

NSU Libraries

Systems Services 2012-2013 Annual Report

Systems Services retained all three full-time employees; Darren Tobey, Rickey Ray, and Dana Letts. As in previous years, Dana is shared between our department and the Research and Instruction Department. The department was able to retain five of our students from the previous year; two from Broken Arrow and three from Tahlequah. Andrea Bengé was hired during the fall of 2011 and has stayed on through the fall of 2012. Andrea graduated in May and had to do an internship in the spring term. Joseph Otterstrom was hired in January of 2012 and also graduated in the spring. He will stay on through the remainder of the summer term. After summer, he is no longer eligible for employment as a student. Aaron Lucas was the third student in Tahlequah that was retained this year. He was hired in April of 2012 and also graduated in the spring. He worked until the Spring/Summer Intersession and found a job in his field before the Summer Term began. We wish all three of our graduating students good luck in their future endeavors.

Rickey Ray was able to retain both students from last year at the Broken Arrow campus. Anthony Zumwalt and Brandon Martin (part-time with ITS) were our students for Systems Services in Broken Arrow this year.

This year there were only two computers that were purchased. The tutorial team received another iMac toward the beginning of the fiscal year. Toward the end of the fiscal year, a MacBook Pro was purchased as part of an ILS grant in which Linda West and Susan Woitte will be taking part. The grant also provided software and may provide other materials as deemed fit. The grant is for librarians to use Captivate software to create tutorials for their

classes. We also purchased two additional iPads for librarians in the Research and Instruction department.

This year, the library was awarded some tech fee money in the fall which allowed the purchase of several large ticket items. A new switch was bought for the Muskogee campus that allowed NSU computers in the library to operate from the NSU network rather than the Connors State College network as it has been since the library was moved to the current location. In addition, money was made available to install both electricity and Ethernet to several support columns on both second and third floor to give students access to electricity and Ethernet to their personal laptops that are brought into the library.

An overhead scanner was purchased for JVL Interlibrary Loan from Book2Net. The scanner has a built-in computer and uses color images that are saved to a USB jump drive rather than the SCSI port of our older Minolta model. We also purchased an upgraded version of Microsoft SQL software that will be downloaded onto an upgraded server for Illiad. During the fall, a failed upgrade created a problem that we are still in the process of fixing. One of the ILLiad upgrades needed to be on an upgraded server with upgraded SQL software. After this unfortunate problem arose, an ad hoc committee was formed to evaluate the benefits of going with another interlibrary loan alternative versus staying with hosting our own server with ILLiad. Hosting our own server was chosen as the best alternative and ITS gave us a new virtual server. SQL software was purchased in the hopes that ILLiad will be up and running before the start of the fall semester.

During the fall the library underwent a vast computer replacement project that was coordinated with ITS. Rather than purchasing computers as it has done in the past, the library will now benefit from a contract the university has signed with Dell to put 3-year leased

computers into the library. The first round of replacements made their way into the library in December of 2012. Dell OptiPlex 9010 workstations were placed in several areas of the library. A total of 85 PCs were replaced with the bulk constituting Lab 105, Lab 118A, and second floor computers. In addition, four Macs of various models were replaced with iMacs on the second floor of JVL. All but two of the computers were all-in-one units that integrated the monitor and CPU. Although this allowed for increased desk space, monitor size had to be accommodated with the new 23" screens. Technical Services and Interlibrary Loan were furnished with regular Dell OptiPlex 9010 computers with tower and regular monitor. These computers also represent the first computers in JVL with the Windows 7 Operating System.

Broken Arrow and Muskogee served as early adopters and were upgraded to the Windows 7 OS in late summer of 2012. The BA Library was able to develop new administration techniques for the Windows 7 computers by using existing and custom group policy scripts. Broken Arrow was able to test the new techniques before the OS was available on the Tahlequah campus. Broken Arrow also added 47 new Dell computers in Lab 106, Lab 110, and the BA ITV room.

Beginning in the spring 2013 semester, the department coordinated with ITS to convert the remaining computers in JVL to Windows 7 OS. The majority were upgraded the last week in January. Some items, like the laptops, were not upgraded until the Spring/Summer Intersession. Laptops issued to faculty and staff will be the last upgrades in the library.

In addition to these accomplishments, Broken Arrow installed 49 new monitors in the first and second floor main areas as well as four new scanners to that area. The scanning procedures documentation for those scanners were improved and updated as well. Broken Arrow also benefitted from new monitors at the second floor circulation desk and two Xerox

document feeder scanners for staff. An iMac was also installed in the main area on second floor at BA. Installation of a projector and screen in the ITV room 105 round out the projects accomplished at Broken Arrow.

With the purchase of the switch at Muskogee, two student workstations and a printer were set up at that campus library that will be utilized by NSU students in that library.

Ongoing accomplishment from all campuses include keeping our equipment inventory updated, coordinate surplus of computer and technology equipment, administration of the library's print servers, EZProxy server, web server, and storage server, and assisting faculty/staff and patrons with technology issues and problems. There were 25 work orders coordinated with ITS in Broken Arrow and 63 in Muskogee/Tahlequah.

In the upcoming year, we anticipate more computer rotation as the second round of leased computers replaced those purchased by the library. We also anticipate moving ILLiad to the upgraded server and completing a patron deletion project that has been in the works.