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New OWL Powered by Sakai

ITS Instructional Support Team <its-owl@uwo.ca>

Sakai has been selected as Western's new Learning Management System (LMS). The first phase of implementation is a small pilot which is running this term - January through April 2012 - in the new OWL. The pilot includes twelve courses drawn from ten faculties and allows instructors, students, and the Instructional Support team to test-drive the interface, tools, and functionality of the new OWL (powered by Sakai).

A larger pilot of all Intersession and Summer courses will run through the spring and summer, with the goal of running all courses in September 2012 on the new OWL platform.

Training

OWL training began February 6 and is available to all instructors. Migration support has also begun. Information about training, including dates/times, and how to register, making your migration plans, and documentation is available at

<http://webct.uwo.ca/owlflightplan/gettingstarted.html>

More information about the new OWL and the progress of the OWL Flight Plan can be found at **<http://webct.uwo.ca/owlflightplan/>**. Please return regularly to check the latest news.

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in.touch@uwo.ca



About In Touch

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The purpose of In Touch is to inform our users about activities and events of Information Technology Services.

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We welcome your comments, suggestions, and articles.

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Notices/Information

- Scheduled System Maintenance takes places during Sundays, 6am - 12:00 noon
- ITS Services Document available at:
<http://www.uwo.ca/its/services.pdf>

Need help, have a question?

- Call ITS Customer Support Centre:
519 - 661 - 3800 ext. 83800
- ASK ITS: <http://askits.uwo.ca/>
- Email using the web form:
<http://www.uwo.ca/its/helpdesk/question.html>

Access Copyright Agreement

Western News announced in January that Western University and the University of Toronto have reached an agreement with Access Copyright to allow their communities to reproduce copyright-protected materials in both print and digital formats.

As stated by Cheryl Misak, University of Toronto Provost, "This enables, within certain limits, reproduction of copyright material for students' use without concern for infringing on copyright restrictions."

Western and the University of Toronto will each pay Access Copyright a royalty of \$27.50 per full-time equivalent student annually. Full details are given in Western News Online at http://communications.uwo.ca/western_news/stories/2012/January/western_u_of_t_sign_agreement_with_access_copyright.html



The Open Experience: LibreOffice

Paul Lukasewych <plukasew@uwo.ca>

Remember OpenOffice? If you are a Mac or Linux user, I'm sure you've heard of it, and probably have tried it for yourself at some point. In this edition of **The Open Experience**, I'd like to talk about **LibreOffice**, which some might call the successor to OpenOffice. I will also touch on my own experience with the two products.

As you may know, OpenOffice was owned by Sun Microsystems and was released under an open source license. Sun was purchased by Oracle a couple of years ago and following this purchase, many members of the OpenOffice community feared that Oracle would either kill the project or close the source. To ensure the continuation of

the product, these community members decided to form a new group, called **The Document Foundation**, to create an offshoot of OpenOffice. The Document Foundation then joined forces with other groups that had splintered off from OpenOffice in the past and released a new product called LibreOffice, based on the source code for OpenOffice 3.3.

In the months following the creation of The Document Foundation, development of OpenOffice languished, as many key developers had moved on to LibreOffice. Oracle has since given up on the project, donating it to the Apache Software Foundation. It remains to be seen whether or not Apache will be able to

find the resources to continue development of OpenOffice in a meaningful way.

Currently, the momentum is definitely with LibreOffice. Many Linux distributions have adopted it as their default office suite, and the community surrounding it continues to grow. A mostly-satisfied OpenOffice user for years, I switched to LibreOffice shortly after it was released; it seemed clear to me that this would be the future of the product. I'm not a heavy user, but I use LibreOffice exclusively. If you haven't looked at OpenOffice for a couple of years, it might be worth taking LibreOffice for a spin.

To learn more, or to get a copy of LibreOffice for yourself, visit <http://www.libreoffice.org>.



ITRC Project: Western Libraries Tutorials

David Arromba & Aaron Shyr <itrc@uwo.ca>

In the spring of 2011, the Taylor Library Web Modules team - Lise Doucette, Nazi Torabi, Meagan Stanley, Sue Larke, Bridget Morant, and Miriam Leslie - approached the ITRC with a project proposal to assist in the creation of a series of instructional video tutorials. The video tutorials are for researchers, particularly graduate students, conducting research literature reviews. The tutorials will provide point-of-need support for researchers wanting to learn more about the steps involved in a literature review. Since the project's inception, we have created four video tutorials using an array of multimedia tools.

Each tutorial followed a similar workflow. Once the librarians gave us the tutorial's content and script, we took the creative lead. A wide range of software was used: Adobe Photoshop and Illustrator for graphics, Adobe Flash for animations, and ScreenFlow for screen captures. The ITRC's physical facilities were also put to good use, as voiceovers were recorded in our audio room and interviews were filmed in front of our green screen. Finally, all the separate parts were pieced together and edited using Adobe After Effects.

To establish continuity within the tutorial series, we also created 'bumpers' that appear at the start (Fig. 1) and end of each tutorial

in the series. The librarians have since used these bumpers for other video tutorials.

The video tutorial series is available on the Western Libraries website and Western University's YouTube channel at <http://tinyurl.com/libITRC/>. The ITRC created the following tutorials:

- **Picking the Right Database (Fig. 2)** - Aaron Shyr and Samantha Munro
- **Introduction to Literature Reviews (Fig. 3 - page 5)** - Aaron Shyr and Yang Lan
- **Subject Headings** - Dave Arromba and Amanda Mckee
- **Benefits of Using RefWorks** - Aaron Shyr, Samantha Marren and Rachel Avery

Fig. 1 - Front Bumper

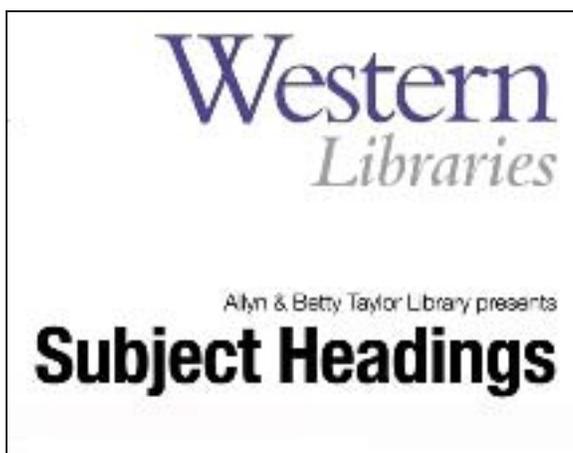


Fig. 2 - Picking the Right Database





Mona Brennan-Coles
<mona@uwo.ca>

Fax Services

Fax usage is decreasing in most areas and as we move voice services to VoIP and retire the SL-100, this is an opportunity to provide fax services in a new way. Considerations include enterprise vs. hosted solutions; Western's E-commerce policies; cost, ease of use, and clients for all desktops.

We are issuing an RFP looking for enterprise and/or hosted solutions, and we anticipate a decision in early March. Once a solution has been selected, we will prepare and communicate a deployment plan.

Mobile Working Group

During the November 2011 TUMS meeting, a round table discussion about iPads and Tablets identified learning and business uses for both iPads and Android Tablets. The group agreed to form a working group more broadly focused on mobile computing facilitated by Information Technology Services and composed of interested TUMS members.

The following faculties and departments are represented in the working group: Facilities Management, Faculty of Education, Faculty of Engineering, Faculty of Information and Media Studies, Housing & Ancillary Services, Ivey Business School, Schulich School of Medicine & Dentistry, Social Science Network and Data Services, Student Information Services (Office of the Registrar), and Information Technology Services. The group

will communicate its findings through several channels including In Touch, the ITS newsletter.

Voice Conferencing Services

Voice conferencing services provide a more cost effective way to provide real-time communications. The SL-100 Meet-Me-Conference service has provided very basic voice conferencing services. With the SL-100 retirement, we are looking to replace the Meet-Me-Conference service with one which is easier to use and provides self-registration facilities.

We are issuing an RFP looking for enterprise and/or hosted solutions. Considerations include ease of enterprise vs. hosted, cost, ease of use and ease of billing. We anticipate a decision in March. Once a solution has been selected, we will prepare and communicate a deployment plan.

Fig. 3 - Introduction to Literature Reviews



ITS Awards and Service Recognition

Merran Neville <mneville@uwo.ca>

Long Service Recognition

Dave O'Halloran was recognized recently for achieving his twenty-year service award. Congratulations, Dave!

Annual Holiday Decorating & Food Drive Challenge

Departments in the Support Services Building participated with great enthusiasm and creativity in the second annual Holiday Decorating & Food Drive Challenge. The ITS Help Desk staff won the Best Overall category with their delightful and lifelike Kris Kringle set, and a real Santa! Photos are online at <http://www.uwo.ca/its/doc/newsletters/InTouch/vol18-1112/photos/>.

Other ITS staff were recognized in the Individual Effort category. These staff are Effie Alexis, Jon Hickmott, and Terri Moeller. Congratulations to all!

Alternative Spring Break (ASB)

Rob Atkinson is going to the Dominican Republic for Reading Week, but it's going to be a different vacation from any other he has taken. Rob applied for and was selected to be a team leader for Western's Alternative Spring Break program. He will be working with Joanne Lubansky, an instructor from the Nursing School. Together they will be leading twenty five Western students on a trip to Monte Cristi, Dominican Republic. There they will teach English in elementary schools and volunteer at a local orphanage in various building and program development projects for the Orphanage and the local community.

As a co-team leader, Rob was involved in the student selection

process, the team leader training, and was a facilitator at the ASB Conference weekend in January. The conference weekend was the first time Rob and the group met and began the planning for the trip.

Students return to Western from their ASB experience with an increased sense of civic engagement, and a better perspective on how their experiences connect to their current academic studies and future career.

All full and part-time Western faculty, and full-time Western staff are eligible to participate in the Alternative Spring Break program as team leaders.

More information can be found at <http://www.asb.uwo.ca/>

Bon voyage, Rob!



Kris Kringle Team: (l to r) Ken Gilliland, Colin Gallaher, Thomas Fiveash, Rob Dykeman, and Judy Steward

Poster Caption Contest

Want Free Stuff? Come up with a caption. Win a prize!

Don't want to enter a caption? You can still participate by voting for the captions that have been entered by your colleagues and friends!

Western's Working Group on Information Security (WGIS) is offering prizes for the most popular, most witty poster caption to promote on-line safety and computer eWellness. The contest runs until March 9, 2012 and there are several prizes including a \$350 campus meal plan, \$250 gift card for either the Campus Computer Store or the Book Store and gift certificates to The Purple Store, The WAVE and Western Film.

The contest is open to all staff, students, and faculty who have a valid Western Identity account. For more information see <http://ewellness.uwo.ca/campaign/Winter2012/>

Posters wanting a caption are at

<http://ewellness.uwo.ca/campaign/Winter2012/images/photo-gallery-display/contest/>
VOTE or enter your caption (using VOX our new user voice app) at <http://servlet.uwo.ca/vox/>

ITS Information

Network Backup Service

For network backup and recovery service, please contact the ITS Legato Group:

Email: legato@uwo.ca

Web: <http://www.uwo.ca/its/network/backup.html>

ITS Open Hours

Building hours and hours of opening for the various areas of ITS are listed on the web at the following location.

Web: <http://www.uwo.ca/its/reach/contactus.html#hours>

ITS Mission

We are committed to delivering the best information technology services and solutions in support of the teaching and research missions of the University.

ITS Vision

To be recognized as the preferred source of information technology services and solutions within the campus community and recognized as one of the leaders in the North American university community.

Commonly Used Numbers

ITS Customer Support Centre	519 - 661 - 3800	ext. 83800	helpdesk@uwo.ca
Voice & Data	519 - 661 - 3800	ext. 83800	helpdesk@uwo.ca
Administration Office	519 - 661 - 2151	ext. 82151	FAX 519 - 661 - 3486 ext. 83486
Computer Accounts Office	519 - 661 - 3800	ext. 83800	accting@uwo.ca
Computer & Network Operators	519 - 661 - 3525	ext. 83525	operator@uwo.ca
ITRC	519 - 661 - 2111	ext. 85513	itrc@uwo.ca
ITS Non-Credit Courses	519 - 661 - 2151	ext. 82151	its-courses@uwo.ca
Dial-in Line (all modem speeds)	519 - 640 - 5305		
E-mail Postmaster	519 - 661 - 3800	ext. 83800	postmaster@uwo.ca

Facilities

ITS Support Centre	SSB 4100	General Purpose Labs	
PC Lab	SSB 4230	UC - 2	NCB - 105,
ITRC	SSB 4320	NSC - 110	HSB - 13, 14, 16
		SC - 1310	SSC - 1000, 1012, 1032

