

## Timeline of student computing growth in the Egan Library: (highlights)

Fall 2012	Research and procurement of licensing for a computer application that would limit public access to library computers – our goal was to continue to make public workstations more student friendly and introduce forced time-limits to members of the public using library computers (also in line with other Juneau library practices).
Spring 2013	<p>PC Reservation computer time-out and reservation system installed on 4 public computers. Library staff could now monitor and limit access to public machines.</p> <p>Limited Office applications on all computers other than student academic build workstations (due to licensing issues), made student-need for quick and easy printing of assignments a challenge.</p>
Summer 2013	<p>Campus Computing Lab in Whitehead Building Closed.</p> <p>Classroom Support Desk relocated to the Egan Library entrance.</p>
Fall 2013	<p>Top priorities: Add Office applications to all machines in the public area of the library, (necessary to coordinate with ITS for this project).</p> <p>Improve the quick-catalog lookup machines (out of order often, restricted environment, slow boot time, running XP).</p> <p>Academic Lab computers = 10 (ITS machines) out-dated build, issues with JAVA</p> <p>Microfilm Computer = 1 Problems: Not on the domain, running XP, nonstandard build, slow response time, slow boot, problematic with Microfilm software via SCSI connection.</p> <p>Checkout laptops = ~5 Problems: 5-8 year old hardware with heavy use, signs of hardware failure, outdated builds, minor cosmetic damages (missing keys, peeled casing plastic, etc.)</p>
Spring 2014	<p>Top priorities: Revitalize the checkout pool of laptops (checkout laptops = ~11). We introduced a 50/50 split of virtual and non-virtual laptops for students to checkout, though buggy at release the overall environment was much quicker and constantly updated. However, hardware provided by ITS was old and slowly suffered hardware failures.</p>

	<p>15 Minute machines = 2 Beginning of collaborative project with Library Tech and NDS Tech to provide a build with a faster environment, less user restrictions, and word processing. Rebuilt into a Linux based environment running a controlled “kiosk” styled Firefox browser. Designed to allow students and other patrons fast access to our catalogs, and they could login to their library accounts with no risk to their personal information. The build wipes all information off when the session is closed.</p> <p>Academic Lab computers = 10 Problems: These computers were made “virtual” by ITS, suddenly, <i>without communication or consultation of the plan to the library director or library technician.</i> These beta VDI machines had numerous login problems, the build was unstable, they were not accessing GPO – by which we are required by law to access, printers were not visible or easily useable, and USB devices were not recognized. Following this, the library technician worked closely with NDS to sort out the environment to be use-able and legal for student use.</p>
Fall 2014	<p>Checkout Laptops = ~6 down to 3 by the end of the semester Problems: these laptops were in high demand by students; 2 computers lost, 6 that were put in “discard” due to hardware failure. Library requested of IT the laptops be refreshed as per the original agreement, as these laptops were on an IT academic refresh cycle. The request was made in summer 2014, and as of April 2015 the request has still not been fulfilled. Demand remains high; we only have 3 laptops in circulation currently. We are turning away students who need these computers.</p> <p>15 minute machines = 2 These machines were virtualized by coordination between the Library Tech and NDS. They are much faster and include word processing capability. We coordinated with ITS on licensing Office for these machines.</p> <p>PC Reservation Machines, Lib = 4 These machines were virtualized, have had bugs here and there, mostly due to server storage limitations which results in printers disappearing and “windows is not genuine” error.</p> <p>Academic Lab Computers = 12 Two additional machines were added for students.</p>
Spring 2015	<p>Checkout laptops = 3</p> <p>Microfilm computer = 0 SCSI software was not compatible with the Win 7 environment. Library staff will need to find a new venue for converting microfilm to digital for the institutional repository. This might involve outsourcing a project or several if we cannot have the technology and this would be the most budget-responsible plan.</p> <p>15 minute machines = 4 Due to growing demand for quick to walk up and use to print and easy access by students we have added 2 more 15 minute machines, by re-deploying and configuring existing library hardware.</p>