

IT Liaisons Meeting Notes
Oct. 7, 2008

1. Upcoming Events / CSS Changes (Matt Jewett)

Greg Ramage and Caleb Pulliam have left CSS. Matt is doing their duties. CSS has hired some new students and is trying to hire students who are computer science majors. Hopefully they will find the work more interesting and stay with CSS longer.

If problems arise during off hours call Matt's office phone (614-292-5565) which forwards to his cell phone.

Future projects include the move to the e-lan and the move back to Thompson Library. The Libraries is getting more storage in preparation to moving to the e-lan. CSS is meeting soon with others who have already moved to the e-lan to discuss how their migration went.

2. Viruses/Spy ware (Barry Brinkley)

-- Passwords

-- Phishing

-- Links: Hover the mouse over the URL and look at the bottom tray. The real URL will always display. Be sure that the link is connecting to the site that you expect. Hackers can fake links so they look like they are connecting to a trusted site when the link actually connects to a bogus site.

URLs are read from back to front. This is a fake URL www.google.com.fakesite.org
Even though it appears to be from Google, it's not and has been faked to mislead people.

--Email: By nature email is not secure. You should never be asked for sensitive information in an email message. And you should not send sensitive information in email.

Viruses in email are not as big a deal as they once were. Be aware of attachments. Do NOT open an attachment unless it's from a source you know.

-- Viruses: Generally you get a virus by running file you receive from someone and not when you go to a web site.

Spyware: Spybot is on all staff PCs. No one spyware program catches all spyware. To run Spybot go to Programs/Accessories. You can run Spybot overnight if you prefer. Spyware should not be an issue unless you are installing new programs.

-- Mail bounce-backs: This is not caused by viruses. It's more likely to be caused by a high level of spam coming from an email domain and other sites blacklisting email from those domains. Some library personnel are using Gmail instead of Eudora and had problems when Gmail blacklisted OSU email addresses.

3. Suggested OSUL IT Practices (Barry Brinkley)

DO --

-Store files on the server. All files saved to My Documents are stored on the server. All files on the server are backed up. We also backups stored off-site. Anything stored on the desktop and computer hard drive are NOT stored on the server and not backed up. If your computer is reimaged all files stored on your computer will be lost.

-Report problems using the IT Service Request form,

<http://library.osu.edu/sites/staff/forms/problem.php>

Selecting Microcomputers/network or File Directory/restore the message goes to the CSS ticketing system. All the CSS staff can see these requests and provide backup for each other.

--Penny reminded everyone use the form to report problems with OSCAR, reference databases, e-journals, Knowledge Bank, Web site, and off-campus access. Multiple people in the IT Div receive these messages and provide backup for each other.

--Matt asked liaisons to send him comments on how this form can be improved. Deb mentioned that she does not like that the automated email reply does not include the text of the problem she reported. In order to get that information she sends a copy of the form to herself by putting her email address in the *Send Copy of Message To* box, but then she has two messages for every problem she reports. Matt said that the automated email reply is a function of the Remedy software and cannot be changed. The WIT team added the *Send Copy of Message To* box to the form. Matt will see what can be done.

-New Staff Intranet: The Staff Intranet site recently changed to make some items, such as the staff directory, open for anyone to view. Library personnel MUST login using the link in the upper right corner in order to see all the documents, forms, etc. available to library personnel.

-New employees: Notify CSS when new people are hired so that Novell accounts can be created and computers provided. Penny mentioned that there are separate forms to request Novell accounts and OSCAR authorizations. The forms are listed on the Staff web site Forms section.

DO NOT:

-store files on the desktop;

-use generalized logins. The libconf login is intended to be used on conference room computers;

-use circ image for staff PCs. Circ images so NOT require login;

-move your computer equipment from room to room or plug to plug. Each computer is assigned to a specific network jack. You can move your computer equipment from your desk to the floor.

-download software. This is the Libraries' official policy, but we recognize that some people do download software they may. Over the years the Libraries has allowed downloading and blocked it; both approaches have problems. If you download software

you do it at you own risk. If your computer is corrupted and requires reimaging it will be done as CSS has time.

Software issues:

-Firefox: Can Firefox be added to the staff image? Matt said that it can, but Firefox handles bookmarks as a local install and there is no way to backup those to the server. Each person must copy their Firefox bookmarks to the server if they want to them backed up. Liaisons prefer that Firefox be added and they will inform staff that they must backup their Firefox bookmarks. Firefox would auto update.

-Webex: Penny asked that Webex be added to the staff image. Many vendors provide webinar training and attendees must have Webex so the vendor can push screen shots or PowerPoint presentations to the attendees computer during the training.

4. Liaison Role (Barry Brinkley)

Liaisons role is mostly as a means of disseminating information between library personnel and CSS. Liaisons are the first line of trouble shooting. Each liaison has a different level of computer knowledge and liaisons are not expected to troubleshoot complex problems. An initial level of trouble shooting includes: is the equipment plugged in and turned on, communicating the text of error messages and the name of the software that generated that error. Patrick Visel suggested that a checklist of things for liaisons to look for would be useful to liaisons and Barry will prepare a list.

Let CSS know if there is software or technology that would be useful.

5. Upcoming Events (Barry Brinkley)

-CMS (Course Management Software): SilverStripe has been selected. All web pages must be migrated into the CMS. Using a CMS allows WIT (Web Implementation Team) to control the html coding and the person who's responsible for the web page controls the content without needing to know html. The CMS replaces all web creation software now being used, Frontpage, Dreamweaver, etc. Those applications will be removed after CMS training and web page migration is completed.

WIT will do a phased implementation starting in November. They will meet with users in each unit to decide how to migrate their content into the CMS. The timeline runs through Spring 2009 and will be adjusted as needed. The goal is to have all web pages migrated into the CMS before the Libraries new web site design is implemented in Summer 2009.

-Misc:

Never turn off computers -- public or staff. The computers are set-up to download updates overnight. You should turn off the monitor at night.

6. Liaison Questions/Comments (Barry Brinkley)

Next meeting: Feb. 3, 2009, 9:30am-10:30am in SEL 090 and ACK5826. We hope to resume the polycom broadcast. As of Summer 2008 this group started meeting quarterly

instead of monthly. Let Matt, Barry or Penny know if you feel the meeting schedule should be reconsidered.