

# **Initiative Report for Library 2009-10**

## **Goal: More fully integrate computer support into library services Enhance Student Tech Support Services**

### **Summary:**

Reconfigure process for laptop checkout and reconfigure staffing and assignments to optimize use of resources.

### **Description**

Description : Budget cuts in tech support staff in 2005-06 resulted in the loss of IT support for open labs and elimination of the Library's dedicated .5FTE computer support tech. In an attempt to mitigate some of the worst effects of this loss, the Library and IT department collaborated to offer a laptop center at the library. 20 laptop computers, offering internet access and Office Suite, were added to the library's desktop computers to provide students with software replicating that found in the ICL's. IT provided some classified tech support, supplemented by student workers.

This service is now one year old, and both the Library and IT believe there can be improvements, particularly in the area of utilizing classified staff in both departments. We are still unable to staff the center during all library open hours, students are frustrated with the lack of instructional support the Center's staff can provide, and many of the student needs which were readily addressed when the Library had its own computer tech have not been met by this new arrangement. The location of the laptop center as a discrete area of the library has proven a barrier to assisting students; when only one person is available, he/she cannot leave the laptops unattended to help out where necessary.

This proposal suggests that the laptop checkout center be absorbed into the routine functions of the circulation area, along with student workers. Student workers would be responsible for checking laptops in and out, troubleshooting and supplying printers, helping students log on to the SSAN, demonstrating scanners, assisting students with the new Quik-E station, etc. We are recommending that the 8-10 hours/week of IT (budgeted classified) support be assigned to one individual, who would be responsible for training the IT-provided student workers, providing backup to the student workers when our students need assistance. This person could also take on some of the library-specific, but critical, activities that were lost when our computer tech position was eliminated. Examples of these duties are: configure Adobe to scan documents and set up for electronic reserves, investigate new software and procedures for library services, investigate new applications that would be of use to the library (such as widgets), link check maintenance, and act as the official communication link between the Library and IT.

We believe this reconfiguration would make better use of the talents of an Information Tech Level A, would provide student workers with more steady demand for their services, would allow the laptop service to be available more of the library hours, and would improve technical support for Lane students. We are hoping that most of this recommendation can be accomplished within existing resources, but are requesting some additional hourly classified tech funding to provide flexibility to IT in determining which individuals have the best skill set to support these more library-specific tasks.

## **Questions and Answers**

**How is the initiative linked to the Unit Plans most recently submitted?**

- 1. How does it continue the achievement of those goals?**
- 2. If this is a continuation of an initiative started last year, make sure that relationship is clear.**

**How is this initiative linked to the efficiencies and productivities plans you had last year?**

- 1. How does it continue the achievement of these plans?**
- 2. If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.**

It is linked to the Library Goal: More fully integrate computer support into library services, and is related to the initiative from IT for 2007-08 to implement a laptop checkout center in the library.

**Describe the resources needed:**

400 hours of hourly classified tech support at Tech A - Intermediate - level  
10 hours week X 40 weeks X \$17.00 per hour. - \$6,800

Purpose: to provide support for library-specific activities such as: configure Adobe to scan documents and set up for electronic reserves, investigate new software and procedures for library services, investigate new applications that would be of use to the library (such as widgets), link check maintenance, and act as the official communication link between the Library and IT.

**What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.**

Reconfiguring staffing as recommended here will allow an additional 10 laptops to be made available (currently there are 20). We expect a comparable increase in use from that, and from the expanded hours that this will allow laptops to be circulated.

We will use checkout data, and student satisfaction survey data, to measure the impact of this initiative.

**Department Priority:**

3

**Unit Resources:**

Library staff will assume some responsibility for laptop checkout and maintenance.

IT staff will maintain its support at at least the current level of 8 hours per week of budgeted classified and adequate student workers.

**Funding Request: Carl Perkins**

**Is this a Career & Technical Education program approved by the state and offered through Lane for credit?**

No

**If not a Career & Technical Education program, does your request provide considerable support for students enrolled in these programs?**

No

**Do you have an advisory committee that meets 2-3 times per year?**

No

**If request is for personnel, will funds be used to replace an existing position?**

**How will funding this initiative increase or sustain the academic achievement and technical skills attainment (GPA of 2.0 or better) of Career and Technical Education students?**

**How will funding this initiative increase or sustain the number of CTE students that graduate or receive a one year certificate from Lane and help prepare the students for employment?**

**EQUIPMENT \$**

**COMPUTER HARDWARE \$**

**COMPUTER SOFTWARE \$**

**MATERIALS & SUPPLIES \$**

**CURRICULUM DEVELOPMENT (Hours)**

**PART-TIME FACULTY \$**

**TIMESHEET STAFF \$**

**TRAVEL \$**

**Can this initiative be partially funded?**

No

**EQUIPMENT \$**

**(E) Explanation of effect of partial funding:**

**COMPUTER HARDWARE \$**

**(CH) Explanation of effect of partial funding:**

**COMPUTER SOFTWARE \$**

**(CS) Explanation of effect of partial funding:**

**MATERIALS & SUPPLIES \$**

**(MS) Explanation of effect of partial funding:**

**CURRICULUM DEVELOPMENT (HOURS)**

**(CD) Explanation of effect of partial funding:**

**PART-TIME FACULTY \$**

**(PF) Explanation of effect of partial funding:**

**TIMESHEET STAFF \$**

**(TS) Explanation of effect of partial funding:**

**TRAVEL \$**

**(T) Explanation of effect of partial funding:**

## **Funding Request: Curriculum Development**

### **1. List the following information**

- **Course Numbers (titles if not currently offered)**
- **Instructor Name(s) who will work on the curriculum development**
- **Whether each of the courses is in, or has been through, the curriculum approval process**

### **2. List each course number (or title) and the materials to be created for each class**

- **Instructional goals, objectives, syllabi and outlines**
- **Lab instruction packets**
- **Practice, quiz, presentation &/or demonstration materials**
- **Other (specify)**

### **3. List each course number (or title) and give your timeline for beginning and completing each course curriculum development.**

### **4. What are up to 3 departmental instructional goals that are met through the development of curriculum in each class?**

### **5. List each course number (or title) and give the value of the development of curriculum in each course to other faculty members.**

### **6. List each course number (or title) and say how many students will be served by the development of curriculum in each class.**

### **7. List each course number (or title) and give the specific benefits to students that you expect from the development of curriculum in each class.**

### **8. List each course number (or title) and give the specific benefits for diversity that you expect from the development of curriculum in each class.**

### **9. List each course number (or title) and give the specific benefits to sustainability that you expect from the development of curriculum in each class.**

### **10. List each course number (or title) and give the specific effects on distributed learning that you expect from the development of curriculum in each class.**

### **Hours requested for Curriculum Development funding:**

**Please enter the amount of one of the following:**

- **100 hours maximum for new development.**
- **70 hours maximum for course revision**
- **50 hours for 3-4 credit conversion**
- **other (use if multiple courses addressed in one initiative**

**Do not enter any characters other than numbers and a decimal.**

**How many hours are you requesting? If there are multiple courses addressed in the initiative, please list each course number (or title) and give the number of hours requested for each course.**

**Can this initiative be partially funded?**

No

**Partially funded curriculum development HOURS requested:**

**Explanation of effect of partial funding:**

**Funding Request: Technology Fee**

**1. Category of request**

- **Maintain existing technology**
- **Increase student access to technology**
- **New technology**

**Please type in the category of the request in the field below.**

Increase student access to technology

**2. Campus location**

- **Main Campus**
- **Downtown Center**
- **Florence**
- **Cottage Grove**
- **CLC (list specific locations)**

**Please type in the location of the request in the field below.**

Main campus

**3. Names of the person(s) with more information (if needed):**

Nadine Williams, Library Director  
Raymond Bailey, Library Circulation Services Coordinator  
Linda Grenz, Library Information Technology Coordinator  
Barbara Barlow, Project Coordinator, Instructional Computing

**4a. Budget ORGN**

525001

**4b. Budget PROG**

210000

**5. How many students will benefit per year?**

12,000

**6. Describe the benefit?**

Students would have greater access to laptop checkout, since circulation staff can check them out, and students will also have a higher level of technical support available to them

**COMPUTER HARDWARE \$**

**COMPUTER SOFTWARE \$**

**STAFFING \$**

6800.00

**INSTALLATION \$**

**LICENSING \$**

**Can this initiative be partially funded?**

Yes

**COMPUTER HARDWARE \$**

**(CH) Explanation of effect of partial funding:**

**COMPUTER SOFTWARE \$**

**(CS) Explanation of effect of partial funding:**

**STAFFING \$**

5440.00

**(S) Explanation of effect of partial funding:**

Would only allow 8 additional hours per week for library and student technical support

**INSTALLATION \$**

**(I) Explanation of effect of partial funding:**

**LICENSING \$**

**(L) Explanation of effect of partial funding:**