D (McGranahan) - no meeting in Aug; meeting tomorrow
- Analytics CoP (Edwards) -
- Content (A. Jones) –
- Consortia CoP (Hilterbrand) - Meeting is September 21. Accessibility webinar with Ruth Star is September 17.
- DEI (A. Jones) - looking at opportunity of putting together a panel on metadata and access strategies for culturally sensitive collections.
- Esploro (Rizzo) -
- Leganto (McGranahan) - ToR discussion/reminder; next meeting this Friday
- Linked Open Data CoP (Ochtera) - next meeting is Sept. 9; group is currently reviewing their goals for 26/27 and getting started on their annual report
- National, State, and Corporate CoP (Clark) -
- Primo / PrimoVE (Lin)
- Rapido/RapidILL (Hilterbrand)
 - Second round enhancement vote launched 9/1 with 15 options. We succeeded in getting PMs to go back and scope/point items that had been originally unpointed as “out of scope”
 - Rapido – putting on a community accessibility discussion 9/15 – loose format, minimal structure – in hopes of finding a way we can assist libraries. Allen presented on ISO18626 for our August meeting.
 - RapidILL – ELUNA Learns session accepted for best practices and bad citations. UGuelph ran an assessment on the new built-in OCR that was very valuable. OCR is quite good; no enhanced remediation for charts and tables is present – this is the next absolute necessity.
- Rialto (Edwards) – Rami Attebury submitted an updated ELUNA-only Tor submission.
- Rosetta (Rizzo) -
- RUGs (Clark) -
- Summon (Ochtera) - Enhancement vote is from 9/2 until 9/22. The group has continued to send out weekly educational emails during the Fall & Spring semesters. They have a list and a proposed schedule but are always looking for more ideas

- Support (Griffith/Clark) -