

Yale University Library IT News

February 10, 2014

Library IT News:

- Michael Dula's office hours in February will be on **Thursday, February 13th** from 3:00-4:00 and **Thursday, February 27th** from 11:00-12:00. All staff are welcome.
- Coming in March! Library IT will launch a new webpage that will feature our current projects, link to the form to propose a new project, and provide information about reporting IT related problems.

IT Project Updates:

- **Webpage update:** Web pages continue to be converted to the new format. With a lot of hard work from Andrew Berger and the entire Manuscripts and Archives staff, the latest is <http://web.library.yale.edu/mssa> Check it out!
- **ServiceNow:** Library IT is adopting ServiceNow as ticketing system for incident and service requests. ServiceNow is a cloud-based IT service management (ITSM) software product based on ITIL (IT infrastructure library) standards that is currently being used at Yale ITS and several departments across the University.

Incident and service request intake forms will be available on the new Library IT web site in March. The submission of these forms will automatically create tickets assigned to Workstation and Technology Services, who will triage them to one of the following places:

- Expert Users
- Library support technicians (Reon Keller, Frederick Rodriguez, and Jerzy Grabowski)
- Other Library IT groups
- Yale ITS Service Desk

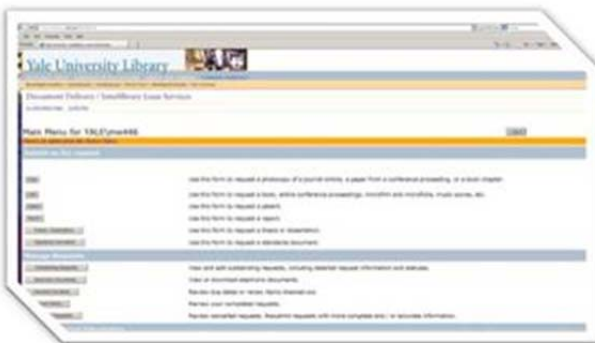
The adoption of ServiceNow will allow Library IT to track incidents more efficiently and provide better customer service to library patrons and staff.

- **Expert User Program:** The Workstation and Technology Services (W&TS) unit of Library IT is working to restructure the former Expert User Program into a cohesive, successful program with the goal of distributing basic IT support services to qualified staff within Library departments. The initial goals are:

1. Expedite resolution of daily incidents and request fulfillment due to on-site specialized expertise
2. Provide an opportunity for staff to expand their technical skillset by participating in this program
3. Allow more time and resources for W&TS to focus on research and development leading to new solutions and system enhancements

An Expert User Task Force comprised of Yale Library directors, managers, and staff from several departments has been created to evaluate the program and provide feedback, while the Expert User Program is being restructured.

- **Aeon Server Migration:** The Enterprise Systems & Programming Services group completed the migration of the Aeon server from Library IT to Yale ITS. The hosting services offered by Yale ITS are cost-competitive to vendor hosting or library hosting, and provide routine maintenance services as part of the contract, which frees up time in Library IT for application development. The migration of the Aeon server was a collaborative project between Enterprises Systems, Atlas, Yale Information Security, and Yale ITS. The process was tested with the assistance of Beinecke and MSSA staff. Additional servers will be migrated to Yale ITS in the coming months.
- **Interlibrary Loan web page update:** It has been about 10 years since the web pages for placing interlibrary loan requests have been updated! Over the past several months Enterprise Systems & Programming Services has been revising the appearance and function of the pages to bring everything in line with current standards and services provided by YUL. The pages were reviewed by end users and the User Experience Group for consistency in presentation and experience when using the YUL website. The updated pages will serve as a new jumping off point for additional automation in request placement and processing. The revised pages will be rolled out to the public this week. The following screen shots show the contrast between the old webpage and the new webpage:



- **Discovery & Systems Metadata Group:** The goal of the Discovery & Systems Metadata group is to optimize the user experience in Blacklight by identifying metadata standards

that enhance discovery, search, and display. The group works closely with various groups within the library, and serves as a clearinghouse for mapping recommendations for MARC records, digital records, archival records, and others to Ladybird, Fedora, and Blacklight. The group updates existing local standards, like the Discovery Metadata for Digital Materials document, when necessary. The group also approves the creation of new fields in Ladybird for digital materials, and maps them to their display values in Blacklight.

The group uses the Sprint / Scrum development approach for its work, meeting for concentrated periods of time to discuss specific topics. The group's first sprint occurred January 15 - 17. The focus of the sprint was to identify the initial MARC to SOLR mapping values needed for ingesting Orbis / Morris records into Blacklight. Results from the sprint will be available on the new Library IT web site in March. Feel free to contact any member of the group with questions. Group members include: Dominique Bourassa, Arcadia Falcone, Cate Kellet, Youn Noh, Jenn Nolte, Kalee Sprague (Chair), and Keiko Suzuki.

- **Search and Display of Digital Archival Papers:** The User Experience group sponsored a discussion group on February 4, 2014 with nine graduate students from music, English, history, religious studies, and political science disciplines at Yale. The findings of the group discussion will be used to help guide development of the interface for archival materials in findit.library.yale.edu. The graduate students largely validated the design approach taken by the team, which is to incorporate information from the finding aid to digitized materials, so that the context of the archival collection is made apparent in the record for the digitized item.

Other feedback from the graduate student group:

1. Make commonly used options easily available at the point of need. Users responded very positively to having request features easily available right on the record for an item (if for instance they want to have the physical material pulled at held for them at the archive) as opposed to other instances where they need to back out from a record view to create a request.
2. Provide links between records for physical collections and digital collections. These users express frustration with information they find that does not tell them material is available digitally, e.g. catalog records and finding aids. Participants want ways to easily know if material has been digitized, and when digitized material is available they would like to easily find the location of the original.
3. Users are more concerned with having PDF available to download for later use, as opposed to having more sophisticated features in the in-browser viewer.
4. Importance of date information: dates are very important to these researchers. They appreciate having a Date facet, but the inconsistency of the data is a source of frustration. Displays that would help group date information (display by large

ranges of dates, and slider bars) are highly desirable. Long lists of single years in facet values can be frustrating.