

University of Hawaii at Manoa Library

Desktop Network Services Annual Report, 1999/00

Prepared by Martha Chantiny, Head

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 resources. It provides hardware, software, network, training, consultation and developmental research services and manages the Library's World Wide Web home page.

MAJOR FUNCTIONS PERFORMED BY THE DEPARTMENT IN 1999/00:

- Replacement and upgrade of desktop computing, printing and networks in preparation for implementation of Endeavor Library Management System (LMS) and move to Phase 3
- Install and support Endeavor Voyager client-side software
- Consult with Library staff to determine computing hardware and software needs
- Manage Library desktop computers, CD ROM systems, network printers and servers
- Design and manage UH Manoa Library data communications networks
- Maintain UH Manoa Library main Web pages; initiate process for revision of library pages
- Orient UH Manoa Library staff to use of microcomputer hardware and software.

PERSONNEL:

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

- Martha Chantiny, Department Head, Librarian III
- Randall Takemoto, Network Manager, Computer Specialist IV (position converted from Electronics Technician II in July 1999)
- Wayne Agunat, Microcomputer Support Manager, Electronics Technician I (hired November 22, 1999)

In addition, casual hire and temporary positions have been filled as follows:

- Brian Frederick, 19 hour casual hire (August 10, 1999 -November 4, 1999)
- Darren Lee, (19 hour casual hire August 9, 1999-February 4, 2000) and temporary Computer Specialist III, LMS Networking & Desktop Equipment Support, September 8, 2000

The department also employs student assistants, 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 (more often at the lower end of the spectrum). A temporary librarian position for web support functions was approved for hiring in Fall 2000 and the position has been advertised with a closing date of October 6, 2000.

EXPENDITURES:

Categories	1999/00 Funds		1998/99 Funds		1997/98 Funds	
	General	Special	General	Special	General	Special
Supplies/Software	\$24,080	\$18,385	\$26,249	\$0	\$39,678	N/A
Equipment	\$14,976	\$68,746	4,595	24,745	16,654	N/A
Microcomputers	Inc. above	\$255,727	N/A		N/A	
Total	\$39,056	\$342,858	\$55,589		\$56,332	

WORKLOAD:

Requests for Desktop Network Services assistance are received primarily via its electronic mail address, and also by telephone and in person. DNS saw an increase in workload this year. It completed 1,421 tallied assistance activities compared to 1,322 last year. Requests for information or assistance which were not received via email (i.e. phoned in, or introduced ad hoc during "service calls") are not included in any official tally. However they do represent a small but significant part of the workload of the department and thus a true count of "assistance activities" would likely be as much as 20-30% higher than the tally. Department staff responded to requests for assistance in Hamilton and Sinclair Library as well as the Jefferson Annex. Major categories of services provided include: troubleshooting problems (or apparent problems) with network, microcomputer and printer equipment and software; performing equipment and software installations, configuration, and upgrades, equipment moves and maintenance operations; performing CD ROM (and Powerpages) product installs, upgrades and troubleshooting; maintaining hardware and software inventories; monitoring maintenance and bid contracts for datacomm and microcomputer equipment and handling numerous short and long-term projects.

ACCOMPLISHMENTS:

Requests:	1999/00	1998/99	1997/98	1996/97
Troubleshooting requests,	1386	768	810	769
Installations and moves,		294	297	368
Maintenance operations		115	119	115
Projects & Other Activities	35	145	45	N/A
Total	1,421	1,322	1,271	1,252

PROJECTS AND HIGHLIGHTS:

Data Communication/Network Support

- Implemented "Expand over IP" in conjunction with Systems Office Computer Room manager
- Removed old Gandalf terminal cables throughout Hamilton
- Consulted on Hamilton Library Phase III data communications and electrical planning.

- Cored Phase 2 storage rooms
- Installed fiber backbone, installed fast ethernet switches on each floor
- Updated maps of datacomm equipment and jacks and labels on equipment
- Specified, purchased and installed upgrade of network infrastructure in Phase II
- Three switches installed on Phase I first floor janitor closet
- Pulled fiber to two telecomm rooms on Ground/1st floors of Phase I

Microcomputer Support

- Acquired and installed 149 new desktop computers and servers
- Rearranged existing PCs whenever new installs were delivered to every department
- Redistributed older PCs to various staff and departments, including donations to 2 public schools
- Replaced old Macs with new PCs in Classrooms 2 and 401, replaced projectors in Classrooms 2 and 401
- Deinstalled and removed old RLIN cataloging equipment
- Installed and deinstalled LMS software for ROLS testing during vendor demonstrations
- Upgraded RAM on all Pentium 200mhz microcomputers (from 16/32 to 64MB)
- Assisted with purchases of equipment and software from 7 special funds (Sci/Tech Aquaculture grant; Access Svcs ADF grant and Fines & Fees; Asia Ref Japanese Enrichment grant; Special Coll "Miyamoto" fund; Sinclair EIF and WCC grants)
- Removed nearly all Wyse terminals from public areas except for BHSD/1st floor; replaced with new PCs
- Upgraded Mac memory (June/July 1999) then replaced nearly all older Macs with new PCs and/or new G4 Macs (Spring 2000); PowerPC level Macs distributed to Sinclair for staff and public use
- Acquired and installed 20 HP Pentium90 computers from Community Clearinghouse; replaced Wyse terminals and 386/486 PCs
- Setup PC access for Chinese observer(s)
- Upgraded browsers on public PCs
- Checked and fixed Y2K date anomalies after Jan 1,2000 on staff PCs
- Installed Voyager client-software
- Installed new server for use by Cataloging and other departments with Catalogers Desktop and Classification Plus CD products and for shared Voyager workfile access
- Installed various printers, scanners, barcode readers and other peripherals, including 3 heavy duty networked printers for production of Voyager Circulation notices and reports.
- Installed or updated numerous software programs.
- Acquired and installed gelpad mousepads, ergonomic keyboards and mice, glare shields, mousetool software (i.e. ergonomic aids requested by staff adjusting to the switch from dumb terminal to full time PC use)
- Researched, selected, ordered, installed new barcode readers for use on PCs with Voyager software
- Provided ongoing support and maintenance for "BHSD Intranet" SQL server, the EAI server, test server for ESP, etc.

PROJECTS AND HIGHLIGHTS (cont'd):

The department head

- Maintained Library s main web pages; hired student assistant for web support
- Consulted with Access Services and redesigned several Circ services web forms
- Participated in the Review of Library Systems (ROLS) project

- Served on the Reserve/Booking and WebPAC review and implementation committees
- Participated in Hamilton Library Phase III and renovation planning
- Participated in Voyager software functional training
- Served as member of Library Space Committee, Department Heads Group
- Continued to serve as Principal Investigator for IMLS-funded Digitizing project
- Served as technical support and consultant for additional digitizing projects (HCH-funded, Walden photographs, Charlot posada and mural scanning, etc.)
- Researched, prepared, submitted proposals for implementation of:
 - "emergency replacement" of Wyse terminals with 38 PCs
 - replacement of projector and PC equipment in classrooms 2 and 401
 - debit printing pilot installations in Science/Technology Reference and BHSD
 - replacement of standalone and jukeboxed CD ROMs with a central network server
- Participated in software "salons" to introduce staff to Windows and browser functions
- Upgraded capacity of digital repository "Image Server" (E250)
- Provided technical support for Sinclair Women's Campus Club (WCC) and Educational Improvement Fund (EIF) grants
- Performed technical systems administration support for Medianet until system decommissioned in July 2000.

PROGRESS TOWARDS 99/00 GOALS:

Achieved

- Fill open permanent full time APT staff position (ET1)
- Increase APT staff for LMS conversion per staffing plan as submitted by Division Head to Library Admin
- Increase level of communication about request status and resolution
- Participate in ROLS, provide input on computer/networking considerations relevant to vendor proposals
- Support conversion to new LMS perform planning, installation, configuration and deployment of microcomputers and GUI/Windows-based software systems in conjunction with Systems department
- Upgrade of all staff desktop computers
- Upgrade/increase public internet access computers
- Upgrade all classroom computers AND projection equipment

PROGRESS TOWARDS 99/00 GOALS:

Ongoing and/or just underway

- Continue to improve methods used to track responses to requests
- Define a process for hardware and software requests from staff compatible with inadequate budget
- Increase participation in staff information technology training and orientation
- Continue digital resources development to increase access to unique collections; support existing digital resources and initiatives
- Provide a library-controlled, powerful web server 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 CD ROM-based databases

GOALS FOR 2000/2001:

Data Communication/Network Support

According to Randall Takemoto, Network Manager, the goals in the area of datacomm are:
"remove gandalf, donate equipment, Phase III network install, Phase III move"

Microcomputer Support

- 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
- Expand web development and online instruction assistance to staff and departments
- Continue research and expansion of debit printing on public workstations