

LMS Systems

Overview:

The Systems Department includes eight staff whose mission is to support information technology in the Libraries & Media Services. This support is focused on the library system, KentLINK; the entire LMS enterprise; a range of specialty products like Ariel document delivery and Docutek ERes electronic reserves; and a core of 15 servers and 350 workstations that deliver these technologies. We are responsible for KentLINK configuration, technical support and training for all eight Kent campuses. We support the main library, the Kent Campus branch libraries, Audiovisual Services and Teleproductions in all their information technology needs. We develop some custom applications, like the Seminars Registration System, NetPrint, and the New Library Materials Project, when there exists campus-wide need and we have the opportunity to help. Further, we contribute significantly to other University-wide projects like the Microsoft software distribution project. A major goal is to provide access to technology in the public spaces of the libraries as well as via remote access. Basic to this goal is the maintenance of our significant equipment inventory and our heavily-used LMS web site.

Constraints:

Ongoing constraints include limited staff size and expertise, outdated inventory, and limited budget. End-user and LMS staff needs far outstrip our ability to keep current. Additionally, the past year of network instability has caused a dramatic drop in our productivity, as we have had to devote an inordinate amount of energy to recovery procedures.

Summary Progress:

In the past three years we have added staff, developed a range of new services, deployed several new commercial applications, and replaced a very large amount of outdated equipment. Funding has been good from 1997 through 2001, if one considers the total of "year-end" funds, House Bill funds, and regular LMS budget resources. After four years of aggressive equipment replacement, we are just now getting close to having a current fleet of PCs and servers. The current budget cuts will likely start a backslide into a situation where our inventory becomes more and more outdated.

Some recent LMS Systems Department activities and services:

New Library Materials service in production.

This service, coded completely in-house, allows faculty to search for new library materials by the fund on which they were purchased. The system includes 40,198 new items added since mid-2000.

Digital Library project.

A very large scanning project has been completed of an Ohio Canal collection for the Ohio Memory project, a project of the Ohio Historical Society for the state bicentennial.

Seminars Registration System.

Coded completely in-house, and in its third year of production, this system enables Kent State students, faculty, and staff to register for university-offered training. Besides LMS, six other campus units use the system, including IS New Media, Academic Computing, Faculty/Staff Assistance Program, Faculty Professional Development Center, Human Resource Development, and Work/Life Program.

Cumulative Statistics as of:	1/19/2001	1/14/2002
Departments online:	6	8
Seminars:	151	214
Sessions:	633	1,019
Attendees:	3,080	7,034

KentLINK progress.

A new server was deployed in August 1998, and another is scheduled for deployment in August 2002. Year-end funding, Regional Campus support, and Technology Fee funding have made these replacements possible. Statewide circulation of multimedia will be launched in Spring 2002. An equipment booking module has been installed to further integrate the Audiovisual equipment and collections into KentLINK. As part of this integration, two outdated database systems are being eliminated in Audiovisual services. These last are scheduled for full production in Summer 2002.

KentLINK facts.

System snapshot as of 1-14-02:

1. 655 active Vendors from whom we purchase library materials.
2. 152 funds into which the library materials budget is allocated.
3. 621,116 Circulation Transactions From 7/1/2000 - 6/30/2001.
4. 26,336 Reserve Circulation Transactions from 7/1/2000 - 6/30/2001.
5. 1,657,491 Bibliographic Records in the system
6. 2,361,477 Item Records in the system
7. 46,272 Order Records
8. 2,115 Course Reserve Records
9. 502 staff and student employee accounts on the system

Centralized services.

We have maintained full reliance on campus DHCP, DNS, and Series5 services this year. Have fully eliminated duplicate work of this nature from LMS Systems.

Server/PC replacement cycle.

LMS has earmarked \$ 20,000 per year in its base budget for server replacement. This amount should keep us close to a 3-year server replacement cycle. Although we have replaced several hundred PCs in the past several years, we still maintain scores of 166Mhz Pentiums and have had to stretch our PC replacement cycle up to four or five years from the recommended three years. Current budget cuts will worsen this situation.

NetPrint System.

Configured, deployed, and maintained by LMS Systems staff, NetPrint provides cost-recovery for managed laser printing and a FlashCard interface. Seven departments use the system (ACT, BSA, LMS, IRC, SON, ARC, FDM) providing a total of 27 networked printers in libraries and labs across campus.

	<u>Stats for Fiscal year: 7/1/1999 - 6/30/2000</u>	<u>7/1/2000 - 6/30/2001</u>
Print Jobs:	233,784	233,837
Pages Printed:	706,073	740,399
Charges:	\$ 50,240.72	\$ 58,813.97

ERes (Electronic Reserves System):

Entering our sixth year of providing web-based electronic reserves, we have moved to new hardware and software. The ERes system now supports online material for 178 classes.

Spr 2000	44 courses
Fall 2000	65 courses
Spr 2001	94 courses
Fall 2001	178 courses

Fall 2001:

Courses online:	178
Faculty accounts:	194
Copyrighted documents online:	2,418
Non-copyrighted documents:	1,118
Course page visits:	20,310

CD-ROM Research Databases on the LMS Network.

LMS Systems maintains a large corpus of local research databases on the campus network that are available in the main and branch libraries.

	<u>Fall Semester 2000</u>	<u>Fall Semester 2001</u>
User logins:	2,660	3,855

LMS WEB SITE

Our web site keeps growing and getting heavier use.

1. Average web pages served up per day:

October 2000: 11,550

October 2001: 13,167

2. Average user sessions per day:

October 2000: 4,400

October 2001: 5,718

3. Total hits:

October 2001: 2,461,633

4. Average hits per day:

October 2001: 79,407

5. Total unique visitors:

October 2001: 39,939

6. Visitors who visited more than once:

October 2001: 10,020