TDL Systems and Support:
Developing Our Connected Future

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TDL.ORG
TEXAS DIGITAL LIBRARY

Agenda

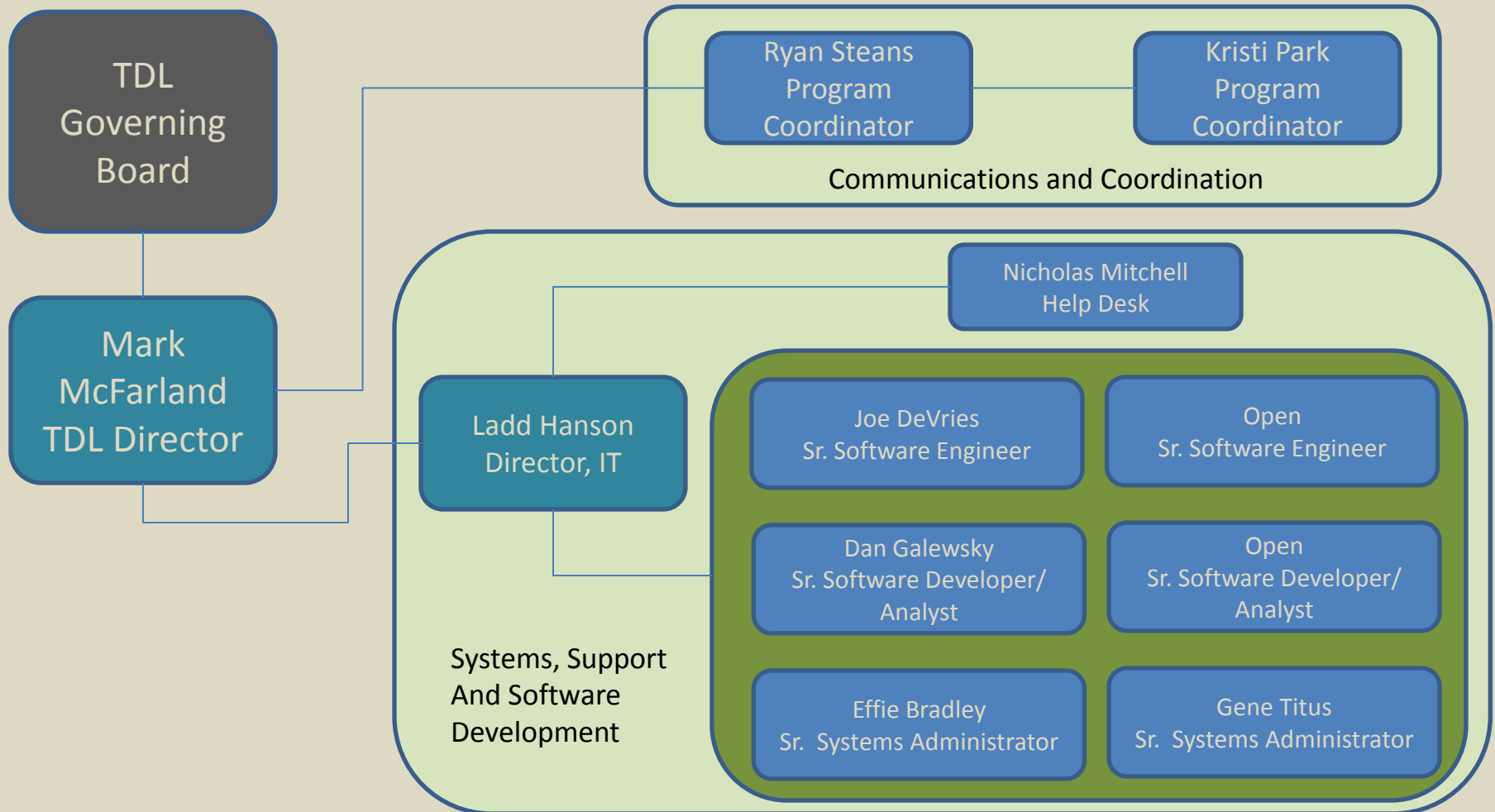- **Staffing Changes**

- Helpdesk

- Software

- Systems

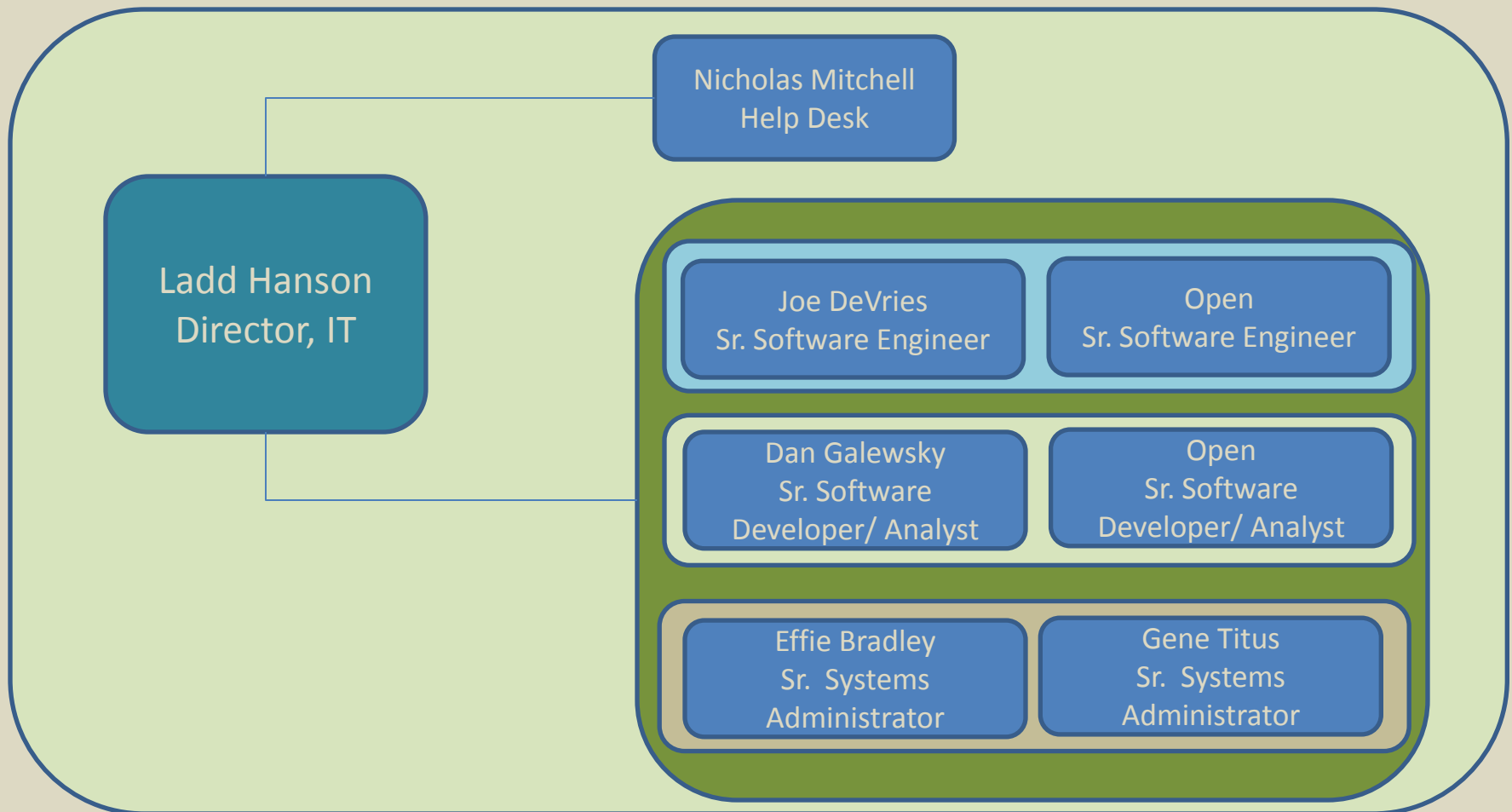The people behind the systems

STAFFING

A focus on member service

- Move from creating and exploring services to improving our level of service

- Re-Organizing the TDL technical staff

- Improving paths for communication

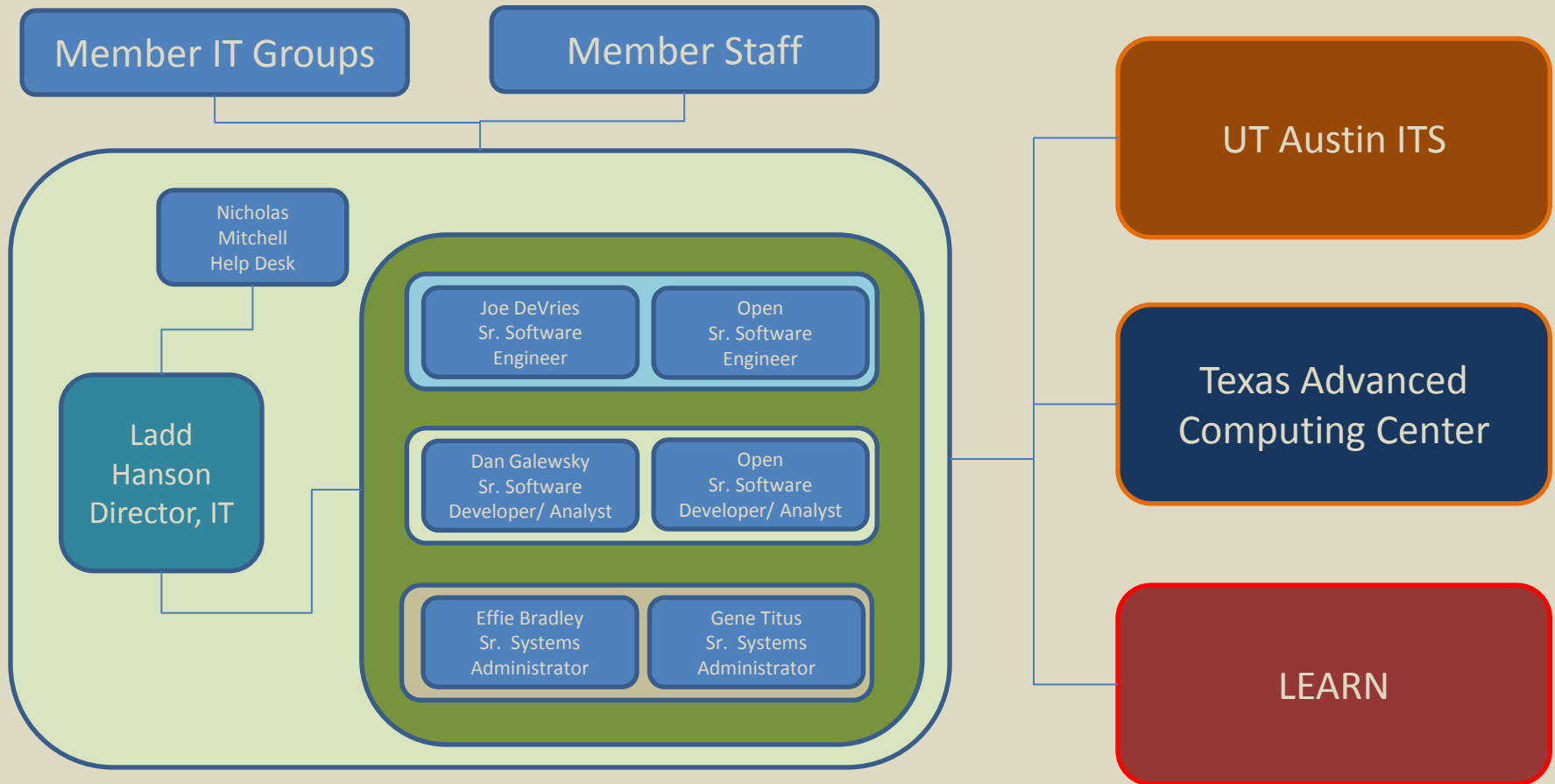- Create a flexible, responsive support team

TDL Organizational Infrastructure

Texas Digital Library

TDL Governing Board

Mark McFarland TDL Director

Communications and Coordination

Ryan Steans Program Coordinator

Kristi Park Program Coordinator

Nicholas Mitchell Help Desk

Ladd Hanson Director, IT

Joe DeVries Sr. Software Engineer

Open Sr. Software Engineer

Dan Galewsky Sr. Software Developer/ Analyst

Open Sr. Software Developer/ Analyst

Effie Bradley Sr. Systems Administrator

Gene Titus Sr. Systems Administrator

Systems, Support And Software Development

TDL Systems, Support and Software

Texas Digital Library

TDL Systems, Support and Software

Texas Digital Library

Member IT Groups

Member Staff

Nicholas Mitchell Help Desk

Ladd Hanson Director, IT

Joe DeVries
Sr. Software Engineer

Open
Sr. Software Engineer

Dan Galewsky
Sr. Software Developer/ Analyst

Open
Sr. Software Developer/ Analyst

Effie Bradley
Sr. Systems Administrator

Gene Titus
Sr. Systems Administrator

UT Austin ITS

Texas Advanced Computing Center

LEARN

TDL Director of IT

- Ladd Hanson
- UT Libraries Systems
- 20 years of library IT experience

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Helpdesk and first line of user communication

TDL SUPPORT

Help Desk

- http://wikis.tdl.org/tdl
- http://tdl.org/support
  - http://tdl.org/support/helpdesk/
  - 1-855-495-4317
- support@tdl.org
- Tickets will receive a response within 4 working hours
- Tiered approach to responses

Support model

- Tier 1
  - Guidance on use of software, user error, etc…
- Tier 2
  - Systems analysis and trouble shooting
- Tier 3
  - Requires software development or feature enhancement

Products and tools development for digital libraries

SOFTWARE DEVELOPMENT

What we've been up to

- Completed release version of Texas Learning Object Repository

  – In production/ recruiting with UTSA

- 2 releases of Vireo addressing critical issues

  – Birthyear issue

  – Special characters

- Working with the operations team to develop new IT architecture for TDL

The near future

- Member directed software development
- Employing Agile development
- New development on Vireo has started
  - May 2: planning and prepping for next phase
  - May 23: Open VUG meeting
  - June 1: begin re-writing Vireo
  - Early fall: new feature development begins
- Participation in DPN and other collaborative projects

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Hardware, systems management, back-ups, etc…

SYSTEMS DEVELOPMENT

What we've been up to

- Responding to member needs for
  - Greater reliability
  - Greater flexibility
  - Quicker response time
- Continuing to use web-based services for production, staging and nightly back-up
- Reducing tickets in queue

What we've been up to: highlights

- Imported ETD collection from UTMB's old system to their repository

- Migrated Texas Tech's Vireo and Repositories to TDL

- Migrated and supported Texas State bringing up their own Vireo and Repository

- Created ability to create new services from snapshots

- Re-tooling OJS, OCS and other services for easier accessibility and removal of Shibboleth barrier

- Ability to provide custom/ "vanity" URLs for your service (example: Myawesomejournal.com)

What we've been up to: highlights

Journals:

- The CEA Forum
- Cormac McCarthy Journal
- Curriculum History
- The International Journal of Structural Changes in Solids
- Journal of Digital Information
- Journal of Texas Women Writers
- Journal of Virtual Worlds Research
- Library Leadership & Management
- Plaza: Dialogues in Language and Literature
- National Journal of Urban Education & Practice
- Política Común
- Practical Academic Librarianship: The International Journal of the SLA Academic Division
- Proceedings of the International Conference on Coastal Engineering
- Texas Water Journal
- Archive of Numerical Software
- Journal of Agricultural Sensor Technologies
- Journal of Engineering Student Design Projects
- Journal of Border Educational Research
- Journal of Regulatory Science in Food Systems
- Moores School of Music Performance Archive
- Public Access-Computer Systems Review

- Proceedings of the Art of Death and Dying Symposium
- Texas State Undergraduate Review
- Urban Education Annuals
- Family and Community Ministries: Resources for Christian Leaders
- Poetess Archive Journal
- Intersections: Women's and Gender Studies in Review Across Disciplines

Conferences:

- Pathways 2012
- Intersections
- ACM Special Interest Group on Design of Communication
- Reves 2013: Silver Anniversary
- US ETD Association
- TCDL
- Texas ETD Association
- Ahead of the Future 2011
- Association of Teachers of Technical Writing
- SAIL 2011: Into the I of the Storm; Information Resources Undergo a Sea Change
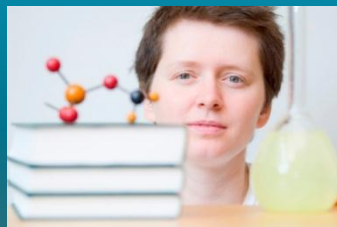- ETD 2010

The near future

- Greater customization of services

- Greater user access to administrative functionality

- Staging instances bear greater resemblance to production services

- Increased communication with TDL technical staff

Looking toward 2013 and beyond

MOVING FORWARD

As we move forward

- Responding to TDL member needs is our primary concern

- Awaiting results of the TDL survey

- Continuing to grow capacity for service

- Collaboration on services and software projects

For more information about the TDL, please visit the Texas Digital Library website at http://www.tdl.org or contact us at info@tdl.org.