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Systems and Digital Technology : Annual Report : 2014 - 2015

Nelson Poynter Memorial Library.

Berrie Watson

Kaya van Beynen

Deborah Boran Henry

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Systems and Digital Technology Departmental Report

July 1, 2014 – June 30, 2015

University of South Florida St. Petersburg

Compiled by Berrie Watson and Kaya van Beynen with input from Deb Henry

2015



Statistical Snapshot:

	2013/14	2013/14	2012/13	2011/12	1 Yr. Change
Number of Open Use Computers	91	78	55	55	+17%
Number of Staff Computers	54	51	42	34	+5%
Number of Distance Learning Faculty & OLITS Laptops	21 4 virtual	14	11	4	+50%
Network Connectivity Devices	25	19	10	8	+31%
Number of Wireless Coverage Points	20	19	19	4	+5%
Number of Library Servers	20	18	15	12	+11%
Number of Distance Learning Servers	4	4	3	2	NC
Amount of Server Storage	15TB	7TB	2TB	600GB	114%

Department Overview

Serving as the primary technology office of the USFSP Library, the Library Systems and Digital Technology Department (LSDT department) supports open use computing, technology-enhanced student collaboration, the USFSP Digital Archive, and a myriad of related components to bring library computing services and resources to students, faculty, and staff.

During the 2014/15 Academic year, the LSDT department consisted of Berrie Watson, Department Head, Sharon Austin, Web Applications Specialist (OPS), Gediminas Pakalnis, Technology Helpdesk Support Assistant (OPS), and Mark Couch, Systems Analyst. In addition, the Department has three part-time student workers providing 50 hours / week of technical support at the IT Help Desk in the Nelson Poynter Library.

Departmental Accomplishments

- In response to student requests for a Quiet Study Computer Commons, student computing was expanded to the 3rd floor of the library. Additionally 7 new computers were added to the 1st floor, extending the computer commons to small computer clusters located in the north and west areas of the library.

- All the library laptops were revamped with a new operating system and additional software to support College of Business courses.
- All Distance Learning Instructional Designers received Mac Computers. Mark worked with the Instructional Designers to migrate their work to the Macintosh computer systems and the virtualization of their software. This resulted in an extra computing OS per user for this area.
- Alert-Us software was installed on all computers to enhance security on campus. This installation was part of a USF initiative to support MoBull Alerts
- Library Instruction Lab Rm 218 – In preparation for a major renovation during the 2015/16 year, all furniture was removed and the Systems Department worked to reconfigure the cabling and power infrastructure.

Library Website

2014/15 year is the first complete year for the Google Analytics statistic on the recently updated website for the Nelson Poynter Memorial Library. During 2014/15, the www.lib.usfsp.edu website received a total of 333,475 page views by 51,483 unique visits.

	2014/2015
Totals (all modules):	
Sessions	94629
Users	51483
Page Views	333475

From this same Google Analytics data, the top 10 most frequently visited pages on the library website are listed in the table below.

www.lib.usfsp.edu site	Total views
1. / (library homepage)	232,760
2. /library-hours/	21,086
3. /students/	7,217
4. /resources/	6,325
5. /people/	5,595
6. /Services/	4,023
7. /physical-space/map-of-the-third-floor-of-the-library/	2,880
8. /about/	2,735
9. /physical-space/map-of-the-second-floor-of-the-library/	2,234
10. /service/online-learning-services-ols/	2,165

IT Help Desk

During 2014 /15, three part-time student workers were hired through Federal Work Study to serve at the Library's IT Help Desk.

In the 2014/15 academic year, a total of 2086 technical questions were answered. This reflects a 3% decline, however compared to previous years, during 2014/15 the IT Help Desk was closed for 2 months during the Summer Session, thereby skewing the results downward. Additionally 67 of these questions took more than 20 minutes to answer.

Reference (in person):	2014/15	2013/14	2012/13	2011/12	1 yr. % change
Technical	2086	2156	3398	3788	-3%

Significant Personnel Accomplishments

Berrie Watson:

Service

- Applications Specialist for Online Learning Search Committee

Professional Development

- VM World Conference
- Cisco Live Conference

Sharon Austin:

Mark Couch

Professional Development

- E-Learning Summit

Gediminas Pakalnis:

Service

- USFSP Wellness Committee