Leveraging Collaborative Software to Facilitate System Administration

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Allen County Public Library

Teamwork Makes the Dream Work

Leveraging Collaborative Software Tools for Systems Administration

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Collaboration Facilitates All Chefs

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

Importance of Collaborative Tools

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

YAY TEAMWORK!

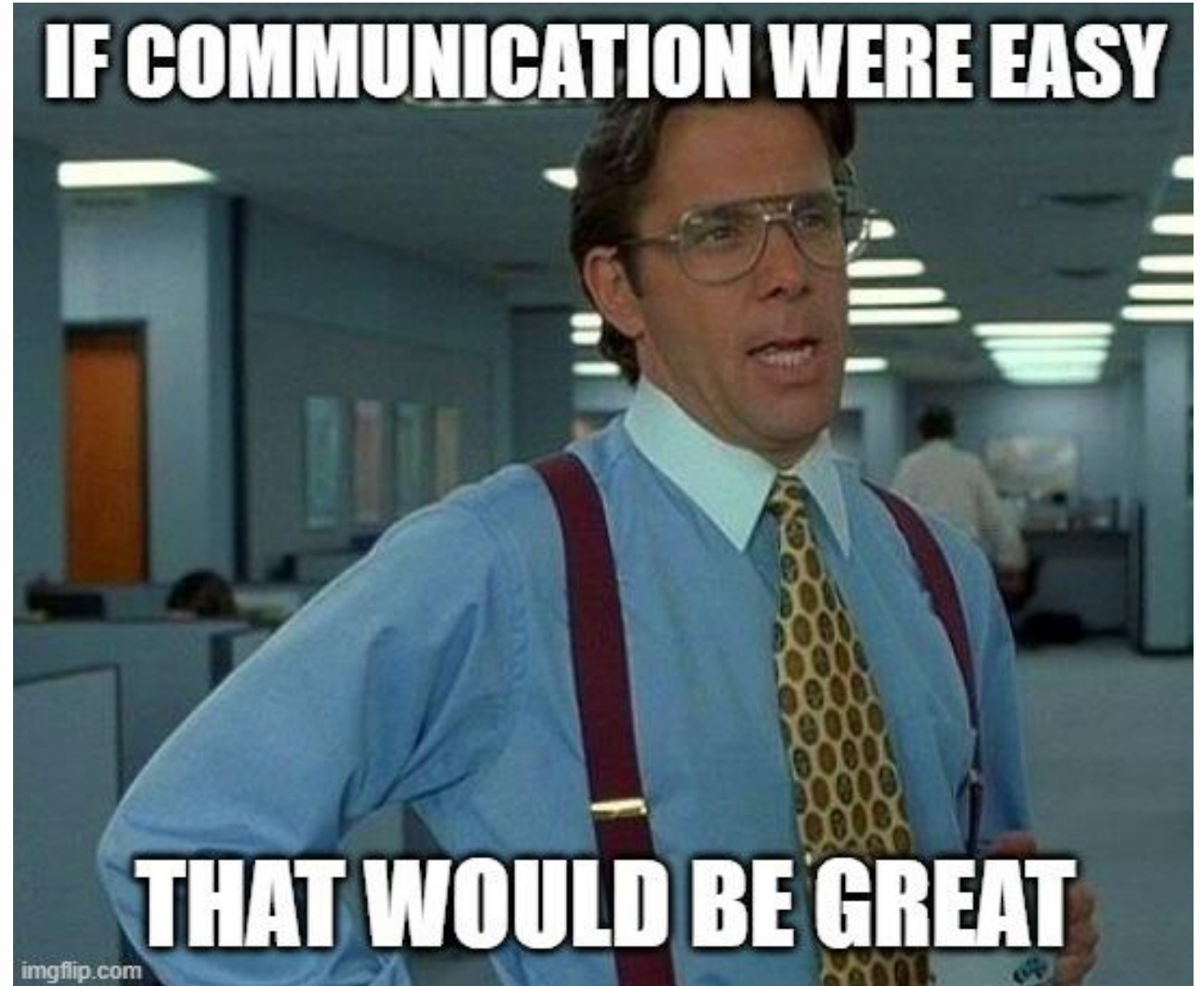ThePhoto by PhotoAuthor is licensed under CCYYSA.

Key Tools Which Will be Covered

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

Organizational Structure

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

Division of Labor

- 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

Admin Specializations

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

SharePoint

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

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

Permission Controls

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

I GIVE MYSELF PERMISSION TO BE FABULOUS.

Microsoft Teams

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

Other Office 365 Tools

- Integrated environment with granular permissions

- Cloud based for secure data

- Numerous integration possibilities

Microsoft Excel
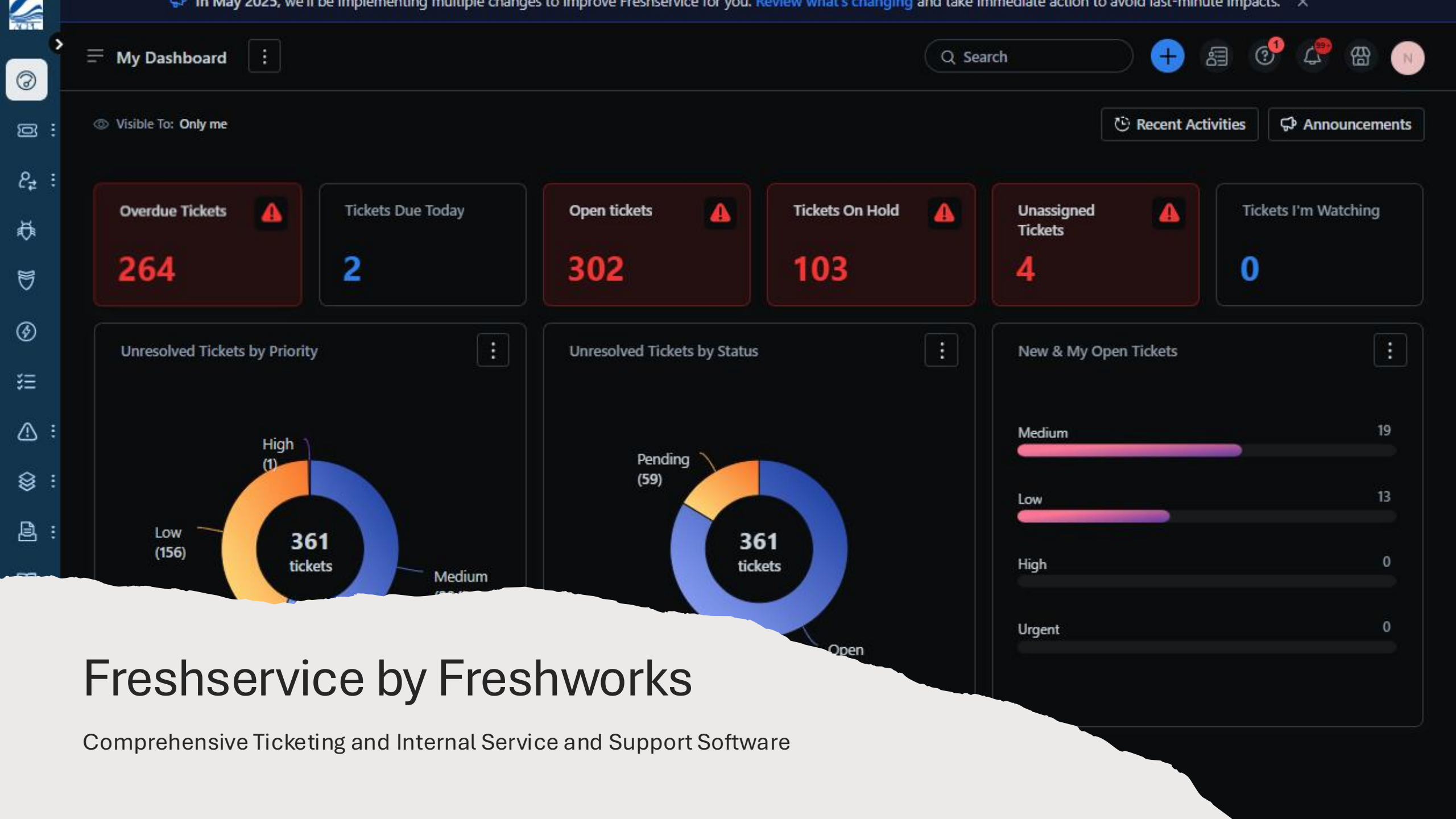
- Procedure Manual
- Account or Item Troubleshooting

Microsoft Planner

- Project Management
- Shareable and Assignable Tasks
- Progress Tracking
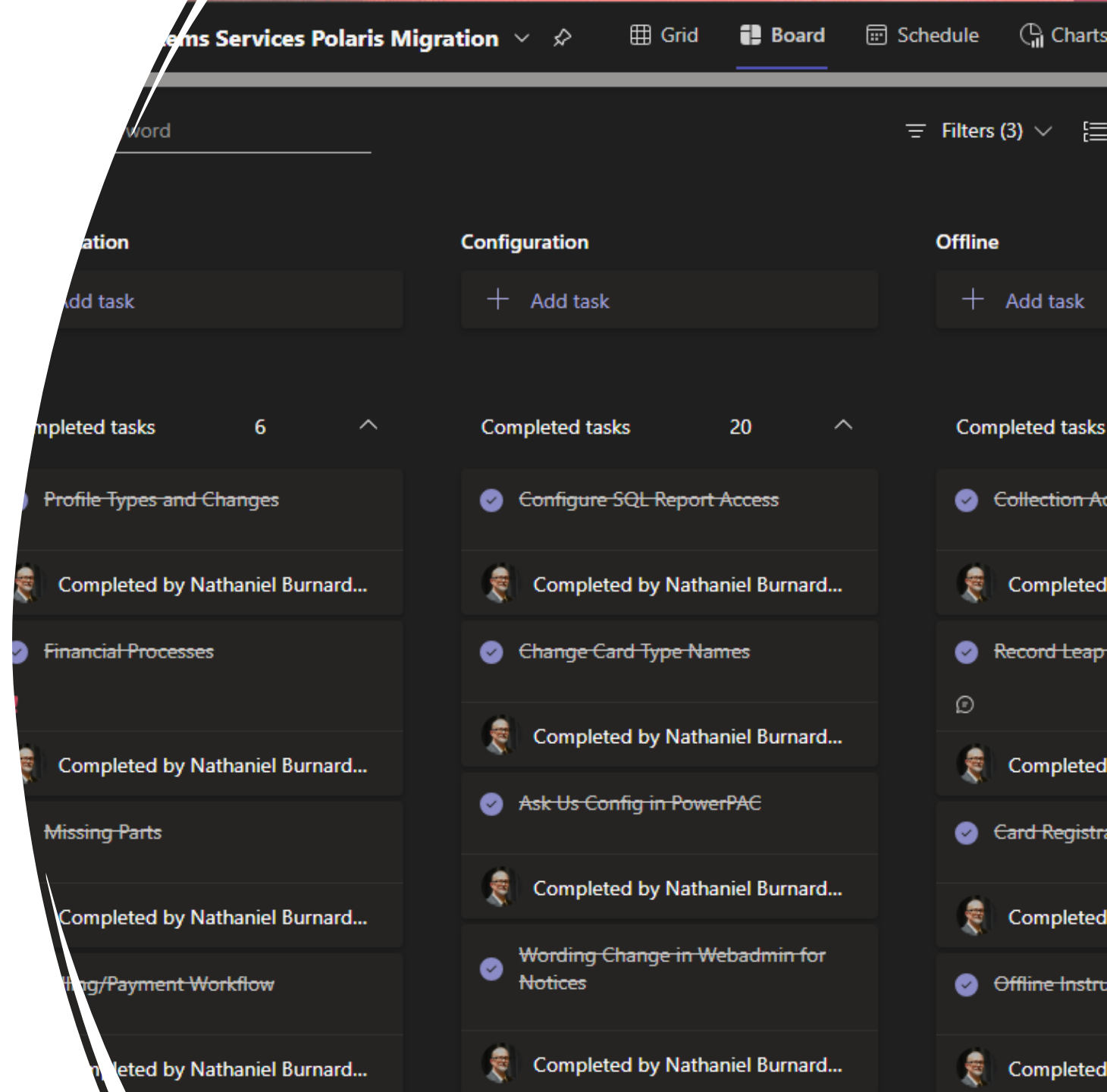
Freshservice by Freshworks

Comprehensive Ticketing and Internal Service and Support Software

Overview of Freshservice Features

- Ticketing

- Asset Management

- HR On/Offboarding

- Contract Management

- Departmental Service Requests

- Automated Workflows

- Mobile Friendly Design

Ticketing Process

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

MY SUPPORT REQUEST WAS ANSWERED!

imgflip.com

No Code Support Homepage

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

Use Examples for Service Requests

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

YOU GOT SERVED!

Q & A

- Thank you! We welcome your questions.

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