LITS @Brockport: Spring 2009

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NEWSBYTES

• FileCity2 now available from off campus.
• New! Classroom Technology department announced.
• New Metro Center T-1 lines being installed.
• LITS has award winning students and staff.
• New print management software, PaperCut, installed.

During Fall 2008 the Project Muse Humanities Collection became available to the College community through the Drake Library website. This constantly growing collection, currently including over 150 journals, has particular strengths in literature, foreign languages, history, music, philosophy and theatre. All journals are peer-reviewed, and many are from major universities and scholarly societies. Their complete current contents, including illustrations and graphics, are available online, often before the print issues appear. Also, over a decade of backfiles can be accessed for selected titles.

By Greg Toth
You can find links to the Humanities Collection on the Drake website in the alphabetical and subject lists of databases, see:


Please address any questions or comments to Greg Toth, Reference/Electronic Resources Librarian (x2450) or gtoth@brockport.edu

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Outstanding Service to the Students

Nancy O’Connor, of LITS, has been chosen to receive the 2009 Outstanding Service to Students Award.

Nancy was selected because of her fine work and dedication to the College and its students.

Congratulations Nancy. Job well done.
LITS Sustainability Efforts

As reported in our last newsletter, during the fall semester LITS eliminated printing the cover page from print jobs in Dailey Hall. Over the winter we also made this change at the MetroCenter. This change results in reducing paper usage by hundreds of thousands of sheets annually. While this is a good start, we still have a long way to go. On the first day of classes this semester, 54,975 pages were printed in the Brockport labs. This is the equivalent of 68 trees!

To allow us to better monitor paper usage and its impact, we have recently installed new lab print management software called PaperCut. This software will allow us to better track our paper usage. Stay tuned for additional information and reports on this front. In addition to reducing paper usage, we are converting our lab printing to using 100% recycled paper.

Every dollar spent on energy is a dollar that cannot be used towards fulfilling the college mission. LITS has partnered with Facilities and Planning to reduce the amount of power used on the campus. We have recently optimized computer power settings for our labs and for faculty and staff PCs. We are also looking into Smart Power Strips as a way to reduce our power consumption.

We will continue to look for ways to be more environmentally friendly. If you have any ideas, feel free to let us know.

Sherwin G. Swartout Memorial Award

LITS is pleased to announce that Kaitlyn Whitlock is the recipient of the 2009 Sherwin G. Swartout Memorial Award.

Kaitlyn is a Junior, majoring in Computer Information Systems, (CIS) who started working for LITS during her freshman year.

Kaitlyn has demonstrated initiative, reliability, flexibility, above average performance, and a strong desire to learn.

As the winner, Kaitlyn will receive a monetary award toward next year’s tuition. Her name will also be added to the plaque in Drake Library that lists past winners of the award.

Congratulations Kaitlyn!!!
We’re here to help!

News from the IT Help Desk

First Call Resolution
The ideal situation when someone calls the Help Desk is to have their problem solved at the time they place their call. We are constantly investigating practices to improve our “First Call Resolution” rate. Last fall we implemented a program called BOMGAR to do remote user support. It has proven to be very successful. We have been receiving a great deal of positive feedback about our enhanced remote support capabilities from the Help Desk. Individuals have reported that they appreciate receiving assistance when they call in. They like the fact that the support is immediate, non-intrusive, and doesn’t have to be scheduled. The program has been so successful that we have added to our licensing and can now support 5 users simultaneously.

We want your feedback!
In LITS we are continually looking to improve our services to the college. We need your help. We are in the process of developing a satisfaction survey. If you receive a survey request, please take a minute to let us know how we are doing.

Making our web page more helpful.
If you haven’t visited the Help Desk web page recently, you should check it out at http://www.brockport.edu/its/helpdesk/. We have been working to improve its information and content. We will soon be adding instructional “how-to” videos to assist with common issues.

We’re from I.T. and we’re here to help!
If you have an IT question, problem or suggestion, please let us know. The IT Help Desk is located on the main floor of the Drake Memorial Library.

Help Desk Hours:
8-mid M-Th
8-5pm Fri
1-5pm Sat
1-mid Sun

Web Services Develops Event Registration System

By Wesley Jones

“Quickreg” is a flexible web-based event registration system recently developed by Tsvetomira Radeva, Milen Nikolov, and Wesley Jones of Web Services. It is used by several College departments, including LITS. It supplies a simple registration form for events in the campus-wide events calendar and reduces the work needed to track event registration. Administrators can cap registration at a maximum number and close registration as needed. It also has useful ways to view the data, such as a printer-friendly list and an Excel spreadsheet report.
Event details, workshop descriptions, and future offerings can be found on our website at http://www.brockport.edu/its/etc. Advanced Registration for workshops is appreciated.

The hours for the spring 2009 semester are:
* Monday – Thursday: 8:00 a.m. – Midnight
* Friday: 8:00 a.m. – 5:00 p.m.
* Saturday: 1:00 p.m. – 5:00 p.m.
* Sunday: 12:30 p.m. – Midnight

Upcoming Workshops offered at the ETC:

<table>
<thead>
<tr>
<th>Workshop</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>iMovie &amp; iDVD Basics (repeat)</td>
<td>Fri 03/27</td>
<td>1:15-2:15pm</td>
</tr>
<tr>
<td>Google SketchUp</td>
<td>Wed 04/01</td>
<td>10:45-11:45am</td>
</tr>
<tr>
<td>Google SketchUp (repeat)</td>
<td>Thurs 04/02</td>
<td>1:15-2:15pm</td>
</tr>
<tr>
<td>Web 2.0 Essentials – Part II</td>
<td>Tues 04/07</td>
<td>1:30-2:30pm</td>
</tr>
<tr>
<td>Web 2.0 Essentials – Part II (repeat)</td>
<td>Weds 04/08</td>
<td>1:15-2:15pm</td>
</tr>
<tr>
<td>Jing Project</td>
<td>Tues 04/14</td>
<td>8:30-9:30am</td>
</tr>
<tr>
<td>Jing Project (repeat)</td>
<td>Fri 04/17</td>
<td>1:15-2:15pm</td>
</tr>
<tr>
<td>Google Earth</td>
<td>Wed 04/22</td>
<td>9:30-10:30am</td>
</tr>
<tr>
<td>Google Earth (repeat)</td>
<td>Thurs 04/23</td>
<td>1:30-2:30pm</td>
</tr>
<tr>
<td>Google Maps &amp; Street View</td>
<td>Tues 04/28</td>
<td>1:15-2:15pm</td>
</tr>
<tr>
<td>Google Maps &amp; Street View (repeat)</td>
<td>Fri 05/01</td>
<td>10:45-11:45am</td>
</tr>
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**2009-2010 Faculty/Staff Technology Grants**

This is a heads up for those who have asked about the next round of Faculty/Staff technology grants. Application materials are available at: [http://www.brockport.edu/its/grant](http://www.brockport.edu/its/grant) for submission by April 6. This initiative supports innovative use of technology by faculty and staff. A total of $65,000 will be available for 2009-2010.

**FileCity2**

In August 2007 LITS rolled out FileCity2 with the goals of providing a secure and reliable server space and moving critical user data from desktop computer to a secure server.

One of the features that has been lacking until now, however, is the ability for users to access the service from home. We are now offering access to FileCity2 via the web at [http://filecity2.brockport.edu](http://filecity2.brockport.edu) on and off campus. Simply point a web browser to the link, enter your NetID and password and you are on your way.

If you have any questions, please contact the LITS Helpdesk at ext. 5151 or via e-mail at helpdesk@brockport.edu.

**FAQ on FileCity2:**

**What is a FileCity2 share?**
- Upon request, faculty and staff can have access to 5 GB of data storage. This service is intended to support collaboration among users. The share is restricted to only members of the group assigned to the share.

**How do I access my FileCity2 share?**
- Your on campus workstation can be setup to map a drive, which would allow you browse to the share through the “My Computer” icon. Shared space can also be access via the web at [https://filecity2.brockport.edu](https://filecity2.brockport.edu)

**Can I give other users access to my FileCity2 drive?**
- Access can be granted to other users. Access requests must be approved by the designated owner of the share.

**How much storage space is available on the server?**
- Each share has a maximum of 5 GB of storage space available.

**Is the data on FileCity2 backed up?**
- Yes, File City 2 data is backed up.

**Can I access the share from home?**
- Yes, the share can be accessed from home at [https://filecity2.brockport.edu](https://filecity2.brockport.edu)

**What is the procedure to request a share?**
- Requests for a share should be made through the helpdesk at helpdesk@brockport.edu.

**MAC Users Group**

The Mac Users Group (M. U. G.) had its first meeting on Thursday, March 5th. The group discussed topics they would be interested in learning more about, including the new iMovie '09. The next “MUG” meeting will be on Thursday, April 2nd at 11:30am in the E.T.C.; Rick Bettencourt from Apple Computers will be there to demonstrate iMovie 09 as well as other applications from iLife 09.
By Jennifer Smathers
The soft-launch of the new Library ordering module occurred January 22, 2009. The ordering module allows users to place orders online and see the status of their orders as they move through the automated approval process.

Prior to this system, all Library material requests were hand-written onto “Yellow Cards” and proceeded through a manual approval process. They were first approved by a departmental coordinator (teaching faculty) and then approved by a Librarian liaison assigned to that department. (Lists of current coordinators and liaisons, as well as a more detailed description of ordering are available at: http://www.brockport.edu/library/acquisitions/) The new system automatically routes requests to the appropriate departmental coordinator. Once approved, a request moves to the appropriate liaison’s approval queue. This will reduce the time needed for requests to move to the ordering stage.

To place an order, login to Banner using your Banner ID and password. Go to the tab marked “Library Ordering Module” and choose “Place a Library Item Order” or choose “Library Ordering Module Main Menu” for a full function menu. **Please note that student requested required textbooks will not be ordered for the Library.**

During this transition period, hard-copy yellow order cards are still being accepted. Anyone with questions should contact Jennifer Smathers, jsmather@brockport.edu ext. 2151, for assistance.

Further developments are expected over the summer, including the possible addition of ISBN (International Standard Book Number) look-up that will help auto-populate fields based on the entry of an ISBN.

Many thanks to the entire team: Lin Becker, Sue Donk, Logan Rath, Jennifer Smathers and especially Alicia Girvin, Programmer Analyst, for their work to bring this new service to our faculty, staff and students.
Library and Research Workshops
Spring 2009

The Drake Memorial Library will sponsor workshops in the library as well as in CELT this semester. In all cases a librarian will be presenting, but we have asked faculty to present with us where possible. Drop-ins are welcome, but we also encourage registering in advance by calling 395-2484 or emailing jlittle@brockport.edu. Check the Library web page for updates: http://www.brockport.edu/library

BROWN BAG DISCUSSIONS AT CELT

"Print is Dead? : the future of print books and journals* Jennifer Little, Susan Perry, Peter Veronesi (Education)

“Improving Student Research: Faculty/Librarian Collaborations” Jennifer Little, Logan Rath, Amy Guptill (Delta), Allison Wright, & Carole Pelttari (Education)

Copy “rights” and Copy “wrongs” Pam O’Sullivan

DATABASE / RESOURCE-SPECIFIC SESSIONS

Attend these sessions to learn advanced searching techniques for these new (or improved) databases. Faculty will provide practical examples of how they and their students use them for class assignments. The brown bag sessions continue on Thursdays in the Library; all other sessions will be held at CELT.

"Find it Fast: Books and Media in the Drake Library Catalog" Pat Maxwell

“GreenFile/Environmental Science Resources” Charlie Cowling, Greg Toth

“Personalize Your Research: Using RSS Feeds and Journal Alerts” Jennifer Little, Logan Rath
Banner and Hyperion Documentation

The team of Patty Pfister and Heidi Melens have been hard at work to bring Banner & Hyperion documentation, report, and training information to your fingertips. Take a look at what is new and updated at http://www.brockport.edu/its/dm/ and feel free to contact hmelens@brockport.edu with comments or suggestions for training, new links and other documentation. Please note that a Faculty/Staff NetID is required for access to detailed report, documentation and training areas. Happy surfing and we look forward to hearing from you.

SciFinder Scholar 2007 Upgrade

by Maggie Logan, Chemistry Faculty

Sci-Finder Scholar is a database for searching chemical and allied fields literature. It provides abstracts and links to cited and citing papers, properties of compounds, etc. Although many think of the database as chemically based, there are approximately 2,000 journals from which all articles are abstracted (e.g., Water Environment Research; Neurochemical Research, etc.), and there are 8,000 more journals from which individual articles are abstracted.

A new web-enabled version allows a limited number of concurrent Brockport Sci-Finder Scholar users access to the software from anywhere that has an Internet connection. After July 12, 2009, the client version will become inactive.

The software is currently available in Smith 105 and Drake Library. Shortly it will be available from the Drake Library webpage at: http://www.brockport.edu/library/find/db.html

If you just want to take a look, email or call Maggie Logan (mlogan@brockport.edu) for a test drive.

Jeff Smith, Bob Cushman, Brendan Post and Jennifer Little attended the Educause conference in Orlando in October. Upon return, the group shared insights from the conference at an open session in Drake for faculty and staff.

Three Drake staff presented the poster session, “ILL = Intra-Library Learning” at the Rochester Regional Library Council January 13, 2009 as part of a workshop on “Transforming Resource Sharing Services.” Kim Myers, Interlibrary Loan Associate, Susan Perry, Serials Librarian, and Rebecca Livingston, Electronic Resources Assistant, presented on cross-departmental communication and current and evolving library practices.


Logan Rath, Digital Services Librarian, will receive a SUNY FACT scholarship to present on “Text Message Reference: First Findings”, at CIT 2009, at SUNY Oswego this May, 2009.

Approximately 5,000 books were donated by Brockport to the University of Education, Winneba, Ghana, in December. Debra Ames, Collection Management Librarian, and Susan Saladyga, Library Assistant, coordinated the collection and delivery project in the Library with Reggie Ocansey (PES faculty emeritus).
Attention Faculty and Staff: LITS and the Center for Excellence in Learning and Teaching (CELT) are offering numerous workshops and walk-in training opportunities to help acquaint you with the ANGEL features available. You can register for any of the workshops by calling CELT @ x5088 or by sending an email request to celt@brockport.edu.

All ANGEL training workshops are held in the CELT Resource Center, Room 100B Edwards Hall.

Check ANGEL for a full schedule of Training Sessions

Contact the ITS Help Desk at 395-5151 for ANGEL related questions

WALK-IN TRAINING HOURS
In addition to the above-listed formal ANGEL training sessions, CELT and ITS offer walk-in ANGEL training hours year-round (excluding holidays and College-sponsored shutdown periods) to all Brockport faculty and staff on a first come, first served basis. All walk-in training hours are located in the Center for Excellence in Learning and Teaching, room 100B Edwards Hall.

Mondays.............................................................................................................................................1pm – 5pm
Thursdays.........................................................................................................................................8am – Noon

Library Student Award Winners

George W. Cornell Award
This award recognizes a student who has demonstrated scholastic achievement and an excellent work performance in Drake Memorial Library. This is awarded in memory of Dr. Cornell, Director of Drake Library from 1969 to 1985.

Sarah Keymel, ’10

Marion J. Wells Award
This award recognizes a student, who has demonstrated by their performance that student assistants play an important part in the operation of the Library. This is the conviction held by Mrs. Wells, a former Director and Head of Public Services librarian, who retired in 1976.

Michal Williams, ‘09
ANGEL update

By Brendan Post

The Learning Systems Team completed another successful fall semester supporting over 1,100 courses that were utilizing the ANGEL Learning Management System. Here’s a quick look at the fall semester by the numbers:

Courses with ANGEL content......1,132
Files uploaded to courses........26,189
Drop Boxes............................1,422
Discussion forums..................1,349
Quizzes and Assessments........1,216
Turnitin Drop Boxes.............173
Wikis and Blogs.......................41
Courses using the Gradebook.....539
Courses using course mail........1,751
Total mail messages..............118,363

ANGEL Winter Upgrades
The Learning Systems Team performed its annual winter maintenance during the College shutdown in late December. This year’s efforts included the implementation of new load balancing hardware as well as the implementation of SSL encryption across the environment. Users will now notice that the URL for ANGEL is https://angel.brockport.edu indicating that all traffic between the user’s Internet browser and the ANGEL environment is encrypted. The implementation of SSL provides an additional layer of security for the ANGEL environment.

ANGEL Training and Help Resources
Now Available
Have you ever wondered how to merge courses in ANGEL or been looked for common ANGEL troubleshooting tips? A new library of resources is now available from the ANGEL homepage under ANGEL Training and Help Resources. This library includes commons FAQs, tips and tricks for faculty, and troubleshooting information. We will expand the library throughout the semester and welcome any suggestions for items you would like to see added.

By Dan Sargent

We are pleased to announce the following MetroCenter technology updates

- AB Tutor, a program used to manage classroom workstations, has been installed in the two computer labs at the MetroCenter
- MetroCenter IT is now a part of LITS.
- Papercut has been installed on MetroCenter student computers
- MetroCenter bandwidth is being doubled effective March 25th
- MetroCenter students/faculty & staff should use x5151 to request technology help. Please note that AV request procedures and in class support have not changed.

For more information on the MetroCenter please see www.brockport.edu/metrocenter
Reference
Student assistants are an essential part of the Library’s efforts to better serve our patrons. More than fifty students are hired each year; eleven work for the Instruction and Reference team. These students staff both the main and ground floor reference desks. They assist the librarians by helping patrons locate articles and books, providing directions, keeping printers well stocked with paper, and much more. Alyshia Zurlick, Caitlin Simonse, Camille Toarimino, Christy Daly, Jamie LaLonde (pictured above), Irena Pavlova, LeeAnn Greenauer, Lindsay Willson, Mariya Gorbanova, Nadia Boeva, and Nick Damyanov make up the hardworking team of Instruction and Reference student assistants, and we very much appreciate their work and help!

Circulation
Student assistants also help to staff Circulation and other areas of Drake. Pictured here is Karla Smith, a senior English Literature major. She has worked with the circulation department as a student assistant since September 2005 and has been promoted to student stacks supervisor. Karla received the Marion J. Wells Library Service Award in 2008. After graduation she intends to pursue her Masters and work as a volunteer for the Peace Corps.

Interlibrary Loan
Monique Rew is a senior majoring in Political Science, International Studies and minoring in History. She plans to attend law school when she graduates. She has worked for Drake Library for 4 years, in several departments. What she likes about working in the library is the friendly atmosphere, and the better understanding she has gained about library resources. The highlights of her Brockport career include a Washington internship in the office of the Speaker of the House, and being an RA. In her spare time Monique enjoys scrapbooking, traveling, and cheering for the Buffalo Sabres.

Student Art on Display in Drake
A new exhibit of student art is on display this spring in Drake Library. Tucked into a hallway on the top floor is a colorful set of eight paintings by student artist, Meghan O’Connor. Completed as part of a senior art project, the works depict animals, plants and human figures in vibrant hues. The artwork helps to bring life to the space and we hope it will encourage visitors to Drake. Thank you to Sara DiDonato and Duncan Chase from the Art Department for help in arranging for the exhibit in Drake. The works will be on display through May.

Library Students In the Know

Reference
Student assistants are an essential part of the Library’s efforts to better serve our patrons. More than fifty students are hired each year; eleven work for the Instruction and Reference team. These students staff both the main and ground floor reference desks. They assist the librarians by helping patrons locate articles and books, providing directions, keeping printers well stocked with paper, and much more. Alyshia Zurlick, Caitlin Simonse, Camille Toarimino, Christy Daly, Jamie LaLonde (pictured above), Irena Pavlova, LeeAnn Greenauer, Lindsay Willson, Mariya Gorbanova, Nadia Boeva, and Nick Damyanov make up the hardworking team of Instruction and Reference student assistants, and we very much appreciate their work and help!

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Media Services is now Classroom Technology!

As part of the recent reorganization of Library, Information and Technology Services, the Media Services department was renamed Classroom Technology. This name change reflects the increased focus on supporting technology used in College classrooms and learning spaces. Classroom Technology will continue to be located in A23 Edwards Hall and can still be reached by calling 395-2660.

Classroom Technology provides the following services to the college:

- Maintains multimedia and projection equipment used in learning spaces at the college
- Responds rapidly to equipment failures in learning spaces on campus
- Trains faculty, staff, and students on use of multimedia and projection equipment in learning spaces
- Sets up and support videoconferences at the College
- Consuls on technology purchases for College departments
- Assists with the design, planning, and implementation of learning space technology
- Provides sound equipment set up for limited campus-wide special events and activities
- Delivers and set up laptop and projection equipment for various presentations
- Sets up and support student response systems (“clickers”)
- Converts various video formats to digital, computer based formats
- Supports portable data devices usage in learning spaces (ex: IPod/MP3 player)
- Duplicates VHS video tapes onto user provided blank VHS tapes or blank DVDs
- Transfers international format VHS tapes onto user provided blank VHS tapes or blank DVDs
- Repairs damaged audio cassette and VHS video tapes
- Maintains lost and found for Edwards Hall

To better accomplish these services, Classroom Technology will be making some changes to the following services. Beginning in the fall 2009 semester:

- Equipment loans will be limited to only on-campus programs and classes.
- Equipment repair will be limited to only current Classroom Technology supported devices.
- Beginning Fall 09, the office in Edwards will close at 5:00pm. Evening classroom technology support calls will be routed through the Help Desk at x5151.

NOTE: Classroom Technology support at the MetroCenter is unaffected by these changes. The MetroCenter will continue to utilize the current Audio/Video Request form at http://www.brockport.edu/metrocenter/av_req.html.

Should you require further information or clarification on any of the services provided by Classroom Technology at the main campus, please contact Frank Mancini at x2225 or fmancini@brockport.edu. If you have questions relating to Classroom Technology requests and support at the MetroCenter, please contact Dan Sargent at dsargent@brockport.edu.