Library 2010-11

Enhance Student Tech Support Services

Summary:

Increase tech support hours from 10 to 20

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. The library still feels this loss, which has impacted the quality of service to students and staff efficiency. We now have 30 laptop computers plus 50 desktop computers, 3 scanners, assisted-technology equipment, and 4 printers. On a daily basis we have about 125 - 200 laptop checkouts, and our door count averages 1,500 patron entrances per day. This year our patchwork of weekly tech support consists of 16 hours of IT support, and 30 hours of IT-supplied student tech support at a special help desk, 70 hours IT-supplied students at the laptop checkout center, and 10 hours of tech support (timesheet position funded from tech fees). It is this last position that we propose to augment.

We believe that increasing this position from 10 hours to 20 hours per week would improve students' experience and streamline library operations. We are requesting funding for a budgeted classified position, 900 hours over 45 weeks at $18 per hour ($16,200 total). This tech support position would be able to interface more with IT workers and relieve library staff of training duties that currently randomize their schedules and detract from their efficiency.

The person in this position would oversee the laptop checkout center, train and provide backup for IT-provided student workers, troubleshoot and supply printers, help students log on to the SSAN, demonstrate scanners, assist students with the QuikPrint station, and so on. 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, Millennium support, and point-of-need service in the library classroom.

Providing tech support of this kind to students in the library is essentially a "proof of concept" for the future learning commons. What we learn with this service model will apply to planning the functions of commons.

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 to "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. This initiative is a move toward refining this integration of the laptop center into circulation services and improving computer support for students.

Describe the resources needed:

900 hours of hourly classified tech support at Tech A - Intermediate - level
20 hours week X 45 weeks X $18.00 per hour. - $16,200

Purpose: To oversee the laptop checkout center, train and provide backup for IT-provided student workers, troubleshoot and supply printers, help students log on to the SSAN, demonstrate scanners, assist students with the QuikPrint station, and so on. 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, Millennium support, and point-of-need service in the library classroom.

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.

Incorporating the laptop center into library circulation functions allowed the addition of 10 laptops (for a total of 30), increased hours, and a dramatic increase in use. We expect that a half-time tech support position would improve the student experience and would free library staff to focus on their assigned tasks.

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 the current level of 16 hours per week of budgeted classified and adequate student workers.

Funding Request: Carl Perkins

Funding Request: Curriculum Development

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):

Marika Pineda, Library Director

4a. Budget ORGN

525001

4b. Budget PROG

210000

5. How many students will benefit per year?

13,000

6. Describe the benefit?

Students would have greater access to high-quality computer assistance and technical support.

COMPUTER HARDWARE $

COMPUTER SOFTWARE $

STAFFING $

16200.00

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 $

8100.00

(S) Explanation of effect of partial funding:

Would only allow 10 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: