LTAG Meeting Minutes
March 12,2008 @ CDL

Present: Sue Chesley (LAUC) , Lynne Grigsby (UCB, chair)**,** Ann Dobson(UCSF), Declan Fleming (UCSD), Andy Kohler (UCLA), Catherine Masi (UCSB), Eric Mitchell (UCSC), John Ober (CDL, recorder), Adrian Petrisor(UCI), Dale Snapp (UCD), Terry Toy (UCR)

Absent: Donald Barclay (UCM)

1. LTAG's future. Grigsby described her October discussion with SOPAG and their desire for all campus groups to be more than information sharing venues. ACGs, including LTAG, should identify and work on substantive systemwide issues. SOPAG identified three possibilities for LTAG to consider: 1) authentication and other technical infrastructure issues connected to the Worldcat Local project; 2) [shared or interoperable] digital object content management systems; 3) technical analysis of HOPS initiatives such as the use of IM for reference.

After round-robin discussion of technology challenges and campus initiatives (reported below) LTAG constructed a list of high-impact activities and projects:
1. Specific projects
    a. Authentication interoperability (cf: UCTrust) as it relates to OCLC worldcat, tier one resources, and other systemwide services;
    b. Collaboration tools for systemwide use or interoperation;
    c. Technical components of repository definitions and services, with a view toward shared content and interoperability;
    d. Construction of the "interface" or "API" through which ACGs and other systemwide groups can seek LTAG expertise, analysis, and advice;
2. Ongoing activities:
    a. Identify the opportunities and needs to analyze and test new technologies against systemwide services. "Killing proxy servers" and testing web vpn and client-based vpn against tier 1 resources is a specific case in point.
    b. Respond to requests for technical analysis and advice (aided by item 1.d above)
    c. Exchange of expertise and experience to minimize redundant efforts and maximize the libraries' collective investments in technology. This can take at least two forms:
        i. LTAG conventions and tools for queries and exchanges of information (sample topic: experience with server virtualization; sample tool; Google docs)
        ii. Staff rotations or exchanges

Actions: 1. Grigsby will send this list of possibilities to LTAG for action and review

2. LTAG will immediately begin use of the listserv and google docs for information exchange (Fleming to provide google docs access to new members).

2. Round robins. Although initiated with campus reports, the discussion took two forms: common technology interests and campus-specific activities. Many campus activities are captured below in the "common interests."

A. Common Interests [note: the following are highlights, not necessarily comprehensive reports of campus interest].

VPN. UCR & UCI report problems with their webVPN and content vendor authentication. Solutions complicated by configuration changes that can be made on the Cisco side or the DB vendor side. UCD and UCSD report also report problems with Juniper's vpn products.
Action: LTAG should consider a project which defines and shares common vpn requirements on boththe vpn and content vendor sides.

Collaboration tools: Confluence in use or under consideration at SB, I, SD, D; Sharepoint in use or under consideration at R, B, LA. PBWiki in use at B, SC, SD; CDL; UCI considering DekiWiki.
Action: Masi will set up LTAG Confluence space for experimentation.

Identity mgmt. Oracle/bridgestone under consideration at D; CAS in use at R; AD/LDAP in use at LA, CDL; Homegrown system at SF.

Virtualization. VMWare in use or under consideration at SF, SB, D, LA, R, CDL; Isolon in use at SB. Snapp cautions against Xen.

Desktop support/imaging. Most campuses report some form of desktop environment lockdown (UCB is the exception). Various remote desktop schemes for remote service including LANdesk (SC, I). UCD uses virtual machines for a sand-boxed experimental area for librarians. All campuses waiting to deploy MS Vista but seeing some user demand/need. All campuses except UCI report 3-4 year desktop replacement cycles and recommend this as good practice.

Public printing. SF and D evaluating Goprint; SD, SC hapy with Pharos, R happy with Tracsystems; B unhappy with Cannon.

[Web] Content Mgmt. System platforms. Vignette (SD working with campus); Drupal (SF considering moving from Zope, B considering); Cascade (UCI w/ 5 other units), RedDot (LA; but campus uses Vignette); Stellant (B).

Web statistics. UCI reports problems with Nettracker, ?? checking on legality of use of Google analytics. CDL recently installed Urchin. Discussion about the challenge of anonymization as dictated by UC library policy.
Action: UCI will share results of OGC analysis of use of Google analytics.

Digital Asset Mgmt & Institutional Repository platforms and use. Various reports of use or analysis of ContentDM (SC, SB), Fedora (SC), and DSpace (SD, LA, I). UCB uses and makes available GenDL.

Action: Define an LTAG project that refines the systemwide definitions and requirements for repository services, then compare with what CDL offers and local implementations; recommend opportunities for enhanced collaboration and interoperation (cf: with results from upcoming UC Digital Library workshop on 3/14).

Helpdesk ticket systems. RequestTracker in use or under consideration at D, SB, SF; Service Desk Express in use at SD; Footprints in use at CDL, LA, UCB; ITRequest in use at SC.

B. Campus activities (in order presented).

UCR: Starting to look at ERMS systems; new Collections and Schol. Comm. unit and recruitments, consultants on tech services workflows ("R2" also used by LA, R, SC); workstation replacement cycle extended to 4yrs due to budget; redesigning website.

UCLA: Worldcat local consuming lots of resources, interested in media server technology (now using Helix, looking at Flash, Silverlight); purchasing blades for VM, looking at "universal search", recent purchase of massive arry of idle disk (MAID) storage.

UCSF: Ann arrived in October; new learning mgmt system; looking at universal search; resistance form campus on use of 802.11n for their learning commons; problems with SPSS licensing.

UCI: SMS test has good results for reference services; involved in security camera policy decision.
Action: Adrian will share some sample sms messages from their reference testing.

UCSD: Participating in EZproxy pilot of shibboleth (Declan on national committee for shibboleth & libraries); has become a cache site for Shoah foundation content (3TB server); experimenting with public workstation privacy screens b/c of "porn guy"; campus reorg of academic/admin computing responsibilities underway; students being moved to Google mail; PAIV development mgr. Position open.
Action: LTAG members will share [privacy] policies that affect what can be done on public workstations.

UCSB: longterm archiving testbed project with geospatial data; moving to Aleph 18; participating in "Recaptcha" project that uses captcha authentication to help correct OCR of digitized books.

UCD: Concerned about identity mgmt; OCLC worldcat project consuming resources; curious about opensource and the potential for opensource ILS.

UCSC: acquiring Encore and will participate in Link+; moving the library next week; other campus units (though not the library have been subjected to e-discovery subpoenas so anonymization is current concern; participating in IS3 security survey

UCB: selection of new ILS is imminent; campus authentication policies (opening to LBL) creating problems with licensed content; OCLC reclamation project; paperless archiving project; Library "New Directions" project may have technology implications.

CDL: Ober on the job Since November, Infrastructure & Applications Support provisions the distributed technology development program. Mgmt challenges with two data centers (UCB for development & stging; UCOP for production); examining rapid increase in storage (due to CDL's preservation program); looking at server virtualization (and resource monitoring to inform load balancing); various security projects including strengthening firewall ruleset.