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Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012

ITS Newsletter Vol. 2, Issue 1

Letter from the CIO

This is a very exciting time for technology and libraries at the University of the Virgin Islands. The University is investing heavily in technology across the board. To help keep you informed of the programs of the many initiatives, an executive summary for the "technology plan to achieve Vision 2012" is available. A hard copy can be requested from my office. Associated planning documents will be available soon.

I would also like to personally recognize the men and women of the ITS staff who have been working diligently to improve customer service, upgrade equipment, and identify needs across both campuses. I would also like to ask for your help. If you notice technology or library services that need improvement, please contact the helpdesk immediately. This includes anything from a non-functioning microphone in a VC room to a printer in a lab that may need attention. This information will allow ITS to resolve the concerns immediately, and better serve our students. We look forward to working with you to continually improve ITS services to the UVI community.

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UVI LIBRARY LAUNCHES PCounter

In an attempt to control lab printing and insure authorized access to University computing equipment, ITS has implemented a print management solution in all public computer labs. This product, **PCounter**, is now installed in all public computer labs on both campuses. The program will be made available in the libraries at a later date. Until then, library lab users will continue to pay for printing at the circulation desk, outside the PCounter system.

This program will require lab users to login, in order to gain access to the computers. The information below is on **PCounter** and its use in the labs:

What is PCounter? A print management software package that is designed to manage print jobs.

How do I log on? How do I find my user name and password? You will be prompted for your login information in order to use a computer in the lab. This is used to track your printing and determine the availability of funds on your account.

In order to find your login information, visit the webpage <http://id.uvi.edu> and enter the requested information.

There you will retrieve your username and password. Your username is the same as your student e-mail username (without the @uvi.edu). Your password is the same as your initial student e-mail password, with the addition of an ! (exclamation point) at the end. Again, both the username and password are available at <http://id.uvi.edu>.

What is the cost of printing? Students are given a balance of 200 pages (\$20.00) at the beginning of each semester. Each time a page is printed, \$0.10 will be deducted from your initial balance. Once the 200 copies are expended, you will have to add funds to your account. Please note, monies added to PCounter are non-refundable.

How do I add funds to my PCounter account? Funds can be added to your PCounter account at the library circulation desk. Self-service stations will also be available (NWW on StX and CA labs on STT) for students to independently add funds to their account.

Library Updates for Faculty/Students

With funding from VI-EPSCoR, the libraries have subscribed to EndNote, a software tool for publishing and managing bibliographies. This program is already available for student use in the computer labs. Faculty members who wish to have EndNote installed on their workstations are asked to e-mail or call the helpdesk (helpdesk@uvi.edu or x1466) to have the installation scheduled.

PsycARTICLES, the APA Article Database containing the full text of articles from APA journals and EPF (Educational Publishing Foundation) journals is available from the library home page under Online Databases. This resource is now fully available to the UVI community both on and off campus. Please share the availability of these resources with your students.

Library Blocks

Library patrons are fined for items that are not returned at the end of the allotted check-out period. If fines are allowed to accrue or items are not returned, a block is placed on the student's record, preventing him/her from registering for the next semester or from receiving their diploma. Please remember that library materials are for the use of all UVI students. Returning them helps to ensure that materials will be available for other patrons who may need them. If you do not return the item on time or not at all, it makes it difficult for others to use the materials. Please note that our emphasis remains on having all library materials returned at the end of a circulation period.

Library Committee and Academic Technology Committee Combined

Faculty approved the proposal to integrate the Library Committee and the Academic Technology Committee as part of the ITS plan for curriculum and technology support, at the December 7, 2006 regular meeting. The following describes the responsibilities of the combined group:

This committee works collaboratively with the Provost for immediate and longterm planning of instructional technology and library collections and support services; makes recommendations regarding policy and direction for developing all learning resources to meet faculty and student instructional needs; collaborates with other units as appropriate to explore funding sources for approved initiatives; recommends initiatives for integrating learning resources into the curriculum; and is responsible for evaluation and assessment of recommendation initiatives.

Banner News

Banner 7.3 Upgrade In December, we successfully upgraded to Banner 7.3. It is web-based and can be accessed from anywhere on campus with an internet connection. (<http://banweb.uvi.edu>).

Common Matching In December, as part of the Banner 7.3 upgrade, Common Matching was implemented. Common Matching helps prevent the creation of duplicate records for someone who already exists in the Banner database. Whenever the user enters a new person into the Banner database, Common Matching is now used.

Dynamic Class Schedule In February, the static class schedule was replaced with a dynamic class schedule. The dynamic class schedule retrieves the class schedule information directly from the Banner database so it is always 100% up to date. This allows users to search for classes based on campus, subject, course number, title, course level, time, and day of the week.

Data Extract In February, the Banner Data Extract feature was implemented. This feature is available from almost all Banner forms and allows you to extract data from the form into an Excel spreadsheet. Once Banner data is in a spreadsheet, the user can easily sort, graph, and report the data. To use this feature, choose Help/Extract Data No Key from the menu bar of any Banner form.

For assistance with Banner call the Helpdesk @ 1466.

WHAT'S NEW IN CUSTOMER SERVICE

In order to provide additional technical support and assistance to our customers, one technician will be available during the evening shift. Technology Specialist Burt Chesterfield will be working that shift on Tuesdays and Thursdays from **11:00am to 7:00pm**. Burt will be located in the library after **5:00pm**. His main objective is to roam and provide technical support to the classrooms, computer labs, and assist students and professors with technology problems. Burt can be reached by cell phone @ **344-3663 on STT Campus**. Please leave a detailed message and your call will be returned.

SELECTED NEW TITLES IN CAMPUS LIBRARIES

STT new titles are:

Arnetz, Bengt B., *Stress in Health and Disease* [RC455.4 .S87 S774 2006]

Dow, Kirstin, *The Atlas of Climate Change: Mapping the World's Greatest Challenge* [QC981.8 .C5 D69 2006]

Gabriel, Otto, *Fish Catching Methods of the World* [SH344 .B69 2005]

Scott, Eugenie Carol, *Evolution vs. Creationism: An Introduction* [QH367 .S395 2005]

Smith, Dan, *The State of the Middle East: An Atlas of Conflict and Resolution* [DS63.1 .S62 2006]

STX new titles are:

Mallon, Gerald P. & Peg McCartt, *Hess Child welfare for the 21st century: a handbook of practices, policies, and programs* [HV741 .C516 2005]

Buchman, Dian Dincin, *Complete book of water healing: using the earth's most essential resource to cure illness, promote health, and sooth and restore body, mind, and spirit* [RM811 .B778 2002]

Encyclopedia of animals: a complete visual guide [QL7 .E54 2004]

Banc, Iris, *Performing with computer applications: personal information manager, word processing, desktop publishing, spreadsheets, databases, presentations, Internet, and web design* [QA76 .B42 2007]

Plaza, Dwaine E. and Frances Henry, *Returning to the source: the final stage*

Comings, Goings & Promotions in ITS

ITS welcomes five new members to its staff; Kelly Harrigan, Bethany Wilkes, Kimbalee Dawson, & Burt Chesterfield on the St. Thomas Campus and Shelly Anslyn-Jones on the St. Croix Campus.

Ms. Harrigan, a native Virgin Islander, was recruited by the University in January 2007 for the position Special Assistant to the Chief Information Officer. In this role she will be responsible for assisting the ITS Managers on various projects. Ms. Harrigan comes to the University from the Office of the Lt. Governor where she served as the Director of Management Information Services. She holds a Bachelor's degree in communications from Syracuse University. Ms. Harrigan has worked as a network engineer and has managed several different cutting edge technologies.



Ms. Wilkes, recently accepted the position of Librarian II, for Collection Development and information literacy. Bethany is housed at the Ralph M. Paiewansky Library. She received her Bachelor's degree in English from the University of Montana and her Master's degree in Library and Information Studies from Florida State University. She has worked in both public and academic libraries. Ms. Wilkes moved to St. Thomas from the island of Saipan, where she was the Curriculum Resource Center Librarian at Northern Marianas College.

Ms. Dawson has been a UVI employee since 2002. She recently transferred to ITS from the Access and Enrollment Services component. She is currently the Programmer Analyst III for ITS. Ms. Dawson has deep roots in the information technology field, as far back as high school where she completed her internship and later gained employment at the Banco Popular IT Department. In Access & Enrollment Services, Kim worked closely with the ITS department and was the primary caretaker of student data that provided information services and training to students, faculty and administrators. She is highly knowledgeable about the ERP software Banner and has experience in programming. In May, Kim will graduate with a Bachelor of Arts Degree in Computer Information Systems.



Mr. Chesterfield is no stranger to ITS. He began working as a student technician at UVI. He was offered and accepted the position of Information Technology Specialist I in January, 2007 and is currently working with the ITS Help Desk. He holds BA in Business Administration with a concentration in Finance (May 06) and will complete an Associates Degree in Business Management (May 07). Both degrees were attained from the University of the Virgin Islands.

Mrs. Anslyn-Jones is a native of Nevis. She migrated to St. Croix in 1985, and upon graduation from high school she attended Borough of Manhattan Community College (BMCC) in NY where she received an A.A degree in Liberal Arts. She is currently enrolled in UVI's Marketing program on the St. Croix campus. Prior to being offered the position of Library Assistant III at the UVI St. Croix Campus Library, she worked as a student assistant, also in the library.



Congratulations and heart felt best wishes & good bye to:

- Ms. Debra Graulich, has accepted the position of Network Administrator at the UVI Research and Technology Park.
- Mr. Wesley Joyce, has accepted a position in Maryland with a telecommunications company.

Promotions:

Congratulations to:

- Mr. Derval Prince on his promotion to Customer Service Technology Specialist II.
- Mr. Erik Pattison on his promotion to ITS Supervisor, Learning Environment

Congratulations to Celcia Prince and Elory Richards of the St. Croix Campus Library who married on December 20, 2006. We wish them the best for a healthy and happy marriage.

