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Yale Library IT News

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Yale Library IT Staff

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Yale University Library IT News

June 6, 2014

Library IT News:

- Michael Dula will have one office hour in June. It will be on **Wednesday, June 18th from 11:00-12:00.**
- **Gail Barnett** will be retiring from Library IT on June 30th after 20 years of service. Her tenure has exclusively been in service to the library, the first 15 years working within ITS and the remaining reporting directly to the library. Over the last several years she has served as Manager of the Systems Infrastructure and Integration Services unit within Library IT. The technical infrastructure under the purview of the group has grown exponentially since her arrival to now include well over one hundred servers and many petabytes of storage, spread across several university managed data centers. The group has had great success under her leadership at deploying and supporting critical library services and maintaining on-call 24/7 support.

Please congratulate Gail and wish her the very best as she moves on to new endeavors!

IT Project Updates:

- **Aeon:** We just completed an upgrade to Aeon 3.6, the most recent version of the software. We'd like to thank all the staff at Beinecke and MSSA for helping with testing and the final walk through the day of the upgrade.
- **Ares:** In keeping with our strategy of utilizing Yale's central resources as much as possible, the server for Ares, YUL's course reserves management system, has been migrated from a vendor hosted site in Virginia to local hosting by Yale ITS. A test server for Ares has also been created, and it is currently staging the latest version of the Ares software as we prepare for an upgrade. This will be the first Ares upgrade at YUL since the rollout of the software in April 2013. Two group testing sessions are scheduled to prepare for the upgrade and ensure that the staff are comfortable with the new release. We are also finishing up a program to automate the batch activation and deactivation of course reserves, which will save approximately 4 full work weeks of staff time annually.
- **Articles+:** The library recently completed a round of testing of the new Search Articles+ service (powered by Summon). We worked with librarians from across the library system to do tests with 20 students (10 graduate and 10 undergraduates). 70% of students had not heard of the service, but after using it the majority had a favorable

opinion of Search Articles+, 80% said they would use it again (90% of undergraduates). The main finding was that the library could do a better job promoting the service.

While students were generally very positive, there were some problems discovered during testing. Students had a very hard time excluding non-scholarly material, and 85% did not use the limit to Peer Review. Facets are “sticky” which often students failed to notice, causing unexpected search results. Finally, the topic explorer pane, which displays at the far right of the screen, sometimes did not display (for example, on very small phone displays). When that happened, the librarian recommendations and encyclopedia entries did not display.

The librarians testing the service had the following recommendations:

1. Use instruction to increase knowledge of Articles+. In instruction discuss:
 - Limits for peer reviewed and/or scholarly material.
 - Images in Articles+ and the ArtStor database.
 - Facets and how they work.
 - How authentication or lack of authentication affects search results.
 - Material covered in Articles+--journal articles, newspapers, reference works, ebrary and HathiTrust (but not all ebooks), images.
 - How the right information pane in search results works.
2. Create a reference cheat sheet for librarians who will present or teach about Articles+.
3. Make subject guides more findable in Search Articles+ with added metadata.
4. Make the link to Articles+ more prominent on the library’s home page and elsewhere. Articles+ search can be embedded in Libguides.
5. Add some information to the entry page to indicate what is searched and what is excluded.
6. Add text in search box “Search journals, dissertations, newspapers, and more...”
7. Provide a more prominent link to search Orbis in the Articles+ interface, especially since Orbis records are not searchable through Articles+.
8. Add an obvious link in the header back to the Articles+ entry page.
9. Do an additional round of testing in the fall 2014. Record sessions so that others in the library can view them.

The full report:

<https://docs.google.com/document/d/1LEdTzIXxzIIUNIBDw0QxefPcPMmu6t7aH2MEPeerRWFm/edit?usp=sharing>

- **Upgrades to bandwidth in Sterling Library.** In an effort to improve network performance in support of initiatives like The Henry Kissinger project, several areas in

the Sterling Memorial Library are receiving network upgrades to increase throughput. These areas include the Preservation Department, Manuscripts and Archives, and the 5th and 6th floor Library IT Offices. Obsolete cabling, network switch uplinks, and our fiber optic backbone are all receiving upgrades. The result of these upgrades is the realization of a true 1 gigabit per second connection at each workstation.

- **Microsoft Office 2013.** In order to remain consistent with the current Microsoft Office version supported by Yale ITS, the Workstation and Technology Services unit will begin updating YUL staff Windows systems to Microsoft Office 2013 during the month of August. Prior to the upgrade, notification will be sent to the YULIB mailing list with instructions to prepare you for the upgrade.

While you will notice minor visual changes, commands and functions are in the same place as Office 2010. To prepare YUL staff for the upgrade, Reon Keller will be conducting Office 2013 overview sessions to demonstrate the new suite of applications and answer any questions you may have. We will notify staff of the availability of these sessions via the YULIB mailing list in the coming weeks and expect to begin offering these sessions in late June and through July based on interest. Alternatively, you are free to visit Yale's lynda.com website and login via CAS to learn more about Office 2013 and what enhancements are available. You may also visit the Microsoft Office Training website to find featured tutorials on Office 2013 applications.