

Library 2011-12

Maintain computer support in library

Summary:

Provide core service for students by offering desktop and laptop computing resources, as well as user support.

Description

The Library provides the only open access to computing resources on campus. This essential function requires support from LETS workers and classified staff for the student help desk and maintenance of equipment located in the library.

The timesheet help desk worker's function is to oversee the laptop checkout center, train and provide backup for 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 may also 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), check links, support Millennium, and provide point-of-need service in the library classroom.

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.

This initiative is directly linked to previous initiatives to provide computer access in the library. This is an ongoing need.

Describe the resources needed:

9 LETS positions. The library's allotment was reduced from 9 positions in 2009-2010 to 7 in 2010-2011.

2 half-time timesheet positions. The library currently has one half-time position but this is inadequate for serving the student population. Our current timesheet position requires \$21,700.00 annually, including OPE, and has been supported with tech fees.

20 Work-study positions. These students will assist reference and circulation staff by providing directional information to students, thereby increasing efficiency of professional staff. This will also reduce wait times for students who need assistance with basic questions.

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.

Student satisfaction levels will be collected using a feedback instrument to be developed this year. With adequate resources, we will see shorter lines of students waiting for assistance. Students will learn more about using technology, but that outcome can't be measured in an immediate and practical manner.

Department Priority:

2

Unit Resources:

Library staff will devote significant time to training and supervising student workers. Online training and reference aids will be created and updated as required.

[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, Raymond Bailey, or Brad Hinson

4a. Budget ORGN

525001

4b. Budget PROG

5. How many students will benefit per year?

All students who use the Main Campus.

6. Describe the benefit?

Because the open computer lab closed, the library is now effectively that lab. Existing library staff cannot support this additional function. Tech-fee-supported workers can help students use computers and software successfully.

COMPUTER HARDWARE \$

COMPUTER SOFTWARE \$

STAFFING \$

43400.00

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 \$

21700.00

(S) Explanation of effect of partial funding:

Funding one timesheet position would allow us to provide partial service, which of course is better than none.

INSTALLATION \$

(I) Explanation of effect of partial funding:

LICENSING \$

(L) Explanation of effect of partial funding: