

Desktop Network Services Annual Report 2000-2001

Prepared by Martha Chantiny, Head

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Desktop Network Services serves the staff of the University of Hawai'i at Manoa Library by maintaining the Library's networks and all desktop computing and printing resources. It provides hardware, software, network, digitizing and training support, consultation and developmental research services and manages the Library's web server and web pages.

Major Functions Performed by the Department in 2000-2001:

- * Replacement and upgrade of desktop computing, printing and networks in preparation for implementation of Endeavor Library Management System (LMS) and moves to and from Phase 3
- * Installed 2 version 2000 upgrades of Endeavor Voyager client-side software
- * Consulted with Library staff to determine computing hardware and software needs
- * Managed Library desktop computers, CD ROM systems, network printers and servers, debit printing systems
- * Designed, expanded and managed UH Manoa Library data communications networks
- * Maintained UH Manoa Library main web pages, completely revised main library pages, initiated creation or transfer of department pages to library server
- * Provided orientation and instruction to UH Manoa Library staff in use of microcomputer hardware and software
- * Supported IMLS-funded and other digitization initiatives and projects.

Personnel:

The department operated (and continues to operate) with a permanent staff of only 3 positions:

- * Martha Chantiny, Department Head, Librarian III
- * Randall Takemoto, IT Specialist - resigned February 28, 2001. **Position remained UNFILLED for remainder of the Fiscal Year**
- * Wayne Agunat, Microcomputer Support Manager, Electronics Technician I (hired November 22, 1999) [This position was converted to IT Specialist, effective June 2001]

In addition, temporary positions have been filled as follows:

- * Darren Lee, Computer Specialist III, LMS Networking & Desktop Equipment Support, September 8, 2000-June 30, 2001
- * Beth Tillinghast, Web Support Librarian, January 16, 2001 to present (1 year appointment)

The department also employs student assistants who perform microcomputer and network support tasks, ranging in number from 4 to a peak of 8 individuals working approximately 12-15 hours each during the school year, i.e. approximately 1.5-3 FTE. In addition, 2 student assistants work approximately 15 hours each to perform web and digitizing project support.

Expenditures:

Total expenditures for fiscal years 1998 through 2001

Categories	2000/01 Funds		1999/00 Funds		1998/99 Funds	
	Gen	Spec	Gen	Spec	Genl	Spec
Supplies and Software	\$13,465	\$34,446	\$24,080	\$18,385	\$26,249	\$0
Equipment	\$18,147	\$27,852	\$14,976	\$68,746	\$4,595	\$24,745
Micro Computers	Inc. above	\$253,602	Inc. above	\$255,727	N/A	
Total	\$31,612	\$315,900	\$39,056	\$342,858	\$55,589	

Workload:

Requests for Desktop Network Services assistance are received primarily via its electronic mail address, and also by telephone and in person. DNS handled over 3700 email requests and reports in FY 2000-01 via the micro@hawaii.edu address. An average of 310 support-related emails were received per month, the highest monthly email total was just over 400 in the month of October.

DNS saw an increase in workload this year. It completed 1,855 tallied assistance-related activities compared to 1,421 last year. Department staff responded to requests for assistance in Hamilton and Sinclair Library as well as the Jefferson Annex. Requests for assistance were also handled via email to the libweb@hawaii.edu email account.

Major categories of services provided include: troubleshooting problems (or apparent problems) with network, microcomputer and printer equipment and software; performing equipment and software installations (including redistributing OVLite software and installing Endeavor client software 2 times - version 2000.1.2 and 2000.1.3), configuration, and upgrades, equipment moves and maintenance operations; performing CD ROM product installs, upgrades and troubleshooting; installing and supporting 3 Goprint paystations with 4 associated printers, maintaining hardware and software inventories; monitoring maintenance and bid contracts for datacomm and microcomputer equipment and handling numerous short and long-term projects.

[View a Table of Requests for DNS services](#)

Library Web Page Activities

Libweb Email Account

For the most part, the libweb email messages are generated from patrons using the "Contact the Library" link on Hamilton Library's homepage. As can be seen from the table below, on an average we receive almost fifty email messages a month. However, the monthly number varies. For instance one month in this period we received over eighty messages. And though we handle approximately twelve messages a week from patrons, the amount of email correspondence varies as well.

During the week's time period from June 22 to June 29, 2001, the libweb account sent out thirty-six messages. Generally, the amount of mail increases as each semester progresses and slacks off somewhat during the interim periods. However, overall there has been a sharp increase in the amount of email correspondence beginning in 2001.

Category of Email Messages	Average Monthly Total
Administrative	9
ESP/ILL	8
Voyager-related	9
Library Web Page	7
Reference Questions	9
Other	6
Total Average	48

Web Server Statistics

The Hamilton Library web server statistics combine data on use of the Hamilton Library main web pages as well as Hamilton's Digital Archive Collections (Hawaiian Language Newspaper Project, the Hawaii War Records Archive, and the Trust Territories of the Pacific Archives). A few interesting observations can be made from viewing the web server statistics for 2001:

- There is an increase in the average successful requests per day as each semester progresses, while the average failed daily requests decline.
- The average data transferred has dramatically increased the first few months of the year, with a continued increase up to 239.926 Mbytes for the month of June, 2001.
- The highest-use day is Thursday.
- The time of day with the highest use is in the early afternoon, although usage is fairly high at almost all hours during the day.

Projects and Highlights:

Data Communication/Network Support

- Removed old Gandalf terminals and multiplexors throughout Hamilton and Sinclair
- Worked with State procurement to coordinate switch delivery
- Installed and configured Hamilton Library Phase III data communications
- Updated maps of datacomm equipment and jacks and labels on equipment
- Provided support for test of Sun-ray terminals
- Researched and configured Phase III router to work with Phase II router
- Configured router against denial of service attacks
- Participated in network testing for Endeavor
- Worked with UH Telecom to install fiber jumper connections in Phase III
- Calculated amount needed and ordered fiber jumpers and wire management for Phase III

- Installed wire management racks in Phase III
- Configured and tested UPS, switches and router for Phase III
- Moved fiber patch panel in Rm. 8 to accommodate Phase III fiber panel

LMS-funded Support Activities

- Aided with the installation of fiber backbone
- Assisted library staff with use of general office software
- Configured and installed new PCs for staff
- Assisted with crash recovery on DNS servers
- Designed a web application (knowledge base) for logging and tracking troubleshooting
- Performed first level support on Voyager client application and third party Macro Express and Keyboard express programs until Systems took over.
- Helped move PCs during relocations
- Wired all data jacks in Phase III
- Performed PC support with students
- Advised and assisted with Windows2000 server conversion and setup
- Investigated web application as possible replacement of micro email for staff to report/request actions
- Assisted with support of BHSD SQL server/asp applications

Microcomputer Support

- Supported server for Tech Services shared use of Classification Plus and Catalogers Desktop CDs and for shared Voyager workfile access
- Installed high-capacity, high-speed laser printers in Circulation departments for Endeavor notice production
- Decommissioned BHSD CD LAN, replaced with "SuperCD" server
- Decommissioned BHSD Powerpages system and equipment
- Initiated upgrade of all WindowsNT servers to Windows2000
- Setup server for proxy testing, acquired and installed proxy server
- Acquired and installed 141 new desktop computers (including debit printing paystations) 2 servers and 27 printers (16 networked)
- Moved the equivalent of nearly 1,000 items, 400 or more of which were PCs and or printers from Phase II to Phase III
- Rearranged existing PCs whenever new installs were delivered to every department
- Redistributed older PCs to various staff and departments, including donations to public schools
- Set up PC and printer for use by visiting Russian scholar
- Installed or updated numerous software programs.
- Assisted with purchases of equipment and software from 3 special funds (Preservation, ESP, IMLS-Digitizing)

Web Support

In February and March, a Web Responsibility Survey was distributed to all departments in Hamilton Library and to Sinclair Library. The survey was created and distributed with the intention of gathering general information about the library departmental web pages in order to have a better sense of web page development within the library and of what concerns or ideas each department or collection might have. More specifically, we wanted to know the following: which individuals were in charge of web page development, programs used in page creation, the decision-making process concerning changes to the department or collection pages, ideas for future development, and the type of assistance that DNS might possibly provide.

We have worked with a number of departments to either create a web presence for them or to migrate their existing pages onto the library's Server. Pages were created for the Administration Department and a homepage for both Acquisitions and Access Services. The pages created for the Preservation Department were added to the Server, and the Russian Collection pages first underwent cosmetic editing and were then added. This project will continue throughout the new fiscal year.

Web Support Librarian and the DNS web support student assistant conducted a pilot study throughout the spring semester, which focused on the usability of Hamilton Library's new homepage. This study looked at two ways in which an academic library can more clearly label links on the homepage and therefore enhance communication with patrons: use of simplified terminology and use of descriptive scope notes. Participants completed a series of tasks designed to test navigation accuracy, efficiency, and ease of use on four versions of the gateway page for Hamilton Library. The data resulting from the pilot test suggests that a certain amount of revision would enhance usability for remote users.

Department Head

- Maintained Library's main web pages; hired temporary Web Support Librarian
- Interviewed and hired temporary LMS-funded IT Specialist
- Redescribed both APT positions in department
- Participated in Hamilton Library Phase III and renovation move planning and implementation
- Served as member of Department Heads Group
- Continued to serve as Principal Investigator for IMLS-funded Digitizing project which ended in December 2000.
- Served as technical support and consultant for additional digitizing projects (HCH-funded, Walden photographs, Charlot posada and mural scanning, etc.)

Progress Towards 99/00 Goals:

Achieved

Datacomm:

- Donate equipment
- Phase III network install
- Phase III move

Microcomputer:

- Expand web development and online instruction assistance to staff and departments
- Expansion of debit printing on public workstations
- Continue digital resources development; support existing digital resources and initiatives

Progress Towards 99/00 Goals:

Ongoing and/or Underway

- Continue to improve methods used to track responses to requests
- Remove Gandalf

- Provide web development assistance to staff and departments

Goals for 2001/2002:

Data Communication/Network Support

- Continue to improve methods used to track responses to requests
- Improve network/public desktop security
- Implement network monitoring (Ciscoworks software)
- Add a System Administrator IT Specialist position to the unit to manage Windows 2000 and Unix servers

Microcomputer Support

- Improve process, procedures and communication related to planning of department moves
- Write a department specific strategic plan
- Update the Microcomputer Support Policy
- Describe and publish list of standard software supported by dept.
- Provide a comprehensive and consistent staff orientation to software and OS configurations
- Continue digital resources development; support existing digital resources and initiatives

Web Support

- Extend employment period of the temporary Web Support Librarian, seek conversion of position to permanent status
- Continue transitioning of departmental pages from UHUNIX to Library web server
- Participate in development of web-based instructional materials
- Investigate and implement additional usage analysis tools
- Insure ADA level-one compliance for all public web pages