### Service Performance

#### Supporting Library Collections and Services

- **Research and Teaching**
- **Discovery and Access**
- **Collections and Stewardship**
  - Digital resource and preservation services
  - Library and archives collections management
  - Unique digital collections
  - Library and archives collections management

#### Harvard Library Technology Services 2017 Q3 Dashboard (through March 2017)

#### Service Offerings

- Core System Availability
- User Support Requests

#### Financial Snapshot

**Library Technology Services**

<table>
<thead>
<tr>
<th>FY27 YTD Mar</th>
<th>FY2017</th>
<th>Budget</th>
<th>Actual</th>
<th>Over / Under</th>
</tr>
</thead>
<tbody>
<tr>
<td>People Cost</td>
<td>3,858.1</td>
<td>3,961.6</td>
<td>105.3%</td>
<td></td>
</tr>
<tr>
<td>Computing Cost</td>
<td>1,290.6</td>
<td>1,755.3</td>
<td>78.8%</td>
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</tr>
<tr>
<td>Sub Total (operating)</td>
<td>5,148.7</td>
<td>5,717.2</td>
<td>115.0%</td>
<td></td>
</tr>
<tr>
<td>Long Term Preservation</td>
<td>117.7</td>
<td>113.8 (8.4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office of Scholarly Communication</td>
<td>181.3</td>
<td>180.5 (0.4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Services Platform</td>
<td>92.7</td>
<td>88.7 (4.0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discovery of Special Collections</td>
<td>46.9</td>
<td>40.9 (13.1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sub Total (Grants)</td>
<td>438.0</td>
<td>388.6 (80.4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LTS GRAND TOTAL</td>
<td>5,777.2</td>
<td>5,692.0</td>
<td>114.9%</td>
<td></td>
</tr>
</tbody>
</table>

#### Projects

- **FY27 Footprints (Support requests open)**
- **FY27 Footprints (Support requests closed)**
- **FY17 Footprints (Support requests open)**
- **FY17 Footprints (Support requests closed)**

#### Resource Hours by Activity

- **Hours are estimated using an automated monthly time survey**

#### Library Analytics

- Operations & Maintenance
- Interoperability tools
- Shared Shelf
- Aleph
- HGL - Geospatial Library
- Dataverse Network
- Borrow Direct
- SFX
- VIA
- OASIS
- DRS - Digital Repository
- HOLLIS Classic
- HOLLIS+

#### Operations & Maintenance Resource Hours

- **Detailed Breakdown:** Operations & Maintenance

#### Core System Availability

- **April**: 3,220
- **May**: 2,969
- **June**: 1,957
- **July**: 2,476
- **August**: 2,065
- **September**: 2,011
- **October**: 632
- **November**: 138
- **December**: 138

#### User Support Requests

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- **May**: 2,969
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#### Library Technology Services 2017 Summary

- **FY27 YTD Mar**
- **FY2017**
- **Budget**
- **Actual**
- **Over / Under**