

## DLIST 2008-2009 Strategic Framework: June 2009 Team Reports Update

### 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.

Helpline Calls from July 1, 2008 to June 21, 2009			
	# Of Calls	# On Time	% On Time
<b>Critical</b>	4	4	100%
<b>Priority</b>	55	55	100%
<b>ASAP</b>	1759	1537	87%
<b>All Calls minus As Work Allows</b>	1818	1596	88%
<b>Total All Calls</b>	2865	2426	85%

### What the Library Needs to Know from DLIST

The University is currently deciding on what email/calendaring solution to select – Google Apps or Microsoft. There aren't any details yet as to when University staff will move to the new software. As you all are aware, the Library has committed to moving to the University solution. This will be a very large project that will impact all staff and students next year. We will keep the Library updated as we learn more.

Risk – The Library currently uses Innovative Interfaces, Inc.'s (III) e-commerce product to allow customers to pay their fines online. DLIST is working with Innovative Interfaces, Inc. to ensure that this e-commerce product meets the Payment Card Industry's (PCI) compliance requirements. DLIST will also be working with AIST, DDT and the University PCI compliance officer to have alternative options if III's solution either doesn't work or is late. Campus deadline for compliance is Dec. 2009.

Risk – The ILC budget is still unknown. XWING and the Library have prepared for a late arrival of the money or even no money, but the options, especially if we get no money, will be hard to implement and will impact the customers.

Savings – DLIST works very hard to spend the Library's money as efficiently as possible. When we purchase equipment we compare different vendors to find which has the lowest costs and then we work the vendor to try to get an even lower cost. By working with vendors, we were able to save over \$16,000 on the digital signs/monitors, about \$8,900 on servers, and almost \$70,500 in desktops. We also research ways to improve our infrastructure so that we can provide the best solutions to the Library at the most reasonable cost (both in regards to purchasing costs and resource costs). Therefore, as we approached the need to replacing our old SAN (a type of storage solution we currently use for our Main website, intranet and other sites) we researched options that were easy to maintain and had a lower costs. In addition, we understood that one-time funds were almost non-existent this year, so we worked diligently to wisely spend the Library's money. We estimate a savings of \$64,000 for the Library

in our replacement solutions for the SAN. In total, DLIST has saved the Library, this year alone, over \$159,000 in hardware by being frugal, knowledgeable shoppers. We will continue to look for lower cost vendors and technical solutions that meet the Library's needs in the future.

### DLIST 2008-2009 Projects: June 2009 Update

#### Current Library-Wide Projects (from PMG's spreadsheet) June 2009 Changes Highlighted

Project Name	SP or other category	PI/Project Manager	Sponsor	Begin Date	End Date	Jun 2009 Update
ASUS \$400 laptop pilot	Student Fee	Jackie Dee	Sharon Knowlton	7/1/2008	12/31/2008	Completed and successful! AIST is responsible for the ongoing work. 120 more netbooks were ordered to expand the service.
CMS Program - Single Sign-on Project	Strategic Plan Information Services	Lee Hemphill	Sharon Knowlton	5/30/2008	1/12/2009	Completed and successful.
Digitization Process Coordination	Strategic Plan Digital Library	Adele Edwards	Sharon Knowlton	9/8/2008	1/9/2009	Cancelled.
UA Library Website I Redesign Planning Project (RFP)	Strategic Plan Information Services	Justin Spargur	Sharon Knowlton	Sept. 2008	2/19/2009	Planning phase is completed. RFP was put out for bid on 2/19/2009.
UA Library Website II - Redesign Implementation Project	Strategic Plan Information Services	Justin Spargur	Sharon Knowlton	2/19/2009	6/30/2009 8/24/2009	New website will be available by 8/24/2009. It is a phased rollout and some lower lever pages will still be in the old website format.

#### Pending Library-Wide Projects (from PMG's spreadsheet)

Project Name	PI/Project Manager	Sponsor	Description	Start Date	End Date	Jun 2009 Update
Course Resource Organizer - Library Website	Justin Spargur	Sharon Knowlton	Focused on developing an application to assist in the development of course pages and subject guides. Must first develop understanding of needs and use of the content before designing application. May overlap with CMS Content project.	Jan. 2009	12/19/2008	Cancelled. Proposed functionality was moved to the new UST CMS Course Resources Organization and Delivery Project.

**Potential Library-Wide Projects (from PMG's spreadsheet) (No DLIST projects in this category)**

Project Name	PI/Project Manager	Sponsor	Project Description	Begin Date	End Date	Jun 2009 Update

**Team Projects (from PMG's spreadsheet)**

Project Name	PI/Project Manager	Sponsor	Project Description	Begin Date	End Date	Jun 2009 Update
Borderland Apache Collection (part of Arizona Sonora Documents Online digital collection)	Nick Jury	Sharon Knowlton	This is legacy project from when Shan Sutton was here. The documents were scanned and are supposed to be loaded on to ContentDM as part of the Arizona Sonora Documents Online digital collection. The objects are supposed to be loaded by DLIST at this point.	June 2009	Sept. 2009	Erika is working on adding this collection to ContentDM; DLIST will also migrate the collection to Drupal UAiR as a test case.
CCP/Minisis - web access to images	Adele Edwards	Sharon Knowlton	Minisis handoff - Web access to the images will be provided by the Digital Commons/IR. This project will plan, test, create and implement a process for CCP to add content to the UAiR. It will also teach CCP members how to work with DLIST in creating web exhibits based on data loaded into the UAiR.	Jan 2009 2/11/2009	Jun 2009 Jul 2009	One month delay
IR Metadata added to Innovative	Nick Jury	Sharon Knowlton	Add IR metadata into Innovative catalog and thus into OCLC	Mar 2009	Jun 2009 Sep 2009	Current plans are to have IR metadata included in the WorldCat Local searching
Library Website Hardware Upgrade	Jackie Dee	Sharon Knowlton	Migration will take place FY08/09; Update from DLIST 09/09/2008 Update: Dependency on Library Website Redesign, consultant may recommend changing the server platform.	TBD	May 2009	Completed. New Linux servers for new website implemented.
Rangelands West	Jeanne Pfander	Sharon Knowlton	Needs Assessment, Business Plan Development and	3/11/2008	3/31/2009 Sep 2009	Additional time needed for development of

			Technical Requirements Development for the Rangelands West portal			the business plan and follow-up on the needs assessment.
USGS Sonoran Desert Research Station Technical Report Series 1976-2000	TBD	Sharon Knowlton	Technical reports housed historically by The University of Arizona School of Natural Resources and the U.S. Geological Survey Sonoran Desert Research Station (SDRS), Tucson. Early reports were the result of the collaborative efforts of the Cooperative National Park Resources Studies Unit (CPSU/UA), a joint project of the National Park Service and The University of Arizona. Later reports were produced by the SDRS (formerly the Sonoran Desert Field Station). The Series comprises a set of ecological, hydrological, geological, and other environmental studies within southern Arizona and the Sonoran Desert from 1976 to 2000. Intended as practice loading data sets; DLIST identified content	June 2009	Sept 2009	On hold.

## Team Projects (from DLIST's spreadsheet)

Project Name	PI/Project Manager	Sponsor	Project Description	Begin Date	End Date	Jun 2009 Update
EDC Website Redesign	Kent Duryée	Justin Spargur	Design a Electronic Document Center storefront web presence	Sept 2008	<del>Jan 2009</del> July 2009	Delayed due to ContentDM and UAiR work.
Exception (blue) Slip and Staff Directory Rewrite	Lee Hemphill	Justin Spargur	Re-write to make the exception slip an application not a form and to add links to the staff directory	Nov 2008	<del>Dec 2009</del> Aug 2009?	On hold pending the Kronos implementation. Lee Hemphill will lead this PHP development project.
GPO web site rewrite	Lee Hemphill	Justin Spargur		Mar 2009	Aug 2009	Lee Hemphill is the project manager.
IR Content: Migrate all ContentDM Collections to the IR	Nick Jury	Sharon Knowlton		Mar 2009	<del>Aug 2009</del> Oct 2009	On hold pending further discussion
IR Content: Migrate Books of the Southwest to the IR	Nick Jury	Sharon Knowlton		Mar 2009	Aug 2009	On hold pending further discussion.
IR Content: Migrate Electronic Theses and Dissertations to the IR	Nick Jury	Sharon Knowlton		Apr 2009	<del>Aug 2009</del> Unknown	ETD was moved to different hardware since the warranty expired May 2009. Further discussion needed
IR Development: Implement Drupal Content Mangement System	Nick Jury	Sharon Knowlton	Migrate the current IR front end applications to the Drupal open source content management system software	Nov 2008	<del>Jun 2009</del> Unknown	DLIST staff resources are spread thin at this point with the Website Redesign, Course Resource Organizer, and UAiR migration to the Drupal platform all happening this summer. It will be late-July before we can publish a migration plan

						and schedule with any certainty it can be met.
IR Development: OAI-PMH released for public use	Nick Jury	Sharon Knowlton		Jun 2009	Sept 2009	On schedule
IR Development: RSS 2.0, Atom 1.0, and SRU functionality released for public and developer use	Nick Jury	Sharon Knowlton		Jun 2009	Sept 2009	RSS on schedule; Atom and SRU functionality is not needed.
IR Grant Proposal Development: NSF/NSDL Image Metadata Toolset Grant Proposal	Nick Jury Tom Marshall	Sharon Knowlton	Development of an image metadata enhancement tool set and community to provide freeform and thesaurus-based tagging of scientific images.	Mar 2009	Jun 2009	Cancelled
LessonLink Quarterly Updates	Mike Hagedon	Sharon Knowlton		Oct 2008	Jan, Apr, Jul, Oct 2009	Alex has requested changes for the Jul Update
Migrate DLIST Z Drive to Intranet	Kent Duryee	Justin Spargur	Migrate all DLIST content from the Z drive to the DLIST intranet site and re-organize the DLIST intranet site	Oct 2008	<del>June 2009</del> Jan 2009	Cancelled because Kent was moved to library-wide projects.
NCA 2010 Accreditation Website	Justin Spargur	Sharon Knowlton	Website and Confluence setup to support the accreditation process; working with Ed Frisch	Nov 2008	Jan 2009	Completed and currently in maintenance mode
Remedy Helpline Replacement	Jackie Y-B Gene Spesard	Adele Edwards	Move from Remedy to the web-based system: OSTicket	Oct 2008	<del>Jun 2009</del> Jul 2009	Short delay
Spending Reduction Application	Justin Spargur	Sharon Knowlton	Re-write of the faculty comment application	Oct 2008	<del>Dec 2008</del> Jan 2009	Completed
VRL Chat Replacement	Adam Engelsgerd	Justin Spargur		Sept 2008	Dec 2008	Completed. LibraryH3lp, a hosted solution, is being used.

## Other work accomplished by XWING this year

XWING purchased and refreshed the number of computers this year:

109 in the IC  
8 for UST  
11 IC macs  
35 to help with warranty issue in the IC  
65 in Science

XWING ghosted (2x) over 350 computers each (all IC's)  
XWING ghosted almost 200 laptops (5 STAFF and 193 Public)  
XWING refreshed or installed new 10 servers (3 MS, 7 Linux)  
XWING refreshed 40 staff computers

Other work XWING completed includes:

- Researched and implemented Server 2008
- Refreshed and updated presentation room
- Researched and implemented laptop printing in the IC
- Inventoried of all staff computers, scanners and printers
- Implemented Security projects (including Personal Information Sweep)
- Researched and worked toward replacing Remedy helpline system
- Pushed out software updates to staff with LanDesk
- Upgraded to Exchange 2007
- Expanded Video Furnace capacity
- Researched costs of alternative storage solutions
- Implemented disk backup for some servers
- Purchased, ghosted and provided documentation for new loaner ASUS and Samsung netbooks
- Researched, purchased, and configured digital signage system (monitors throughout the Library)
- Collaborated with Architecture to put our computers in their classroom