

# STIM LibIT Survey Summary

STIM 2020-2021

Link to form:

<https://forms.gle/1jdP6zTSC6An2dLJ9>

Link to data:

<https://docs.google.com/spreadsheets/d/1SawVH3OYHhNvergpfW8sLNT58qnmDcmZrrMQ6tMBrM/edit?usp=sharing>

## **PURPOSE:**

The Systemwide Technology Initiatives Management (STIM) Committee is exploring the current state of information technology within California State University (CSU) Libraries. The purpose of this survey is to strategize best approaches to work together on technology projects or pilots. This survey analysis highlights innovative approaches to working collaboratively to increase opportunities to work together, find ways to pool resources, and discover economies of scales for larger projects. This survey provides a current picture of staffing levels and job duties and an overview of current technology administration approaches. The goal of the survey is to explore the various models of library technology departments, including collaboration with larger organizational and campuswide ITS, to better understand how management of critical library systems, software, and servers takes place within the CSU libraries. One unintended by-product of this survey was a revival of the LibIT listserv as well as identification of specific systems and technology experts at various CSUs.

## **BACKGROUND:**

In April 2021, STIM conducted a survey of all CSU Libraries to explore the current landscape of information technology, staffing, and practices related to networking and server management and administration. This survey compiles information related specifically to academic library technology and current practices for project management and communication with larger campus ITS, including accessibility as well as custom APIs or local software/programs. This survey serves as an environmental scan of current practices related to information technology, allowing STIM to identify common workflows and create strategies to design training and support.

The last survey of this kind was done prior to the move to ULMS (2014), and with the rapid evolution of technology as well as the adoption of a new resource management system (ALMA) and discovery layer (Primo OneSearch) a lot has changed. CSU Libraries perform similar duties and procedures at each campus, but as of now there is no active CSU Systems group beyond STIM. This survey analysis illustrates the importance of library technology support and expansion of systemwide best practices as well as helps decision makers and library stakeholders understand the current environment of critical technology and resources.

## **DATA GATHERING PROCEDURES:**

Survey participation and data was gathered through email communication with library employees at 24 (including Moss Landing) CSU Libraries. The survey description as well as the email correspondence encouraged distributing this survey to “LIT department Director or other relevant personnel (Systems Librarian or Network/Server Administrator who can answer specific questions related to the Library's management of information technology such as EZproxy administration)”. The first email blast was shared on the campus AD's mailing list and was followed by a more targeted email communication to the LibIT ListServ as well as anyone identified through web searches of the library and/or campus website as responsible for technology oversight and implementation based on their job title or description. In some cases, multiple candidates were identified. The survey was distributed as a Google Form and remained open for 1 month. Several reminders encouraging participation were sent throughout this time.

### **RECOMMENDATIONS:**

There are many similarities between the CSU Libraries, but also several unique situations and interesting outliers. One of the recommendations based on this survey's findings is to maintain a current list of systems/technical contacts at each CSU Library. Identifying and recognizing the personnel with the expertise and experience to respond to technology surveys or to share system and technology related information with other campuses is highly valuable. This list could be shared internally by email or posted to the STIM wiki page.

STIM should continue to explore more opportunities for engagement with systems and technical experts within the CSU. As STIM works to improve communication between systems and technology experts within the CSU Libraries, there is a need to facilitate and organize virtual or in person forums for training, sharing projects, and discussion of topics related to library information technology.

While this survey has some variation from the original survey completed in 2014, with a few of the questions being modified for relevance and technical evolution, it is informative to compare these survey results to the findings from the previous survey. An analysis of the combination of results and findings could reveal how library information technology has changed and provide evidence for decision makers and stakeholders related to understanding the impact of centralizing/decentralizing this work as well as what these alternatives might mean for managing and maintaining important systems and projects.

The survey provides several clear themes regarding difficulties of implementing new Library technology, including time, funding, and lack of personnel. Some of the more candid responses highlight the difficulty in communicating and working with campus ITS. While none of these themes are surprising, further exploration into means of improving efficiency through sharing of cost effective solutions or implementing new technology based on the experience and feedback from other CSU Libraries is warranted.

Continued analysis might reveal more trends, of specific interest including campuses that utilize BOTH Library IT department and Campus IT as the division of responsibilities might highlight certain unique Library IT management.

## **SUMMARY OF FINDINGS:**

Q1: Select your campus

Out of the 24 campuses asked to participate, 21 campuses responded. (Missing responses from Chico, Humboldt, and San Francisco)

Q2: Respondents email address

Q3: Job Title

Highly diverse job titles including ITC, Associate/Assistant Dean, Analyst/Programmer, Library Technologist, Collection Service Coordinator, Web Developer, Digital Services & Technology Librarian, Systems Supervisor, Librarian (2), Systems Analyst, Digital Technologies Support Specialist, and Technical and Public Service Librarian, with the largest job category of responders identifying as a Systems Librarian (4) including Discovery & System Librarian. There was also a large response from department Head or Director including Library Technology Initiatives and Development, Library IT & Digital Initiatives, Library Technology & Media Services, Digital Services, Technology and Access Services.

Q4: Does your Library have its own IT department?

Most campuses (~52%) have their own Library IT department.

Library IT: 11

Campus IT only: 6

We have both: 4 (“Systems unit” within Library, dedicated Systems Analyst for Library, and “in the process of centralization”)

Specifically:

- Library IT: Los Angeles, San Marcos, San José, Fullerton, Sacramento, San Diego, Stanislaus, San Bernardino, Fresno, Sonoma, Channel Islands
- Campus IT only: Dominguez Hills, Maritime Academy, East Bay, Long Beach, Monterey Bay, Moss Landing Marine Labs
- Both: Northridge, San Luis Obispo (in the process of ITS centralization)
- Other: Pomona (Campus IT with small Systems Unit), Bakersfield (Dedicated Systems Analyst in Library)

Q5: What personnel have primary responsibility for doing the following work (general technology related)? (CHECKBOX MATRIX)

1. Computer operating systems (Windows, Mac OS, etc.) setup, maintenance and support

- a. Librarian: 1
  - b. LibStaff (Non-IT): 2
  - c. LibIT Staff: 11
  - d. Campus IT: 14
  - e. Several campus mentioned a combination such as “Librarian, LibIT Staff” or “Lib Staff (Non-IT), Campus IT”
  - f. If a campus listed that they had their own LibIT department, this work was primarily done by LibIT Staff (6).
2. Office Software setup, maintenance and support
  - a. Librarian: 2
  - b. LibStaff (Non-IT): 2
  - c. LibIT Staff: 9
  - d. Campus IT: 16
3. Troubleshooting for desktop support
  - a. Librarian: 2
  - b. LibStaff (Non-IT): 2
  - c. LibIT Staff: 8
  - d. Campus IT: 15
4. Ex Libris systems (Alma, Primo) maintenance and support
  - a. Librarian: 17
  - b. LibStaff (Non-IT): 7
  - c. LibIT Staff: 12
  - d. Campus IT: 1
  - e. CO: 4
  - f. Vendor (hosted as service): 3
5. Virtual server management (e.g., via Ghost or Remote Desktop)
  - a. Librarian: 1
  - b. LibStaff (Non-IT): 1
  - c. LibIT Staff: 10
  - d. Campus IT: 16
  - e. Do not have: 1
6. Library Web site server maintenance and support
  - a. Librarian: 4
  - b. LibStaff (Non-IT): 1
  - c. LibIT Staff: 12
  - d. Campus IT: 8
  - e. Vendor (hosted as service): 1
  - f. Do not have: 1
7. Content management systems (e.g., WordPress, Drupal) maintenance and support
  - a. Librarian: 12
  - b. LibStaff (Non-IT): 2
  - c. LibIT Staff: 12
  - d. Campus IT: 9
  - e. Vendor (hosted as service): 1
8. Public network printer software/server maintenance and support
  - a. LibStaff (Non-IT): 1
  - b. LibIT Staff: 6

- c. Campus IT: 20
- 9. Public network printer/photocopier/scanner maintenance and support
  - a. LibStaff (Non-IT): 2
  - b. LibIT Staff: 6
  - c. Campus IT: 17
  - d. Vendor (hosted as service): 3
- 10. Audio visual, event & media management and support
  - a. Librarian: 1
  - b. LibStaff (Non-IT): 3
  - c. LibIT Staff: 10
  - d. Campus IT: 15
  - e. Vendor (hosted as service): 2
- 11. Website accessibility
  - a. Librarian: 10
  - b. LibStaff (Non-IT): 1
  - c. LibIT Staff: 11
  - d. Campus IT: 11
  - e. CO: 1
  - f. Vendor (hosted as service): 1
  - g. Many campuses had multiple responses to this question.
- 12. Public computer labs setup, maintenance and support
  - a. Librarian: 1
  - b. LibStaff (Non-IT): 3
  - c. LibIT Staff: 7
  - d. Campus IT: 18
- 13. Public Library-loaned devices setup, maintenance and support
  - a. Librarian: 3
  - b. LibStaff (Non-IT): 5
  - c. LibIT Staff: 12
  - d. Campus IT: 10
  - e. Do not have: 4
- 14. Staff Library-loaned devices setup, maintenance and support
  - a. Librarian: 3
  - b. LibStaff (Non-IT): 3
  - c. LibIT Staff: 12
  - d. Campus IT: 11
  - e. Do not have: 2

Q6: What personnel have primary responsibility for doing the following work (network related)?

- 1. Library social media presence
  - a. Librarian: 12
  - b. LibStaff (Non-IT): 9
  - c. LibIT Staff: 4
  - d. Do not have: 2
  - e. Do not know: 1
- 2. Library web page maintenance and support
  - a. Librarian: 13

- b. LibStaff (Non-IT): 6
  - c. LibIT Staff: 13
  - d. Campus IT: 3
  - e. Vendor (hosted as service): 1
- 3. Librarian's individual web pages
  - a. Librarian: 17
  - b. LibStaff (Non-IT): 4
  - c. LibIT Staff: 6
  - d. Do not have: 4
- 4. Library proxy server setup, maintenance and support
  - a. Librarian: 10
  - b. LibStaff (Non-IT): 3
  - c. LibIT Staff: 13
  - d. Campus IT: 2
  - e. Vendor (hosted as service): 3
  - f. Do not have: 1
- 5. VPN setup, maintenance and support
  - a. Librarian: 1
  - b. LibIT Staff: 4
  - c. Campus IT: 18

Q7: What personnel have primary responsibility for doing the following work (library IT related)?

- 1. ILL application software setup, maintenance and support
  - a. Librarian: 10
  - b. LibStaff (Non-IT): 7
  - c. LibIT Staff: 14
  - d. Campus IT: 3
  - e. CO: 1
  - f. Vendor (hosted as service): 2
- 2. Institutional repository management server, software setup, maintenance and support
  - a. Librarian: 11
  - b. LibStaff (Non-IT): 7
  - c. LibIT Staff: 10
  - d. Campus IT: 3
  - e. CO: 8
  - f. Vendor (hosted as service): 3
  - g. Do not know: 1
- 3. Digitized content management server, software setup, maintenance and support
  - a. Librarian: 12
  - b. LibStaff (Non-IT): 8
  - c. LibIT Staff: 12
  - d. Campus IT: 3
  - e. CO: 1
  - f. Vendor (hosted as service): 5
  - g. Do not have: 1
  - h. Do not know: 1
- 4. Virtual reference

- a. Librarian: 19
  - b. LibStaff (Non-IT): 6
  - c. LibIT Staff: 5
  - d. Vendor (hosted as service): 4
- 5. Assistive technologies
  - a. Librarian: 5
  - b. LibIT Staff: 6
  - c. Campus IT: 14
  - d. CO: 1
- 6. Public workstation desktop application imaging (e.g. via Ghost or Remote Desktop)
  - a. Librarian: 1
  - b. LibIT Staff: 9
  - c. Campus IT: 14
  - d. Do not know: 1
- 7. Library guides (e.g. LibGuides) setup, maintenance and support
  - a. Librarian: 20
  - b. LibStaff (Non-IT): 4
  - c. LibIT Staff: 10
  - d. Vendor (hosted as service): 4
- 8. Usability/evaluation of web and electronic access to library materials (UX)
  - a. Librarian: 17
  - b. LibStaff (Non-IT): 5
  - c. LibIT Staff: 12
  - d. Campus IT: 5
  - e. CO: 1
- 9. E-reserves software setup, maintenance and support
  - a. Librarian: 8
  - b. LibStaff (Non-IT): 11
  - c. LibIT Staff: 9
  - d. Campus IT: 3
  - e. CO: 1
  - f. Vendor (hosted as service): 2
  - g. Do not have: 3
- 10. Streaming media server setup, maintenance, and support
  - a. Librarian: 2
  - b. LibStaff (Non-IT): 3
  - c. LibIT Staff: 6
  - d. Campus IT: 10
  - e. Vendor (hosted as service): 4
  - f. Do not have: 3

Q8: What personnel have primary responsibility for doing the following work (programming related)?

- 1. Basic scripting
  - a. Librarian: 5
  - b. LibStaff (Non-IT): 2
  - c. LibIT Staff: 13
  - d. Campus IT: 8

- e. Vendor (hosted as service): 1
  - f. Do not have: 2
2. Database construction and programming
- a. Librarian: 3
  - b. LibIT Staff: 13
  - c. Campus IT: 6
  - d. Vendor (hosted as service): 2
  - e. Do not have: 4
3. Application integration
- a. Librarian: 9
  - b. LibStaff (Non-IT): 1
  - c. LibIT Staff: 12
  - d. Campus IT: 8
  - e. Vendor (hosted as service): 2
  - f. Do not have: 3
4. Web application development
- a. Librarian: 4
  - b. LibStaff (Non-IT): 1
  - c. LibIT Staff: 13
  - d. Campus IT: 13
  - e. Vendor (hosted as service): 1
  - f. Do not have: 2

Q9: Are there plans to centralize/decentralize your Library IT or has your campus recently centralized/decentralized Library IT? When? (Long answer)

No: 6

Other abbreviated responses:

*Shared support between central campus IT and small Library IT department. 7 years.*

*Plans to expand Library IT.*

*n/a*

*In the process of centralization. 2 years.*

*Want to decentralize. No plans.*

*Centralized. 10 years.*

*In the process of decentralization and moving to shared support.*

*In the process of "unifying IT resources"*

*Library IT staff gradually centralized. Last 2-3 years.*

*Moved to Campus IT "mostly because of personnel changes"*

*In the process of centralization. This year.*

*Centralized. 2012-2013. In the process of decentralization some support functions back to the Library.*

*Shared support. 2008*

*Centralized. Spring 2021.*

Q10: How many dedicated personnel within the Library (staff or faculty) are responsible for systems and IT related responsibilities? (Short answer)

\*Highly diverse responses.

**Numerical:**

0 (2 libraries)

1

1.5

2 (4 libraries)

4

5 (3 libraries)

4-8

15

**Text:**

*1 ITC - 1 IT for Alma - 1 Faculty for Primo/ILLiad setup - 2 Staff for ILL - 1 Staff for Electronic Reserves - 1 Staff with 1 Faculty LibGuides Setup - 1 Faculty for Sharepoint*

*Two - systems librarians and electronic resource librarian*

*0.5 FTE MPP, 2 FTE staff, 1 faculty (Ex Libris only)*

*6 including ILS (would normally be 8 if we could rehire retirees)*

*One (me)*

*1 but they also do reference and instruction in addition, so "dedicated" is a relative term. There are 3 additional library staff who assist with IT but it is not their primary assignment*

*No dedicated personnel. 2-3 librarians work in this area*

*One librarian and a crew of usually 6-7 students*

*We did have 5, now we will have 3*

*Yes*

*0.5 FTE MPP, 2 FTE staff, 1 faculty (Ex Libris only)*

Q11: How do you communicate with Campus IT? (Multiple Selection Checkboxes)

1. Service tickets 24 (96%)
2. Project requests 14 (56%)
3. Email 21 (84%)
4. Microsoft Teams 3
5. Standing meeting with director tier
6. ServiceNow for Campus and OS Ticket for Library databases
7. "Communicate" is a strong word
8. Phone 2
9. Currently, the Library IT Director serves as a dotted line to the CIO and participates in daily meeting IT AVP's and directors. Campus IT also communicates via various Slack channels, Zoom, etc.
10. The Head of LIT is on several campus IT committees and regularly attends meetings with other IT tech leads
11. Relationships built over the years, and picking up the phone where a relationship exits

Q12: Does the Library manage any servers or local hosting? (Such as EZproxy, ILLiad, etc.) What servers does the library host, if any?

*\*Highly diverse responses.*

*Website*

*EZproxy server 11*

*ILLiad server 8*

*Islandora*

*ContentDM*

*Drupal*

Applications server  
 Database server  
 Digital asset/collections storage 3  
 SpringShare hosted server  
 Library server  
 ConentOS  
 Open Journals System (CentOS)  
 CircIT (RFID)  
 VMs for file shares, mobile apps, tutorials  
 9 VMs  
 ArchivesSpace 3  
 Archon  
 Archives  
 Alma Print  
 Teltec Security  
 LOCKSS  
 Campus IT assigns servers to Library (IT manages base OS, security, network, domain/DNS, virtual server management. Library can install components such as PHP, Python, MySQL and apps such as EZproxy, ILLiad, Hyrax, ArchivesSpace, Drupal, Omeka, Wordpress, Confluence, Jira  
 The library will receive a charge back for any new virtual servers hosted by our IT in the future, which has been a factor in our decision to remain with some hosted services  
 No servers are managed internally, though we work closely with IT when they deploy patches and application updates  
 The Library IT department supports an Academic Affairs server cluster that supports colleges and departments. We provide hosted services and backups via AWS.  
 Yes, all of the above. We host some 30+ services through our in house data center, as well as the AWS cloud.  
 All servers managed by campus IT  
 No/none 4  
 Not anymore, thank goodness  
 n/a

Q13: If yes to the previous question, what OS is used to manage these servers?

1. Ubuntu 4
2. Redhat 5
3. Windows 13
4. Linux 4
5. Mac 1
6. CentOS 4
7. Debian 1
8. Fedora 0
9. CloudLinux 1
10. Most Windows Server - Virtual from Campus IT - Some test Library Ubuntu internal servers
11. I don't know 2

Q14: Preferred authentication method for access to subscription eResources and databases?

1. EZproxy/IP range based 23 (92%)

2. Shibboleth SSO 13 (15%)
3. EZproxy on SSO 2
4. LDAP 1
5. *We have a few exceptions, all apps are authenticated via ADFS, including EZproxy, ILLiad, Alma, Primo, Drupal*

Q15: What website content management systems or platforms does your Library use?

1. Drupal 15 (60%)
2. WordPress 6 (24%)
3. LibGuides 22 (88%)
4. Omeka 5 (8%)
5. CONTENTdm, ScholarWorks 2
6. *ArchivesSpace, Confluence, Jira, Hyrax*
7. *Omni Update*
8. *Percussion CM1 (the campus WMS)*
9. *Cascade CMS*
10. *Isandora, BePress*
11. *Campus Drupal, Library LibGuides hosted, Library Omeka hosted, Library Luna hosted*
12. *I don't know*

Q16: Do you use any customized Library programs or APIs (i.e. reservation system, door counter, card readers)? If yes, please provide link to GitHub repository below. (Long answer)

<https://github.com/CSU-ULMS>

<http://web.calstatela.edu/library/computers/>

<https://github.com/CSU-ULMS/update-patron-address-type>

<https://github.com/ExLibrisGroup/SpineOMatic>

<https://github.com/MrJeremyHobbs/GobiChecker>

<https://github.com/CSU-ULMS/update-patron-address-type>

<https://github.com/calpoly-lib>

[https://github.com/dlingley/alma\\_inventory](https://github.com/dlingley/alma_inventory)

[collectionbuilder.github.io/](https://collectionbuilder.github.io/)

SenSource door counter

Alma patron updates

LibRooms group study room management

Cashnet integration

Drupal integration with Alma and ILLiad

Primo integration with ILLiad

Drop-in JavaScript snippets for sharing content between CMS (i.e. embed Drupal content in LibGuides and LibAnswers content in Drupal).

Q17: Does your campus or Library subscribe to any accessibility software such as Ally or Compliance Sheriff? If yes, please specify. (Short answer)

Sitelmpove 2

Ally 9

Compliance Sheriff 11

Fusion-Magic/JAWS

SensusAccess text to speech

ATI Project ManagerITS - IT Client support services  
Blackboard Ally 2  
Not directly, provided by campus  
No 3  
Do not know  
n/a

Q18: How do you manage and monitor Library technology related projects? (Long answer)

- *Trello for project management. Sharepoint for department documentation. ServiceNow for desktop support tickets.*
- *Internal IT Meetings.*
- *Trello, email*
- *I don't understand the question - what software? What is our project management style? To do lists? Projects that are inside the library or outside or both?*
- *We create a project overview page in Confluence and a project tasks container in Jira. Jira tasks are displayed within the project overview page. Meeting notes are linked as child pages of the project page. Use MS Lists and/or Confluence roadmap to provide high-level overview of all projects. May create a Microsoft Team/Group specific to each project for email/chat communication*
- *Library Technology Committee for oversight, homebrewed project management practices, Slack and email for internal communication, preparing to launch a ticketing system*
- *<https://www.meistertask.com/>; <https://trello.com/en-US>*
- *We have small task force of Library Staff, Faculty, Campus IT that meet on a regular schedule to prioritize and give status updates on progress*
- *Efforts are spread out across multiple librarians and library staff who each oversee the technology needs of their unit; e.g. archives and special collections manage their ContentDM (hosted) and ArchiveIT tools, technical services manages EZ proxy and Connexion, user services manages ILLiad and RapidILL, librarians manage LibGuides and website, and Alma/Primo is spread out across a team of people from all these units*
- *Trello*
- *Team meeting and report*
- *With homegrown spreadsheets and timelines. We haven't been able to formalize project management, but would like to in the near future*
- *Google shared docs, BaseCamp, Smartsheets sometimes*
- *Most IT projects are initiated and managed by, or coordinated through, the Head of LIT*
- *Emails between concerned parties*
- *ServiceNow*
- *Wiki pages*
- *Spreadsheets*

- *Through an Annual Unit Work Plan*
- *Library Technology Committee for oversight, homebrewed project management practices, Slack and email for internal communication, preparing to launch a ticketing system*
- *on the fly :(*
- *Meetings/Calendar/osTicket/Teams*

Q19: What is your biggest hindrance to implementing new Library technology? (Long answer)

Categorized by similar themes:

- Strategy/Planning 2
- Accepting change
- **Time 5**
- IT response time
- **Funding/budget 9**
- **Lack of personnel 9**
- Lack of library faculty interest/involvement
- Extremely cumbersome campus procurement policies
- Lack of shared governance at campus IT level
- Campus IT's inability to take on new project due to being overloaded themselves 4
- Difficulty in getting prioritized with central IT 3
- Approval process
- **Lack of internal expertise/need for training 5**
- Lack of buy in from stakeholders
- Lack of autonomy
- Communication
- Distance
- Nothing