Good Morning everyone,

As many of you already know over the past few months the Library Systems office has been working closely Campus Technology Support (CTS), a campus-wide technology support unit.

Since July, Sue Kashinski has graciously accepted her new position in CTS and because of her years of experience and expertise in the Library environment, she remains the Library IT support lead.   My own role as Department Head of Library Systems remains the same, advocating and coordinating library technology needs. Along with John Hubbard our Library Systems office is now officially partnering with (CTS) on Monday November 25, 2019.

Joining us in our efforts to provide you with the same high level of IT support is an experienced team of IT professionals who have been supporting various IT initiatives throughout the UWM campus.

Upcoming Changes

- Starting **Monday November 25, 2019** the UWM Help Desk will be the first point of contact for the UWM Libraries and its branch campus libraries. They can be reached by:
    - Calling 414-229-4040
    - Emailing helpdesk@uwm.edu
    - Submitting a request support form https://uwm.edu/technology/help/
    - Visiting TechZone in Bolton Hall 225A, or GML Learning Commons walk-in support areas
- Expect official technology support communications to come from CTS or directly from me.
- On **Monday December 16,** all IT purchasing will be done officially though CTS IT Purchasing. This is a change to our back end Library Systems procedure for ordering IT. Staff should still contact me directly for planning, research and ultimately purchasing IT related items for the Library.
- On **Monday, February 3**, all data storage and user management will officially be supported though CTS. Overall network administrative storage, planning and permissions will remain supervised by our Library Systems Office.
- On **Monday, February 24**, all classroom, conference and presentation AV needs will officially be supported by CTS Classroom Support.   Please note this transition is evolving process and will not cover all events immediately. Special and annual events like the Fromkin Lectures will remain supervised by our Library Systems Office with additional support from CTS.

Directing Support Requests

The following table is a breakdown of technology support types, their supporting units and where staff should route their support requests. It is important to understand when you submit a ticket it is immediately routed to a CTS specialist who can best answer or address your need. These tickets are used to not only track service calls, they also provide metrics that give us an informed picture of overall needs, issues or problems experienced by our users as well as a record of their solutions that are stored in a large knowledge base to help resolve future tickets in a more efficient and timely manner.

Please keep in-mind, although CTS will now be the UWM Libraries main IT support our Library Systems office is still here give you answers or guide you to the proper support contact. Our doors are still open and if you do run into one of us or contact our office we will still be able to assist you personally if it's appropriate or route you to CTS support when they may be better to serve your need.

Technology Support Type	Supporting Unit	Support Request Routing
Desktops, Laptops, and Devices	Campus Technology Support	UWM Help Desk https://uwm.edu/technology/help/
Conference Rooms and Events	Classroom Support	UWM Help Desk https://uwm.edu/technology/help/
Networked Printers	Campus Technology Support	UWM Help Desk https://uwm.edu/technology/help/
Leased MFP Devices (copiers)	UWM Print and Copy Services	UWM Print and Copy Services https://uwm.edu/print-copy/home/about/
Networking	UWM Network Operations Center	UWM Help Desk https://uwm.edu/technology/help/

Library IT currently out of scope of CTS

Please note there are a number of items that currently do not fall under the support model of CTS. Although some of these items will eventually make a transition over to CTS support for now please contact our office directly.

phone: 414-229-3999
email: libauto@uwm.edu
Library Systems: https://uwm.edu/libraries/systems/

- Alma/Primo Administration and Support
- CONTENTdm, Bepress, Omeka
- D!bs
- Thermal Spine Label printing
- ID/Barcode Scanners
- Microform Equipment
- AskALibrarian
- Illiad Support
- Chromebook laptop check out program
- Pantherlist/O365 Group Membership Management
- LibGuides Administration
- Library SharePoint Administration
- Electronic Resource Technical Support (EZproxy)
- Library Licensed Database Resource Support
- Digital Signage Content Management
- WordPress Content Management
- Request Forms

Thank you for your patience and support through this transition. As always if you have any questions please, contact me directly.

Andy Ritter, MLIS

[Head of Library Systems](#)

University of Wisconsin Milwaukee

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