

# Transitioning support: when campus IT manages library technology

Courtney Greene  
DePaul University  
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# DePaul: where we are



**Multi-campus system: Lincoln Park & Loop, plus four suburban locations**

# DePaul: library technology

- 88 staff computers
- 86 public computers (three computer labs + other terminals) at Lincoln Park & Loop campuses, plus 17 computers in the suburbs
- EZProxy, ContentDM, MultiMimsy, WebEvent, Voyager, Docutek, CLIO/ILLiad, Serials Solutions, subscription databases...
- Complex web site

# DePaul: campus technology

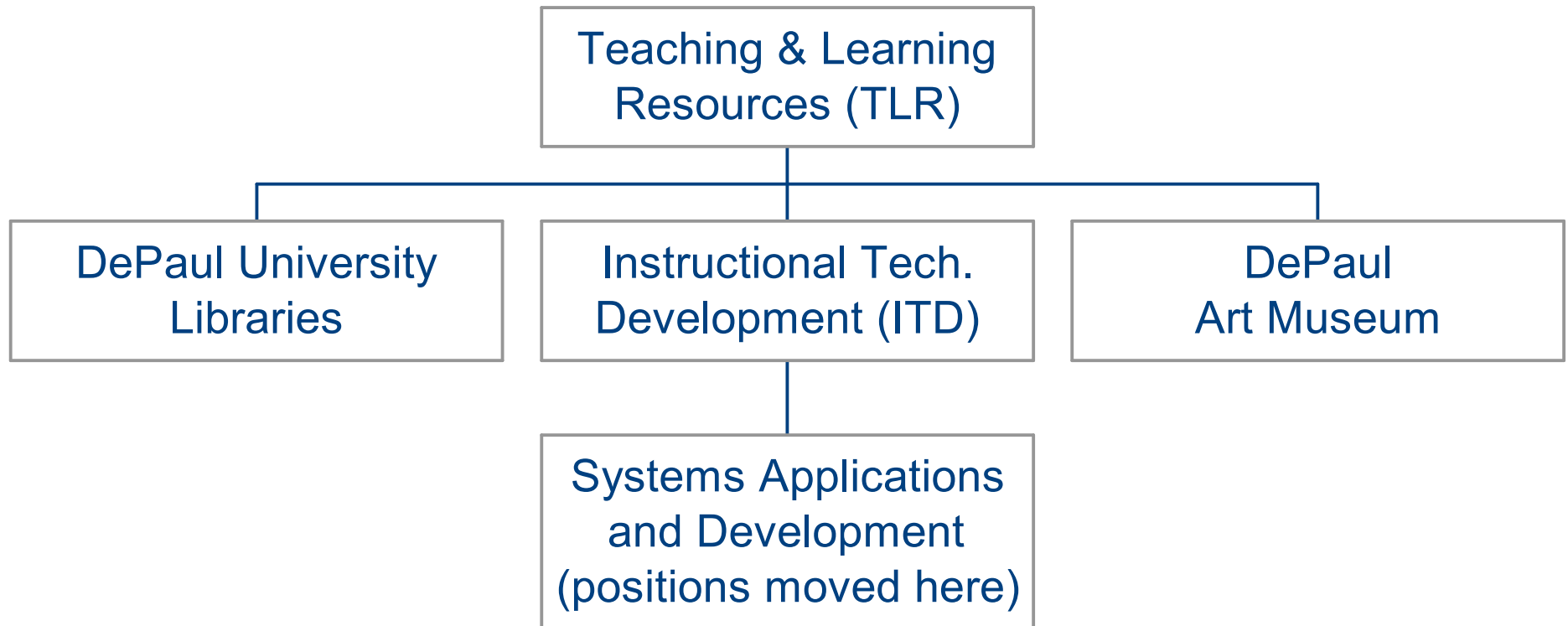
- Campus computer labs
  - Specialized software
  - Specialized hardware
- University portal (PeopleSoft):
  - Registration, payments
- Online learning systems (Blackboard & in-house)
- Printing & photocopying
- Wireless network
- Telecommunications, networks

# DePaul: library technology staff

- Prior to FY 06, the library had an in-house IT staff
  - Web Services: two full-time librarians
  - LITS: two full-time IT staff

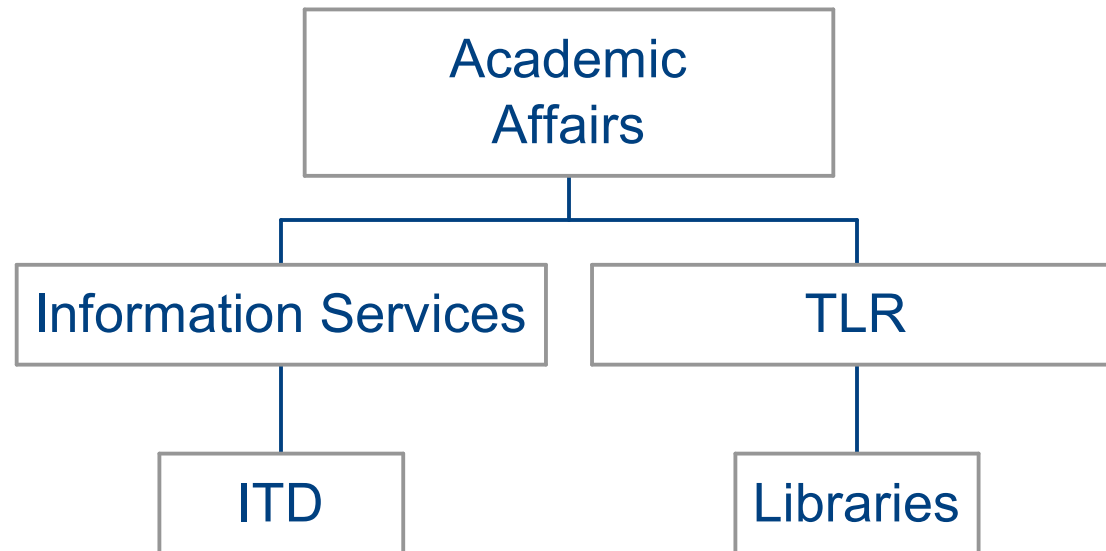
# Outsourcing: step one

- In FY06, IT positions were transferred to a sister unit



# Outsourcing: step two

- In FY07, ITD was reorganized into Information Services (IS, DePaul's campus IT)



# Working with campus IT

- Since the reorganization, projects initiated or completed include:
  - Major library website redesign (July 2008)
  - ILLiad
  - Server migration
  - Upgrades to several applications
  - Upgrade of library media viewing area to a lab with 22 iMacs

# Working with campus IT

- Reporting and tracking issues & projects:
  - Ticketing system
  - Work orders
  - Business cases

# Working with campus IT

- To facilitate communication, groups within the Library meet with various representatives of IS
  - Library Technology Group (bi-weekly)
  - Library Website Working Group (weekly)

# Finding common ground

- Value discipline: prevailing philosophy
  - sets priorities
  - guides day-to-day decisions
  - shapes organizational culture

# Value Disciplines

## Operational excellence

- Lowest cost, highest efficiency
- High quality, limited range of products & services supported
- Examples: Southwest Airlines, McDonalds

# Value Disciplines

## Operational excellence

- Efficient, reliable, homogenous, cost-effective

## Customer intimacy

- Providing case-by-case, unique solutions
- Tailored service, often time- & resource-intensive
- Examples: Nordstrom, Home Depot

# Value Disciplines

## Operational excellence

- Efficient, reliable, homogenous, cost-effective

## Customer intimacy

- Unique solutions, tailored service, time- & resource-intensive

## Product leadership

- Driven by innovation, competitive edge
- “High risk high stakes high returns”
- Examples: Apple, Intel

# Value Disciplines

## Operational excellence

- Efficient, reliable, homogenous, cost-effective

## Information Services

## Customer intimacy

- Unique solutions, tailored service, time- & resource-intensive

## Libraries

## Product leadership

- Driven by innovation, competitive edge

# Lessons learned

- Live in the present
- Build relationships
  - Small groups provide opportunities for personal interaction
- Clearly articulate expectations & procedures
- Document aggressively

# Further reading

Mark Eichen, “[Value Disciplines: A Lens for Successful Decision Making in IT](#),”  
*Educause Quarterly*, 29.2 (2006), 32-39.

# Thank you!

Courtney Greene

Instruction & Online Learning Librarian

DePaul University

[cgreene@depaul.edu](mailto:cgreene@depaul.edu)