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Yale Library IT News

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3-10-2014

Yale Library IT News, 10 March 2014

Yale Library IT Staff

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Recommended Citation

Yale Library IT Staff, "Yale Library IT News, 10 March 2014" (2014). *Yale Library IT News*. 13.
http://elischolar.library.yale.edu/yul_litnews/13

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Yale University Library IT News

March 10, 2014

Library IT News:

- Michael Dula's office hours in March will be on **Thursday, March 13th 11:00-12:00** and **Friday, March 28th 11:00-12:00**. All staff are welcome.
- **Visit the new Library IT webpage!**

<http://web.library.yale.edu/lit>

Webpage highlights:

- Easy access to IT related help (see ServiceNow below)
- Contains information about our current projects and highlights 6 projects
- Contains a form to propose a new IT related project

IT Project Updates:

- **ServiceNow:** New forms are available to report a problem or for a service request on the new [Library Information Technology](#) webpage. They are easily assessable in the "Help and contacts" box on the webpage or from the [Workstation and Technology Services webpage](#), which is the first link under "General Information." Here are direct links to the forms. Both forms require CAS log-in.

[Report a Problem](#)

Use this form to report a Library IT-related problem

[Service Request](#)

Use this form to submit a service request to Library IT. Examples of service requests include a request to install an additional software application onto a particular workstation, a request to relocate some items of desktop equipment, a request for access to a particular resource, or a question requiring information.

- **Webpage update:** Web pages continue to be converted to the new format. The Divinity Library is one of the latest additions. Have a look!

<http://web.library.yale.edu/building/divinity-library>

- **Workstation backup review:** Some library staff have been contacted by Library IT about computer backups. Greg Blasko and the Workstation and Technology Services team

have been reviewing our central back up charges in the library and have worked with individuals to find alternatives where those charges are high. Thank you and because of all of your support, we are already saving the Yale Library over \$4500 per month!

- **Server agreement with Yale ITS:** Ray Frohlich and the Enterprise Systems and Infrastructure group have been reviewing our server infrastructure, looking for ways to consolidate and optimize. A new deal with Yale ITS will enable us to consolidate all of our virtual (VMware) servers from 2 instances into one managed by Yale ITS. Bundling our non-virtual servers in this deal will provide estimated savings of over \$50,000 in FY15 alone.