

# INFOhio Users Council Guidelines

The INFOhio Users Council will advance the vision of INFOhio by improving communication, fostering collaboration, and supporting continuous improvement efforts for the purpose of increasing student achievement and meeting the current and future information needs of Ohio's students.

## Goals of the Users Council

- Develop and implement a process for generating effective two-way communication between INFOhio and its users.
- Gather feedback from users that will result in improved INFOhio products and services, for the purpose of increasing student achievement.
- Identify and evaluate projects (products, services, and professional development) that will enable INFOhio to meet the future needs of Ohio students.
- Carry out other tasks as assigned by the INFOhio Advisory Board.

## Responsibilities of Users Council Members

- Gather and report ideas, information, and concerns from their respective Information Technology Centers (ITCs).
- Recommend priorities based on criteria provided by the INFOhio Advisory Board.
- Maintain confidentiality.
- Share ideas and best practices among ITCs.

## Criteria for Membership

In order to qualify for selection as a member of the Users Council, an individual must be:

- A user of the INFOhio library services platform or the INFOhio digital resources
- An educator working in an Ohio PreK-12 school that receives one or more services from an ITC
- Willing to represent all INFOhio users in their respective ITC, including students, parents, and educators in all types of PreK-12 schools

## Selection of Representatives

The following process will be used to select initial representatives to the Users Council. The Users Council will decide the process for subsequent selections. Each ITC will have at least one with up to eleven (11) representatives. INFOhio and ITC staff may serve as ad hoc, non-voting members.

- Names of representatives will be submitted to INFOhio by a Provider from each ITC.
- Up to eleven (11) representatives will be submitted by each ITC.
- Possible strategies for selection by the ITC include:
  - The ITC users group will select up to eleven (11) names at a user meeting.

- Use available ITC distribution lists (e.g., All Librarians, Technology Coordinators, Curriculum Coordinators) to ask for nominees. Then set up a voting process.
- Ask current ITC users group officers/chairs to serve.

## Terms of Service

- All representatives' terms will be two years to maintain continuity and ease of transition.
- Members may serve consecutive terms.

## Representatives Responsibilities

Users Council members are charged with:

- Attending/participating in meetings including face-to-face and through other types of communication.
- Serving as liaisons between INFOhio, their ITC, and local users by communicating the needs and concerns of users and by relaying INFOhio news, updates, and changes to users.
- Selecting a Users Council Chair to serve as a liaison to the INFOhio Advisory Board.
- Facilitating regional input.
- Maintaining confidentiality.
- Strengthening Ohio's school library community.
- Acting as an advocate for INFOhio in order to promote and improve student learning.
- Voting, as appropriate. In situations that call for a vote, each ITC shall have one vote.

## Users Council Meetings

- Up to two face-to-face meetings will be held during the year.
- INFOhio will utilize additional technology, such as webinars, e-mail, blogs, Zoom conference calls, and chats, to facilitate communication among members as needed.
- It is expected that at least one representative from each ITC will attend each face-to-face meeting.

## Other Policies and Procedures

INFOhio does not reimburse mileage for attendance at Users Council meetings.