Library Information Technology

- **Library IT: 25 staff**
  - Enterprise Systems
  - Systems Infrastructure and Integration
  - Digital Library & Programming Services
  - Workstation and Technology Services
  - User Experience

Yale University Library
Major Projects Underway

- **Library Enterprise Systems**
  - Voyager
  - Atlas Systems: Aeon, ILLiad, Ares
  - Serials Solutions suite
  - SQL Server reporting
  - ArchivesSpace

- **Servers and Storage Architecture**
  - Digital Collections Infrastructure
  - VMware migration
  - Next generation storage architecture

- **Digital Collections Programming**
  - Hydra/Fedora Architecture
  - LadyBird cataloging tool development
  - Initial collections

- **Library Staff Support**
  - ServiceNow
  - Expert Users Program
  - Backup project
  - Asset Management

- **User Experience**
  - Universal Search (Blacklight)
  - LibGuides
  - YUL Website
  - Google Analytics

- **Miscellaneous**
  - EliScholar
  - LIT Website
  - Identity Management
  - Project Management
  - University participation
Enterprise Systems and Infrastructure

Ray Frohlich
Director, Enterprise Systems and Architecture
Enterprise Systems

- Melissa Wisner, Manager
- Yue Ji, Senior Programmer Analyst
- Jenn Nolte, Applications Manager/Database Administrator
- Steelsen Smith, Library Fulfillment Systems Specialist
Enterprise Systems

Areas of Responsibility

- Application administration, programming and integration
- Project management and coordination
- Business analysis
- Vendor management

Supported Services

- Voyager
- Atlas Systems (Aeon, Ares, ILLiad)
- Serials Solutions Systems (Summon, 360 Suite)
- SQL Server Reporting Services
- ArchivesSpace
Recently Completed Projects

- MARC Record Extract Tool
- Aeon migrated to Yale ITS managed and hosted infrastructure
- ILL web form update
- HATHI Trust holdings extract-completed
Upcoming Projects

May 2014
- Aeon upgrade v3.6

June 2014
- Illiad upgrade and migration to Yale ITS
- Serials Solutions 360 Link/MARC Updates implementation
- Serials Solutions Summon v2.0 upgrade

July 2014
- Ares upgrade and migration to Yale ITS July 2014

Fall 2014
- Serials Solutions 360 Counter/Resource Manager implementation
- Core web services (ATK Caches, Orbis Caches, LSF, Illiad, etc.) migration to ITS
- ILS migration prep – data cleanup group
Initiatives and Opportunities

- Greater collaboration with non-YUL IT technical staff
- Transition from ad hoc to generalizable web services
- Data and service integration (Integration CoP)
Systems Infrastructure & Integration

- Gail Barnett, Manager
- Steve DiSorbo, Systems Programmer
- Bob Rice, Systems Programmer
Areas of Responsibility

- Systems administration, programming and integration

Supported Services

- 100+ physical and virtual servers
- Storage and tape library systems
Recently Completed Projects

- Digital Repository infrastructure design and implementation
- Fortunoff Archive – reconciliation
- Kissinger Project – vendor data pre-import processing
- ArchivesSpace development environment
- YFAD performance tuning
Upcoming Projects

**Spring 2014**
- Beinecke VMware guest migration to ITS (~5 guests)
- ArchivesSpace production environment implementation

**Summer 2014**
- Initial VMware guest migration from YUL IT infrastructure to ITS (~50 guests)
- Digital Repository Next Generation Storage Infrastructure implementation
Initiatives and Opportunities

- Greater collaboration with Yale ITS
- Approach new projects with “hosted first” mindset
- Unit reorganization
Thank You!

Ray Frohlich
raymond.frohlich@yale.edu
432-2965
Programming

Mike Friscia
Manager, Digital Library & Programing Services
Team

- **Osman Din – Senior Programmer**
  - Source code manager
  - Source code style and design patterns
  - Ladybird 2.0 technical lead

- **Eric James – Senior Programmer**
  - Fedora Commons contributor/committer
  - Hydra technical lead

- **Lakeisha Robinson – Programmer Analyst**
  - Blacklight technical lead

- **Anju Meenattoor – Programmer Analyst**
  - Application support for Kissinger
  - Hydra development for Special Collections

Yale University Library
Hydra Stack

- Fedora
- Blacklight
- Ladybird
- Active Fedora
- SOLR
- Media Server
- Internet Archive Book Reader
- Ingest applications
Ladybird Version 1.0

- Development started June 2010
- Version 1.0 reached December 2013
- 2,067,198 assets
- 17 background applications
- 4 desktop applications
- 3 web application
- 3 SQL databases
- 360GB of raw data
- EAD Import
- Visual display of complex objects
- Hydra publish dashboards
- Metadata error catching
- PREMIS event logging
- Audit pages
Sample from Draft Kissinger EAD

```xml
<ci0 id="ref14420" level="series">
  <did>
    <unititle>Press Clippings</unititle>
    <unitid>Part II. Series VI</unitid>
  </did>
</ci0>

<ci0 id="ref14429" level="subseries">
  <did>
    <unititle>Chronological</unititle>
  </did>
</ci0>

<ci0 id="ref14430" level="file">
  <did>
    <unititle>Clippings</unititle>
    <container id="cid4405003" type="Box" label="Mixed materials (39002112668448)">844</container>
    <container parent="cid4405003" type="Folder">1</container>
    <unitdate normal="1955/1955">1955</unitdate>
  </did>
</ci0>
```
Imported into Ladybird
Title {fdid: 70} Passed
Type of resource {fdid: 99} Passed
Location, YUL {fdid: 100} Passed
Restriction {fdid: 103} Passed
Digital Collection {fdid: 275} Passed

This record has 104 children

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<th>action</th>
<th>hydraID</th>
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<th>dateHydraStart</th>
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<td>accessMetadata</td>
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</table>
### Letter from Long Island to Major John Mason
**Project:** Yale Indian Papers Project (cid:9 ; pid:27)
**Object ID:** 10682214
**Blacklight ID:** digcoll:2993

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<th>Hydra Ingest Time</th>
<th>No: of child records in Ladybird</th>
<th>No: of child records in Blacklight</th>
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<table>
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<th>dateReady</th>
<th>dateHydraStart</th>
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<th>Hydra Ingest Time</th>
<th>No: of child records in Ladybird</th>
<th>No: of child records in Blacklight</th>
</tr>
</thead>
</table>

### Memorial of the Niantic Indians
**Project:** Yale Indian Papers Project (cid:9 ; pid:27)
**Object ID:** 10682218
**Blacklight ID:** digcoll:2402

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<td>application</td>
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<td>2014-03-26 02:18:54.680</td>
<td>11365105</td>
<td>PREMIS</td>
<td>E:\ladybird\project28\staging\11365105\3522418_190...</td>
<td>ladybird_filesToTempStore</td>
<td>program.moveFiles()</td>
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<td>PREMIS</td>
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<tr>
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<td>11365105</td>
<td>PREMIS</td>
<td>E:\ladybird\project28\staging\11365105\3522418_190...</td>
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<td>program.moveFiles()</td>
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<td>PREMIS</td>
<td>E:\ladybird\project28\staging\11365105\3522418_190...</td>
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<td>PREMIS</td>
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<td>process()</td>
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<td>2014-03-25 16:53:46.460</td>
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<td>PERFORMANCE</td>
<td>processed 519KB in 2.6052501 seconds</td>
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</tbody>
</table>
Next 6 months of Development

- Authorization for restricted content access
- Full Text search
- DOI/Handle generation for ingested objects
- Import and Ingest performance tuning
- PDF on demand
- Ladybird as a Hydra Head
- File downloads from Blacklight
- Blacklight upgrade to version 5.x
Long Term Goals

- Ladybird 2.0 as Hydra Head
- Hydra ingest moved to BagIT model
- Workflow System Architecture
Workflow System Architecture
Thank You!

Mike Friscia
michael.friscia@yale.edu
432-1856
Workstation & Technology Services

Greg Blasko
Manager, Workstation & Technology Services
About W&TS

- **Staff**
  - Greg Blasko, *Manager*
  - Reon Keller, *IT Support Technician*
  - Frederick Rodriguez, *IT Support Technician*
  - Jerzy Grabowski, *IT Support Technician* (50% MSSA, 50% Beinecke)
  - 1 part-time student worker

- **Contacts**
  - [http://web.library.yale.edu/lit/wts](http://web.library.yale.edu/lit/wts)
  - 432-1849

- **Office**
  - Sterling Memorial Library, Room 509
About W&TS

- **Scope of Support**
  - Support YUL Libraries, except:
    - Beinecke, Law, Medical, Walpole
  - **650+ Workstations**
    - Windows 7
    - Windows XP
    - Mac OS X
    - iOS (iPad)
  - **Access Services, Acquisitions, Administration, Arts, Business Office, Cataloging, Classics, Collection Development, Divinity, CSSSI, HCRE, ICRS, Library IT, LSF, Maps, Music, MSSA, OHAM, Preparations, Preservation, Security, Shipping**

Yale University Library
About W&TS

- **Areas of Support**
  - **Asset Management**
    - Procurement, installation, and maintenance of staff workstations and laptops
    - Image builds and application deployment
    - Active Directory and Group Policy management
    - Network access and security
  - **Workstation Support**
    - Function as primary point of contact for resolving incidents, service requests, and other IT support issues throughout the Library system
  - **Consultation and Collaboration**
    - Technical consultation for Library staff
    - Collaborate with other units within Library IT and ITS to provide new system services and enhancements to Library staff

Yale University Library
W&TS Projects

- **ServiceNow**
  - IT service management (ITSM) software
- **Expert User Program**
  - Revamp
- **Workstation Backup**
  - TSM Overages
- **Other Initiatives**
  - Website Content
    - Staff Workstation Policy
    - Supported Software Matrices
  - SharePoint 2013
“To be recognized globally as the leading technology organization across universities, through rock-solid services, innovation, technology leadership and community satisfaction.”

- Len Peters, Associate Vice President and CIO
- **ITIL (Information Technology Infrastructure Library)**
  - Framework of standards and best practices leading to the implementation and management of quality information technology services

- **ServiceNow**
  - IT service management (ITSM) software based on ITIL standards
  - Incident and service request tracking system for ITS and Library IT
ServiceNow at YUL: Why ServiceNow?

- Library IT needed a ticketing system
- Adopt IT service management (ITSM) strategy
- ServiceNow provides interoperability with ITS
ServiceNow at YUL: Incidents

- Incident form on Library IT Web site
  - Drupal form (CAS logon required) sends an Email to ServiceNow intake address
  - Automatically create tickets assigned to ITP Library IT - W and TS

- W&TS will triage tickets:
  - Expert Users (Tier I)
  - W&TS Technicians (Tier II+)
  - Other Library IT groups
  - ITS Service Desk
Service Request form on Library IT Web site

- Drupal form (CAS logon required) sends an Email to a Library IT account
- Manually create service request tickets in ServiceNow
- Provides a consistent user experience now with the expectation that automatic intake into ServiceNow will be facilitated at some point in the future
ServiceNow at YUL

Yale University Library

Workstation and Technology Services

Contact Us - Please use one of the buttons below to contact Workstation and Technology Services (CAS login required):

- Report a Problem
- Service Request

About Workstation and Technology Services (W&TS)

The Workstation and Technology Services (W&TS) unit of the Yale University Library IT department is responsible for the lifecycle of the Library’s networked staff computing infrastructure including over 800 workstations and laptops supporting over 550 Library staff. W&TS functions in these areas:

- Asset Management - We oversee the entire staff workstation lifecycle through:
  - Procurement, installation, and maintenance of staff workstations and laptops
  - Image builds and application deployment for standard functionality and productivity
ServiceNow at YUL: Next Steps

- **Knowledgebase Contributions**
  - ITS to provide permissions and training to easily publish knowledge content specific to YUL systems and services

- **Reporting**
  - Employ drop-down lists to get systems, software and other keywords into the incident ticket for later report filtering
Expert User Program: Goals

- Distribute basic IT support services to qualified staff within the Library departments
- Expedite resolution of daily incidents and request fulfillment due to on-site specialized expertise
- Provide an opportunity for staff to expand their technical skillset by participating in this program
- Allow more time and resources for W&TS to focus on R&D leading to new solutions and system enhancements
Expert User Program

- **Skills Evaluation**
  - W&TS will develop a method to evaluate the IT proficiency of potential expert users. Staff will be accepted into the program after demonstrating a minimum skill set.

- **Documentation**
  - W&TS will develop detailed documentation, FAQs, and user guides for all IT supported functions that fall within the Expert User role. Documentation will be hosted on a new SharePoint site, which is expected to be rolled out spring 2014.
Expert User Program

- **Training**
  - W&TS will take advantage of the 10 seat YUL Technical Training center in SML room 332 to conduct quarterly training sessions for Expert Users.

- **Monthly Meetings**
  - W&TS will be holding monthly Expert User Meetings to discuss common issues, changes to the YUL IT infrastructure, and communicate any pertinent news coming out of Yale ITS.

- **ServiceNow**
  - W&TS will conduct training and assist Expert Users in navigating the system.
Backup Costs (Jul-Dec 2013)

- Workstations
  - $45,582
- Servers
  - $10,276

6 Month Total: $55,858!
Backup Overages

- **Tivoli Storage Manager**
  - Overage charges for backups >100 GB
  - Backs up all local data by default
  - External hard drives, Drobo/RAID systems
  - Retains file spaces
  - Result: bloated backups/high overage charges

- Some server backups deemed obsolete

- Identified workstations with largest overages
  - 11 systems: overages of 1-4+ TB
  - 27 systems: overages of 100 GB – 1 TB

- Worked with staff to minimize backups
Monthly Savings: $4,900!
Other Initiatives

- Windows XP Upgrades
  - Microsoft ceasing support on April 8
- Email Migrations to YaleConnect
  - Pantheon Email server
- A/V Enhancement
  - Lecture Hall / Lecture Capture
- Network Upgrades in SML
- Website Content
  - Staff Workstation Policy / Supported Software Matrices
- SharePoint 2013
Thank You!

Greg Blasko
gregory.blasko@yale.edu
432-0640
User Experience Projects

Katie Bauer
User Experience Librarian

Yale University Library
• Kalee Sprague, Systems Librarian

• Andrew Predmore, Web Operations Manager

• Meng Tang, CIS Support Specialist
User Experience Areas of Responsibility

- Collections
- Web Interfaces
- Services and Staff

Yale University Library
Unity, Simplicity, Visibility

- More consistency, better branding
- Reduce redundancies, clean up what exists
- Raise visibility of services
- Better discovery of content
- Use data to improve user experience
### Yale University Library

#### Library Subject Guides

These guides are prepared by librarians to help you use library resources.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Services and Support</th>
<th>Course Guides</th>
<th>All Guides</th>
<th>About YUL</th>
</tr>
</thead>
</table>

#### Guides by Course Name

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Description</th>
<th>Last Updated</th>
<th>Views This Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIST 143J/HSHM 412 History of Cancer</td>
<td>This guide, developed for HIST 143J/HSHM 412 THE LONG WAR AGAINST CANCER: CANCER AND THE HISTORY OF BIOMEDICINE, acts as a starting point for research in the history of cancer.</td>
<td>Jan 27, 2014</td>
<td>42</td>
</tr>
<tr>
<td>2013 Library curriculum program organized with Center for Language Study</td>
<td>The main objective of this program is to help new international PhD students familiarize themselves with the library system in the US and become an expert user of library collections and resources.</td>
<td>Aug 16, 2013</td>
<td>15</td>
</tr>
<tr>
<td>Airway Workshop for Yale Anesthesiology Saturday, February 8, 2014 8am to 4pm</td>
<td></td>
<td>Feb 9, 2014</td>
<td>59</td>
</tr>
<tr>
<td>Changing Patterns of Warfare (Summer Research Institute)</td>
<td></td>
<td>Aug 14, 2013</td>
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</table>
Links in ClassesV2 to Course & Subject Guides

- **Update list of subjects**

<table>
<thead>
<tr>
<th>ClassesV2 Subject</th>
<th>Library List of Subjects</th>
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<tbody>
<tr>
<td>Linguistics</td>
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<tr>
<td>Philosophy</td>
<td>Philosophy</td>
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<tr>
<td>African Studies</td>
<td>African Studies, Languages &amp; Literatures</td>
</tr>
<tr>
<td>American Studies</td>
<td>American Studies</td>
</tr>
<tr>
<td>East Asian Studies; East Asian Languages and Literatures; Chinese; Japanese; Korean</td>
<td>East Asia Studies, Languages &amp; Literatures</td>
</tr>
<tr>
<td>Global Affairs</td>
<td>Global Affairs/International Relations</td>
</tr>
</tbody>
</table>

- **Use tagging and Libguides API**
  - Link to a [specific guide](#)
  - Link to a [set of guides in one subject](#)
  - Link to a [set of guides in multiple subjects](#)
Unify Search

- Summon 2.0

- Blacklight Integrated Search
  - Summon
  - Orbis and Morris
  - Hydra (digitized content)
  - Website

http://hydratest.library.yale.edu/search
Website Migration to YaleSites

- Arts, MSSA, Divinity, International Programs, Buildings and Places have migrated to YaleSites
- Major content to move: Personal Librarians, Music, Primary Sources
Letter from Lurea Dick to the Superintendent of the Niantic Tribe

Respected Sir,

I have taken the liberty to address these few lines to you by way of application to you as superintendent of the Niantic tribe of Indians for certain lands or money arising from the sale thereof. I am a legal heir to the lands or estate of Philip Occuish. I am one of his great grandchildren. My mother’s name was Dimiss Occuish who has been dead upwards of thirty years. I have been informed that some portion of said estate is kept for the benefit of remote heirs and John Occuish, a son of Anna Occuish, (my mother’s sister) informs me that he has received ten dollars from the estate, and says he is coming down in the course of this season to get his full share. I hope, Sir, from what I have written, you will be enabled to trace out my claim satisfactorily to your mind, and that you will take the proper steps, in relation to what remains of the estate, to preserve my share of the same and forward the amount to me. I must request the favor that you will write me on the subject at your earliest possible convenience. Do not send the money by any one until I order it. Below you will find the names of two persons who testify that they know me to be the heir that I have represented myself to be. Please to direct to me at —Manchester, Calumet Co. Wisconsin Territory, Pequot P.O.

Lurea Dick
Manchester, July 20, 1844

Certification: We, the undersigned, do hereby certify that we do know that the above named Lurea Dick is the great grandchild of the above mentioned Philip Occuish and is therefore a legal heir to the Occuish estate in the Niantic reservation, Connecticut. In testimony whereof we have hereunto subscribed our names this the twentieth day of July A.D. 1844.

Olive Charles, her mark

Martha Palmer

Post script: Martha Palmer wishes to inform her two sisters and brothers that she and her sister Lucy are alive and well and wishes them to write to her soon. Thomas Commuck wishes to be remembered to Mary Paul and George Waukeet.
Letter from Lurea Dick to the Superintendent of the Niantic Tribe

Creator: Crosley, Lureanett, 1807-1854
Published/Created: July 20, 1844
Physical Description: Memorial/Petition
Associated Names: Crosley, Lureanett, 1807-1854 [Author]
Charles, Olive [Attestor]
Commuck, Thomas [Mentioned within document]
Crosley, Lureanett, 1807-1854 [Mentioned within document]
Occuish, Anna [Mentioned within document]
Occuish, Dimiss [Mentioned within document]
Occuish, John [Mentioned within document]
Occuish, Philip, 1716-1789 [Mentioned within document]
Waukeet (Paul) (1844), Mary [Mentioned within document]
Waukeet, George, 1808-1860 [Mentioned within document]
Waukeet, Joshua, 1849 [Mentioned within document]
Waukeet, Lucy [Mentioned within document]
Waukeet, Martha, 1800-1874 [Attestor]
Waukeet, Sarah, 1808-1850 [Mentioned within document]
Associated Locations: North America -- Indian Country -- Brothertown Territory [Written]
North America -- Indian Country -- Niantic, Western Territory [Mentioned]
North America -- United States of America -- State of Connecticut -- East Lyme [Destination (modern name)]
Use Data to Continuously Improve Interfaces

- Focus group discussion of Finding Aids
- Planning usability testing for LibGuides
- Google Universal Analytics
Thank You!

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Miscellaneous Projects

- EliScholar
- Identity Management
- Project Management
- Community Participation
- LIT Website
Wrap-up

Michael Dula

CTO