

STIM 2020-2021 LIBIT SURVEY SUMMARY





HELLO!

I am Heather L. Cribbs

STIM member 2018 - current

Systems Librarian

for Kennedy Library at Cal Poly, SLO



PURPOSE

STIM Charge

The STIM committee works to advise COLD on prioritizing, developing, implementing, monitoring, and evaluating technology-related library initiatives.

One of the main responsibilities of this committee is to analyze the needs and capabilities of CSU libraries regarding existing and desired information technologies and products.

(for more on STIM

<https://calstate.atlassian.net/wiki/spaces/COLD/pages/11632785/STIM+Charge>)



BACKGROUND

The last survey of this kind was administered in 2014, and with the continual evolution of technology as well as the adoption of a new resource management system (ALMA) and discovery layer (Primo OneSearch), a lot has changed.



SURVEY DESCRIPTION:

Environmental scan of current state of CSU Library information technology. Highly technical questions, please forward this survey to your 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).



SURVEY SUMMARY

Explore the various models of library technology departments, including possible collaboration or division of responsibilities with campuswide ITS, to better understand how management of critical library systems, software, and servers takes place within the CSU libraries.



Analyst/Programmer
Services Specialist
Systems Technology
Access
Discovery Analyst
Developer Coordinator
Initiatives Assistant
Technologist Service ITC System
Librarian
Collection Digital Technical Media
Support Supervisor
Dean Public Web
Associate Technologies
Library
Development



INFORMATION TECHNOLOGY MANAGEMENT ACROSS THE CSU

- **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 Campus IT centralization)
- **Other:** Pomona (Campus IT with small Systems Unit), Bakersfield (Dedicated Systems Analyst in Library)

QUESTION 5: GENERAL TECHNOLOGY RELATED

Librarian

Ex Libris systems (Alma, Primo), Content management systems, Website Accessibility

Library IT

Computer operating systems, Ex Libris systems (Alma, Primo), Virtual servers, Website servers, Content management systems, Website Accessibility, Public Library-loaned devices, Staff Library-loaded devices

Campus IT

Computer operating systems, Office software, troubleshooting for desktop support, Virtual servers, Content management systems, Public network printer/copier/scanner(s), Audio visual, event & media management, Website accessibility, Public computer labs, Public Library-loaned devices, Staff Library-loaded devices

QUESTION 6: NETWORK RELATED

Librarian

Library social media presence, Library web pages, Librarian's individual web pages, Library proxy servers

LibStaff (Non-IT)

Library social media presence

LibIT Staff

Library web pages, Library proxy servers

Campus IT

VPN



QUESTION 7: LIBRARY IT RELATED

Librarian

ILL application software, IR management, Digitized content management server, Virtual Reference, Library guides, Usability/evaluation of web and electronic access, E-reserves software

CO

IR management

LibIT Staff

ILL application software, IR management, Digitized content management server, Public workstation desktop application imaging, Usability/evaluation of web and electronic access, E-reserves software

Do not have

E-reserves software, Streaming media server

LibStaff (Non-IT)

ILL application software, Digitized content management server, E-reserves software

Campus IT

Assistive technologies, Public workstation desktop application imaging, Streaming media server

QUESTION 8: PROGRAMMING RELATED

Librarian

Application integration

LibIT Staff

Basic scripting, Database construction and programming, Application integration, Web application development

Campus IT

Basic scripting, Application integration, Web application development

Do not have

Basic scripting, Database construction and programming, Application integration, Web application development



PLANS TO CENTRALIZE/DECENTRALIZE?

- **Centralizing/Unifying IT:** San José, San Diego, San Luis Obispo, Moss Landing Marine Labs (centralized with SJSU)
- **Rebuilding Library IT:** Los Angeles, Sonoma
- **Want to decentralize:** Dominguez Hills, Pomona
- **No plans:** Northridge (both), San Marcos (LibIT), Maritime Academy (Campus IT), Sacramento (LibIT), East Bay (Campus IT), Stanislaus (LibIT), Long Beach (Campus IT), Bakersfield (Dedicated Systems Analyst in Library), Fresno (LibIT), Channel Islands (LibIT), San Bernardino (Campus IT with small Systems Unit)



SIZE OF LIBRARY IT UNITS

San Diego (15)

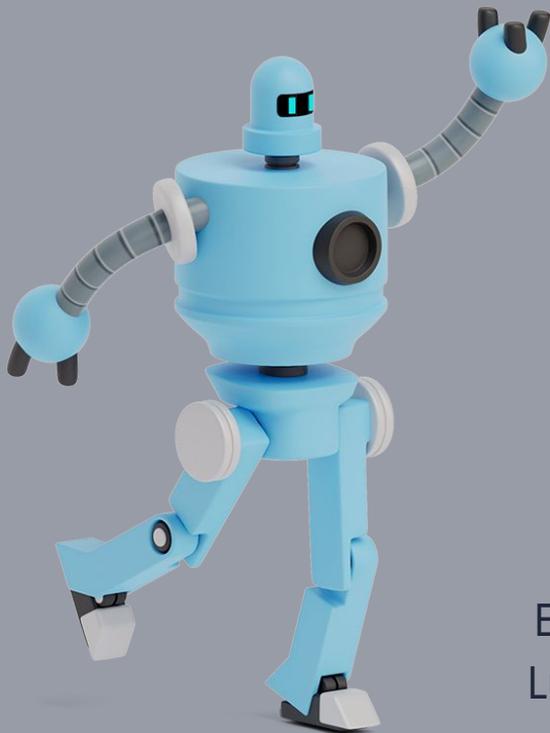
Los Angeles (9)

BETWEEN 4-8

Northridge, San Marcos, San Jose,
Sacramento, Pomona

2, 1, OR 0

Dominguez Hills, Fullerton, Maritime
Academy, East Bay, Stanislaus, San
Bernardino, Long Beach, Bakersfield, San
Luis Obispo, Sonoma, Monterey Bay, Moss
Landing, Channel Islands



SERVERS, LOCAL HOSTING, & OS

NOTE: Many respondents said that Campus IT either manages or is involved with this area.

EZproxy server

Over half of the respondents locally host and manage their EZproxy server.

Other

VMs, Applications, digital assets, LOCKSS, AWS

ILLiad server

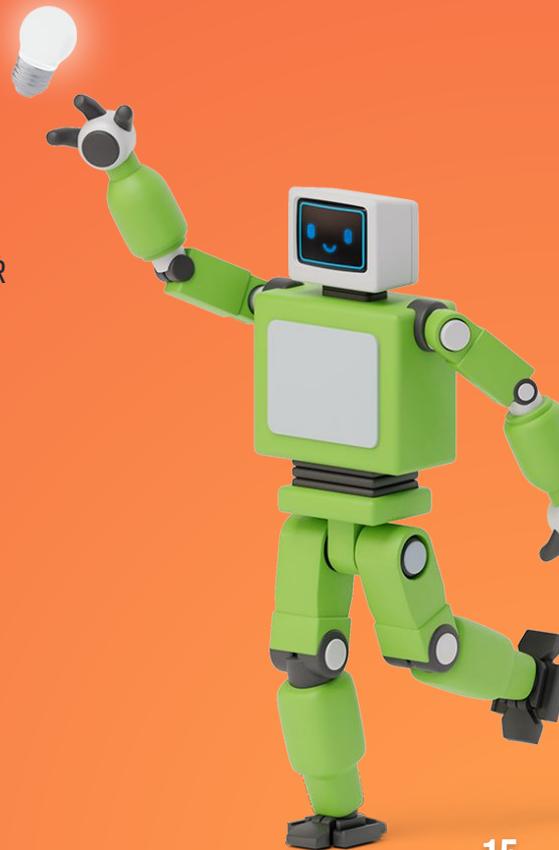
Many campuses also locally host and manage their ILLiad server. Over half possibly hosted by OCLC.

OS to manage servers

Windows, Linux, Ubuntu, Redhat, CentOS, Mac, CloudLinux

Websites

Drupal, Omeka, WordPress, content management and IR such as ArchivesSpace, Islandora, and SpringShare products



Q14: PREFERRED AUTHENTICATION

EZproxy/IP range (92%), Shibboleth SSO (15%)

Q15: CONTENT MANAGEMENT SYSTEMS

LibGuides, Drupal, WordPress, Omeka,
CONTENTdm, ScholarWorks, Archives Space,
Islandora, BePress, Confluence, Jira, Hyrax,
Omniupdate, Percussion CM1, Library Luna



Q16: CUSTOMIZED LIBRARY PROGRAMS?

- 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)



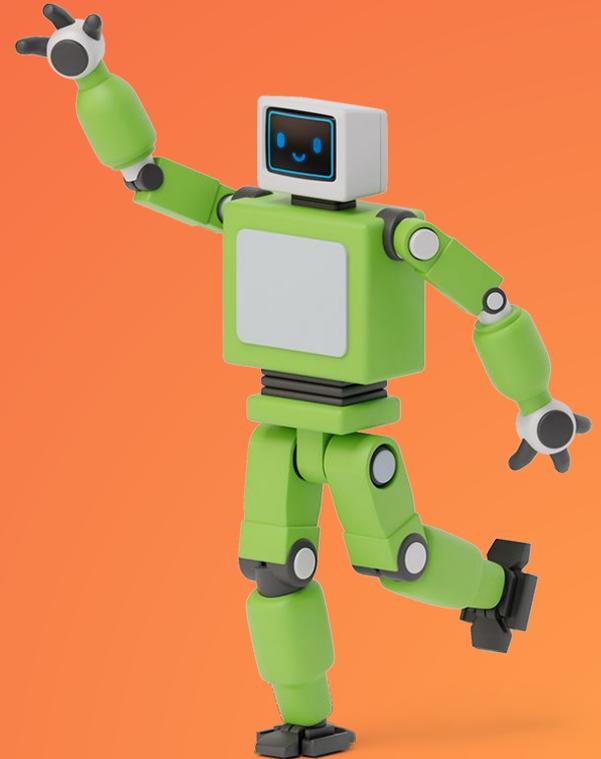
QUESTION 17: ACCESSIBILITY SOFTWARE

Compliance Sheriff and Ally

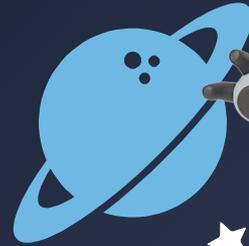


INTERESTING APPROACHES TO PROJECT MANAGEMENT

- **Library Technology Committee**
- **Annual Unit Work Plan**
- **Task force**
- **Project overview in Confluence and project tasks container in Jira**
- **Trello**
- **Sharepoint**
- **Spreadsheets**
- **Teams, Slack, Email**
- **Service tickets (ServiceNow, Jira)**
- **Meetings**



BIGGEST HINDRANCE



Lack of personnel, Funding/budget, Time, Lack of internal expertise/need for training, Campus IT's inability to take on new project due to being overloaded themselves, Strategy/Planning, Accepting change, IT response time, Lack of library faculty interest/involvement, Extremely cumbersome campus procurement policies, Lack of shared governance at campus IT level, Difficulty in getting prioritized with central IT, Approval process, Lack of buy-in from stakeholders, Lack of autonomy, Communication, Distance

THANKS!

Any questions?



CREDITS

Special thanks to everyone who participated in the survey as well as all members of STIM!

- Presentation template by [SlidesCarnival](#)
- Robots by [Alex Monge](#)
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