

DLIST Strategic Framework 2009-2010

Vision

DLIST is valued on campus for its library information technology services that enhance learning, research and the abilities of customers to effectively use information and technology resources and services. We have a stable, robust IT infrastructure which balances maintaining security and providing open access. Our systems and services are designed and implemented to respect privacy and foster scholarly communication. The digital library and IT products, tools and services that we acquire, develop and integrate optimize access to resources and strengthen library IT processes and infrastructure. Customers are able to consistently and efficiently access content we create, organize and preserve.

Mission

DLIST provides and enhances a robust information technology and information access infrastructure as well as diverse services that enable the UA library to achieve its vision.

Customers

DLIST work teams serve different primary customers: DCAP and the Institutional Repository's primary customers are the students and faculty of the University of Arizona; XWING's primary customers are the faculty and staff of the Libraries and the Center for Creative Photography.

Mission Critical Processes (MCP) and Quality Standards (QS)

DLIST contributes to many critical processes and has established quality standards for our major area, **P12 Managing Information Technology:**

1. For 85% of all Helpline calls users will receive a response within an hour.
2. 85% of Critical Helpline calls will be resolved by a team member within 4 hour of entry into the database.
3. 85% of Priority Helpline calls will be resolved by a team member within 24 hour of entry into the database.
4. 85% of ASAP Helpline calls will be resolved by a team member within 3 days of entry into the database.

Future Team Competencies

Project Management Competency: DLIST, has 6 people trained and has two more proposed for the next training session.

Learning New Hardware and Software Competency: The ability to understand, evaluate and make useful to the Library the continually evolving hardware and software solutions so as to take advantage of new and emerging technologies.

FY 2009/2010 New Cross-Team Projects

Learning Object Repository Project

Key Result Area 2: Digital Library

Strategy 2

Sponsor: DLIST

Teams Involved: DLIST, UST

Problem Description: Currently there is no database or Library standard for storing learning objects.

Project Description: By December 31, 2009 develop a learning objects repository.

E-Commerce and the Libraries Project

Key Result Area 3: Digital Library

Strategy 1

Sponsor: DLIST

Teams Involved: AIST, CCP, DDT, DLIST, LSST, RSS, Special Collections

Problem Description: There are many areas in the Library that are either currently selling products or services via the Internet or want to sell via the Internet. Some of the known areas are:

- Online purchase of subscriptions and individual articles for journals hosted by the Libraries
- Online purchase of rights and reproductions for CCP
- Online purchase of rights and reproductions for Special Collections
- Online purchase of Express Document Center products and/or services

Project Description: By December 31, 2009 complete the planning phase to identify the functional requirements and business needs for ecommerce and make recommendations to Cabinet on next steps.

Rangelands e-Repository Project

Key Result Area 3: Digital Library

Strategy 1

Sponsor: DLIST

Teams Involved: DLIST, RSS CMCG, UST

Status: We are currently drafting a project proposal for PMG.

Problem Description: Productive, sustainable rangeland ecosystems are not only a Borderlands/Southwest emphasis at the UA but also an area of global interest. This project proposal is to begin developing a concentration of rangelands full-text documents and/or metadata that links to rangelands full-text documents. The library already hosts the back files of two Society of Range Management journals. FAO has expressed an interest in a possible rangelands metadata exchange. At the 2009 Western Rangelands Partnership meeting two attendees (one from South Africa, one from Australia) expressed an interest in exploring the UA hosting of their rangeland journals back files.

The current UAiR repository functionality is for the most part what is desired for the proposed "Rangelands e-Repository". This project has two key objectives: 1) develop the additional UAiR functionality needed; and 2) begin working to expand the rangelands materials first with FAO and then later with others such as the two international journal editors.

Project Description: By June 2010 implement a "collection of collections" in UAiR for Rangelands resources, explore and if possible implement a Rangelands metadata exchange with FAO, and explore adding the back files of two international rangelands journals to UAiR

UAIr Migration to Drupal-based System

Key Result Area 3: Digital Library

Strategy 1

Sponsor: DLIST

Teams Involved: CCP, DLIST, RSS, Special Collections

Problem Description: The current UAIr (University of Arizona Institutional Repository) system supports ten published journals and collections. The UAIr information technology infrastructure is based on the Mirage MVC framework (PHP), and, for exhibits, incorporates Omeka, an open source software LAMP-based product of George-Mason University. Functionality in the Mirage MVC framework cannot be enhanced or extended with current DLIST staffing levels. To accommodate present and future repository requirements DLIST is migrating UAIr to the Drupal open-source content management platform.

Project Description: By December 31, 2009 complete the migration to the Drupal-based UAIr system.

WebPac Pro for the Catalog

Key Result Area 3: Digital Library

Strategy 1

Sponsor: DLIST

Teams Involved: DLIST, AIST, TST, UST, RSS, LSST

Libraries Involved: Main, AHSL, Law, Poetry Center

Problem Description: Some results from usability studies on the website indicated students and faculty were having problems finding materials using the current catalog. The library's catalog also holds materials from AHSL, Law and the Poetry Center, who have suggested various changes to the website. Many issues, including look and feel, can be addressed by upgrading the catalog to use the innovative "WebPac Pro" online catalog.

Project Description: By June 30, 2010 determine a new layout for the catalog (using WebPac Pro), perform usability testing on the layout, and upgrade the catalog to WebPac Pro.

Electronic Exception Slip & Kronos Project

Key Result Area 4: Operational Effectiveness

Strategy 2

Teams Involved: DLIST, LSST

Problem Description: The Kronos attendance module needed for exception reporting (staff vacation, sick leave, etc.) is not being developed. DLIST will need to develop an E-slip application to support Library practices and to interact with the Kronos application.

Project Description: By October 30, 2009 determine the requirements and develop an E-slip application for Kronos that supports Library business practices and complete the server and hardware preparation.

Migrate to University Email and Calendaring

Key Result Area 4: Operational Effectiveness

Strategy 2

Sponsor: DLIST

Teams Involved: Admin, AIST, CCP, DDT, DLIST, LSST, RSS, Special Collections, TST, UST

Problem Description: As Carla announced last spring, the Library will move to the campus supported email and calendaring. UIST is still evaluating Microsoft Exchange (Outlook) and Google Apps. Currently UIST has said they will make a decision on the vendor by October 1, 2009 but has no published timeframe for migration. The rumor for the migration schedule says the migration will start sometime in the spring 2010

Project Description: By [TBD depending on UITS dates] complete the migration from the Library Exchange (Outlook) server for email and calendaring to the campus solution.

FY 2009/10 Continuing Cross-Team Projects

Course Resources Organization and Delivery Project

Status: DLIST initial development was completed August 24, 2009. DLIST is continuing to participate in the project to the extended deadline of December 31, 2009.

Electronic Document Center Web Site Redesign

Status: Project should be completed by September 1, 2009

GPO web site rewrite

Status: Project was completed August 24, 2009.

Next Generation Search Interface Project

Status: WorldCat Local was made available in January 2009. WorldCat Local enhancements such as federated searching will be released in October 2009.

By January 30, 2010 the project team will complete an evaluation of WorldCat Local as a federated search product and make a recommendation to cabinet about how to proceed with federated searching.

Web Access to CCP Images Project

Status: Project team has finalized and tested the processes they developed. Project was completed July 29, 2009.

Web Site Redesign Project

Status: Initial rollout of the new website redesign was completed August 24, 2009. The project team is now working on their last deliverables:

- Schedule for regular website content updates
- Framework for continuing evaluation of the web design including a plan for ongoing usability work
- Plan for routinizing regular website information architecture updates

By December 31, 2009 the project team plans to have final deliverables completed.

FY 2009/2010 DLIST Team Projects

Cloud Options Research

Key Result Area 3: Digital Library

Strategy 1

The Library has a need to know the various options for storing data and their costs to ensure we are using the most appropriate solution for our needs. There is a lot of publicity around cloud computing as a solution to many problems. This project will assess one example of current cloud technology and familiarize ourselves with the tools and concepts (as a pilot) to report on cost/benefits/disadvantages.

Two components

1. Local investigation to test integration and get familiar with concepts without paying vendor costs (using old servers).
2. Put some test data on a real cloud solution to understand the issues, costs and work required working with vendors. At this point, we are planning on testing with Amazon S3 and EC2 (one of the earliest and well known), which will require some funding (which is unknown and might expand as the project continues (hidden unknown costs)).

We plan to provide some thoughts on the following:

1. How different library needs/uses translate into different cloud options (or capabilities that must be available)
2. Different costs for different services
3. Research some of the options and other data regarding cloud computing

This project is not expected to give the Library a roadmap for moving to the cloud, but provide an initial understanding of what is currently available, the costs and effort needed to use such an option and if and when this might come viable for the Library.

Video/Audio Technology Research

Key Result Area 3: Digital Library

Strategy 1

Library has needs for audio and video capture for different group's activities (Special Collection exhibits, speakers, meetings, Friends of the Library, learning objects, etc.). There are many options that the Library could take and we have already completed various video and audio projects using different formats. Some of the issues that need to be understood are:

1. What is the best format for specific usage
2. Costs associated with purchase or outsourcing of equipment, capture, conversion, storage and delivery
3. How ADA compliance needs to be incorporated into use of video and audio (transcripts, captions, etc.)
4. The various options and pro's and con's regarding the following
 - a. Hardware
 - b. Software
 - c. Production
 - d. Options for output formats based on planned use
 - e. Long term storage
 - f. Delivery and access (ways to view/hear the final product)
5. What can/should the Library do itself and what should be outsourced
6. What do we do with what we have already created
7. How long and who is responsible for the storage of the final product and legal paperwork (DocuWare)

This project will look at these issues (not necessarily have answers for them but have a list of questions that need to be answered for each project). The hope is this project will help the library use video/audio in a planned and consistent manner that is cost affective and meets the needs of the end user. This project will also define what work can/should be done internally or outsourced, or done in a partnership with others.

Marketing/Security Monitors Administration System Project

Key Result Area 4: Operational Effectiveness

Strategy 2

By October 1, 2009 complete development of the administration system for the marketing/security monitors.

Migration to Windows 7

Key Result Area 4: Operational Effectiveness

Strategy 2

Status: Windows 7 is scheduled to be available on October 22, 2009. Currently DLIST plans to move the Information Commons to Windows 7 before start of classes January 2010. All staff, student, and other computers will be moved to Windows 7 by June 30, 2010.

Security Scanning

Key Result Area 4: Operational Effectiveness

Strategy 2

DLIST will be scanning and dealing with any issues for the new University Information Security standards, procedures and guidelines:

- Application Security Standard (Integrates security into the development of in-sourced and outsourced) applications
- Web Application Assessment Procedure (A web application security assessment tool)
- Critical Device Scanning Procedure (A network vulnerability scanning tool)

Remedy Helpline Replacement

Key Result Area 4: Operational Effectiveness

Strategy 2

Status: Project was completed September 8, 2009.

UA Faculty Promotion and Tenure Electronic Submission and Review Project

Key Result Area 4: Operational Effectiveness

Strategy 3

Problem Description:

- Work with the provost office
- Currently the process can be either paper-based or people carry around USB flash drives.
- Project would have the application information/forms, the final application, a secure workflow for the review, the ability to add comments, and whatever is needed when finalizing the process.
- Justin does not think there is currently any software out there that will do what the provost wants. He believes it will be custom development—and complicated development. The software will need to manage the workflows, there are very complex permissions involved, and security is one of the important requirements.
- The software will need to run on a very secure server, probably at the library.

Project Description: By April 2010, working with the provost office, complete a Promotion and Tenure Electronic Submission and Review application for UA faculty.