



# Leveraging Collaborative Software to Facilitate System Administration

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# Teamwork Makes the Dream Work

Leveraging Collaborative Software Tools for Systems Administration

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[www.acpl.lib.in.us](http://www.acpl.lib.in.us)



# Collaboration Facilitates All Chefs

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- Proactive communication
- Reduces inefficient overlaps
- Promotes teamwork and positivity
- Allows for different strengths to come together well



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## Importance of Collaborative Tools

- Secure data environment
- Efficient and cross functional
- Reduces access barriers
- Improves communication and documentation



# Key Tools Which Will be Covered

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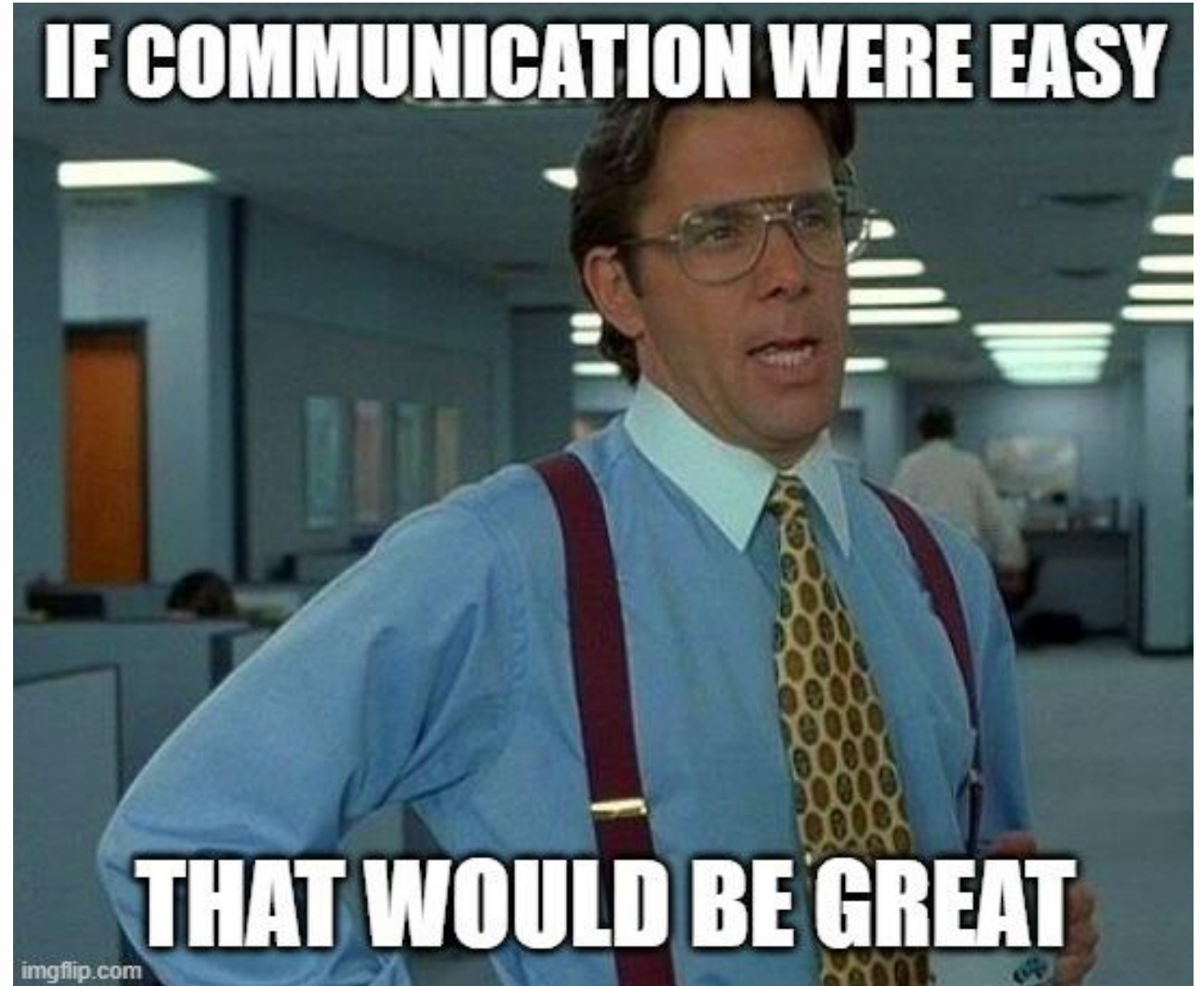
- Microsoft SharePoint
- Microsoft Teams
- Microsoft Office 365
- Freshservice



## Organizational Structure

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- Multiple System Administrators
- Circulation Specialist Team
- Multiple locations
- Key Areas of Responsibility
- Organizational Overlap



# Division of Labor

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- Reduces dependency upon few individuals
- Allows for deeper specialization
- Improved troubleshooting and ticketing coverage
- Reduces blind spots in sysadmin
- Powerful collaboration and organizational support structure



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## Admin Specializations

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- General Systems Administration
- Circulation
- Collection Management/Development
- Bibliographic & Cataloging Services
- IT Services



**USER ROLES AND  
PERMISSION INHERITANCE**

**IS OUR SPECIALITY**





# SharePoint



- Secure Data Storage
- Integrates with Office 365 Software
- Static Resource
- Controlled Access and Permissions

## Your One-Stop ACPL Polaris and Circulation Portal

Training Resources

Go-Live Questions

Polaris Procedures & Troubleshooting

FAQs

# Living Manual and Procedural Upkeep

- Removes need for Paper Manuals
- Stays current and up to date
- Limited editors ensures procedure accuracy
- Integrated with Excel, Word, & other Office tools



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A	B
Procedure	Special Notes to Staff
<a href="#">Acceptable Identification</a>	
<a href="#">Bed Bugs</a>	
<a href="#">Cash Handling</a>	
<a href="#">Changing Shelf Locations</a>	
<a href="#">Circulating Hotspot Guidelines</a>	
<a href="#">Circulation Check-In</a>	
<a href="#">Circulation Check-Out</a>	
<a href="#">Circulation Specialist Responsibilities</a>	
<a href="#">Claims Return/Call Back Searching</a>	Only Circulation Supervisors, Managers, Assistant Managers can reset claim count.
<a href="#">Common Temporary Addresses</a>	
<a href="#">Damaged Items</a>	
<a href="#">Discarding Items</a>	

# Permission Controls

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- Limited permissions promotes data and network security
- Less opportunity for inaccurate information distribution





# Microsoft Teams

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Chat and Virtual Meeting Support



## Live & Active Organizational Chat

- Task specific dedicated channels
- Required participation
- Real time problem solving across locations
- Documented and searchable



# Online Meetings

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- Easy to implement virtual meetings
- Documented meeting chats which are searchable
- Integrated with Office 365

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# Other Office 365 Tools

- Integrated environment with granular permissions
- Cloud based for secure data
- Numerous integration possibilities



# Microsoft Excel

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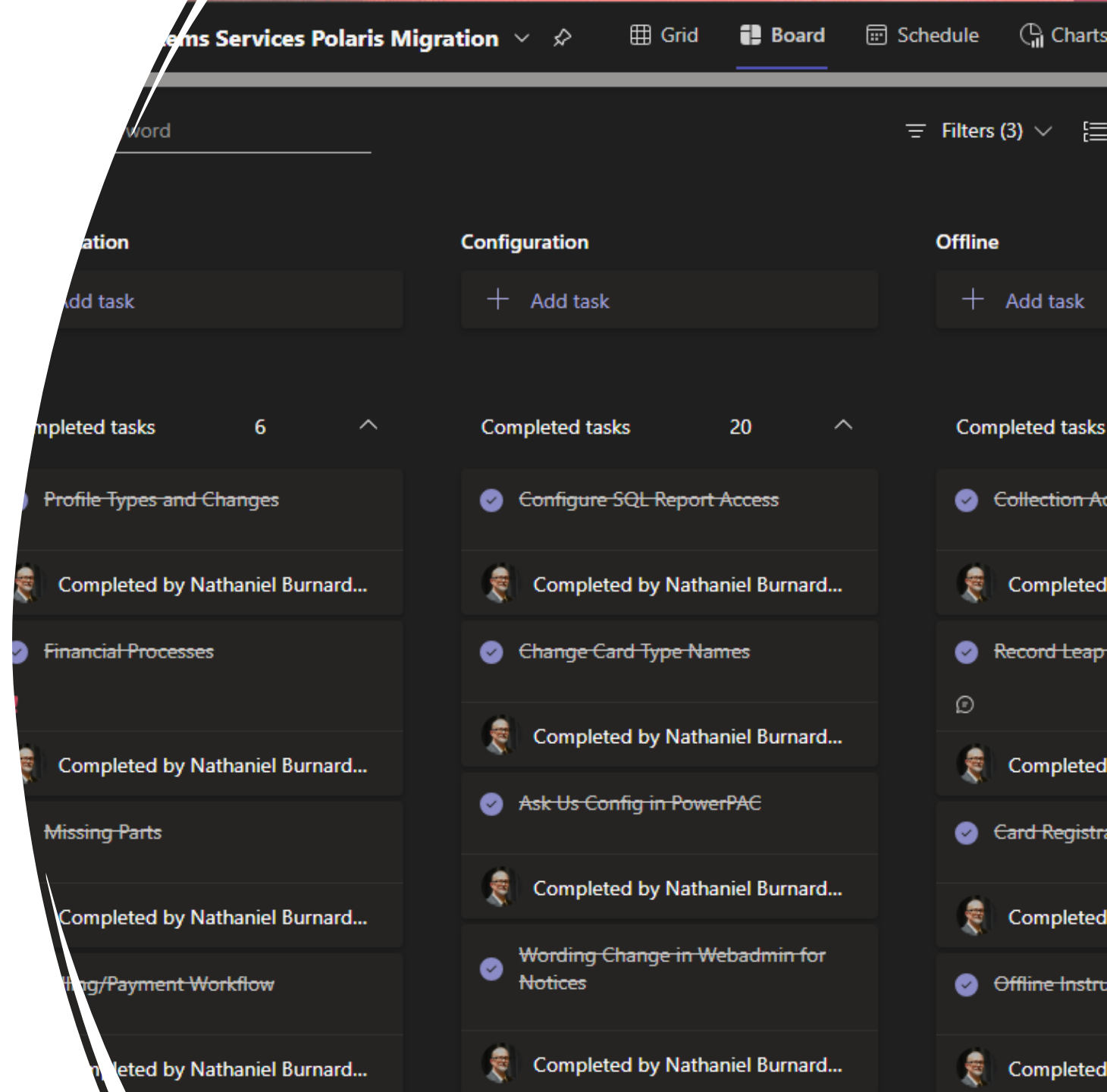
- Procedure Manual
- Account or Item Troubleshooting

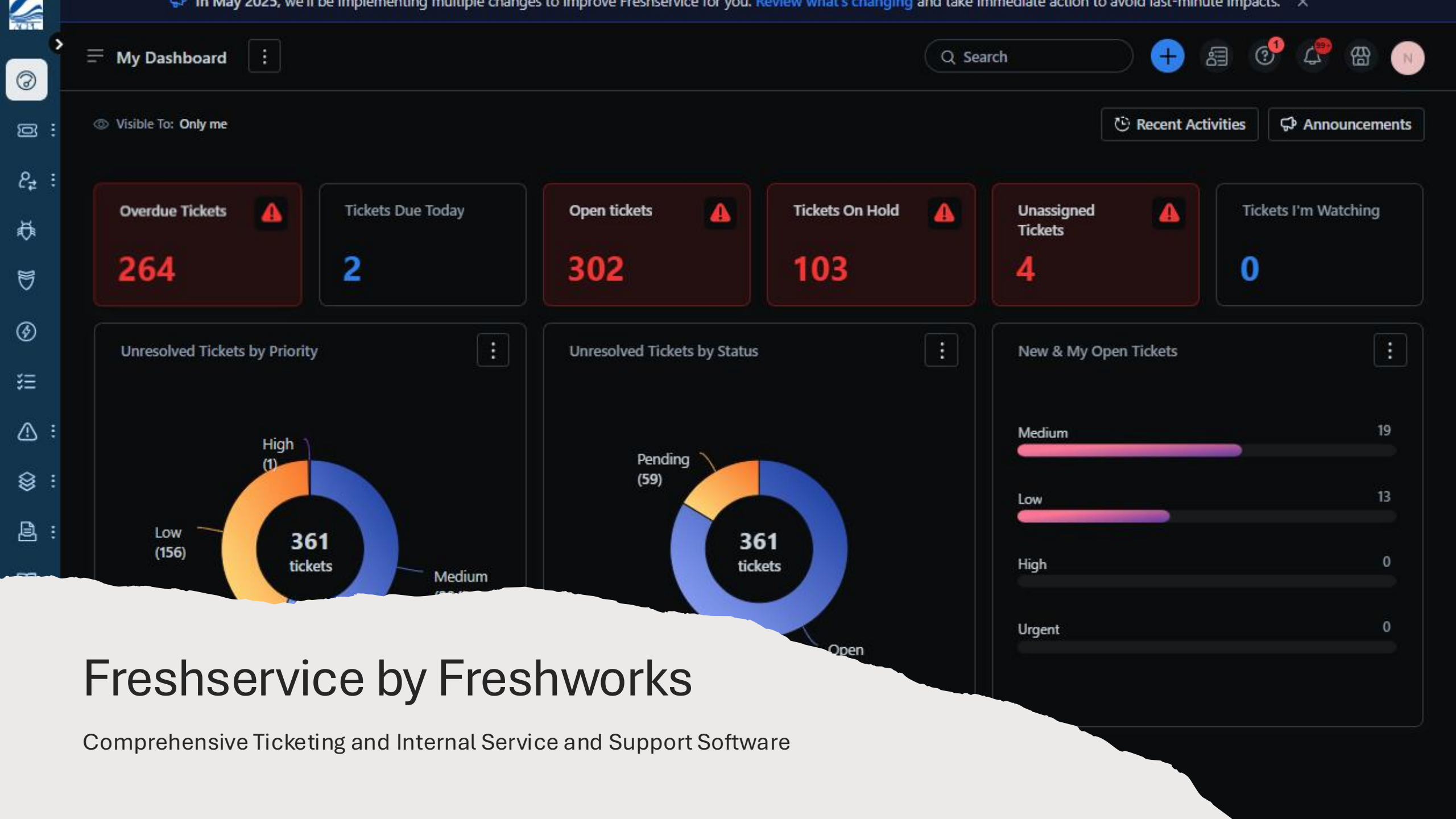




# Microsoft Planner

- Project Management
- Shareable and Assignable Tasks
- Progress Tracking





# Freshservice by Freshworks

Comprehensive Ticketing and Internal Service and Support Software

A photograph of a desk setup. In the top left, a portion of a black keyboard is visible with keys for numbers 2, 3, 6, 9, and symbols like +, -, =, and ./. Below the keyboard is a clipboard with a silver metal clip. The clipboard holds a white document with the words 'Asset Management' printed in a large, bold, black font. A silver pen lies diagonally across the bottom of the document. In the background, there are colorful sticky tabs in yellow, green, and red. The overall scene suggests a professional or administrative workspace.

# Overview of Freshservice Features

- Ticketing
- Asset Management
- HR On/Offboarding
- Contract Management
- Departmental Service Requests
- Automated Workflows
- Mobile Friendly Design

# Ticketing Process

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- Designated staff for specific processes
- Controlled routing of tickets by category
- Tracking and reminders
- Communication internally and externally from product



# No Code Support Homepage

- Easy to navigate
- Simple to configure
- Guide staff through requests

Nathaniel Burnard, welcome to ACPL Support!

Search for solutions, services and tickets

## ITS Support

Please call the ITS Help Desk for requests which require immediate assistance. For all other requests please use the ITS Service Request form below.

### Help Desk Hours

Monday - Friday 8:00am to 6:00pm

Saturday 9:00am to 6:00pm

Sunday 12:00pm-5:00pm

After 6:00pm: Contact the Emergency Manager in Charge

### Contact by Phone (staffed hours only)

Internal Extension: 5700

Outside the ACPL 260-421-1286



### IT Service Requests

Requests for IT services and support.

## Collection Development & ILL



### ILL Request



### CDT Material Request Form

For material requests and general

# Use Examples for Service Requests

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- ILL requests
- New or replacement material requests
- Library card resupply
- ILS Troubleshooting
- Marketing and print requests
- ITS requests





# Q & A



- Thank you! We welcome your questions.



# Contact Information

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