Harvard Library Technology Services 2018 Q3 Dashboard (through March 2018)

### Service Performance

#### Service Offerings

**Supporting Library Collections and Services**

- Research and Teaching
  - Course and student support tools
    - Canvas integration
  - Research data support services
    - Education promoted services
    - Training tools
- Discovery and Access
  - Searched library collections
    - Aeon (AeonCloud, Aeon Rome)
    - Unique digital collections
      - Ephemera
      - Harvard University Press
- Collections and Stewardship
  - Special collections and archives
    - Digital and Archival Collections
  - Library and archives collection management
    - Library analytical tools
      - Library analytics
- Operations & Maintenance
  - Interoperability tools
    - Library Class

#### User Support Requests

**3rd Quarter Major Issues (Jan-Mar 2018)**

- New HOLLIS UI: released at the end of March: we have been actively soliciting feedback and so have seen a spike from users providing feedback and asking for new features (General Search/Service Request)
- EZProxy issue: Harvard IP’s blocked by vendor’s servers and users were unable to access resources hosted by Taylor & Francis, Sage, and Wiley. (General Search/Outage)
- Aleph cleanup: work in preparation for the Alma migration as well as the end of the fiscal year (L&A Collection Management/Service Request)
- Aeon migrated servers and spike in staff requesting login credentials (L&A Collection Management/User Authentication)

### Operations

#### Financial Snapshot

**Library Technology Services**

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY18 YTD Mar</th>
<th>FY 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>In $Thousands</td>
<td>Budget</td>
<td>Actual</td>
</tr>
<tr>
<td>People Cost</td>
<td>1,838.5</td>
<td>1,905.4</td>
</tr>
<tr>
<td>Computing Cost</td>
<td>1,363.3</td>
<td>1,296.6</td>
</tr>
<tr>
<td>Sub Total (Operating)</td>
<td>3,201.8</td>
<td>3,196.0</td>
</tr>
<tr>
<td>Open Access / OSC</td>
<td>230.5</td>
<td>149.6</td>
</tr>
<tr>
<td>Sub Total (Grants)</td>
<td>3,432.3</td>
<td>3,345.6</td>
</tr>
<tr>
<td>LTS GRAND TOTAL</td>
<td>3,654.9</td>
<td>3,491.6</td>
</tr>
</tbody>
</table>

#### Resource Hours by Activity

- **New**: 6% 2,425 hours
- **Enhancements**: 32% 13,052 hours
- **Operations & Maintenance**: 62% 25,657 hours
- **All**: 100% 41,125 hours

### Projects

**Project Resource Hours**

**Detailed break down; Enhancements & New**

#### FY18 goal

- **LTS contact:**
  - Laura More
  - Randy Stem
  - Anthony Moulen
  - Corinna Balsik
  - Sharon Bayer
  - Corinna Stern
  - Randy Stem
  - Anthony Moulen
  - Corinna Balsik
  - Sharon Bayer
- **HL sponsor/stakeholders:**
  - Access and Discovery SC, Information & Technical Services, Access Services
  - Digital Strategies and Innovation
  - Access & Discovery SC, Special Collections and Archives Council
  - Information & Technical Services
  - Digital Strategies and Innovation, HL Communications
  - Preservation Services, Stewardship SC, CoL and Content Dev SC
  - Preservation Services, Stewardship SC, CoL and Content Dev SC
  - Access & Discovery Standing Committee
  - Library Tech Services

### Team Goals

- **Goal 1**: Implement Alma and Leganto
- **Goal 2**: Build and launch digital collection platform (DCP) for Harvard’s digitized collections
- **Goal 3**: Build and launch new UI for archives and decommision DAAGS
- **Goal 4**: Linked Data for Libraries - Mellon funded project (Ld4l Labs)
- **Goal 5**: Support implementation of new Harvard Library website
- **Goal 6**: Rewrite Email Archiving Service (EAS) as open source
- **Goal 7**: DRS Developments: audio format migration and easier deposits
- **Goal 8**: Integrate VIA into HOLLIS+ as open source
- **Goal 9**: Complete migration of applications out of 60 Oxford St. and maxmize use of Cloud
- **Goal 10**: Upgrade HOLLIS+ user interface