

University of Hawai'i at Manoa Library
Desktop Network Services
Annual Report, 1998/99
Prepared by Wil Frost, Head

The mission of Desktop Network Services (DNS) parallels that of the Library Information Technology Division, which is to take a leadership role in planning and implementing information technology that facilitates the realization of UH Manoa Library goals. The work of DNS primarily supports UH Manoa Library faculty and staff, but serves all University campuses through the public computing resources, networking operations and Web services that it maintains.

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Major functions performed by the department in 1998/99 were to:

- Coordinate projects related to desktop computing and networks
- Consult with UH Manoa Library staff to determine computing needs
- Manage UH Manoa Library desktop computers, servers and software
- Design and manage UH Manoa Library data communications networks and UHCARL site connections to the Tandem computer
- Manage UH Manoa Library s main Web pages
- Train UH Manoa Library staff to use hardware and software.

Personnel

The department functioned with the equivalent of about five (5) FTE staff:

- Wil Frost, Department Head, Librarian IV; 0.25 FTE devoted to Department Head duties; 0.75 FTE devoted to Division Head duties),
- Steven Ledward, Library Network Manager, Electronics Technician II (through 10/9/98)
- Randall Takemoto, Technical Support Manager, Electronics Technician I
- Wesley Fujimoto, casual hire, from October 1998 to July 1999
- About 2.5-3 FTE general and special fund student help

Steven Ledward resigned in October, 1998, to accept a position with UH Information Technology Services (ITS). Randall Takemoto was temporarily reassigned to the ET II position upon Mr. Ledward s resignation and Wesley Fujimoto was hired on a casual basis to perform the ET

I duties. Mr. Takemoto was later selected as the new Computer Specialist IV (the ET II was reclassified as a CS IV). The ET I position remained unfilled at the end of fiscal year 1998/99. Authorization to fill the position was received early in 1999/00. Martha Chantiny, formerly of the Systems Department, assumed the position of Department Head effective June 7, 1999 (officially on July 1, 1999).

Workload

DNS saw an increase in workload this year. It completed 1,322 tallied assistance activities compared to 1,275 last year. Daily assistance activities that were quantified included troubleshooting, installing, moving and maintaining hardware, networks and software. Based on a sample, assistance activities by department were approximately:

BHSD/CIS	25%	Gov Docs/Maps	5%
Science and Technology	11%	Preservation	5%
Cataloging	9%	Serials	4%
Asia Collection	8%	Sinclair Library	4%
Special Collections	8%	Classrooms	3%
Access Services	6%	Systems	3%
Administration	6%	Acquisitions	2%

Expenditures

	1998/99		1997/98		1996/97	
Funds	General	Special	General	Special	General	Special
Supplies/Software	\$26,249	\$0	\$39,678	na	na	na
Equipment	\$4,595	\$24,745	\$16,654	na	na	na
Total	\$55,589		\$56,332		\$43,388	

Accomplishments

Requests for Desktop Network Services assistance are received primarily via its electronic mail address, and also by telephone and in person. Department staff responded to 768 staff requests to troubleshoot network, equipment and software problems; performed 294 network, equipment and software installations and equipment moves and 115 maintenance operations (weekly or monthly routines) and handled 145 projects and other major activities. In addition, staff

attended numerous meetings with other library and campus units and vendors.

	1998/99	1997/98	1996/97
Troubleshooting requests	768	810	769
Installations and moves	294	297	368
Maintenance operations	115	119	115
Projects & Other Activities	145	45	na
Total	1,322	1,271	1,252

Highlights

Acquired and installed 59 new desktop computers and servers:

Location	Recipient	Funding		
		Internal	External	Total
Administration				
Fiscal	Staff	1		1
Collection Services				
Acquisitions	Workroom	1		1
Cataloging	Cataloging Support Staff	7		7
Preservation	Staff		1	1
Serials	Workroom	1		1
Information Technology				

DNS	Staff	1	1	15
	BHSD CDLAN		13	
	HL 1 classroom computers			
Systems	Staff	8	1	13
	IMLS server		4	
	IMLS workstations			
Public Services				
Access Services	Business Desk	1		4
	ESP UnCover Desk	1		
	Interlibrary Loan	1		
	Staff	1		
Asia Collection	Chinese public PC	1	1	5
	Japanese public PC	1	1	
	Korean Public PC	1		
	Staff			
BHSD	CIS public PC	1	1	3
	Staff		1	
Science Tech	Staff	1	2	3
Special Colls	Staff	1		3
	Workroom	2		
Sinclair Library	Business Desk	1	1	2
	Circulation Office			

Highlights (continued)

- Redistributed older PCs to various staff and departments.
- Upgraded most IBM-compatible computers to Windows 95 operating system.
- Installed various printers, scanners, barcode readers and other peripherals.
- Configured additional Annex terminal servers and moved Wyse terminals off of multiplexors/ Gandalf to terminal servers in preparation for retiring the Gandalf Starmaster switch.
- Using older computers, seven donated by College of Business and some from storage, and new parts, created a number of 486/33 Windows 95 computers for use in Serials to replace Wyse terminals. This reduced the number of terminals connecting to the Tandem mainframe through the Gandalf Starmaster switch.
- Swapped about sixty Wyse terminals in various departments with different Wyse terminals or PCs to allow CARL connections via non-Gandalf means.
- Changed OCLC access from leased lines to the Internet; retired OCLC Microenhancer terminals; installed OCLC Windows software on computers in various processing units.
- Upgraded Hamilton Library network: installed three ethernet switches, reorganized wiring closets and the computer room with equipment racks; added 8-port hub in Asia Collection, started planning for coring through floors in Hamilton for installation of fiber optic network cable; participated in meetings with ITS to discuss network design, fiber installation and future network equipment in Hamilton Phases I, II and III.
- Checked library desktop computer, network and related equipment for Year 2000 compliance; upgraded equipment as necessary (completed March 1999).
- Upgraded and configured BHSD CDLAN: added Internet access; set up Web access to the UMI ProQuest ABI/Inform database; set up a new method for remote access from UH Hilo Library to the BHSD CDLAN.
- Installed or updated numerous software programs.
- Consulted on Hamilton Library Phase III data communications and electrical planning.
- Randall Takemoto attended Sun Microsystems, Inc. training in California for two weeks, supported by the IMLS Grant and Library funding.

The department head:

- Maintained Library's main Web pages, e.g. updated hours, job advertisements, ROLS information, library policies, classroom information, periodical databases listing, etc.
- Maintained UHCARL entries in campus Year 2000 reporting web site
- Coordinated Review of Library Systems (ROLS) project, including setting up vendor demonstrations and maintaining ROLS web pages
- Participated in funding discussions with various administrators and faculty for UH System-wide Library Management System; prepared funding memoranda for University Administration and the State Legislature
- Edited Program Change Request for UH System-wide Library Management System
- Edited Request for Proposals for UH System-wide Library Management System, working with UH Office of Property, Procurement and Risk Management
- Participated in drafting a Library Technology Fee proposal to University Administration
- Drafted CARL contract modifications for Tandem hardware upgrade, B500/Authority Control site conversions, Expand over IP project

- Worked on initiative with former Head of Public Services and Head of Collection Services which secured Library funding to provide Windows 95 computers to support staff training in preparation for migration to a Windows/Web-based library management system
- Consulted with Head of Special Collections to prepare a library classroom for the Electronic Archival Description workshop given by Society of American Archivists
- Trained staff in Government Documents/Maps on how to use Netscape Composer editing software and Windows 95
- Participated in Hamilton Library Phase III planning, including development of furniture, power, data jack and computer equipment lists
- Participated in planning for change in access to ABI/Inform from CARL to Internet
- Met with staff of Hawaii State Archives regarding migration of Hawaii State Archives databases to UHCARL; drafted UHCARL services contract for approval by the University and Hawaii State Archives
- Served as member of Library Space Committee, Administrative Group, Department Heads Group

Goals for 1999/2000

Martha Chantiny became Head of Desktop Network Services effective June 7, 1999. She will be formulating the department's goals for 1999/2000.

Goals and planned activities for FY 99/00

prepared by Martha Chantiny and Randall Takemoto

The department will continue to do its best under extremely inadequate budgetary and staffing circumstances to support the following serious and extensive needs to:

- Upgrade of all staff desktop computers
- Upgrade/increase public internet access computers
- Upgrade all classroom computers AND projection equipment
- Provide comprehensive and consistent staff orientation to software and OS configurations
- Provide a library-controlled, powerful web server with sufficient disk storage to support experimentation and testing of new services
- Provide web development assistance to staff and departments
- Implement a more effective, efficient method of managing and providing access to Gov Docs burgeoning CD ROM-based databases (i.e. CD server or other centralized system)

Specific goals/activities we expect to be able to implement in part or in full:

****DATACOMM****

- Upgrade library network infrastructure - install fiber backbone, install fast ethernet switches on each floor and high capacity "edge switch" on ground floor to connect to ITS
- Complete planning for connectivity and computer installations in Phase III
- Complete planning for Phase I renovations and moves of computers while renovations are underway
- Specify, purchase and install upgrade of Library network infrastructure in Phase II. Plan and prepare for upgrade of network connectivity in Phase I.

****ADMINISTRATIVE****

- Write a department specific strategic plan
- Fill open permanent full time APT staff position (ET1)
- Increase APT staff in preparation for LMS conversion per staffing plan as submitted by Division Head to Library Admin:
 - Application support specialist - LMS networking/desktop implementation and staff training (APT-LMS funded for 2 years)
 - Application support specialist -web, digitizing, staff training and assistant head responsibilities (APT - general fund) [new position]

****SERVICE/SUPPORT****

- Continue to improve methods used to track responses to requests
- Increase level of informative communication about request status and resolution between DNS and other departments/staff
- Update the Microcomputer Support Policy
 - Describe and publish list of standard software supported by dept.
 - Define a process for hardware and software requests from staff compatible with inadequate budget
- Increase participation in staff information technology training and orientation
- Participate in ROLS to provide input on computer/networking considerations as they relate to vendor proposals
- Support switch to new LMS - perform planning, installation, configuration and deployment of microcomputers and GUI/Windows-based software systems in conjunction with Systems department
- Continue digital resources development to increase access to unique collections; support existing digital resources and initiatives

****HARDWARE/SOFTWARE****

- Attempt to bring every microcomputer up to the same OS versions
- Install as many new microcomputers as possible; remove all microcomputers with 486 or less capacity
- Attempt to upgrade/replace all older versions of basic productivity software with standard current versions