

Laurel Schwaebe

LIS 4050-1

11/7/2022

Assignment 2

Interview with Library Technology Administrator

Tyler Howarth is the Information Technology and Web Services Department Head at the Auraria Library. This is a fairly unique position, even in the library world, due to the nature of this particular library. The Auraria Library serves three institutions, the University of Colorado Denver, the Community College of Denver, and the Metropolitan State University of Denver, all of which are housed at the Auraria Higher Education Center (AHEC), which owns and maintains the campus facilities. Interestingly, the library itself is administratively overseen by the University of Colorado Denver but is beholden to every other invested party on campus. This means that Tyler needs to meet the demands and balance the budgets of institutions, the library, and AHEC in his daily work.

Each institution has its own authentication system, payment systems for printing, checkout limits for students, and so on that need layers of APIs to communicate with the library's own layers of APIs needed to communicate within its own systems. Tyler notes that the Auraria Library uses Sierra, an ILS with an interface that looks like it's stuck in the 90s. Sierra maintains the whole database of all of the assets Auraria has, but doesn't present the kind of image that Auraria wants to face the public, so the library has other systems that sit in front of it to give it a better look at feel to improve usability. The Auraria Library's Sierra platform is hosted by the vendor, which Howarth explains has many benefits, but a few downsides as well. "The biggest advantages with that is typically your administrators for those type of systems are more library focused, not actual like IT administrators. So when it came to normal maintenance...that would get kind of delayed," which would open up the systems to vulnerabilities in out of date software. However, not having administrative control over updates means that updates happen when they happen, in the middle of the semester, during finals, convenient timing or not. The University of Colorado Boulder is working to move its ILS to Folio and was supposed to go live this summer. CU Denver, and therefore the Auraria Library, would follow, but the entire project was postponed in January. It is currently

unclear when it will happen at this point. The University of Colorado Anschutz Medical Campus uses Alma for its ILS. This is all interesting because the even though all of these institutions are so connected, so little of it is the same on the back end. This means that there need to be a lot of APIs for even basic communication between any two things, on the same campus, part of the same school, across the board. It's perplexing that the departments could not agree on even one ILS, let alone anything else.

The Auraria Library uses EnvisionWare to control access to computers, which works on both the Mac and PC computers in the library. Howarth says, "I think we have not quite 200 machines in the library. They all talk to Envision...which then goes to the ILS to grab all the user records. So that's what allows the 3 schools to log into any one of our computers out on the floor." The library's printing system had no so luck with coordination. Each of the three institutions use a different print management system, so the printers have card readers that can access credit cards, though there are some places than can access the student print budgets. This suggests that even big budgets and advanced technological resources can't solve all integration problems, perhaps especially when relating to competing products.

When asked about new technology, Howarth had an interesting answer. While his department did follow trade magazines and conferences (especially the web team), most new technology comes in the Auraria Library at the request of other departments or in the hands of patrons. The library technology community, he noted, is much smaller than other information technology groups, and it doesn't seem to move as fast as web technology. He sends his web team go out to conferences to keep an eye on what will work for the Auraria Library. Through they don't need to be on the bleeding edge, they want to be updated quickly and regularly with new and relevant technology on the library's own schedule. That's part of why the Auraria Library's website moved away from CU Denver. The Auraria Library's website has its own off-site hosting platform to isolate up time for the website from CU Denver's network issues. Much like the web team brings its own requests for technology, departments like Creative Technology Services best know their own needs for new technology. Howarth doesn't claim to be an expert on 3D printers, but when the CTS team comes forward with proposals for technology like this, he works with his IT team and the CTS team to find

solutions. His previous experience was at an engineering school, which had a much faster pace for ordering, but he says that the library method, while frustratingly slow, does allow for more effective, better purchases for better products.

Even more interesting, Howarth explained that the biggest changes in technology in the Auraria Library have more to do with adapting existing technology to new needs. For example, the COVID-19 pandemic changed a lot of the campus and made most of the library's resources inaccessible to students. He laments the installation of the Grab-and-Go lockers on the west side of the library. Intended to allow librarians to place checked out materials in the lockers so that students could receive materials after hours, the lockers have been plagued with issues since installation. Even if the lockers worked flawlessly from the get-go, the technology in them isn't exactly compatible with the library's ILS. Auraria Library's patron facing Sierra platform isn't designed to work with an iPad, and even if it was, users don't need to be able to check out materials from the lockers that are not the specific materials *in* the lockers. Instead, Howarth set up the lockers as a separate branch of the Auraria Library with only the items in the lockers available, which were then put on hold of the individual patrons. Furthermore, the lockers were blasted by the sun and overheated almost immediately. Though the vendors signed off on the outdoor space, there has been little that the library can do about the lockers and their various environmental issues. This fairly simply technology failed due to one of the most basic aspects of its installation, and yet the vendor could not be held accountable. It seems the contract signed did not protect the library nearly as much as one might expect, and so it is stuck with lockers that do not function as hoped.

Another, more successful project, has been adapting the basement of the library into pods for students to take their online classes on campus. While this seems contradictory, many students have a combination of on and offline classes, and this space allows them to take their classes in peace without having the hunt for a quiet spot. It seems none of the campus institutions have offered such spaces, and only the Auraria Library has the available room for the pods. While this project is not particularly technology based, as there are no computers associated with the pods, it does tie into another key aspect of the changing picture of the library. Patrons have been increasingly bringing in their own technology, averaging two or more digital devices.

Walking through the computer labs in the library, one can see dozens of students sitting in front of computers with their own laptops set up in front of the library monitors. This suggests the patrons' needs are changing. Howarth suggests that as the lab computers need to be refreshed, the library may shift its budget away from replacing a certain percent of those computers and into other projects. One such project may be the computers available for check out each semester, though that would need to be supplemented heavily by the institutions on campus. However, this would then require negotiation between the three institutions and there would likely be no overlap in which students could use which computers, as each school jealously guards its own assets and funds.

While Tyler Howarth's position is in Information Technology and Web Services, the largest part of his role seems to be juggling three different schools and the campus itself as they generally refuse to agree on anything in relation to the Auraria Library, especially technology. Because he oversees IT and web services, it seems he does little troubleshooting or hands on installation himself, but making decisions that will impact tens of thousands of users and touch the dozens of individual pieces of software needed to make everything work is no easy task.

Transcript

[Laurel Schwaebe] 10:05:28

So i've got yeah 6 questions for you First, if I could just have you introduce yourself, and what you do, or what what your official title is

[Tyler A. Howarth] 10:05:53

so I'm Tyler Howard i'm the Department Head of Information Technology and web services at the area Library.

[Tyler A. Howarth] 10:05:59

So both those groups take care of the significant portion of the it facade for the library.

[Tyler A. Howarth] 10:06:06

So information technology takes care of all the technology within the building so open use labs and such as well as staff workstations and like the the central checkout desk and then Web services maintains the web front for the

[Tyler A. Howarth] 10:06:24

area library. what makes that a little more complicated is the fact that the area library services 3 academic institutions.

[Tyler A. Howarth] 10:06:32

So, as you can imagine, tying 3 different schools, authentication systems together.

[Tyler A. Howarth] 10:06:40

To provide access to our digital resources is a large part of that workflow.

[Tyler A. Howarth] 10:06:45

We do work with other groups across the library, such as

[Tyler A. Howarth] 10:06:50

The Metadata and Discovery Department with Kelsey and same as with collection development with Katie making sure the stuff that they get can integrate with our login proxies.

[Tyler A. Howarth] 10:07:03

So all 3 schools have access to our material, which is ever more important since low over 7% of the collection.

[Tyler A. Howarth] 10:07:12

The library is already digital. so you know the second floor.

[Tyler A. Howarth] 10:07:17

It looks like we have a lot of books, but we have many times more than that in digital editions.

[Tyler A. Howarth] 10:07:23

So you know, running the coordination to make sure access to those 3 resources.

[Laurel Schwaebe] 10:07:30

But 3 schools is very important for us wonderful we've been through a little bit of this already.

[Laurel Schwaebe] 10:07:38

But and you know you're kind of like top tier.

[Tyler A. Howarth] 10:07:43

So. this question might be a little interesting. But with what is a typical day like in the workplace for your position?

[Tyler A. Howarth] 10:07:52

Sure So in my position given that i'm department head of those 2 functioning groups, it's a little different.

[Tyler A. Howarth] 10:08:01

It's more kind of oversight so it's a lot of project management and, you know just kind of management resources, you know whether it be physical resources themselves.

[Tyler A. Howarth] 10:08:14

As well. staff resources. So today for me, usually start off, and I usually start the week, you know, checking in with Ryan our team manager, you know.

[Tyler A. Howarth] 10:08:27

Just kind of going running down through things that they we may have had issues in the previous week.

[Tyler A. Howarth] 10:08:31

What's coming up any resources that He may need assistance with, or need to get in the building to help him and his team achieve what they need to get done.

[Tyler A. Howarth] 10:08:43

So like right now that right now is the reorg so we're in the middle of a lot of office moves getting ready to happen next week.

[Tyler A. Howarth] 10:08:54

So. we're kind of working together with facilities as far as finalizing the last logistics with that

[Tyler A. Howarth] 10:09:01

It's really easy big picture and talking office moves but i'm more down to the nitty gritty details.

[Tyler A. Howarth] 10:09:08

Who's moving where and feel like figuring out the order cause some of these moves required good people to be out of a space before we can move.

[Tyler A. Howarth] 10:09:15

The next person in so So a lot of my work is collaboration with other groups across the library.

[Tyler A. Howarth] 10:09:22

For those of internal tasks which is the reorg, but as well as externally.

[Tyler A. Howarth] 10:09:28

So I'm also working with some of my constituents over in Ohit for the University of Colorado for some other upcoming, like big projects for us in the library.

[Tyler A. Howarth] 10:09:41

So you know it's just kind of managing some of the long life cycle type projects one of those being the network in the building itself.

[Tyler A. Howarth] 10:09:49

The library itself is kind of unique in that we are administratively overseen by University of Colorado.

[Tyler A. Howarth] 10:09:57

Denver the buildings owned by a heck, but network services as far as the equipment access points everything.

[Tyler A. Howarth] 10:10:07

The library is provided by it, and that's through the university of Colorado.

[Tyler A. Howarth] 10:10:13

So it's a lot of coordination and just developing those relationships for you know those central resources and the library itself.

[Tyler A. Howarth] 10:10:26

And that the website we've already kind of transitioned away from relying on cu denver.

[Tyler A. Howarth] 10:10:34

Oh, it resources. So the library website is hosted off Site through a hosting platform.

[Tyler A. Howarth] 10:10:42

So as multi site reliability it's up times like 9 fives or sorry 5 nine's

[Tyler A. Howarth] 10:10:51

So it is expensive. However, it is worth it as far as making sure that we have the resources available for our students.

[Tyler A. Howarth] 10:11:02

So, and it also helps us isolate up time for the library website.

[Tyler A. Howarth] 10:11:07

Services versus save, you know, university Colorado Denver campus has access network issues, but website is more or less isolated from those type issues.

[Tyler A. Howarth] 10:11:19

But yeah. So on the website, working on a couple of our last migration projects.

[Tyler A. Howarth] 10:11:27

So we have a handful of systems that are still hosted on campus by OIT, and so i'm working with the Web services team and a couple of our other department heads as far as moving some of those resources off site part

[Tyler A. Howarth] 10:11:48

of example that is linking form It's a product that web services has written for Kelsey's group.

[Tyler A. Howarth] 10:11:56

As far as you know, the digital process of them getting materials into the library.

[Tyler A. Howarth] 10:12:01

There's a lot of workflows and stuff that need to be done before they're like actually added to the collection.

[Tyler A. Howarth] 10:12:07

So it's a tool of the web has written for her group, but a lot of his life cycle maintenance.

[Tyler A. Howarth] 10:12:13

So it's on an older system that needs to move and so a lot of that for my job is taking a look at you know.

[Tyler A. Howarth] 10:12:21

It's easy to just rebuild it again.

[Tyler A. Howarth] 10:12:25

Here on campus, but also evaluate, what does it actually cost us to host it off site.

[Tyler A. Howarth] 10:12:34

And what we recently came across was what we pay per month for internal it.

[Tyler A. Howarth] 10:12:37

The host. It is more or less what we pay per year to host it off site.

[Laurel Schwaebe] 10:12:44

So. So reevaluating those decisions it's like, Okay, we're gonna move this and add it to the same platform that we already have our website on

[Tyler A. Howarth] 10:12:53

That clears up a lot of things from my group as Well, because if everything's more or less in a similar environment, they know how to use it across all of those

[Tyler A. Howarth] 10:13:05

So a struggle with my web team is, you know, you get used to using the web.

[Tyler A. Howarth] 10:13:09

The library website, making changes you know there's published workflows and stuff.

[Tyler A. Howarth] 10:13:14

You can do. and then, when you go to use something internal ones, it's an entirely different setup and a lot of a lot more handholding, as far as you know, emailing out to the administrators, and Oh, it to try to

[Tyler A. Howarth] 10:13:28

coordinate updates get settings made, whereas, in their current environment they can just do what they need.

[Tyler A. Howarth] 10:13:35

So it's always a balance with those but a lot of a lot of my position, you know, like as you said earlier, is cool, more and less oversight of those groups, and just kind of broad coordination of what

[Tyler A. Howarth] 10:13:47

we're doing and and a lot of it is just making sure we get the resources we need to accomplish those projects.

[Laurel Schwaebe] 10:13:56

Sure Sure a lot. Yeah. Yeah. Well, this sounds like a fun one.

[Laurel Schwaebe] 10:14:08

What are the key technologies available in the library?

[Laurel Schwaebe] 10:14:11

And what is the decision process that goes into acquiring new technology?

[Tyler A. Howarth] 10:14:17

Okay, So it's it's kind of a mixed of all the new technologies in the library currently

[Tyler A. Howarth] 10:14:24

So project we did the last last year and moved again. The spring was our los for basically the main management system for the library and its resources.

[Tyler A. Howarth] 10:14:37

We use product called Sierra, and so that maintains the whole database of all the assets we have in the library available to check out.

[Tyler A. Howarth] 10:14:44

It also maintains all the patron records and a lot of my job is making sure that the stuff we're running an it can integrate with that.

[Tyler A. Howarth] 10:14:55

So where that gets the complexity is we have envision.

[Tyler A. Howarth] 10:15:02

Where run some of the core, it lab services, And what that product does.

[Tyler A. Howarth] 10:15:07

Is it talks to the los to get all the users.

[Tyler A. Howarth] 10:15:13

So all of our lab machines. I think we have not quite too 100 machines in the library.

[Tyler A. Howarth] 10:15:20

They all talk to envision. Where which then, goes to the IIs to grab all the user records.

[Tyler A. Howarth] 10:15:26

So that's what allows the 3 schools to log into any one of our computers out on the floor.

[Tyler A. Howarth] 10:15:32

So it's a little bit unique scenario versus some other.

[Tyler A. Howarth] 10:15:35

It environments, i've been in but a lot, of that is just coordination of those technologies, and making sure that they work especially when we moved our our ios off site.

[Tyler A. Howarth] 10:15:47

So we used to have that hosted here in the in the building in the library, and then, about a year and a half ago, we moved it off site to be hosted by the vendor, so a lot of that coordination with making

[Tyler A. Howarth] 10:15:58

sure, our workstation terminals, the front desk computers can still talk to it over the Internet, allowing those access rules, those type, those type things as far as integrating new technology a lot of that is driven by other

[Tyler A. Howarth] 10:16:17

areas and other department heads. as far as you know, kind of being the support for the programs that they wanna do.

[Tyler A. Howarth] 10:16:25

Prime example. is that a part of example of that is the group that you're in Cts especially some of those you know.

[Tyler A. Howarth] 10:16:33

They were 3d print technologies. They were digital, like camera technologies and such

[Tyler A. Howarth] 10:16:40

So working with those groups identifying what they need and then using the normal purchase workflows that my group has access to to kind of get that equipment in ready. but it's it's a you know the library is a little bit

[Tyler A. Howarth] 10:16:54

slower in my previous experience I used to work for a engineering school. And so that was, you know, I had an r one institution so like you're dealing with a lot of cutting edge stuff at all times

[Laurel Schwaebe] 10:17:08

and timelines are more of a priority So the stuff we talked about in the library, you know, or a couple of months out, you know that minimum stuff.

[Laurel Schwaebe] 10:17:20

I worked out in engineering was I need this next week yeah, a little slower. So a lot of my job's been adapting to that as well.

[Tyler A. Howarth] 10:17:31

I i've i've come from it background as far as like, you know, they need something They need something get it done as fast as possible.

[Tyler A. Howarth] 10:17:41

But there is something to be said about kind of this delay, or a little bit slower approach.

[Tyler A. Howarth] 10:17:47

That allows us to to really deliver a much better product.

[Tyler A. Howarth] 10:17:50

I think. Yeah, I would say, new cutting in technology is usually driven by department needs.

[Tyler A. Howarth] 10:17:58

My group is more or less kind of coordinating that implementation.

[Tyler A. Howarth] 10:18:05

And then kind of working with our campus partners as far as any of the system level changes they want to do, making sure we get that communicated down.

[Tyler A. Howarth] 10:18:12

Or if there's changes we need to make on our end to prepare for those changes coming down fortunately library, we're a little bit ahead of some of the campus initiatives.

[Tyler A. Howarth] 10:18:27

So it's more of less more or less than letting us know what they're doing, and and then just kind of double checking.

[Tyler A. Howarth] 10:18:35

Make sure we have stuff set up so it's a lot of coordination

[Laurel Schwaebe] 10:18:38

Between groups. So you mentioned that Cts. has got some of those new cutting edge technologies.

[Laurel Schwaebe] 10:18:46

What other I don't know have you seen any other sort of fun, new, weird, emerging tech coming up anywhere else.

[Tyler A. Howarth] 10:18:56

Not at this. I mean I wouldn't say like super cutting edge like really cool, but like a lot of the focus.

[Tyler A. Howarth] 10:19:02

Now is adapting resources, and a lot of this is driven by this pseudo post pandemic with the shift.

[Tyler A. Howarth] 10:19:12

A prime example is what the the user services group recently downstairs created a more or less kind of collaborative touchdown space.

[Laurel Schwaebe] 10:19:25

In 108, and so they bought more or less modular furniture kinda like pods.

[Tyler A. Howarth] 10:19:33

And that's to allow students to kind of pop in take a quick class online, and then say their next class is in person like building over.

[Tyler A. Howarth] 10:19:41

They just it's a little bit more secluded space to sit down, take a class online, real quick, then go on to their next on campus engagement.

[Tyler A. Howarth] 10:19:53

So I I wouldn't say it's like super cutting edge, but it's just a shift of what we've done in the past.

[Laurel Schwaebe] 10:20:01

Sure sure it is definitely it's new at least right and fortunately the library obviously is one of the few buildings on campus that actually has the space to transition to do something like that.

[Laurel Schwaebe] 10:20:14

And that's been a huge demand that other areas on campus i've seen and can't adapt to yet, because they don't have the space or their space just isn't set up to to do that sure so I

[Tyler A. Howarth] 10:20:28

I say that's I guess it's cutting edge but realistically.

[Tyler A. Howarth] 10:20:32

It's just kind of rebalancing resources of what we're doing.

[Tyler A. Howarth] 10:20:37

But it is very cool, and it does meet the means of some of our students here on this campus.

[Tyler A. Howarth] 10:20:42

But along a lot of my work. is kind of you know looking at some of those things, and it's a balance. There are some things where it's like, yeah, let's go buy this like super cutting edge thing and then others it's like Well.

[Tyler A. Howarth] 10:20:54

we can do that with these other things, for like a fraction of the cost.

[Tyler A. Howarth] 10:21:01

But a lot of it, too, is realistically delivering expectations.

[Tyler A. Howarth] 10:21:06

And that's where it gets tricky especially with the emerging stuff, you know you. you can have a really slip sales button you a world on it, and then you got to implement and half it doesn't work prime example about

[Tyler A. Howarth] 10:21:20

is our grab to go checkouts outside on the west side of the building. They're the same amazon lockers that you see on the side of 7 11 as far as going up releasing your order door.

[Tyler A. Howarth] 10:21:31

Pops up and grab your stuff. However, there are some limitations with that hardware.

[Tyler A. Howarth] 10:21:38

The vendor signed off on our installation site.

[Tyler A. Howarth] 10:21:42

However, the since it is west facing it gets blasted by the sun pretty much the whole afternoon. and with that that's not good for the equipment inside the cabinet.

[Laurel Schwaebe] 10:21:55

So So we've had some failures with like there's like an ipad in there that's what it's used for the touch screen and software so like we've had to have the thunder come out and

[Tyler A. Howarth] 10:22:04

that a fan and like cooling, but so ask us is also looking at other places on campus to either move it to or have another one placed.

[Laurel Schwaebe] 10:22:18

They're more or less kind of adapted kind of for inside environments just kind of defeats.

[Tyler A. Howarth] 10:22:27

The whole purpose of it. so I would say that's probably I wouldn't say that's cutting edge it's just more of adapting existing stuff that's out.

[Tyler A. Howarth] 10:22:42

There. but then you find out quickly. There are reasons why these are in certain areas or certain places installed.

[Tyler A. Howarth] 10:22:52

You can't just deploy it everywhere so but yeah I would say that I guess that's the other sort of cutting edge thing.

[Tyler A. Howarth] 10:23:02

There's not a whole lot of places on the area campus that do that hybrid like pick up and go type services.

[Tyler A. Howarth] 10:23:10

And that was really that was really brought in as a response to Covid, because before, I think we only have the cafe open.

[Tyler A. Howarth] 10:23:17

So patriot to come in and like schedule a time with a staff member to come in building and get some resources.

[Tyler A. Howarth] 10:23:25

But with the grab the ghost system It may it's supposed to make it a heck a lot easier, you know.

[Tyler A. Howarth] 10:23:31

It's mounted outside the building you can just walk up release correct items and go And it also allows us to do some more integration with, you know, like I said earlier Cts.

[Tyler A. Howarth] 10:23:41

You know, if you have a large print or light up a *d print that you need done that can be ready to go or ready to pick up in the locker.

[Laurel Schwaebe] 10:23:50

If only it works

[Laurel Schwaebe] 10:24:04

But that's where you get the weird system things as far as legality, and you know the vendor signed off and said, Yep, This this spot will work and it isn't we get drawn into a much larger

[Tyler A. Howarth] 10:24:18

protracted discussion about it. especially with campus legal and other areas.

[Tyler A. Howarth] 10:24:25

And That's where like I said before it's a balance of that high a cutting edge like what are other company big companies doing now?

[Tyler A. Howarth] 10:24:33

They're really cool Oh, we can do that here and it's like well, yes, to to a point, and then you kind of you run into these weird operational problems.

[Tyler A. Howarth] 10:24:44

And then have to kind of figure them out so it's a balance.

[Laurel Schwaebe] 10:24:49

Yeah, I think you said that a lot of your demand for up to date or certain kinds of technology come from the different departments.

[Tyler A. Howarth] 10:25:03

Like what other sources or do use other sources for sort of staying up to date for library technology?

[Tyler A. Howarth] 10:25:15

Yeah. So like myself and staff, we you know stay up to date with like trade publications.

[Tyler A. Howarth] 10:25:22

You know whether it's general it itself. or library focused it. And then we also take the time to invest in our staff through professional development funds, whether it's you know Do you want to go to a conference that's where

[Tyler A. Howarth] 10:25:38

you really see some in the more focus trending items whether it's it or library it depending on the conference.

[Tyler A. Howarth] 10:25:47

You're going to but I think that's that's big.

[Tyler A. Howarth] 10:25:52

It's been a big importance and i'm happy to say the library is committed to that I in previous areas.

[Tyler A. Howarth] 10:26:00

It wasn't as up front. as far as yeah but whatever conference you want and that's more applicable, I would say, for web for my web group.

[Tyler A. Howarth] 10:26:12

So my staff are pretty engaged as far as booking conferences, trending web technologies.

[Tyler A. Howarth] 10:26:18

That's where we see a lot more change is on the web front.

[Tyler A. Howarth] 10:26:24

So it's it's. kind of a fine balance on the web team as far as I don't want to do like the absolute bleeding edge, But we still wanna be towards the top as far as being aware of

[Tyler A. Howarth] 10:26:41

new changes coming down, implementing them where they work for us.

[Tyler A. Howarth] 10:26:45

But that that type of computer requires us to get staff.

[Laurel Schwaebe] 10:26:51

Some some of these conferences to kind of start that exploratory process.

[Tyler A. Howarth] 10:26:55

But yeah, it is it's more or less kind of the trade publications that come out, you know, just general it shifts

[Tyler A. Howarth] 10:27:06

And then, you know, looking at library it shifts that's a much smaller community.

[Tyler A. Howarth] 10:27:11

I'll be honest versus general, it so right and I kind of balance going back and forth on those just kind of being aware of what's out there, because a lot of what we see in the library is it isn't

[Tyler A. Howarth] 10:27:25

stuff we're bringing in it's stuff that our patrons are bringing in the building so a lot of that shift.

[Tyler A. Howarth] 10:27:31

Now has been in the past. People will come in the library to use a computer Well, with the pandemic, and such a lot more patrons have their own machine.

[Tyler A. Howarth] 10:27:42

Now, so they're bringing in their own laptop and Now we're getting to a point where on average people are walking into our building with 2 or 3 electronic devices on them whether it's a phone laptop

[Laurel Schwaebe] 10:27:56

ipad, those type things. And so that kind of shifts, the dynamic of resources needs.

[Tyler A. Howarth] 10:28:05

In the library we have a much higher wireless usage building.

[Tyler A. Howarth] 10:28:09

So I've in working with oit I pulled usage numbers, and the library is as busy network wise as north classroom.

[Laurel Schwaebe] 10:28:19

Oh, wow! So moore's classroom is a very large building has actually has classrooms in it.

[Tyler A. Howarth] 10:28:26

The library has as much network traffic on per day then north classroom, and we don't have any classes on that building.

[Laurel Schwaebe] 10:28:39

So Yeah. So a lot of that is just looking at some of that data shifts And so a big shift that we're doing now is kind of reducing the in building resources. So like like I said earlier we have nearly 200

[Tyler A. Howarth] 10:28:55

machines. What we've seen now that shift is people are now having a machine.

[Tyler A. Howarth] 10:29:02

They more or less want a place to sit down and use their laptop.

[Tyler A. Howarth] 10:29:06

So what we've seen more often about now is people will sit in front of the lab computer and then have a laptop sitting right in front of it, working on it.

[Tyler A. Howarth] 10:29:15

So. So what ryan and I are working on because some of these adapt adaptations take a while because I can't just shift our budget auto.

[Tyler A. Howarth] 10:29:28

So what Ryan and I are playing on doing over the next couple of years is generally we replace this, you know, a given percentage of our machines each year.

[Tyler A. Howarth] 10:29:40

So we do have formality as far as a lifecycle replacement.

[Tyler A. Howarth] 10:29:44

And so the next time we go to replace South Lab and Westlab, you may not replace all the machines.

[Laurel Schwaebe] 10:29:53

They only replace half or a quarter, and then, but still maintaining the same overall replacement budget as we had before, but shifting that money to semester checkouts, so the library does have

[Tyler A. Howarth] 10:30:08

laptops available for students to check out for the semester those machines.

[Tyler A. Howarth] 10:30:13

This fall semester were checked out in the first quarter. But that's the library being open for fall Semester.

[Laurel Schwaebe] 10:30:21

Okay, Yeah, I think I heard something about that check out.

[Tyler A. Howarth] 10:30:24

Machines are very, very popular laptops available for in library checkout.

[Tyler A. Howarth] 10:30:36

For like 4 h, and those were used from time to time.

[Tyler A. Howarth] 10:30:40

But having the availability of laptops for the entire semester has been a huge

[Tyler A. Howarth] 10:30:47

So success so much to see the cu system itself is looking at it for Denver students, however, they haven't been able to figure out how they want to deploy it, and such.

[Tyler A. Howarth] 10:31:01

So that's a potential opportunity for the library as well, as to partner with CU and say, Hey, if you want to have these laptops, but they will foresee you, Denver students the library being a central location on the

[Tyler A. Howarth] 10:31:14

area campus is a good distribution area. but ideally library.

[Tyler A. Howarth] 10:31:23

We have our setup. they're available for all 3 institutions they're not tied to a particular school.

[Laurel Schwaebe] 10:31:27

Sure. Yeah. So that's where the institutional makeup gets a little weird.

[Laurel Schwaebe] 10:31:33

Right. But yeah, so going forward, what we're what we're looking at in libraries, transitioning what used to be a larger footprint for in library workstations, reducing it and shifting it to a more or less

[Tyler A. Howarth] 10:31:47

larger laptop checkout fleet but we'll see how that all shakes out cause at the end of the day, like the library, can't afford to provide that scalable program without the institutions kind of kicking some

[Laurel Schwaebe] 10:32:06

resources or money into it right? also not entirely our responsibility to right.

[Tyler A. Howarth] 10:32:13

So. so it's been more or less a pilot and I will say, even with that 28 min checkout for Paul.

[Laurel Schwaebe] 10:32:19

We have never announced That program like not realize. So it's never been sent out to the 3 institutions never been announced on the website.

[Tyler A. Howarth] 10:32:32

Anything. it's been more or less worried about and we had all of them.

[Tyler A. Howarth] 10:32:36

I think this year we had nearly 40 systems, 40 or 50, and then check down 28 min.

[Laurel Schwaebe] 10:32:43

Alright. And so there is definitely a need but like I said earlier, that we just can't shift that fast, but we can make some moves going forward to make that shift and more or less support it.

[Tyler A. Howarth] 10:32:59

Cause the The other thing to keep in mind for us is life cycle.

[Tyler A. Howarth] 10:33:03

So the reason we have so many of those laptops available right now is, we recently replaced the laptops.

[Tyler A. Howarth] 10:33:10

One of our classrooms. so we had machines that had been used in the last nearly 2 years with the pandemic, so like as far as usable machines. They're you know they haven't been used that much so

[Tyler A. Howarth] 10:33:25

like checking them out is not a big of a deal, but going forward in the next couple of years.

[Tyler A. Howarth] 10:33:32

Ideally we need to commit actual new machines that program we can't just recycle machines that were towards the end of their 4 years service.

[Laurel Schwaebe] 10:33:41

That's not very it's not really fair to our patients to check out a machine that's kind of on its last leg.

[Tyler A. Howarth] 10:33:48

Alright, so that's that's kind of the the pivot point.

[Tyler A. Howarth] 10:33:53

I'm not with bailey's group is Okay, Obviously the pilot is successful.

[Tyler A. Howarth] 10:33:58

How do we start committing new resources to it to make it overall better usable product for our patrons?

[Laurel Schwaebe] 10:34:08

Right? okay, And yeah, I mean, especially with the campus like this where it's such a diverse sort of group of people, and especially if you know, do you see, DCD is really actually gonna push for this Hybrid campus, thing which

[Laurel Schwaebe] 10:34:25

honestly, who knows what they're actually doing i'm very confused with what they think they're doing.

[Tyler A. Howarth] 10:34:29

But well, I I would say that's that's the picture for all 3 schools at this point. Nobody knows what exactly they want to do. and that's where it makes us a little more cautious of how we wanna David stuff

[Tyler A. Howarth] 10:34:44

I I think we're we're on a good track to make that change, and if other institutions make changes, we can kind of halt or adjust.

[Laurel Schwaebe] 10:34:54

But if we made that change right away, that may have burnt us right right alright.

[Laurel Schwaebe] 10:35:02

So we've actually hit the end of this meeting but I have 2 more questions.

[Tyler A. Howarth] 10:35:05

If you don't mind that's fine okay you've kind of already answered this question, too. but i'm going to go ahead and ask it, and let you sort of extrapolate if you don't mind

[Laurel Schwaebe] 10:35:17

What is the integrated library system that your library is using?

[Tyler A. Howarth] 10:35:24

So we are using a product called sierra in ios. there's only realistically like 3 to 4 options.

[Tyler A. Howarth] 10:35:33

I think. there is a big open source. push for the system to go to folio. Well, there are institutions in the country that have down to it the push portfolio is, it's more open community type driven updates

[Tyler A. Howarth] 10:35:51

modules and such. So see, you Boulder is going down that path.

[Tyler A. Howarth] 10:35:58

They are building an environment in the their grand scheme is to have all the other schools in it, and then also kind of helping foot the bill, because it's leading all built in Amazon.

[Tyler A. Howarth] 10:36:10

And aws environment that was supposed to go live this summer.

[Laurel Schwaebe] 10:36:17

They failed on it in January. so I was on some of the like.

[Tyler A. Howarth] 10:36:26

Cis admin teams for that just to kind of keep tabs on it and see how that process is.

[Tyler A. Howarth] 10:36:32

But yeah, in January they were like we need more time for this, and they've basically that project has been pushed back another year or so.

[Tyler A. Howarth] 10:36:41

The problem with that implementation as well as there are certain release kind of versions or dates they have.

[Tyler A. Howarth] 10:36:50

So like, Oh, yeah, we want the august release to the base.

[Tyler A. Howarth] 10:36:53

The bill by but because it's more or less open source and there's some features that aren't quite there yet.

[Tyler A. Howarth] 10:37:00

There are some of those milestones that need to make it a determination on, or is like, Oh, we won't have that feature yet, until we do a massive upgrade.

[Tyler A. Howarth] 10:37:12

So there is the folio option, A lot of other institutions, and some of our staff have used Alma, the Health Sciences Library over it, and she has all month for theirs.

[Tyler A. Howarth] 10:37:26

But yeah, Sierra is known to be kind of an old one, and if you've ever used some of this like interface, it is not very nice.

[Tyler A. Howarth] 10:37:37

Early nineties type look and feel. there are some staff that absolutely love it, and there are others that absolutely hate it.

[Tyler A. Howarth] 10:37:47

And some of the work my web teams working on is So we talk our digital collection.

[Tyler A. Howarth] 10:37:55

Sometimes those records go to our ios which is sierra and it's very jarring when you go to a really nice curated manicure page that's more of us modern into this like just rough text look and feel so

[Tyler A. Howarth] 10:38:12

we're we're working with kelsey's group as far as discovery and metadata to and that's why we have other systems that sit in front of it, and give the better a better look and presentation

[Tyler A. Howarth] 10:38:25

of all the stuff we have to make it easier for users to discover.

[Laurel Schwaebe] 10:38:29

Find it cause we had left just normal ios web presence on it. We wouldn't have nearly in the engagement that we do.

[Tyler A. Howarth] 10:38:40

It's a massive shift as far as usability like a lot of our patrons.

[Laurel Schwaebe] 10:38:46

Get very disoriented when you get posted the that interface. But yeah, so we use the era.

[Tyler A. Howarth] 10:38:53

It is one of the trending things in los is.

[Tyler A. Howarth] 10:38:56

It is hosted by the vendor. So in the past year I was hosted on servers.

[Tyler A. Howarth] 10:39:03

The library had in the building. like I said. About a year and a half ago we moved that to a host solution by the vendor.

[Tyler A. Howarth] 10:39:11

If anything, The biggest advantages with that is typically your administrators.

[Tyler A. Howarth] 10:39:20

For those type systems are more library focused, not actual like it.

[Tyler A. Howarth] 10:39:25

Administrators. So when it came to like normal maintenance, what I consider normal maintenance like system patching module patching that kind of stuff

[Tyler A. Howarth] 10:39:37

There was. There were a couple of times where that would get kind of delayed or put back.

[Tyler A. Howarth] 10:39:41

Push back whereas with a posted solution, the vendor is just doing that body in the scenes all the time.

[Tyler A. Howarth] 10:39:52

The only thing that's kind of got us shifting to a hosted model is in the past, where they would put off updates to like, say, end of semester or when it was more convenient for the organization the

[Laurel Schwaebe] 10:40:05

vendor updates just more or less. happen so so it could be the middle of the semester, and you've got enough of an update or change in the los that it's like, Oh, okay, sure Okay, with us.

[Tyler A. Howarth] 10:40:25

changing hosting solutions whereas in the past you would calculate it's a it's a tough road to walk, but like i'm all for it, because I hate having stuff like super out of date, and that just invites us for

[Tyler A. Howarth] 10:40:40

getting it popped with vulnerabilities and such.

[Tyler A. Howarth] 10:40:43

So it is about. but it is that's been probably the biggest shift is sometimes those updates just happen, and the communication on the underside isn't, as I would say, as good as what I would expect as far as hey?

[Tyler A. Howarth] 10:40:59

This is what we're gonna be releasing in october or like a rolling update over the next 3 weeks.

[Laurel Schwaebe] 10:41:08

Some you know. summation. we'll see these changes coming we don't get as much of a heads up on it as I would like, sure.

[Tyler A. Howarth] 10:41:18

But yeah, so we we use sierra it's okay. I don't know the dials markets very niche.

[Tyler A. Howarth] 10:41:28

So there's like I said there's only like 3 4 options realistically out there.

[Laurel Schwaebe] 10:41:34

So you get what you're gonna get or just general landscape changes like, you know.

[Tyler A. Howarth] 10:41:50

So like our grap and grow grabbed. You go lockers.

[Laurel Schwaebe] 10:41:53

I talked about earlier, integrating that with is kind of a disaster because the system isn't really smart enough to know about that.

[Tyler A. Howarth] 10:42:08

So you have to kind of trick it and say, grab the go is not quite another branch or location, and then you can assign assets to go to it.

[Laurel Schwaebe] 10:42:18

So. But but then again, you know sierra was written in the nineties, so it has no way of some of those things didn't exist. Yeah, Yeah, there was no such thing as you know. Grab the go or putting it in a

[Laurel Schwaebe] 10:42:35

little release locker or tight into digital credentials, or that kind of stuff the biggest gap.

[Laurel Schwaebe] 10:42:39

We see that with that as well is if a patron wants to check their checked out information, or that stuff they actually have to log into the IIs and those credentials, aren't the same as their institution credentials

[Tyler A. Howarth] 10:42:57

it's a huge, it it's it's so screwball with those type things, and that's where integration or putting things in front of it, becomes more key What can we do to work around this more or less

[Laurel Schwaebe] 10:43:12

terrible interface. The only people that deal with Sierra like Dials interface, are the people at different desk?

[Laurel Schwaebe] 10:43:31

Okay, extension type routines, Everything else should at this point be more or less replaced with other interfaces.

[Laurel Schwaebe] 10:43:42

Okay, Okay, but what makes that tricky is those products? all need to talk to it because it's still technically, is the authoritative source for all of our resources So, boy.

[Tyler A. Howarth] 10:44:03

Alright last question, if you don't mind what kinds of assessment measures are used to learn more about users needs, including community engagement and marketing, sure

[Laurel Schwaebe] 10:44:15

So some of these questions, some of that question is more or less geared towards I'd say Alex or marketing communication coordinator.

[Tyler A. Howarth] 10:44:24

But we do We do push out so for example, that is like Daley's group with access and user services.

[Tyler A. Howarth] 10:44:36

So they'll push out you know like digital surveys but realistically, for to get us to getting useful out of data about is we've got to kind of flash the the honey pot of like gift cards, or

[Tyler A. Howarth] 10:44:53

sometimes monetary mon monetary kickback is like, Hey, build this out and help us out.

[Tyler A. Howarth] 10:44:58

Get like a \$10 Starbucks card.

[Tyler A. Howarth] 10:45:02

So there is some commitment of resources to that to just get any information from our 3 institutions.

[Tyler A. Howarth] 10:45:10

So a lot of that's tied in the outreach that Bailey's group was doing oh, once a quarter.

[Tyler A. Howarth] 10:45:21

So say, Hey, i'm getting ready to run this do we need to consider anything else in the library or get feedback on these type app operations?

[Tyler A. Howarth] 10:45:31

One of the more negative points for my group is printing.

[Tyler A. Howarth] 10:45:39

They usually get back for patrons cause i'll i'll be honest if it is a pain.

[Tyler A. Howarth] 10:45:45

Because, of course, all 3 institutions use a different print management system.

[Tyler A. Howarth] 10:45:51

So I can't tie into each one of them to get patrons like print dollar like quotas.

[Laurel Schwaebe] 10:46:01

Oh, God, so like That's Why, we had an entirely separate print system so generally we assign.

[Tyler A. Howarth] 10:46:08

I don't know 2 2 or \$5 of credits to their account.

[Tyler A. Howarth] 10:46:15

But then, once that expires, then they have to put money into their print account, and that's why we have credit card readers and such at each one of the current stations and those costs go one to one back into print supplies

[Tyler A. Howarth] 10:46:30

and management stuff, so that's another portion that makes my group a little different, is so Ryan and his team have 2 separate piles of print supplies, one for the awful labs.

[Tyler A. Howarth] 10:46:47

So toner paper. you know maintenance kits just for the lab printers, and that's paid out of the print fees that we collect, and then we have a separate pile that's for staff printing and that's

[Tyler A. Howarth] 10:47:00

the there is behind the walk doors where the common, you know, shared.

[Tyler A. Howarth] 10:47:05

Use copiers and stuff, So that comes out of our normal organization budget, and then the other one's paid by the student like print fees.

[Tyler A. Howarth] 10:47:14

And it is pretty wild like we do. We do run reports in that data.

[Tyler A. Howarth] 10:47:19

The fourth lab is our heaviest usage I think a lot of us just cause it's easier to pop in on the marathon trends.

[Tyler A. Howarth] 10:47:26

Grab a computer real quick, present law, grab it and then get out

[Tyler A. Howarth] 10:47:30

But I wanna say this year august or the first couple of weeks we did \$25,000 worth of printing.

[Tyler A. Howarth] 10:47:41

Just in North out. Oh, geez so yeah it's expensive. but you know, at the same point I would like to get us to point where we, the the overall End goal for everyone is like how about we not charge for printing that would be

[Laurel Schwaebe] 10:48:00

awesome right, but the realistic thing is it's still super expensive

[Tyler A. Howarth] 10:48:10

Until you're at a large scale. it doesn't make sense in my previous institution the latest whole computer engineering group never had a quota set for their students.

[Tyler A. Howarth] 10:48:19

They're just like whatever, and so you had unlimited printing.

[Tyler A. Howarth] 10:48:22

You know what's wrong for your engineering and a lot of That, too, is dictated by the staff. so like we had faculty that we request require their students to print off lecturer slides for each lecture you're talking to

[Tyler A. Howarth] 10:48:34

Powerpoint with like those thoughts to the side, for you know 60 plus license, you know easily 2030 pages for students.

[Tyler A. Howarth] 10:48:45

And so, but that was a departmental viewpoint of It's gonna cost us more to hire someone to pay salary and benefits to you.

[Tyler A. Howarth] 10:48:55

Quote and manage different quotas and such, and charge backs what?

[Tyler A. Howarth] 10:49:02

So they would order paper by the palette, and so we just loaded in the back supply room.

[Tyler A. Howarth] 10:49:09

And then, just you know, the printers were on 110 page per minute units, and they just per busy all the time.

[Tyler A. Howarth] 10:49:17

So yeah. So printing is obviously a hot button issue.

[Tyler A. Howarth] 10:49:24

And it. it takes some departmental viewpoint of how you wanna handle it.

[Tyler A. Howarth] 10:49:30

But with the the tri institutional model it makes it more or less possible.

[Laurel Schwaebe] 10:49:33

Yeah. but the bigger shift is, if we were to get all 3 schools to more or less use the same print system, then the library could buy pretty much the same system, and that happens to the 3 different schools and so like the the end.

[Tyler A. Howarth] 10:49:52

Goal would be that a patron say at metro could use their metro print budget at the library.

[Laurel Schwaebe] 10:49:59

It'd be cool. but unfortunately we're not there are you able to look at like logins on the computers, or I know you talked about seeing people you know using laptops in front of computers and stuff like that so

[Tyler A. Howarth] 10:50:16

that's yeah. So we do run reports but like a lot of that, too, is a fine balance in the library system like we're very.

[Laurel Schwaebe] 10:50:26

We're pretty staunch on like not having super identifying data, or like, we're not a data collection warehouse.

[Tyler A. Howarth] 10:50:35

But we can get rough stats as far as overall logins on the machines, and then we can sort of drill that down to each school.

[Laurel Schwaebe] 10:50:47

But that's about us in depth as it gets it's not like I could see.

[Tyler A. Howarth] 10:50:51

Oh, morals signed in 30 times the semester for an average session of 30 min.

[Laurel Schwaebe] 10:50:56

What is she Doing so like it's not it's not super collective like that, but like when you get general overall like Msu is the highest usage in for like in library resources, and So what we're on those

[Tyler A. Howarth] 10:51:11

ports every once in a while fails group cause you know she's collecting stats as far as front desk questions.

[Tyler A. Howarth] 10:51:18

You know they do collect like what school that person affiliated with and that's where you're gonna into some really interesting data sets where you know you have the front desktop like Oh, there's

[Tyler A. Howarth] 10:51:31

way more, you know, metro students in the building like of the 3 schools.

[Tyler A. Howarth] 10:51:37

They're using the library for but then you look at say the lab data from the machine usage.

[Laurel Schwaebe] 10:51:42

And see you diverse trending ahead. Okay, So it it does provide some like unique data points where it's like, Yeah, it may feel like you're getting more questions from a particular school.

[Tyler A. Howarth] 10:51:52

But if you look at other resources, that may be an entirely different school, using it more.

[Laurel Schwaebe] 10:51:58

: Okay, interesting. Yeah. So it gets like, how would a change impact?

[Laurel Schwaebe] 10:52:08

Who should we talk to It's like Well, probably this school since they use it More than that, the other 2 sure sure alright interesting.

[Tyler A. Howarth] 10:52:24

Well, do you have any other fun insights or hot tips?

[Tyler A. Howarth] 10:52:36

I think of it has definitely been a more different experience for me on the it side.

[Tyler A. Howarth] 10:52:46

As far as operation there's a lot more coordination, with groups to try to get things done before this.

[Tyler A. Howarth] 10:52:51

I worked for local government. it's a loan tree so it sounds much more area.

[Tyler A. Howarth] 10:52:57

And that was more or less traditional, it you know you're You're supporting a finance grouply supporting Public Works Police Department.

[Tyler A. Howarth] 10:53:08

Yeah, they're all doing different functions. but the results still the same like I need files.

[Tyler A. Howarth] 10:53:13

Any applications. I need a machine to use all this stuff, any technical network?

[Tyler A. Howarth] 10:53:18

And then you know just normal. just going out and purchasing things with the larger academic institutions.

[Tyler A. Howarth] 10:53:26

Let's just see you it's a little different So there is a centralized system new that but it does introduce delays and such.

[Laurel Schwaebe] 10:53:34

So you gotta have a heck of a lot more patience Yeah, it seems like there's gotta be a committee for everything.

[Tyler A. Howarth] 10:53:42

That's yeah Yeah. So like I do I do appreciate the auto, Me and time I have to kind of oversee my department and kind of adjust their names what they what's actually Truly, needed.

[Laurel Schwaebe] 10:53:57

And that bring that up with library management and such. But it is definitely a slower timetable to get some things done.

[Tyler A. Howarth] 10:54:09

For example of that is our office mates. I believe I was told I was moving offices in March that it became.

[Tyler A. Howarth] 10:54:18

Oh, we'll do that in august then it became that in October, and now it's November for the moves.

[Tyler A. Howarth] 10:54:31

So some of that I mean it's just difference of workflows and habits.

[Laurel Schwaebe] 10:54:36

I'm very used to like the type a type. people. we're doing this in this, and like very detail oriented whereas some of our stuff to the library is very big picture, and we tend to forget about the details these 3

[Tyler A. Howarth] 10:54:53

other things need to happen before this other thing actually happens. part prime example of that is with the reorgan.

[Tyler A. Howarth] 10:55:02

I had web team changed the entire staff directory based on the Reorg new Department Division department names all that stuff, position tails.

[Tyler A. Howarth] 10:55:08

But now we have librarians asking about well, why the hell is my title.

[Tyler A. Howarth] 10:55:16

Change the network or teams or whatever it's like that's a campus. Hr.

[Tyler A. Howarth] 10:55:19

Thing, so that's a workflow that you have to submit the paperwork to Hr.

[Tyler A. Howarth] 10:55:23

In the system, then, that triggers the change in outlook and teams, and cause some of the other university systems catch up.

[Tyler A. Howarth] 10:55:32

So it's it's a lot of coordination So So when I get those questions they're like, well, I didn't this change in my because management hasn't filled out the Hrc.

[Laurel Schwaebe] 10:55:42

Port to actually make that change. But, hey, we have an Hr.

[Tyler A. Howarth] 10:55:47

Person now. so exactly so that's I I did bring that up, and that is one there early on task to get them because that kind of puts this weird just kind of in between status for a lot of people you know

[Tyler A. Howarth] 10:56:03

i've got my feedback from people like Oh, I don't know what title we use in my email to people because it's not correct, and it's like.

[Laurel Schwaebe] 10:56:15

Okay, I don't know i'm really glad mine didn't change Yeah.

[Laurel Schwaebe] 10:56:23

And I was, I was fortunate enough my whole division didn't change at all, so

[Tyler A. Howarth] 10:56:33

Well, thank you so much for your time, all of your information and insight.

[Tyler A. Howarth] 10:56:37

I really appreciate it, even though we went over like by half an hour, whatever.

[Laurel Schwaebe] 10:56:45

I'll let you get back to your busy day I really appreciate it.

[Tyler A. Howarth] 10:56:48

Thank you so much. yeah, No problem. And Dad, do you have any other questions, or do you need any clarification?

[Laurel Schwaebe] 10:56:55

Anything just reach out more than happy to help awesome. Thank you so much.

[Tyler A. Howarth] 10:56:59

And i'll see you in the office or wherever you're moving to.

[Tyler A. Howarth] 10:57:07

It sounds like i'll be downstairs and probably summer's old office.

[Laurel Schwaebe] 10:57:11

Okay, then, i'll see you in so what cubicle help.

[Tyler A. Howarth] 10:57:16

Oh, I I I get an office, but like but so the the shift that's changed in that move is Web still stays upstairs.

[Laurel Schwaebe] 10:57:24

Okay, but there can be 2 people to accuse it okay, Okay, But yeah, So it's like It's just pay, you know, being, you know, patient with some of those changes, because our facilities.

[Tyler A. Howarth] 10:57:38

Manager could make those, you know, kind of collaborative, like touchdown stations in one team.

[Laurel Schwaebe] 10:57:45

Yet that's all the 3 quarter height wall cubes and stuff.

[Laurel Schwaebe] 10:57:51

And so he he has a lot more office moves to do clear out of zone of that to then rip it out and then put in new furniture to accommodate that. right?

[Tyler A. Howarth] 10:58:04

Okay, so he's like, well, of all places to have a collaborative touchdown space. it's currently in the space that we originally. we're gonna move you guys out of yeah, So I was like all right fine.

[Tyler A. Howarth] 10:58:16

We can. We can do that, you know But like you said it gets back into that whole big picture details, and they figured out that details like, Oh, yeah, maybe we shouldn't move them.