

12-1-2014

Systems and Digital Technology : Annual Report : 2013 - 2014

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Nelson Poynter Memorial Library, "Systems and Digital Technology : Annual Report : 2013 - 2014" (2014). *Library Department and Committee Reports*. 75.

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Systems and Digital Technology Departmental Report

July 1, 2013 – June 30, 2014

University of South Florida St. Petersburg

Compiled by Berrie Watson and Kaya van Beynen with input from Carol Hixson

2014



Statistical Snapshot:

| | 2013/14 | 2012/13 | 2011/12 | 3 Yr. Change |
|---|----------------|----------------|----------------|-------------------------|
| Help Desk: Total Number of Technical Questions | 2156 | 3398 | 3788 | -43% |
| Service Requests: Library | 416 | 343 | 637 | -35% |
| Number of Open Use Computers | 78 | 55 | 55 | +42% |
| Number of Staff Computers | 51 | 42 | 34 | +50% |
| Number of Distance Learning Faculty & OLITS Laptops | 14 | 11 | 4 | +250% |
| Network Connectivity Devices | 19 | 10 | 8 | +138% |
| Number of Wireless Coverage Points | 19 | 19 | 4 | +375% |
| Number of Library Servers | 18 | 15 | 12 | +50% |
| Number of Distance Learning Servers | 4 | 3 | 2 | +100% |
| Amount of Server Storage | 7TB | 2TB | 600GB | +1067% |

Department Overview

Serving as the primary technology office of the USFSP Library, the Library Systems and Digital Technology Department (LSDT department) supports open use computing, technology-enhanced student collaboration, the USFSP Digital Archive, and a myriad of related components to bring library computing services and resources to students, faculty, and staff.

During the 2013/14 Academic year, the LSdT department consisted of Berrie Watson, Department Head, Sharon Austin, Web Applications Specialist (OPS), Gediminas Pakalnis, Technology Helpdesk Support Assistant (OPS), and Robin Casey, Systems Analyst. Robin Casey resigned in May 2014, and this position was vacant for almost four months until Mark Couch was hired as Systems Analyst in August 2014. In addition, the Department has three part-time student workers providing 50 hours / week of technical support at the IT Help Desk in the Nelson Poynter Library.

Significant Departmental Accomplishments:

Expansion of the Library Information Commons

During the summer of 2013, the USFSP computing labs closed leaving the library's information commons at that time the *only* open computer lab at USFSP. To meet this increased demand, the library Information Commons (IC) initially expanded from 37 to 48 stations. During the second phase of expansion, additional library computers were added to new areas of the library 1st floor and into the 2nd floor of the library for the first time. Eleven computers were added to the 1st floor IC, but in small groupings and dispersed throughout the entire floor. In addition, three collaboration stations were added to the 2nd floor of the library, one among the library book stacks, and two in the Online Learning & Instruction Technology Services (OLITS) area. The addition of these computers and collaboration spaces situated throughout the library met student requests for quieter and more varied technology spaces.

New computing furnishings (desks and comfortable chairs) all hardwired with power access, were purchased and located on all floors of the library. Technology and computing integration continues to be a major part of the library's phased redesign. In two stages, furnishings and increased computing collaboration spaces were added to increase power and data access. The LSDT department coordinated planning, upgrade of infrastructure, load balancing, and inspection of the upgraded areas. Network infrastructure components were also added, to ensure that the physical spaces were properly configured to receive the new furnishings and optimal technology efficiency.

Library Website Redesign

A complete redesign of the Nelson Poynter Library website was conducted in 2012/13. The new website went live during the 2013 summer, however Web Applications Specialist Sharon Austin continued to update and transfer the library website throughout the 2013/14 year.

Starting in March 2014, the LSDT department began collecting Google Analytics data on the new library website. Unsurprisingly, the number of unique website visitors dropped in May and June of 2014 coinciding with the summer semester and the reduced number of students around campus. In the 2014/15 academic year, the library will be able to get a full year of library page visits to serve as a benchmark for future years.

Monthly Unique Audience Visits to new Nelson Poynter Library Webpage (www.lib.usfsp.edu)

| | March 2014 | April 2014 | May 2014 | June 2014 |
|---------------|-------------------|-------------------|-----------------|------------------|
| Visits | 10330 | 12528 | 6000 | 5964 |

From this same Google Analytics data, the top 10 most frequently visited pages on the library website are listed in the table below. For additional details on all web pages visited more than 20 times in a month, please refer to the Appendix at the end of this report.

| March | Page view | April Page | Page view | May | Page view | June | Page view |
|---|-----------|---|-----------|-----------------------|-----------|--|-----------|
| / | 11,909 | / | 20,411 | / | 15,024 | / | 15,177 |
| /library-hours/ | 823 | /library-hours/ | 1,498 | /library-hours/ | 1,384 | /library-hours/ | 1,413 |
| /students/ | 471 | /students/ | 813 | /students/ | 501 | /info/employment-opportunities-at-nelson-poynter-memorial-library/ | 479 |
| /resources/ | 287 | /resources/ | 443 | /resources/ | 416 | /students/ | 470 |
| /services/ | 182 | /people/ | 269 | /service/dl-support/ | 416 | /resources/ | 444 |
| /physical-space/map-of-the-third-floor-of-the-library/ | 179 | /services/ | 232 | /services/ | 408 | /info/director-of-distance-and-online-learning/ | 402 |
| /people/ | 153 | /about/ | 216 | /people/ | 321 | /people/ | 306 |
| /about/ | 135 | /physical-space/map-of-the-third-floor-of-the-library/ | 153 | /about/ | 299 | /services/ | 302 |
| /physical-space/map-of-the-second-floor-of-the-library/ | 123 | /physical-space/map-of-the-second-floor-of-the-library/ | 125 | /online-learning/ | 266 | /about/ | 230 |
| /info/contact-us/ | 61 | /staff-member/carol-hixson/ | 113 | /instructional-media/ | 240 | /online-learning/ | 214 |

It should be noted that the library web pages tracked by Google Analytics do not comprehensively track all of the Nelson Poynter Memorial Library's online presence. Library web pages that are not hosted on the www.lib.usfsp.edu domain are not included in these statistics. These additional webpages are:

1. LibGuides <http://guides.nelson.usf.edu/>
2. Modules http://decade.it.usf.edu/stpete/lib_modules/
3. Digital Archive <http://dspace.nelson.usf.edu/>

4. HelpDesk <http://usfspdl.org/>
5. USF Libraries Services
 - a. Ebsco <http://eds.b.ebscohost.com/eds/>
 - b. Metalib <http://metalib.fcla.edu/>
 - c. Catalog <http://usf.catalog.fcla.edu/sf.jsp>
 - d. eJournal links <http://sfx.fcla.edu/usf/>
 - e. ILL, Renewals <http://www.lib.usf.edu/>
6. Ask-a-Librarian <http://askalibrarian.org/>
7. Constant Contact: <http://events.r20.constantcontact.com/>
8. myUSF <https://my.usf.edu/>
9. Library Blogs
 - a. Dean's Blog <http://poynterdean.wordpress.com/>
 - b. DL Blog <http://usfspdistancelearning.wordpress.com/>
 - c. Digital Collections Blog <http://usfspdigitalcollections.wordpress.com/>
10. Facebook <https://www.facebook.com/PoynterLibrary>
11. Google Scholar <http://scholar.google.com/>

IT Help Desk

An IT Help Desk was created in the fall of 2011 to provide technical support to students and faculty in the library's information commons. To staff the IT help desk, two part-time OPS student workers were hired at the onset to work during the library's busiest hours. In fall 2013, three part-time student workers were hired through Federal Work Study to serve at the Library's IT Help Desk.

An online service desk form, shared between the LSDT, Access Services, and Research and Instruction Departments, was created for the new IT Help Desk. The purpose of this form was to collect data on questions fielded by the library's service desks, with one of the question categories being for Technical Questions. Midway through the 2013/14 year, the Technical question category was further refined and broken down into separate categories of:

- **Library technology** (General computing issues, printer/copier, local software),
- **Online technology** (Google Apps, email, portal login issues, netID creation, virtual applications), and
- **Distance learning** (LMS related, Course related Chat and Video).

These new, finely defined data collection categories more closely match the categories of Library and Distance Learning funding distinctions. Responding to online learning related issues and coordinating computing support is the primary function of the full-time OPS technology helpdesk support assistant.

In the 2013/14 academic year, a total of 2156 technical questions were answered.

| Reference (in person): | 2013/14 | 2012/13 | 2011/12 | 3 yr. % change |
|------------------------|---------|---------|---------|----------------|
| Technical | 2156 | 3398 | 3788 | -43% |

Phased Reduction of Guest / Affiliate Computers

Over the past 3 years, the library has steadily phased out the number of computers open to guest and affiliate users. In 2011/12 there were 5 guest/affiliate computers; this was reduced to 3 in 2012/13; and finally in 2013/14 the number of guest/affiliate computers was reduced to just 1 computer station.

This reduction in the number of guest/affiliate computers had a clear impact on the number of technical questions fielded by the student workers at the IT Help Desk. As can be seen above, the number of technical questions declined 36% from 2012/13 to 2013/14. However, upon closer analysis of the type of technical questions, much of this reduction came from no longer having to log on a guest or affiliate user onto the library's computers. In 2012/13 year, 22% of the IT Help Desk Technical entrees (or more specifically 748 questions) had been to guest or affiliate users asking to be logged into the computers. Thus, with the reduction of this service, the IT student workers no longer had to perform this duty in the 2013/14 academic year.

Intra-Departmental Work Statistics

In addition to the combined service desk statistics, the LSDT department collects data on the number of help requests submitted through the online Technology Helpdesk tracking system. The 4 types of relevant tracking categories are:

Library Staff Computing – Tracks project work and requests from library employees to the LSDT department.

Library Technology Helpdesk – Tracks all work requests from the IT Help Desk student workers to the LSDT department staff to provide more sophisticated mediation or solutions.

Library Website related – Tracks work requests pertaining to the new library website www.lib.usfsp.edu

The number of Library Staff Computing help requests has increased by 10% over the past 3 years, possibly representing the steady growth in library employees. However, the number of Library Technology Helpdesk requests has increased by 83% in the past 3 years. As stated above, these requests are to answer more sophisticated computer problems than the student workers at the IT Help Desk are capable of handling. Instead, these questions require the higher knowledge and administrative capabilities possessed in 2013/14 by second tier support, consisting of Systems Administrator and Systems Support Analyst.

| Tickets | 2013/14 | 2012/13 | 2011/12 | 3 yr. % Change |
|-----------------------------|----------------|----------------|----------------|-----------------------|
| Library Staff Computing | 204 | 163 | 186 | 10% |
| Library Technology Helpdesk | 163 | 91 | 89 | 83% |

| | | | | |
|-------------------------|------------|------------|------------|-------------|
| Library Website related | 49 | 89 | 362 | -86% |
| Total | 416 | 343 | 637 | -35% |

The decline of library website tickets indicates a positive change in the evolution of the library website. As noted above, the new library website went live in 2012/13, and many of the tickets were to fix or improve aspects of the new site. Fewer tickets issued for website issues in 2013/14 indicate that many of the problems inherent to a major transformation have been resolved and that the phase of normal website management has begun.

Finally, an important item to note about these statistics is that the range of time spent answering and responding to these help requests is not consistent ticket-to-ticket. Depending upon the complexity of the task, some tickets represent smaller help requests (such as updating a software program on a staff worker's computer), while other tickets represent a large, labor-intensive project, such as the refresh of entire lab spaces or the addition of multiple computers.

Examples of service requests include:

Library Staff Computing

- My computer seems slow, accessing the Internet or opening files.
- Can't figure out how to locate the 'shared' file. It seems to no longer be showing on my Google Drive.
- Programs need installing, or updates to the OS or applications are needed.
- I have a virus in quarantine that says it is trojan.gen.2.

Library Technology Helpdesk

- There is an error with SAS on the virtual labs software in case anyone has problems accessing the program.
- A current student from Tampa campus can't login to any of our computers. He can login to OASIS without any problems with the same user name and password.
- For some reason both printers wouldn't print Microsoft Publisher documents.

Library Website related

- When attempting to use the RAP form link on the main page from the circulation desk standalone computer for public, or in the horseshoe from Firefox, there is an error when passing from the initial page with the checkboxes to the full form page.
- I got a call from a liaison that the link to the purchase request form they had in their LibGuides was not working. She then went to the cd page and clicked on the link and got a 404 error message. I just tried it and got the same result.
- Hello, the library's website is opening in a safe mode no matter what browser I use. What browser/edition is most compatible with your website config?

Laptops

In 2010, the library purchased seven Dell Laptops for students to check out at the Circulation desk for in-library use. Due to the popularity and constant demand for these laptops, the LSDT department in 2012/13 purchased 12 newer models to replace and expand the program. In addition, six MacBook Laptops were purchased. The library now provides 19 laptops for student in-library use.

The LSDT department also has three laptops for library employee use. USFSP faculty that created online courses between 2011 to 2013 were provided with a laptop to support their work. The Library LSDT department is responsible for purchasing, configuring, and providing continued technical support to faculty with these DL laptops.

Digital Archive

- Began in 2011
- The LSDT department continues to maintain the infrastructure for the USFSP Digital Archive including backup, virtual servers, network access and security.

Self-Check-Out Machine

A self-check-out machine was purchased and installed in the library in 2012. The LSDT department worked with our partners at 3M to install the system, and also performs maintenance and support for this new library service.

Significant Personnel Accomplishments

Service:

Berrie Watson:

Library Service

- Library Leadership Team, Member
- Search Committee for Systems Analyst, **Chair**

University Service

- USFSP Vision 20/20 Strategic Planning General Committee, Member

Professional Service

- VMWare Users Group, Member

Sharon Austin:

- *Introduction to WordPress Online Workshop*, Southeast Florida Library Information Network SEFLIN teaching, **Instructor**

Gediminas Pakalnis:

- *Behind the Scenes at the Olympics*, Jan. 14, 2014, **Panel Speaker**

Future Challenges:

Strategic USFSP Growth

- Most of the services provided by the Systems and Digital Technology department are consistent and will not change in the upcoming years. However, with the strategic growth of the campus, a significant future challenge is ensuring that the LSDT department continues to have the staffing and technological capacity to support the relentless expansion of these critical USFSP IT functions.
- Specifically, an increase in courses will feed the development of more critical and higher capacity local resources, requiring additional staff, equipment, and organizational complexity.
- Likewise, the increase of the number of USFSP students will drive increased usage of the library and related technology services.

Increase in Managerial Responsibilities

- Berrie Watson, Head of the LSDT department is increasingly responsible for documenting department activities such as writing hardware or software proposals, justifications for new services, project summaries, and departmental reports. These ever increasing documentation responsibilities are a substantial additional process that is becoming vital to the LSDT department to perform in a highly organized and transparent USFSP environment.
- In collecting the data to complete this departmental report, it quickly became apparent that the department needs to carefully consider what standardized types of data are collected to measure departmental services and activities. In addition, a standard protocol and data collection system to document their own activities must be consistently utilized by all departmental staff members.

Future Directions:

Information Commons

- Printing – The library’s current contract with Ricoh expires in November 2014. Currently the department is exploring moving the library’s student printing to a shared campus standard on using Bull Bucks as a printing payment method.
- The library’s student computers will expand to the 3rd Floor, in the 2014/15 academic year. This expansion is a direct response to student demands for a quiet computing lab. However, this area will pose unique challenges in terms of providing remote IT assistance and ensuring continued quiet study.
- The Poynter Library computer instruction room 218 will be made available for additional student computing during the busy end of the semester and exam weeks.

E-Learning Support Portal

- Library computers currently operate at 100 megabyte speeds but will be converted to gigabyte speed; this change will vastly increase network connectivity speed, vital for connectivity to virtual lab environments at USF and USFSP.
- This project started during the 2014 summer and will continue in the 2014/15 academic year.

LSDT Department Guidelines for Support Services

- The Systems and Digital Technology Department aims to define the support services that the department provides to the library, to the information commons and to the department of Online Learning and Instructional Technology Services. Specifically the staff of the department will define the extent of services provided and document how they operate, so that a set of standard operating procedures can be made for routine tasks and data collection. This set of standard procedures is particularly important as the department personnel is expanding and as the USFSP student population and online course offerings continue to grow strategically.

Strategic Plan for the Department

- Consider long-term 3-5 year technology plan for library and the LSDT department support for online learning computing services.
- In order to support multiple areas adequately and fairly, develop support plans to outline current and expected resource outlays and services in order to balance, prioritize and anticipate growth.

Appendix A: Ranking of Library Website and its Webpages with 20 or more visits / month

| March | April Page | May | June |
|---|--|---|---|
| / | / | / | / |
| /library-hours/ | /library-hours/ | /library-hours/ | /library-hours/ |
| /students/ | /students/ | /students/ | /info/employment-opportunities-at-nelson-poynter-memorial-library/ |
| /resources/ | /resources/ | /resources/ | /students/ |
| /services/ | /people/ | /service/dl-support/ | /resources/ |
| /physical-space/map-of-the-third-floor-of-the-library/ | /services/ | /services/ | /info/director-of-distance-and-online-learning/ |
| /people/ | /about/ | /people/ | /people/ |
| /about/ | /physical-space/map-of-the-third-floor-of-the-library/ | /about/ | /services/ |
| /physical-space/map-of-the-second-floor-of-the-library/ | /physical-space/map-of-the-second-floor-of-the-library/ | /online-learning/ | /about/ |
| /info/contact-us/ | /staff-member/carol-hixson/ | /instructional-media/ | /online-learning/ |
| /digital-resource/browsing-journals/ | /news-events/extended-hours-for-exam-week-2/ | /news-events/research-and-creativity-at-usfsp/ | /instructional-media/ |
| /service/renew-materials/ | /wp-content/themes/NelsonChild2012_29July2013/form-rap.php | /info/images/third_floor_map.gif | /physical-space/map-of-the-third-floor-of-the-library/ |
| /wp-content/themes/2012_29July2013/form-rap.php | /instructional-media/ | /service/usf-id-card-center/ | /faculty-staff/ |
| /news-events/read-poster-contest-march-2014/ | /digital-resource/browsing-journals/ | /dlearn/online.html | /digital-esource/browsing-journals/ |
| /faculty-staff/ | /quicklinks.html | /physical-space/map-of-the-third-floor-of-the-library/ | /physical-space/map-of-the-second-floor-of-the-library/ |
| /access-services/ | /news-events/this-week-at-the-library-april-28th-through-may4/ | /service/renew-materials/ | /info/contact-us/ |
| /instructional-media/ | /service/renew-materials/ | /info/contact-us/ | /staff-member/carol-hixson/ |
| /audience-community/ | /departments/ | /staff-member/carol-hixson/ | /audience-community/ |
| /quicklinks.html | /faculty-staff/ | /physical-space/map-of-the-second-floor-of-the-library/ | /news-events/online-learning-and-support-services-professional-development-2/ |
| /reference-instruct/ | /reference-instruct/ | /faculty-staff/ | /staff-member/david-brodosi/ |
| /special-collections/ | /info/contact-us/ | /info/images/second_floor_map.gif | /modules/AvoidPlagiarismAPA/Module2_Avoid_Plagiarism_print. |
| /physical-space/map-of-the-first-floor-of-the-library/ | /systems-digital/ | /digital-resource/browsing-journals/ | /service/renew-materials/ |

| | | | |
|---|--|---|---|
| /wp-content/themes/ NelsonChild2012_29July2013 /form-feedback.php | /staff-member/jim-schnur/ | /departments/ | /onsite-resource/meet-the-team-of-the-usfsp-online-learning-and-support-services/ |
| /guidelines-policies/guidelines-for-borrowing/ | /news-events/news-from-the-nelson-poynter-library-usfsp-april-17/ | /info/give-to-the-library/ | /onsite-resource/student-use-computing-resources-the-usfsp-information-commons/ |
| /staff-member/jim-schnur/ | /audience-community/ | /help/ | /help/ |
| /info/give-to-the-library/ | /modules/AvoidPlagiarismAPA/Module2_Avoid_Plagiarism_print. | /staff-member/berrie-watson/ | /service/usf-id-card-center/ |
| /service/usfsp-retiree-library-benefits/ | /online-learning/ | /news-events/this-week-at-the-library-week-of-may-11/ | /systems-digital/ |
| /staff-member/carol-hixson/ | /help/ | /wp-content/themes/ NelsonChild2012_29July2013 /form-feedback.php | /service/instructional-technology-services/ |
| /online-learning/ | /info/give-to-the-library/ | /onsite-resource/meet-the-team-of-the-usfsp-online-learning-and-support-services/ | /access-services/ |
| /departments/ | /staff-member/kaya-van-beynen/ | /staff-member/jim-schnur/ | /service/dl-support/ |
| /help/ | /access-services/ | /onsite-resource/professional-development/ | /staff-member/deborah-henry/ |
| /systems-digital/ | /news-and-events/ | /modules/AvoidPlagiarismAPA/Module2_Avoid_Plagiarism_print. | /staff-member/jim-schnur/ |
| /wp-content/themes/ NelsonChild2012_29July2013 /form-libraryinstruction.php | /wp-content/themes/NelsonChild2012_29July2013/form-feedback.php | /news-events/online-learning-and-support-services-professional-development/ | /staff-member/patricia-pettijohn/ |
| | /news-events/distance-learning-professional-development-upcoming-events/ | /digital-resource/avoiding-plagiarism-apa-citation-style/ | /special-collections/ |
| | /special-collections/ | /news-events/online-learning-and-support-services-professional-development-2/ | /service/online-learning-services-ols/ |
| | /guidelines-policies/assistive-technologies-room/ | /audience-community/ | /staff-member/berrie-watson/ |
| | ?s=usf general counsel | /collection-dev/ | /info/technology-systems-analyst/ |
| | /library-guidelines/ | /onsite-resource/systems-software-resources/ | /news-events/congratulations-to-tina-and-deb/ |

| | | |
|---|--|--|
| /news-events/congratulations-to-karl-kmetz-and-dr-chris-davis-co-authors/ | /service/instructional-design-services-for-faculty/ | /staff-member/kaya-van-beynen/ |
| /info/copyright-restrictions/ | /service/interlibrary-loan-with-netid/ | /departments/ |
| /onsite-resource/systems-software-resources/ | /staff-member/david-brodosi/ | /info/give-to-the-library/ |
| /physical-space/map-of-the-first-floor-of-the-library/ | /staff-member/kaya-van-beynen/ | /onsite-resource/library-printing-and-copying/ |
| ?s=.pdf | /access-services/ | /onsite-resource/professional-development/ |
| /service/usf-id-card-center/ | /staff-member/deborah-henry/ | /service/interlibrary-loan/ |
| /collection-dev/ | /personal-contact-thank-you-page/ | /staff-member/tina-neville/ |
| /news-events/packed-house-annual-meeting-of-society-for-advancement-of-poynter-library/ | /service/instructional-media-services-for-faculty/ | /faq/how-much-does-it-cost-to-print/ |
| /staff-member/deborah-henry/ | /onsite-resource/technical-support-for-faculty-usfsp-online-learning-and-support-services/ | /guidelines-policies/valid-usf-id/ |
| /news-events/and-the-winners-are-library-read-poster-contest/ | /quicklinks.html | /service/interlibrary-loan-with-netid/ |
| /news-events/survivors-speak-exhibit-2014/ | /staff-member/virginia-champion/ | /wp-content/themes/NelsonChild/form-rap.php |
| /service/guidelines-development/ | /news-events/usfsp-digital-archive-featuring-new-student-submission-canton-rewind/ | |
| /staff-member/gary-austin/ | /wp-content/themes/NelsonChild/2012_29July2013/form-rap.php | |
| /info/ | /onsite-resource/library-printing-and-copying/ | |
| /service/group-study-rooms/ | /onsite-resource/student-use-computing-resources-the-usfsp-information-commons/ | |
| /staff-member/virginia-champion/ | /staff-member/gary-austin/ | |
| /library-admin/ | /staff-member/tina-neville/ | |

| | | | |
|--|----------------------------|---|--|
| | /staff-member/robin-casey/ | /wp-content/themes/ NelsonChild2012_29July2013 /form-purchase.php /reference-instruct/ /service/interlibrary-loan/ /staff-member/karla-kmetz/ /staff-member/tony- stamatoplos/ | |
|--|----------------------------|---|--|