

## Systems Services 2009-2010 Annual Report

The employees of the Systems Services Department have only changed slightly during this year. Our year started with the director and one full-time staff member. By the end of the year, our full-time staff member, Rickey Ray, transferred to the Broken Arrow Library and Dana Letts has become a part-time member of our department again. The goal is for Systems Services to serve both campuses and work together in development and support of the computers and networking for both libraries.

The department was able to retain three of our students from the previous year. Although Randy Boucher had graduated the previous spring, he was able to work for the department until December. Brandon Tarr and Matt Sakmary both returned from last year and will be with us for the remainder of the summer of 2010. We were able to hire several new students during the fall semester. Terri Mollette, Andrea Berry, and Athena Sprouse were all hired with work/study contracts. We hired one additional institutional student, Derek Langley. Brandon had a work/study contract but was also given an institutional contract to fill out additional hours. Matt was retained with all institutional money. Derek and Terri will be with us for the remainder of the summer, but Andrea and Athena will not be returning. The past two years we have been fortunate to have work/study students that have been able to help in our department. We hope we will be able to find more work/study students to add to the department and keep the cost of our department's payroll down.

There were 430 recorded entries in the activity log for this year. This is down by 1 from last year. There were 57 work orders placed to Computing & Telecommunications recorded on the activity log for this year. Work orders placed by other individuals in the library are not captured by our departmental statistics.

Since many of the public workstations were replaced last year, this year the concentration was on laptops. The first 10 laptops were replaced in the check-out cabinet with the Fall Tech Fee money. In addition, Tech Fee money went to 20 sticks of 2MB RAM that went to the computers in Lab 105. Although MS Office does not require 2 MB to run, Office applications would slow down computers that only had 1 MB. Spring Tech Fee money was used to purchase a computer that would meet with Government Depository standards for our Government Publications department. It also purchased the library's first Mac computers. Three iMacs with 21.5 inch monitors were purchased for the libraries. Two of the iMacs will be put in Tahlequah and the third will be put in Broken Arrow. Adobe CS4 software for the Macs was also purchased using Tech Fee money.

Our last purchase from Spring Tech Fee money was a change machine bill validator. We purchased our current change machine in 1999. Since that time, several bills have been redesigned. The redesign of the \$20 several years ago meant that patrons would not be able to use the "new" \$20 bills in our change machine. When the validator stopped working this spring, we were able to use Tech Fee money to replace the validator with a new one that would read all the new and old designs of all the bills. Since the 10¢ microfilm copies have been gone for several years, it was also decided to stop giving dimes in change. The change machine now only gives change in quarters and dollar coins.

The library budget paid for the remainder of the laptops to fill both the checkout cabinet and the classroom overflow cabinet. An additional 22 laptops were purchased and are being set up to work with our private wireless network. Seven computers for faculty and staff were purchased from the library budget. One computer was replaced by C&T because it could not be upgraded to be able to run MS Office 2007. Two computers were purchased for faculty and two

computers were purchased for circulation in Broken Arrow. Two shared laptops were purchased for use by the Reference department.

The purchase of a Zytron machine prompted the purchase of a computer to work with the Zytron. The Zytron machine is a microfilm reader/scanner that was originally purchased for use in the Special Collections area. It was soon discovered that this machine was not as user friendly for Special Collections users and was moved to the Interlibrary Loan/Document Delivery department. A more user friendly microfilm reader/printer that had been employed by the ILL/DD was moved to Special Collections for patron use. The ILL/DD department has been able to make good use of the Zytron for their entire request from our microfilm collection.

The library purchased a new rack mounted Millennium server that was installed on the fourth floor of the Webb building in the server room. This server replaces the server that had been in use since the library migrated to Millennium.

Through the Coordinator of Student Disability Services, Donna Agee, Student Affairs was able to give the library two additional computers, monitors, scanners, and keyboards that were to be used in our Assistive Technology Room. The room is too small to house the existing workstation as well as the two new workstations, so the decision was made to put the third workstation on the first floor. The one workstation was being used on a frequent basis and the two new workstations are a wonderful addition to the library.

The library was able to update our print server software. Our former software relied on a MS Access database that was too slow to compile reports. Screen captures were taken and statistics were generated from a manual count. The new software is on a virtual server and the database is SQL. Reports are easily generated quickly and efficiently. We are able to give information about printer usage from any date range or from any printer networked to the

server. In addition, we are able to reset quota per semester in much less time than it took on our former server/software setup. With this change, we are not only able to reset print quota for spring, fall, and summer, but will also be able to reset quota for intersession between each of these three.

Printers will probably be the next big purchases in the coming year. The library bought one new printer as a test model to find out how well the printer will work for our needs. It was placed on the 2<sup>nd</sup> floor and is able to do duplexing. If the patron chooses options in their software, they are able to print on front and back of a sheet of paper. This option is not set as the default and will need to be set by the student at the time of printing. Purchase orders for the same model of printer have been sent in for the Broken Arrow library.

In the coming year, we also hope to develop our department across both the Broken Arrow and Tahlequah campuses. Existing technologies will be developed to insure that both libraries have the same capabilities and that both libraries work cooperatively together to provide support and maintenance.

Darren Tobey

Director of Library System Services

June 2008 – June 2009

B. Scholarly Activities

1. Scholarship of Teaching

a. Individual instruction of students with online databases and general computer knowledge

b. College Strategies – Library Introduction – 2 sections  
October 12, 2009, October 13, 2009

4. Scholarship of Application

a. Attended NSUJVL Government Publications  
*American Indian Websites from Federal Agencies*

December 3, 2009, Northeastern State University, Tahlequah, OK

b. Attended NSU Presentation  
*Branding Workshop*

January 19, 2010, Northeastern State University, Tahlequah, OK

c. Attended Oklahoma Library Association Presentation  
*Opening General Session and Keynote Address*

*Academic Libraries Need Friends Too!*

*There and Back Again: Kim Monday, Virtual Librarian, in Second Life*

*Power Up Your Library Services! Lightning Talks*

*Connecting Boys with Books*

*Taking the Oh NO! out of 2.0*

*Digital Copyright in Academic Libraries: How do you know if your use is fair?*

April 20-21, 2010, Cox Convention Center, Oklahoma City, OK

C. Contributions to the Institution and Profession

1. NSU General Education Task Force
2. Library Webpage Committee
3. Library Entertainment Committee
4. American Library Association
5. Association of College and Research Libraries and ACRL-Oklahoma
6. Digital Services Interest Group of ACRL-Oklahoma

D. Performance of Non-Teaching Semi-Administrative or Administrative Duties

1. Supervision of 1 full-time staff members, 1 part-time staff member, and 4 students as Director of Library Systems Services