Section 1. Goals and Accomplishments

Goal 1: Deliver the campus community ubiquitous access to electronic library resources in conjunction with the Division of Information Technology.

- Redesigned, streamlined and enhanced the existing PC image management program with new technology and built-in support efficiencies expected to save 1000s of support and management hours/year.
- Redesigned the following aspects of technology evolution to streamline ITSD processes and build in better quality controls: planning, procuring, staging, testing, training, upgrading, deploying, cascading.
- Initiated and managed numerous meetings with TOSM, Sun, Dell, Oracle, and other vendors to investigate and devise data storage, preservation, and disaster recovery strategies and system design possibilities to improve support of library digital initiatives; strengthen the library collaborative relationship with TOSM and to improve their support model where it impacts the library; conduct in-depth investigations, feasibility studies, and cost analyses regarding Oracle clustering and SAN solutions, and SUN data storage solutions in support of digital initiatives; analyze the Aleph system server.
- Freed up over 300 GB of data storage capacity to accommodate for future upgrades and more functional test system setups. System was previously maxed out and unable to accommodate new data or software enhancements. Identified system vulnerabilities and single points of failure for improved disaster recovery response. Identified need for eventual move of system critical operations off of this server to a more stable and substantial platform without single points of failure.

Goal 2: Ensure data integrity and enhance searching precision through database maintenance in the ALEPH Library System.

- Provided technical guidance and management assistance in the first successful application of extensive Aleph system patches.
- Providing technical assistance to the Alpeh Support Team in the development of general upgrade plans in anticipation of a version upgrade in FY 05/06.

Goal 3: Implement patron empowerment technologies that provide customized and deep access to electronic information resources through a portal

- Refined and expanded the UL technology lifecycle plan reducing average life cycles of 4-6 years down to 2-3 (Need expressed by several respondents to LibQual).
- Implemented first phase of the plan impacting all Public-use technology. Dramatically and comprehensively enhanced the patron PC & printer service offering at all UL facilities.
- Replaced 93 PCs, upgraded all remaining ones. Consolidated and replaced 80% of the printers. All PCs and printers now meet or exceed the ATLC hardware/software standard for service congruence. No PCs or printers older than two years, oldest previously were 6+ years. Upgraded all printer network access from 10 mbps to 100 mbps. Increased printer memory on average 10-fold. Added color laser printing on the main floor of the UL. Added MS Office Professional Suite to all PCs. All PCs now require secure eRaider patron logon. Established, with Telecommunications, eRaider-for-libraries to accommodate for non-TTU-affiliated patrons.

Goal 4: Facilitate the deployment and management of the integrated library management system.

- Redefined the Aleph System Admin position. Defined a second System Admin
position. Both System Admin positions were posted in December 2004.

**Goal 5:** Conduct 50% of business applications electronically to streamline operations.
- Acquired funding for a comprehensive Helpdesk solution, and developed a plan for purchase and implementation. This plan includes training for Libraries staff in effective data management and more efficient technology resource use.

**Goal 6:** Provide a strong and flexible technical infrastructure for library staff and patrons.
- Developed a plan for a new helpdesk operations model to incorporate highly automated helpdesk/inventory-management software.
- Improved interim helpdesk operations by streamlining on-desk, on-call, and response strategies, resulting in accelerated response times and reduced trouble call backlogs.
- Improved alignment of 1st and 2nd levels of support and escalation procedures and began organized approach toward collecting helpdesk statistics.
- Successfully implemented an integrated pay-for-print solution by spearheading options investigations, feasibility studies, cost analyses, and budget projections and justifications. Initiated and coordinated all collaboration and integration between ATLC, Telecommunications, & the Campus ID Office for procurement, services alignment, project scheduling, policy and procedure development, & support coordination.
- Obtained cost estimates for six levels or degrees of library-specific network infrastructure upgrades to support digital initiatives and emerging technologies—current infrastructure is generally 4-5 years out of date.
- Developing plan for immediate, short-term & long-term upgrades and evolution of supportive network infrastructures.
- Have identified general weaknesses in campus network infrastructure that will hamper intra-campus access and use of UL/TOSM-based digital resources.
- Completed investigation and preliminary setup, and continue to develop an open source ETD solution under the direction of the Associate Dean for Resources Management and in close cooperation with the TTU Graduate School.
- Closely involved with the approach toward formation of a Digital Services Team and with metadata orientation and training initiatives for UL faculty and staff in preparation for designating a digital services development team.

**Goal 7:** Provide a secure, reliable and high-performance Web site system infrastructure.
- Initial preparations completed for mock-production testing of three major digital initiative system solutions, including feasibility studies and impact analyses for such setups. All testing is feasible at little or no cost to the Library. Vendors are ready to assist and train at no cost.

**Goal 8:** Migrate the LAN and all staff users to campus domain.
- Set the stage for all public use PCs to be on the Campus Domain, requiring eRaider user authentication for use. Switchover to occur early January 2005.
- 20% of staff users moved to the Campus Domain. Remainder to move 2005.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
INFORMATION TECHNOLOGY SERVICES

Area/Unit Specific Information

Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
There is No Area Specific Data in Fiscal Year Section.
Section 3b. Qualitative Information.

There is no qualitative information for the current year.
Section 4. Strategic Planning Update.

There is no strategic plan update for the current year.

Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.