

## LIBRARY INFORMATION TECHNOLOGY SERVICES

For assistance contact us at: [lisd@syr.edu](mailto:lisd@syr.edu) or 315-443-4300

### Who We Are and What We Do

1/14/2011 (Revised 2/2018)

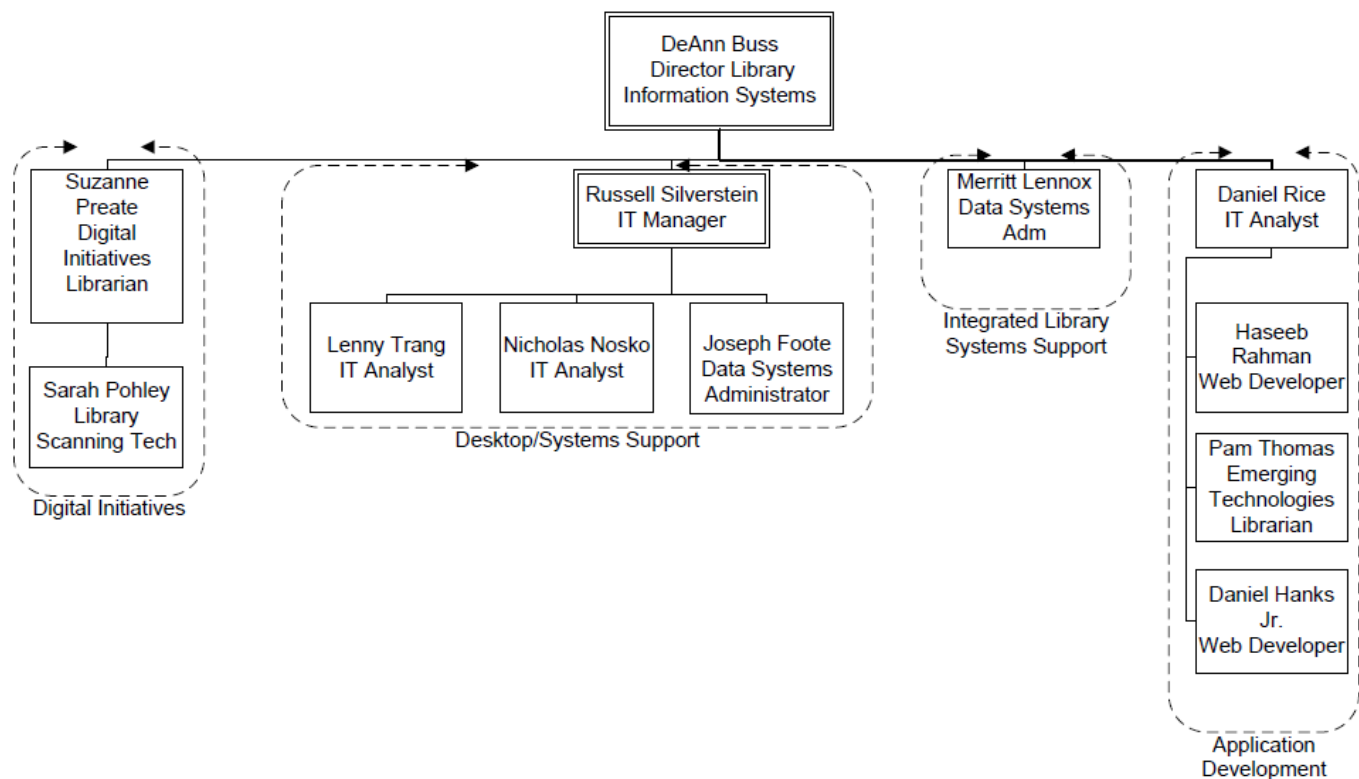


Figure 1 2/8/2018 Syracuse University Libraries Org Chart

- A. DeAnn Buss, Director Library Information Systems
  - a. Digital Initiatives
    - i. Suzanne Preate, Digital Initiaves Librarian
    - ii. Sarah Pohley, Library Scanning Technician
  - b. Desktop/Systems Support
    - i. Russell Silverstein, Manager
    - ii. Lenny Trang, IT Analyst
    - iii. Nicholas Nosko, IT Analyst

- iv. Joseph Foote, Data Systems Administrator
- c. Integrated Library Systems Support
  - i. Merritt Lennox, Data Systems Administrator
- d. Application Development
  - i. Daniel Rice, IT Analyst
    - 1. Haseeb Rahman, Web Developer
    - 2. Pamela Thomas, Librarian
    - 3. Daniel Hanks Jr., Web Developer

## Training

- » Software application upgrade re-training
- » New software application training
- » Consultation on improving productivity through Technology
- » Technology Associates Training
- » Classroom based or one-on-one training
- » Technology Tutorials

## Digital Production

- » Plan, coordinate and execute digital projects using national/international standards
- » Scan, edit, process and upload materials in support of CONTENTdm and SURFACE collections
- » Support scanning/editing needs of library departments
- » Create and edit technical metadata
- » Collaborate w/Cataloging during the digital project life cycle

## Desktop/System Support

- » Single contact point for Library staff to report all technical issues, staff or public, for all systems, library specific or campus-wide (lisd@syr.edu or 3- 4300)
- » Desktop management (software/hardware updates, configuration changes, security patches)
- » Desktop software, hardware, and peripheral support
- » Meeting room presentation equipment maintenance
- » Build, maintain, upgrade and patch library specific servers such as web systems, file servers, print servers, application servers
- » Troubleshooting of off-campus patron-access to Library resources
- » Implement the Library departmental-based Technology Associates program to ensure localized staff support for software/hardware issues
- » Library-wide technology enabled project planning, implementation, support and maintenance.
- » Provide after-hours emergency technical support for major Library systems and wide-spread peripheral access for patrons

## **Integrated Library System Management (ILSM)**

- » Provide access, maintenance, upgrades, and assistance to Library staff for all back- end Voyager Acquisition, Cataloging, Circulation, and Online Public Access Catalog (WebVoyage) systems.
- » Patron data loads into Voyager from ID card office and Human Resources
- » Bibliographic data loads and extracts into/from Voyager
- » Acquisitions purchasing data loads into Peoplesoft
- » Data loads from Voyager to Summon
- » Troubleshoot ILS systems, periodic data loads and patron access to Library resources
- » Specialized data reporting
- » Work with vendors on system glitches, optimization, upgrades, and advocate for future enhancements

## **Application Development**

- » Library website support and programming
- » Assist web content providers in web development and troubleshooting
- » 3rd Party Web-based tool customization such as Voyager, LibGuides, CONTENTdm, etc.
- » Special Library project/grant web-based application development