

# UNCG LIBRARIES IT PRIORITIES FOR 2010/11

Approved by SAC June 22, 2010

## DIGITAL PROJECTS

### Official Digital Projects

1. Digitize the full run of UNCG's *Alumnae News* (later *Alumni News*, and *UNCG Magazine*) and the full or partial run of *State Normal Magazine* (later *Coraddi*).

Description: Total page count for *Alumnae News* 1912-present is 12,745 in 354 issues. *State Normal* et al. was first published in 1897 and is the literary magazine of UNCG, a student publication containing poetry, prose, and art created primarily by students. Early issues also featured a significant amount of university news and information. The total page count for *State Normal* is 17,898 (3161 from 1897-1931; 8799 from 1932-1957; and 8799 from 1958 to present).

Goals for 2010/11: Have Lyrisis digitize the content listed above. Will cost approx \$3000. Content will be loaded into Internet Archive and OCR'ed. We will also load a copy into ContentDM and do some brief description.

2. Digitize the 1919-1930 issues of UNCG's student newspaper, *The Carolinian*, from microfilm.

Description: *The Carolinian* began publication in 1919 and provides news and features about the campus and the community. SCUA holds a complete run, although some issues are bound, some have been microfilmed (with varying quality levels) and some are available in both formats. Later editions may already be available as digital files. The 1919-1930 editions were chosen for several reasons. They are the first issues of the newspaper and therefore provide something of a logical starting point. As a pilot project, they can be used to gauge interest in perhaps digitizing later issues. Additionally, these issues were recently microfilmed. Therefore there is good quality film to work from. The 341 issues in question contain a total of 1572 pages.

Goals for 2010/11: Have Lyrisis digitize the content listed above. Will cost approx \$600. Content will be loaded into Internet Archive and OCR'ed. We will also load a copy into ContentDM and do some brief description.

3. ATB Phase 3

Description: A continuation of the project begun 2 years ago. Phase 2 is concerned with scanning and migrating data for selected bindings in the Girls Books in Series Collection. Phase 3 would involve the same procedures for most titles in the Way & Williams Collection and selected titles in the Woman's collection. Approx 300-400 titles.

Goals for 2010/11: Cataloging will provide all binding descriptions. DP will scan bindings.

#### 4. University Images

Description: The continuation of this project would entail incorporating scanned photographs into an online format and creating corresponding metadata for approximately 2500 scanned photographs which are part of the University History Collection, including front-end interface and planning for future updates.

Goals for 2010/11:

New aspects of the project would include:

Physical organization of items in SCUA and assignment of UA numbers. This is already in progress, but will likely be a rather long-term project.

Creation of new UA numbers for “digital photography” and application of this metadata to existing photos (Approximately 10 - 20 hours: David Gwynn, Kathelene Smith, and Callie Moss).

Matching of newly-assigned numbers to current master TIFF files and Object IDs in CONTENTdm. Estimated time to complete this would be 75-100 hours, and participants could include David Gwynn, Kathelene Smith, and Callie Moss, or perhaps student workers. Due to the long-term nature of (a) above, this could be done on an ongoing basis (series by series, as completed, for example).

Some additional level of metadata creation and QC follow-up (David Gwynn, Kathelene Smith, and Callie Moss). Number of hours undetermined and dependent upon level of metadata for each item.

#### 5. World War I Pamphlets

Description: This pamphlet collection consists of roughly 400 items. A rough page count of the collection estimates that there are 21,600 pages to be digitized. The pamphlets themselves vary widely in terms of size, format, and page length. Indeed, items range from brochures, to newsletters, to maps, and even to paper bound books. Since timing and circulation are key components to effective written propaganda, these items were published quickly and cheaply for a mass audience. Attention was not given to long-term use. Printed on cheap paper stock, these historic documents are now at risk.

The focus of these pamphlets is World War One. The audience for these publications was American civilians. This “homefront propaganda” touched on the causes of the war, the demonization of the German army and political elite, the reasons for British and American intervention, and the hopes for the postwar world. A significant amount of this collection is directed to an American government and public that is reluctantly joining the Allied War effort.

Goals for 2010/11: Outsource to Lyris. They will charge 15 cents per page, with a total approximate cost of \$3000.

#### 6. Greensboro Historic Structures Survey

Description: Scan 1000-2000 historical surveys of significant local structures and make available online. Professors Leimenstoll (HID) and Tolbert (HIS) are interested.

Goals for 2010/11: But Jan 2011, Keith and David will investigate this project and assess our grant possibilities and options.

### **Other Digital Projects Initiatives**

Support metadata needs for the Works of Anne Finch NEH Grant.

Provide scanning for the Holocaust Education site.

### Web 2.0 promotion of digital projects

The idea is to select interesting materials from our online collections (Civil Rights Greensboro, Hansen, University History, WVHP, etc.) and place them on flickr to increase visibility of our online collections. DPC will research whether it would be more appropriate to use the SCUA account or create a new one. We would include images, metadata, and tags, and each item would have a link back to the full collection on UNCG's site. We might also look at being more involved with Wikipedia entries (with references to primary sources available on our site) and other social media as well. This is a perfect task for an LIS student intern. DPC also plans to start blogging soon, and hopefully becoming involved with a collaborative NC digital collections blog.

### Add oral history transcripts to University History project

This involves oral histories that are currently being transcribed by a volunteer in SCUA. Mouting these as PDFs in CONTENTdm will provide quick and easy full-text content with a minimum of effort from DP staff.

### Move *Journal of Backcountry Studies* to Open journal Systems platform

DPC now has an OJS account and will begin migrating back issues and future production over the summer.

### Consult and provide assistance on ASERL Civil War books project

This project is not specifically being coordinated through DP, but our experience with similar projects suggests that consultation and advice may be needed at some point. We may also want to add these titles to CONTENTdm once the digitization is complete.

### Women Veterans continuation

The assumption is that we will continue working with WVHP on a space and time available basis. Previously, one student worker has devoted approximately ten hours/week to this project. The DPC and Digital Imaging Assistant have also provided support as needed for digitization and quality control. There is the possibility of a temp position to eliminate the oral history backlog, and after that, it is likely that we would return to having one student worker on the project, adding practicum or intern labor as available.

### Public history outreach

DP has worked in the past with Dr. Benjamin Filene's public history students in an advisory capacity. There may also be the possibility of an internship/practicum collaboration.

### LIS department outreach

DP is currently working with two interns from the LIS department, and also had a practicum student last semester. In addition, a student employee was hired from the department to work on Women Vets. We would like to continue the practicum opportunity in the fall, as well as offering internships. There is also the possibility of a shared assistantship. DPC will work closely with the department, and has already spoken with with Nora Bird (who teaches the digital libraries course) and Gwen Erickson (who teaches the archival management course). Teaching the occasional class may also be a possibility.

### Relocation of digitization lab

Relocation of the lab to 574 (conference room) is currently scheduled this summer and will involve coordination between DPC, other ERIT staff, and Mike Crumpton. DPC has done some preliminary space planning.

### Assist with SCUA EAD/OAI-PMH project

This is an upcoming project to make EAD finding aids harvestable and DP will likely be involved in a training and advisory capacity.

### Consult on digital presence for cello collection

DP has been approached by Mac Nelson, the cello cataloger, about an expanded digital presence for the cello collections. There are no specifics yet, but we will probably be involved in the consultation. This will probably be a long-term project. There may be little specific movement this year.

### Rebranding and marketing activities with SCUA

DPC has met with the new Assistant Head of SCUA about branding and marketing of our online collections and will be working with SCUA on presenting some kind of a plan for this in the next few months. This should eventually involve collaboration with ERIT web designer as well.

### Expanded web presence for CDM collections

DPC hopes to begin work soon with the new ERIT web developer to build increased functionality and look and feel options into CONTENTdm. Specifics would include templating, automated harvesting, and adding RSS feeds.

### Collections/UNCG newsletter

The first issue will be live the first week in June (it has been delayed somewhat so that all constituents could have a say). DPC is working with SCUA Manuscripts Curator on this project, and the second issue is envisioned for early in the fall semester.

#### Complete Schiffman/Wellesz project

This grant-funded project is currently in progress and should be largely complete by the end of summer. The first portion, involving the works of Arnold Schiffman, is largely complete and has been mounted in CONTENTdm (but is not yet "live"). There are some copyright issues with the second phase, but the consensus is that we will complete the digitization and place items online under the advice on university counsel. Approximately 25-25% of the collection is indisputably public domain and thus has no copyright issues.

#### Assessment of digital collections usage

This is an ongoing study to determine the viability of our digital collections through usage assessment. Google Analytics will provide statistics on page hits, demonstrating who is using the collections, and how extensive the usage is. This process will involve ERIT's Web Usability and Assessment Analyst.

## **DEVELOPMENT**

### **ContentDM**

- Acquire knowledge base required for editing ContentDM templating system and adding new functionality
- Explore possibilities for exporting or accessing data remotely

**Status:** Laurie Learning PHP 5, planning meeting with David.

### **Library A-Z Index**

- Complete rebuild of UL's A-Z Index into ASP.NET.
- Update all links in A-Z Index

**Status:** Laurie beginning build, Kerry checking links & maintaining current site

### **NC Lit Map**

- Add book cover functionality (via web services) to NC LitMap
- Bug Fixes in Awards and Book Display

**Status:** Underway

## NC DOCKS

- Specifics pending meeting with 5 school group over the summer. To potentially include:
  1. A rating system - could be like the star ratings in Amazon or NetFlix.
  2. A mediated comment system. For example, someone could click on a "Leave a comment" link and submit a comment that would go to you for review before posting.

**Status:** Awaiting NCDOCKS annual meeting for specifics

## LibGuides

Assist Ref with Libguides move. Design, advising, and front-end programming

**Status:** Underway

## Mobile App

- Addition of Hours to application
- addition of research section (list of mobile databases)
- Implement auto redirecting of mobile devices

**Status:** Underway. Awaiting completion of Hours app and mobile redirecting. Should probably test iPad before implementing auto-redirecting

## Web Site

- Complete move of departments to new look/revamping of structure
- Look at reworking site content
- Check site for consistency of terms, names, acronyms, presentation, etc
- Check all images. If needed, take new pictures, or optimize picture for web delivery.
- Plan for new usability study

**Status:** Underway

## Reference Tutorials

- Rebuild tutorials into dynamic ASP.NET/SQL database application

**Status:** Underway

## vdb's

- Rebuild vdb's into dynamic ASP.NET/SQL database application. New features

**Status:** Awaiting business logic from databases committee. Have been assured will be able to begin work this summer

## Hours db/app

- Rebuild hours into dynamic ASP.NET/SQL database application.
- Allow for multiple interfaces into data

**Status:** Underway. Deliverable this summer.

### Reservations Scheduler

- capitalize AM/PM and add a space before
- View/Delete Reservations by UNCG User ID
- Functionality to delete multiple reservations

### Updates to DLAS per Nicole

- Minor content additions, New user feedback section

**Status:** Underway

### Add OAI to data islands

- Review all development projects. Build dynamic XML/OAI into them as needed to allow for integration. Eventually, this will lead to an integrated search interface and potentially WorldCat

### EAD

- Build New ASP.NET/DB App for Archives' Finding Aids. Potential to expand to all of SCUA collection lists

**Status:** Awaiting confirmation from SCUA

### Roy Schwartzman's Holocaust Education Grant

As part of a local seed grant, provide the following services for a collaborative grant with Dr. Schwartzman on holocaust survivors in NC.

Graphic design and layout for web site

Design of interactive Q&A component

Develop back end database to host data associated with each survivor (This would be the most time-intensive piece and is not absolutely necessary for this phase, but it will position us for later expansion through NEH or other grant)

Digitization of print materials, and conversion of existing digital materials to formats that work better for web delivery

Uploading of content

The objective is to create a proof of concept site that would then enable us to apply for an NEH Digital Humanities Startup Grant.

Status: Awaiting more details from Dr. Schwartzman

## Jennifer Keith's Works of Anne Finch Grant

Dr. Keith has applied for an NEH grant, which states that "The library will take responsibility for hosting the site, designing the web presence, building the back-end database, constructing a search engine, creating an interactive map, uploading texts and images, creating online teaching tools, and providing training and support for the project's text encoding and for the metadata schema to be used for image descriptions"

Status: awaiting word on whether or not the grant application was successful

## Upgrade Web Servers to SQL Server 2008

### Girl's Books in Series Web Page

Create a page that will better describe the series and show our "want" list.

Status: Need to talk to Paul and SCUA to get more specifics.

## Creation of virtualized development server

### Vertical Files

1. The database will not accept apostrophes in any field. One can get around that in the descriptions, but not when there is one in a newspaper article title that has to be transcribed exactly. There are some apostrophes in some folders now, entered long ago, but as soon as one wants to update a folder today the database screams something like "wrong syntax."
2. The database will not accept quotation marks in the title field. When updating a title, it just wipes out anything within and after the quotation marks.
3. The item datefield will not accept "no date" or a blank. It will automatically put in 1/1/1900.

Status: LOW PRIORITY

## Open Journals System

- Continue support and additions as needed.
- Work on tech side to move Backcountry Studies into OJS

Status: Underway

## Chinese Business Database

- Investigate possibility of developing an international business db in partnership with Chinese universities and the Bryan School.

Status: Awaiting more information from potential Chinese partner

## Reserves Submission Form or Alternative Mechanism

- Work with Access Services to examine different options for faculty placing materials on reserve.

Status: Joe, Richard, and Terry will set up a meeting

## Online Technology Lending Agreement

Joe requested “Create a system where patrons could login to their 'my library' account, check a box affirming that they agree to abide by the libraries' technology lending policies, and that affirmation would be visible in the workflows borrowers' account as long as their account remains active. Currently, we maintain print agreements for all our patrons and its getting pretty unwieldy.”

We’d need to decide how/if to integrate this functionality into Web2.

**Status:** Joe, Richard, and Terry will set up a meeting

## ILLiad Patron Identification

Joe requested “Create a system that verifies our ILL users' status (faculty, grad student, undergrad, etc.). Currently, all patrons self-identify. This change could help us get better stats on ILL use, especially for DE patrons. It would also help us reserve certain services for their intended user group (for example, physical delivery of materials to faculty or DE folks: right now, anyone could claim fac/DE status and get free delivery). “

- Some parts of this, particularly identifying DE students, is problematic because the University does not consistently identify them in Banner

**Status:** Joe, Richard, and Terry will set up a meeting

## HARDWARE AND SUPPORT

### Library staff intranet

- Set up a more functional/tailored Library intranet for department documentation, committee minutes, forms, schedules, policies, FAQ, etc.
- Custom “sites” will be created for library departments and committees.
- Internal policies and procedures will be moved to intranet.

**Status:** Structure for intranet is being constructed. Meetings with departments and committees will begin soon to determine what features are wanted in each “site.”

### Sharepoint Implementation

- Implement a Sharepoint based Intranet to provide enhanced functionality for Library Staff
- Phase 1 of this project will be to build an intranet site to host existing content. Existing content will be migrated to the new site. Individuals who maintain content will be trained to use Sharepoint to add and update content.
- Phase 2 of the project will be the implementation of additional features including; wikis, blog, collaboration tools, and project management tool. During this phase individuals who wish to use these feature will be trained in their use.

Status: This item should be removed. This is now the Library Staff intranet project.

### Project Management “Sites”/Tools

- Deploy project management site tools to intranet sites as needed. Project management tools can either be integrated into departmental/committee sites or separate sites may be created to handle individual projects.

**Status:** Implementation of project management tools will be made available to all Library employees as the new intranet is rolled out.

## Wikis/Knowledge Bases/FAQs/Blogs

- Add wiki, knowledge bases, FAQs, and blogs to intranet sites as needed.

**Status:** Implementation of wiki, knowledge base, and blog functionality will be made available to all Library employees as the new intranet is rolled out.

## Hardware inventory system

- Integrate hardware inventory system into new intranet.
- Develop procedures to make use of pocket PCs with barcode scanners.

**Status:** Hardware inventory system has been integrated into intranet. System will be populated as hardware is inventoried.

## Hardware reservation and checkout system

- The number and types of equipment that ERIT is circulating to staff has increased significantly in the last 2 years. As a result a better system for reserving and tracking hardware needs to be implemented.
- Integrate reservation and checkout system into new intranet.

**Status:** Basic system has been integrated into intranet. System will need to be customized and populated for ERIT use.

## Consumable supplies inventory

- Build a site for ERIT to track the use of consumable supplies such as toner.

**Status:** Add site for this function to the ERIT intranet.

## VMWare

- Expand the implementation the full version of VMWare.

**Status:** The full version of VMWare has been implemented for a number of server systems. The Operations Team will continue to expand the number of systems running the full version as funding become available.

## Server virtualization

- Convert the majority of existing servers to virtual servers.

**Status:** Currently we're running 10 virtual servers. Of these servers 4 are conversions and 6 are "new" servers

The following servers are candidates for conversion or creation during 2010-2011:

- o LIBPHOTO1
- o ILS2
- o ILSDIR1
- o ILSWEB
- o LIBRES
- o Development Server

## Server Virtualization Network Issues

- Currently ITS limits the number of virtual servers that can connect to a single network port to 3.
- Work with ITS to get exception created for the network ports in our server room.

**Status:** Preliminary talks with ITS have been initiated. Reconfiguration of the server room network may be needed.

## Upgrade to SQL 2008

- Currently the Libraries' servers are running either SQL 2000 or SQL 2005. It would help development and server management if all server were running the latest version of SQL.

**Status:** Work will begin when money becomes available to purchase SQL 2008 licenses.

## Upgrade EZ proxy

- The Operations Team will upgrade the EZ proxy software to the latest version and will put in place procedures to insure that the software is kept up-to-date.

**Status:** Procedures have been put in place to insure that the EZ Proxy software stays up-to-date. Work still needs to be done to clean up the config file; however, the Operations Team portion of this should be move to maintenance.

## Reconfigure Library Server Network

- Will increase security. Is especially important if we host more servers for other depts.

**Status:** This project will continue to evolve as both ERIT and Campus IT work to improve the network. To date several improvements have been completed. An internal server room network has been established to improve server-to-server communications and reduce campus network traffic. One server has been moved into the Academic DMZ as part of the Blackboard transaction system. Other changes and upgrades will be made as both the Library and campus networks continue to evolve. Discussion of additional changes has been initiated with ITS.

## MDID

- MDID 3 is in live testing.

**Status:** Waiting for general release. Once MDID3 is available meetings will be scheduled with TLC and ART to discuss options and costs.

## Review all imaging processes

- Update files and documentation used for deploying library images.
- Update procedures to work with new campus wide Active Directory.

**Status:** Work on this will begin soon.

## Campus Active Directory

- Campus IT is in the process of migrating from Novell to a new Active Directory bases system.

**Status:** The Operations Team has begun talks with ITS regarding the process of moving the Libraries' employee workstations to the Campus Active Directory.

## Identity Finder

- The University Administration has asked that all confidential data (e.g. Social Security Numbers) be removed from employee computers. To insure that this happen Campus ITS purchased Identity Finder and ask the local techs to run the software.

**Status:** The ERIT Support Team will begin schedule appointments to install and run this software in the near future.

## Hardware and software training videos

- Develop a series of training videos to help Library employees learn to use technologies available for use in their jobs.

**Status:** Work on this will begin soon.

## Establish a Library IT orientation for new hires

- Currently there is no uniform process for sharing IT information with new Library faculty and staff. The Operations Team will develop a program for introducing new hires to computing in the University Libraries. Work with Bradshaw.
- Develop a series of videos to help with orientation (see above).

**Status:** In progress

## Train staff in advanced features of the new intranet

- Develop a series of training sessions and videos to teach employees to use the advanced features of the new intranet.

**Status:** Work will begin soon.

## Gmail Training

- The University is migrating from Lotus Note to iSpartan (Gmail) this summer.
- Develop a series of training sessions and videos to help employees transition to the new e-mail system.

**Status:** Work will begin soon

## Site Index

- Complete overhaul of the library's web site index
- Establish a more effective process for adding content

**Status:** This project is currently being done by the Development Team. Once completed maintenance responsibility may return to the Operations Team

## Touch Screen Kiosk

- Develop a scalable model for deploying Library Kiosk in campus locations outside of the Libraries.

**Status:** Currently work with the Lloyd International Honors College to create a pilot program for this kind of device.

## iPad

- Investigate support issues and provide training for library staff use of iPads

**Status:** Currently on order

## Multimedia Center

- If funded, set up a Multimedia Center

**Status:** awaiting funding decision

## Library Conference Room

- Set up the new wireless laptop conference/training room in the current Microforms room

**Status:** Awaiting microforms relocation

## Collaboratories

- Investigate conversion of 774 and/or other tower alcoves into large collaboratories

**Status:** Wait until after new conference room is implemented

## DE AND INSTRUCTIONAL TECHNOLOGY

### Tutorials

Create a large dynamic 10 module research tutorial, built w/ asp.net and using sql, w/ embedded videos, quizzes, exercises and games. This will replace the FIRST tutorial. *STATUS: complete by fall semester 2010*

Using Camtesia, create at least 6 new tutorials and redo outdated tutorials as needed, by the Instructional Tech Team. *STATUS: to be complete in 2010-11 school year.*

### Build an Instructional Technology Toolbox

Build a site that offers suggestions for instructional tools according to need, explains the tool, offers ideas on use of tool, and supplies a library contact to ask questions about tool. Part two would involve offering in person and/or online training on these tools. Similar to this: <http://itg.wfu.edu/toolbox/> *STATUS: Use the Library Innovation Grant to hire an LIS grad student to work on building the toolbox in summer/fall 2010; during 2010-2011 school year work on promoting, training of the toolbox. May need a workshop setup for this student.*

### Videos

Creating video podcasts, introducing various librarians for their subject areas for podcast blog and use on libguides, bb etc; *STATUS: Host practicum LIS student during 2010-11 school year to work on this videos and podcast blog for library*

Create a video of the library for distance ed students as an orientation/virtual tour *STATUS: to be complete in 2010-11 academic year.*

### Provide advice and support to CCIS/Merge

*STATUS: BFW is on the board for CCIS/merge for this year, acting as website subcommittee chair, created look/feel for new website, and assisting with creation site - mainly offering support for student who will create actual site.*

Investigate campus-wide push/support for Zotero?

BFW presented on Zotero for CCI dec 08. They may want more detailed presentation in spring. Campus-wide push??? Need to investigate. BFW and Lea presented on zotero for ref dept and then in summer for hands on for all library staff. Will investigate support level for zotero and promotion needs – create web page? add a tutorial? teach online eliminate session on zotero? *STATUS: not much was done in 09-10 but will investigate need for more support (such as elluminate workshop etc) in 2010-11*

Workshop/training for librarians on ways to reach online students with technology

*STATUS: Instructional Tech Team members tested some ideas and a few workshops were offered using Elluminate in 2009-2010. Summer 2010 - offer several workshop on using Elluminate and a brainstorm session on ways to reach online users (such as: virtual office hours, embedded librarian, using elluminate, quick tutorials, etc). STATUS: One “what is elluminate” session has been offered, but more to com; Extra equipt has been purchased to assist with online teaching;*

Online workshops for students/faculty:

Offer several online workshops (w/ jenny dale) in Elluminate directed at students but some would include faculty (1) using database/finding scholarly articles 2) Library Tools for Online Research 3) presentation series of workshops on ppt w/ images, creative commons media, prezi etc. *STATUS: planned ideas and tentative dates, will offer in 2010-2011 school year*

E-Book Searching

Investigate options for doing a federated search of available e-books. Could be done via the catalog (but that doesn't include free ebooks from Google and Hathi Trust) or could be done via our EBSCO MultiSearch tool (but that might be more complicated) *STATUS: created a ebook page and ebook catalog search. Wait on EBSCO Disc Serv for fed search*

Current Awareness site

Build a current awareness site which includes TOCs, RSS, OPML type sources like <http://www.library.cornell.edu/resrch/current> and provide training (through OSLs brown bags and other...) *STATUS: work on in 2010-2011 school year*

Libguides

*Create a lib guide for DE services? Create a libguide for green library resources and services?*

## **E-CONTENT**

Ref/ERIT DB team

Have conducted a usability testing on the database page and will use the results to rebuild the database webpage for Fall 2010.

- working with the SAC group to decide on a Discovery service tool.

Ebsco MultiSearch product -

Handle any migration issues associated with moving from Fed Search to a Discovery Tool.

E-books

Safari - stats show it is used heavily so we will continue to purchase it for the next several years.

Print/Ejournal issues

Electronic Resources Librarian is contacting Liasons when titles go online only.

Also sending reports when JSTOR titles etc. add backfiles for a title

Managing the impact of the summer 2009 serials cancellation project

Journal backfiles

- Beth is identifying print/online overlap and notifying liaisons

Free and OA journals

- As time allows, enter free and OA journal runs in JF and notify liaisons that print can potentially be discarded

LibGuides

- With the db team, discuss issues, problems, and solutions to better integrating LibGuides with vdfs and the rest of the website

Journal Finder

- Train and support Norman and Darinlee in mining JF data and adding new content

EBSCO EDS

- With the db team, investigate admin interface options and implement and implement any needed UNCG-specific functionality

## **ILS AND ASSESSMENT**

### **ILS AND ASSESSMENT**

Implement and configure a discovery service to integrate catalog and journal article searching. Determine best method to update catalog records (including deletions).

Configure Symphony for use by the Media Studies department to circulate their media equipment collection.

Reconfigure the Banner patron data extract in conjunction with the required rewrite by ITS.

Create and implement a "mobile" version of the online catalog, based upon code provided by other Web2 sites.

Install SirsiDynix Web Services. Configure it for catalog searching via the iPhone BookMyne app. Investigate other potential appropriate uses.

Strategic ILS planning

Re-evaluate Discovery product several months after implementation.

STATUS: late 2010 or early 2011 .

Identify common problems in the ILS and web site and develop context-specific help

STATUS: Awaiting the Instructional Technology Team.

Usability lab

Plan, conduct and analyze at least 2 usability tests. Involve Anthony Chow's LIS classes if and where appropriate.

Usability study on Libguides pages, Library Web Site and possibly 1 to 2 others. Candidates include the NCLitMap and NCDOCKS.

Integrate COUNTER compliant stats into our current session-based stats

COUNTER gives better data about the use of a db, but isn't available for all dbs. We will need to figure out a way to combine the session data (which allows us to compare ALL dbs) and the COUNTER data which gives us better data, but isn't available for at least half of our dbs.

STATUS: Investigate by end of Fall 2010. Pending development of the assessment and library statistics database.

Design an assessment and library statistics database and front-end

STATUS: Pending implementation of Windows SharePoint Services (WSS). Chad has developed system specifications and requirements for the portal which will use WSS when that system is operational. It is the intent that this system will include a component for capturing various annual report data (below).

Status: Ongoing

Google Analytics data and web usability

Status: Ongoing. Google Analytics (GA) is now tracking access to our websites. As changes are made to the websites, Chad will analyze GA results to learn if key metrics reflect improvements in website usability. These measure include bounce rate, time on page and overall page hits.

Status: Ongoing

Annual reports data collection and reporting

Chad will compile and document annual report data this year.

STATUS: Ongoing. The annual report data capturing and management will be combined with the assessment and library statistics database front-end (above) when Windows SharePoint Services is operational. The Google Sites/Google Docs implementation will be used for FY 09/10 AR data.

Survey on library use

Chad will develop a survey on library usage which will ask student patrons the frequency of their library use, how they use it, online resource usage, building usage, etc. The survey will be coded such that the results can be rendered to include a GPA range of the survey participant. The goal of this survey is to determine if there is a correlation between library use and GPA among students.

Status: Continuing with intent of launching survey in late 2010.

Design a web application for recording support desk patron inquiries and viewing recorded statistics. (Requirement resulting from the cancellation of the "DeskTracker" application.)

Status: Application site maintenance ongoing based on needs of the reporting departments. Spreadsheets developed for analysis of this data for use by departments for desk staffing needs and other analysis.

Status: Pending implementation of Windows SharePoint Services.

Secret Shopper survey will be launched in late '10 and carry on into '11. This joint effort between the Library and the ILS program will have secret-shopper students from the ILS program perform various interactions with Library staff and evaluate the service received.

Work with other departments and individuals on mass-emailing campaigns.

Use Google Analytics to evaluate blog traffic.

Explore ways to integrate Web2 and LibGuides