

SPGM User Committee Meeting

February 5, 2016

MINUTES

1. Introductions, new members. Present: Melissa Porter, Jon Summers, Julianne Heberlein, Ira Daar, and Deborah Morrison. Calling in: new member Kimberly Martin, Sheryl Ruppel, Andi Gnuschke, and Howard Young.
2. Pending issue: Large format printers. SPGM will acquire several second-hand printers from Shady Grove. The printers are newer than the ones SPGM has in operation. Expansion of SPGM's printing capabilities is being considered using these printers with possible printer locations at the ATRF and Bldg. 549. The printers will also serve as backups if the primary printers fail.
3. Customer concerns: Jon Summers reviewed each of the customer comments that came in as a result of an institution-wide e-blast that went out before the meeting. Each of the comments was addressed immediately. Some will continue to be addressed over time.
 - a. From the community at-large (solicited Jan 13)
 - i. Suggestion: be sure to advertise yourselves in advance of a large conference such as the PI retreat. This is being done.
 - ii. Suggestion: Could you confirm and communicate that SPGM is no longer allowed to accept orders to print and frame publications because it is not mission related? (Betsy Brawner) Jon Summers addressed this:
 1. SPGM discontinued matting services after we were moved to a smaller location. The new space was no longer sufficient to house the matting equipment and materials. As for framing SPGM only offered to place matted pieces in premade frames as a courtesy. We are still able to print photographic quality prints, and if you have a standard mat and frame we would be happy to place it in the frame. I hope that answers your question, if you would like to discuss this further please feel free to contact me, my contact information is listed below.
 - iii. Suggestion: If SPGM could reduce their copying costs, we could send more business their way. (Geoff Seidel) Jon Summers got two outside estimates and SPGM's cost was less. But it turned out that cost was not the issue, it was turnaround time. They wanted a one-day turnaround for a 10,000-count print run. SPGM is not positioned to accommodate this request, in part because of not being on location. Jon and Geoff explored some other options.
 - iv. Suggestion: offer lamination of posters when creating them... really should be a standard step. SPGM already offers this option. It's listed on the file drop menu when you request a poster project from SPGM. So Jon said they would advertise this more prominently.
 - v. Suggestion: I like SPGM staff. I have positive experience from working with Allen, Nancy and Ashley. So I don't really have any suggestion of what to

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improve, they are doing great job already. The suggestion I would like to propose is help us (users) to learn most recent advances in graphics and other capabilities SPGM has. For example, if you upgraded graphic software, which allows creating images not previously possible, we may benefit from knowing if because in designing our artwork we could plan better and provide more details. If you have new capabilities in other areas, it would be nice to know as well. I am not a native speaker so I benefited a lot from focus stories explaining the meaning of a word or expression and how it changes depending on the context, e.g. using that vs. which. (Marina Dobrovolskaia) SPGM thanked Marina for the comment and said they would be in touch on hardware and software upgrades.

- vi. Suggestion: Keep doing your wonderful work! I worked with SPGM a few times this year, and found everyone to be extremely helpful and talented. The website is also helpful.
 - b. From committee members; other. Committee members suggested SPGM do more advertising about their capabilities and offerings and competitive pricing, with a lot of discussion about vinyl posters. There was a question about website design, and Jon Summers clarified that website design is handled by Data Management Services, not SPGM. SPGM can assist with design elements, graphics and the like, but these would need to be delivered to DMS for the actual website design.
4. SPGM update
 - a. Staffing, tech issues, etc.; Production highlights. SPGM has a new editor, Brian O'Shea. SPGM has switched to an Adobe-based video workstation from Final Cut, which had downgraded its product to accommodate low-end users. They are working with 3D imaging software and gaining proficiency with the product before advertising this capability more widely. There have been significant increases in readership and subscriptions to the two newsletters, the Poster and Insite. Jon showed a brief PowerPoint with highlights from SPGM's portfolio of activities over the past six months.
 5. Discussion included general comments on the presentation.
 6. Next meeting: September 2016.