

**Teaming Computing and Library Professionals to Support
Distance Learning Students:
Looking at the University of Texas System Institutions**

**Amigos Fellowship Report
June 2000**

Submitted by:

Team Members

Li-Chih Fan, Academic Computing

Marie Irwin, Library

Rachel Robbins, Library

James Stewart, Academic Computing

Tommie Wingfield, Library

**Report on Amigos Fellowship
Teaming Computing and Library Professionals to Support
Distance Learning Students:
Looking at the University of Texas System Institutions**

The purpose of the grant:

The grant was requested to find ways to improve access to library resources and services provided to UTA's distance learning students, to understand the contributions of academic computing centers and libraries on other campuses in providing similar services, to foster a mutually cooperative relationship between Academic Computing Services and the Libraries, and to formulate a practical model for offering services to distance education students. Professional library journals were publishing articles about collaboration between libraries and campus computing services. Since no formal collaboration between the Libraries and Academic Computing currently existed on our campus, we hoped that our research would forge a mutually supportive relationship between the two departments.

The situation in the spring of 1998:

Prior to their merger under a single head in 1996, Administrative Computing and Academic Computing were separate departments. When a newly created position for Vice-Provost of Computing was filled in 1997, Administrative Computing and Academic Computing were joined. The computing operations were further consolidated to become the Office of Information Technology (OIT). Since Administrative Computing had maintained the Libraries' catalog on the campus mainframe until mid-1998, the Libraries' primary interactions had been with the Administrative Computing staff. Prior to 1998 cooperation with Academic Computing had been limited to the implementation of a gopher service, the housing of an Academic Computing lab in the Central Library, and contact between the Libraries' Web Manager and the Campus Web Master. In 1999 Academic Computing began providing up to eight hours of PPP service to students and faculty and operated a Help Desk from 8:00am to 5:00pm, Monday through Friday. Help Desk hours were limited because the bulk of available funds were diverted to strengthen the campus infrastructure. The Libraries' Information Technologies department managed the Libraries' independent network, email server, desktop support, and beginning in 1998 the Libraries' newly acquired client-server catalog.

The original problem:

Library staff had been charged with delivering library services to distance education students. Access to research resources provided by the Libraries' was being restricted to UTA affiliates either by user ID and password or by IP address. User IDs and passwords were readily available online to anyone currently affiliated with the University and IP-restricted databases could be accessed from off-campus through use of Academic Computing's PPP service. However, while the PPP service was free, its use was limited to eight hours a week and no 800 access was provided. Also, students and faculty living outside the Dallas/Ft. Worth Metroplex would incur long distance phone charges for using the service. A proxy service would be a solution to these problems since students and faculty could use a local Internet service provider and still have access to IP-restricted library services. We had not set up a proxy service and wanted to learn how other academic libraries were implementing proxy service or other solutions for providing off-campus access to library services. We also wanted to learn how other libraries were getting physical materials to distance learners.

The team:

Rachel Robbins, Head of Access Services
Marie Irwin, Library Web Master
Tommie Wingfield, Reference and Information Services Manager
James Stewart, Campus Web Master for Academic Computing
Li-Chih Fan, *Head of Academic Computing (added fall 1999)*

The team was comprised of middle-management staff. The Director of Libraries and the Director of Academic and Administrative Computing agreed to our working together, but they were not participants. Of the team, only Rachel had previous grant experience. The librarians approached the Director for Academic and Administrative Computing and asked for “someone” to work with them on the grant. James was recommended and his supervisor agreed to his participation. We were fortunate in the selection of James because he and Marie worked together regularly on web-related activities.

The original project:

We asked James if he could set up a proxy server for accessing IP-restricted databases and services provided by the Libraries. James was enthusiastic about working on the project, but it was not a high priority for Academic Computing: it was more a courtesy to a group across the street! He got the proxy running and working, but this solution would require students to add the proxy server setting to their browser. That wasn't what the solution that the Library was hoping to support; we were looking for a more transparent solution. The PAC files were the next step. At that point we had to decide how much more of James' time could be dedicated to the project without more buy-in from his department. We found an alternative through TexShare. Mark McFarland at the UT Austin Libraries had been providing authentication to databases provided through TexShare and he was willing to try providing a proxy service for other UT System libraries. UTA would be a test site to see if this was a feasible service for UT Austin to provide. If the service was successful, it could be extended to other UT System institutions needing proxy service. He requested that we supply unique identifiers for students, faculty and staff. Academic Computing supplied those identifiers. We ran a beta test of 100 people during the spring term of 1999. The test was expanded and continued during fall semester.

The Libraries formed an internal committee to explore ways to improve library services for distance learners. As a result, we created a web page describing services provided specifically for the distance education students and designed a brochure to promote the new library services. We implemented a service allowing distance education students to submit online requests for delivery of books and photocopies to their home. Requested books and journal articles owned by the Libraries would be mailed to distance learners at no cost. If the requested article was not available at the UTA Libraries, a copy would be requested through interlibrary loan, photocopied, and mailed to the distance learners. The Libraries' provided an 800-telephone line. A web-based form was developed to allow students and faculty to apply for TexShare cards. We solved several problems, but we did not resolve the problem of distance instruction. We wanted to develop tutorials and aids for users.

Changes to the original project:

As we planned the site visits to other campuses, we defined future collaborations in support of distance students much more broadly than we originally had envisioned. We determined that help desk operations, web development, faculty training for integrating technology in education, server replication and

backup, tutorial development, electronic reserves, wireless applications, digital publication, use of student assistants (and pay scales), authentication methods, and issues relating to disabled students use of technology all came within the scope of our investigation. We became focused and energized!

Two days site visit to the University of Texas at Austin (November 1999):

We met with Mark McFarland and Ladd Hanson of the General Libraries Digital Library Services Division and UT System Digital Library about the proxy service that was in development. The meeting was the first face-to-face contact between Li-Chih, James, Mark and Ladd, and it was quite helpful. Proxy service at UT Austin is provided by the library staff rather than by campus computing staff. Mark and Ladd agreed to open up the proxy service they had been testing on a small-scale basis to the entire UTA community during spring 2000.

We visited George Culp in the Center for Instructional Technologies (CIT). CIT offers services and facilities that promote, support, and integrate digital technologies in learning, teaching and research. The Center offers support and training for WebCT in addition to a myriad of other technologies. The Center hires students to assist faculty with digital projects, and we were given information about selection, assignments, and wages.

Next we visited with Terry Tatum, Manager of Help Desk Services. We toured the call center and met the students working there. They rely heavily on student assistants who are supervised by regular staff. Students are paid higher wages than typical campus jobs and they also benefit from documented work experience at the help desk when they graduate and apply for jobs.

Wingfield met with Beth DuPuis, Digital Information Literacy Office, General Libraries, and her staff about the development of TILT, the Texas Information Literacy Tutorials, to learn about staffing levels, skill sets and time requirements for developing interactive tutorials. It took approximately two years to plan and create these three award-winning tutorials!

We met Marcia Jenkins, Academic Computing, because Li-Chih's had worked with her virtually for years and had never had the opportunity to meet her personally. Marcia set up a tour of the computer facilities where the campus servers were maintained, complete with discussions of acceptable down times, etc. Mike Cerda of Academic Computing and Instructional Technology Services led the tour.

The team also met with David Cook, UT Web Office, Academic Computing, to learn how they manage their campus web presence. David provides technical, administrative and strategic direction for UT Austin's web site. He coordinates TeamWeb activities and manages the Academic Computing component of TeamWeb.

Some members of the team met with G. Morgan Watkins, Departmental Services, Academic Computing and Instructional Services, about policies for web sites and campus computing facilities to meet the needs of users with disabilities.

Rachel met with staff in the Library responsible for document delivery for distance learning students.

Site visit to the University of Texas Health Science Center at Houston (April 2000):

This site was selected particularly to see the help desk and to meet with Bill Weems about the future use of digital certificates in the UT System. We invited one extra guest from Academic Computing to share our visit because he was very interested in the help desk meeting. It must be mentioned that their conference

rooms are marvelously equipped and were the envy of us all. The floors were hardwood, the chairs molded to your body—it was lovely.

The UT Health Science Center uses HEAT for logging help desk calls, the same software that is selected for the help desk in the UTA Library. We met with Ken Bauer and Christina Vaughn. Goldmine, the software company marketing HEAT, recommended Bauer as an expert on the product. Christina currently manages the help desk, which primarily serves faculty and staff but also some students. They are happy with the product and they spent the morning answering questions and demonstrating its capabilities. In fact, they were so helpful we went back there in the afternoon to meet the people that were taking the calls. Academic Computing and Administrative Computing report to different administrators on that campus. Administrative Computing is responsible for the help desk.

For a number of years, there has been talk about digital certificates offering a solution to authentication in the UT System. We wanted to hear about recent developments. William “Bill” A. Weems, Director of Academic Computing, was an early proponent of certificates because they provided the maximum security needed for medical records. The UT Houston Health Science Center piloted the use of digital certificates in the UT System. The team got the fullest explanation I have heard to date about the practical aspects of their use; for example, currently there is only one agent who can issue certificates that are widely accepted in Texas. Although the certificates are available to the UT System institutions now, they will not provide a solution to remote database access until the database vendors accept them. Mark McFarland and Sue Phillips are proposing digital certificates to vendors, but widespread acceptance may take several years. The Texas Medical Library technology staff provide proxy service with support from Academic Computing Services.

Dr. Weems treated David Taylor of the Dental School Library and our team to lunch. The conversation revolved around the use of WebCT and/or Blackboard to deliver distance courses. Following lunch the group joined David Diehl, the newly hired web content manager for conversation relating to web development and digital publishing. An online textbook and course materials with no print equivalent are being published for medical students nationwide from that campus and will be on the market soon.

We were scheduled to meet with Leah Krevit, a librarian, but a crisis prohibited her attendance. The library and the computing center are integrated into a single department there. The library cataloging personnel are adding metadata tags to the web site.

Site visit to the University of Texas at El Paso (April 2000):

We began our visit with Lynn Howell, Coordinator of the Help Desk, at the help desk located in the student union. UTEP also uses HEAT for help desk support, but full-time employees answer the phones rather than a mixture of staff and students. This desk is most like the one planned for UTA. It serves faculty, staff, and students and it has long hours of operation. They have an extensive training program with certification requirements for staff. We were particularly interested in their staffing levels and patterns. Anna Hines, the person to whom Lynn reports joined us later for lunch.

In the library, we were greeted by Cesar Caballero, Associate University Librarian, Public Services, and taken to meet with Dr. Patricia A. Phillips, University Librarian; Robert Klaphor, Reference Librarian; and others. Library technology personnel maintain the online catalog, manage the desktop computers for staff and those in public areas and the classroom, and provide proxy service for the users and training for library staff. The library seeks to be self-sufficient in their computing activities. They have over 200 computers, with approximately 70 being in public areas. There are two librarians and two technicians in the information

technology department. The librarians manage the applications and the technicians keep the machines running. They manage the library help desk and provide some support to students with connectivity questions. Ralf Hollmann, Coordinator for Data Processing, chairs an in-house training group for library staff and put all the manuals online. The computers have PC Anywhere installed, and the technology staff logon to the computer using laptops and telephones. The UTEP Library maintains a web site. They use a team-based approach to providing service to distance learners. The team has as a member an electronic resource librarian, Rachel Murphy, who chairs the Distance Education Support group and manages the databases and web links for entire library staff. She also tests new packages and trains reference staff in their use. The Special Collections unit has a small digitizing project under way to publish photographs of the border region. We were given a tour of the facility and a demonstration of the indexing procedures being used. There is an electronic classroom in the library with 20 workstations. The library spends approximately \$400,000 on electronic resources. Of the libraries visited, I found this one to be singularly inviting as a user. Lovely rugs on tiled floors, the artwork displayed throughout the building and the comfortable, upholstered seating created a warm welcome.

Our next stop was to the Undergraduate Learning Center, a marvelous collection of computer labs, theaters with great sound, and media production facilities. The predominant memory is of the wealth of equipment. We were told that UTEP is the sixth in the nation in grant receipts. It is one of only six universities in the nation chosen to participate in the National Science Foundation's Model Institutions for Excellence, intended to increase the participation of students traditionally underrepresented in the fields of science, engineering and mathematics. Mathew McElroy, Technical Staff Associate, and Claudia Domingues, Research Associate, gave us a tour of Technology Planning & Distance Learning where entire courses are developed for online distribution. We met Evelyn Posey, Associate Vice President for Academic Affairs, who has oversight of the Center for Effective Teaching and Learning (CETaL). Through this center faculty are given support for instructional design, development and evaluation to better ensure their effectiveness as teachers. The Digital Media Center's mission is to enhance teaching and learning by producing a wide range of digital media products. From their brochure, "Faculty development and support includes a wide range of workshops in addition to project management and consulting. Equipped with state-of-the-art hardware and software DMC presents, produces, and delivers course materials in innovative ways to promote effective teaching and learning." They use lots of students in their production activities, arts students for the creative parts, language arts student for the text, and technical students to provide programming and make things work.

In the afternoon we visited with Richard Dugan, Learning Lab and Special Needs Coordinator, to see how they had set up the lab for students with disabilities. There were a variety of readers and visual enhancement software packages available. Richard demonstrated the advantages and disadvantages of the various models.

Site visit to the University of Texas at Dallas (May 2000):

As a former employee at UT Dallas, this trip was especially pleasant for me. Attending from UTA were Wingfield, James Stewart and David Ellis (our guest from Academic Computing). Ellen Safley, Associate Director of the Library, met us. The group also included Jane Darling, Bibliographic Instruction Librarian; Jean Vic, Systems Librarian (title not exact); Doug Jackson, Director, Technology Customer Services; Nigel Nazir, Director, Network and Unix Services; Mark Mitchell, Coordinating Support Team Leader; Paul Schmehl, Desktop Support Team Leader; and Don Davis, Backoffice Support Team Leader.

Jane needed proxy service to support students taking an international communications class, so computing staff were experimenting with I-Planet, a proxy that validates by IP address. There are some problems with it because I-Planet wants to manage the cookies and some of the library databases also want to

manage the cookies. However, they expect the next release to resolve these problems. You can check your email ,the mainframe, software, McAfee and telnet through it.

They also use WebCT.

We asked about their help desk operation. Computing staff created their own software in-house, and they are quite satisfied with it. They have help staff in the same area for staff and students, but each group has different phone numbers and web addresses. Student calls only come to the student phone and staff calls only ring on the staff phone. A log keeps an archival copy of all incoming calls. They have no service level agreements. The help desk services all technical support problems. They have 10 part-time students that work 19 hours each week. The hourly pay rate is from \$9.58 to \$10.01. The help desk is staffed Monday through Thursday from 8:00am to 10:00pm, on Friday from 8:00am to 5:00pm, and on Sunday from 1:00pm to 6:00pm. There is no Saturday service. They take between 130-140 calls per week.

We asked how they orient students to their services. They have an orientation and give out packets. Students have to attend to get the packets. There is an A-Z Guide to services enclosed. Freshman Rhetoric classes have to go through two CD-ROM's. Students can have only one computer account.

They have no computer store on campus. The Microsoft and other required software is marketed through HiED off campus. HiED brings the software on campus the first week of each semester for student convenience.

We asked how they were using digital certificates. Currently they are issuing them to faculty and staff. They are looking at a smart card pilot project, which will use digital certificates. They expect digital certificates to become pervasive when they move to smart cards. They are looking at a Spring 2000 test date.

They are experimenting with wireless in the classroom and in the library using four laptops. They will begin use in summer to see how it works. The laptops will have to be used in the building. Circulation will check them out to students with varying time periods. They will have browsers only. There are three access points. They are finding that wireless does not respond well in areas with metal stacks and dense books. In the library, users will have to register mac addresses because the campus is DHCP. They are issuing cable modems.

UTD's Provost had decreed that all syllabi must be put online.

Two departments hire technical experts for their departments—science and management.

From the library staff we found that Jean, the library systems person, manages the software for their public catalog, but the software is loaded on servers housed and managed by computing staff. The library has one professional technical person and two technical support staff. There is no library web master. The computer lab in the library is managed by campus computing personnel.

The Survey of UT System Schools:

Rachel Robbins surveyed the UT Systems schools early in 2000. The results are appended. There are three separate documents.

The world began to change:

Beginning in the fall of 1999, the Libraries and the Office for Information Technology (OIT) experienced changes and found new opportunities for collaboration:

1. UTA received a major Telecommunications Infrastructure Fund (TIF) grant, which funded an Internet Café for the main floor of the Library. This is a joint project of the Library and OIT. (Scheduled to open fall 2000)
2. The renovation of library space for the Internet Café provided space for help desk located adjacent to the Internet Café. (Scheduled to open fall 2000)
3. The Libraries funded a new Faculty Media Lab to assist faculty to incorporate technology into their teaching. (Opened February 2000)
4. The campus purchased a site license for WebCT. Faculty could use WebCT to mount courses or course content on the web. OIT and the Library jointly promoted WebCT to faculty. (Spring 2000)
5. The Library began a pilot electronic reserves project. (Spring 2000)
6. The Library added one and a half FTE to its Web Services Department: a half FTE to do metadata analysis and a full FTE for developing online instruction and tutorials as well as working with faculty interested in developing course-related web content. (Spring 2000)
7. The Library and Academic Computing began exploring ways to educate campus web developers on the importance of including metadata tags on web pages and ways to assist those needing help. (Spring 2000)
8. The long-time Head of Academic and Administrative Computing retired, triggering reorganization within the department. (January 2000)
9. Li-Chih Fan, James Stewart's supervisor, was added to the grant team. (Fall 1999)
10. Li-Chih became Head of Academic Computing. (Spring 2000)
11. James Stewart became Manager, Computing Services, which would include managing the new Help Desk. (Spring 2000)
12. Digital Library Services, a new library department under Marie's supervision, was formed to research and develop new web-based library services and to begin a program for digitizing our unique library resources. The new department includes a total of six and one-half FTEs: three and one-half FTE professional staff, one-half FTE technical staff, and two and one-half FTE support staff. (Effective July 2000)
13. Application was made for another TIF grant (May 2000)

The status now:

The proxy server at UT Austin is in the final throes of testing. Internet Café is under construction: James, Li-Chih and I are selecting colors to place furniture orders this week and the carpet is on its way. A team has been formed to implement the Help Desk, bringing more people into the "joint venture". We are anticipating more TIF money to build on these projects. Li-Chih, James, Marie and Tommie received promotions. Marie is stepping into a new role as the Digital Library Services Manager beginning June 1, 2000—that's tomorrow! I'm not sure of the title, but the reality is that this is a major new thrust into the digital world! Rachel is automating Interlibrary Loan operations and hiring a new staff member (her former one joined Marie's crew). We're poised to move forward.

What we learned:

While we do not take credit for the opportunities for cooperation that developed during this last year, we will most certainly be in better positions to maximize them through relationships based on friendship and trust. Promotions of our team to higher positions will perhaps provide opportunities for other new ventures. We gathered information deliberately and casually along the way. And we learned a lot!

We learned that we want our proxy server managed by our own team. Academic Computing sent a note this morning saying they will do it!

The Amigos fellowship was aptly named—the team members did indeed become true amigos, and we have new amigos all across Texas! While we knew we could learn from others in the profession, we didn't know it would be so much fun. We drove to most of the places and had lots of time for conversation. On the trip to Austin we stayed in a bed and breakfast. Our group had the entire house! We talked for hours. We went out for a Mexican dinner in Houston. When we went to El Paso, we crossed the border and went to Juarez for dinner. Two members of the group had never been to Mexico. It was pleasure to share that experience with them. We found our counterparts in other institutions to be knowledgeable, generous and cordial. It's hard to imagine working with nicer people!

Institution	Offer DE courses	Computer fee FYOO Gen Use**	Library Fee*
UT Arlington	yes	\$8/credit hr	\$4/credit hr
UT Austin	yes	\$6/credit hr	\$2/credit hr
UT Austin - Austin Tarlton law	no	\$134/sem + \$30/sem Su FY00	\$2/credit hr
UT Brownsville	yes	\$5/credit hr	no
UT Dallas	yes	\$7/credit hr	\$8/credit hr
UT El Paso	yes	\$7/credit hr	\$1/credit hr
UT Pan American	yes	\$4.25/credit hr., maximum \$51	\$1/credit hr
UT Permian Basin	yes	\$25/semester	\$1/credit hr
UT San Antonio	yes	\$12/sch; \$56/sem min; \$168/sem max	\$12/credit hr., min \$48/max \$144/Sem, \$34/credit hr Gen Fee, \$2/credit hr Library Fee
UT Tyler	yes	\$5/semester	Library receives part of fee for automation
UT Southwestern Medical Center at Dallas	no	no	no
UT Medical Branch at Galveston	yes	no	no
UT HSC Houston-Dental	yes	\$85/year	\$45/semester
UT HSC Houston-UT Psychiatric			no
UT HSC Houston-School Pub Health	yes	\$10/semester	\$20/semester fall & spring
Antonio	no	\$5/credit hr	\$25/sem or \$50/yr
UT Health Science Center at Tyler***	yes	no	no
UT M.D. Anderson	no		no

*Texas Council of State University Librarians; Library Fee Survey Results; Sept. 1999

** Data collected by Wingfield in 2000

*** DE courses taught in conjunction with Stephen F Austin and Texas A&M

Page printed June 1, 2000

Information based on library survey by Rachel Robbins

Institution	Mail books owned	Mail journal articles owned	Mail borrowed books
UT Arlington	yes	yes	no-but we are considering
UT Austin	yes	yes	no
UT Austin - Austin Tarlton law			
UT Brownsville	no	no	no
UT Dallas	no	no	no
UT El Paso	yes-none requested	yes-none requested	yes-none requested
UT Pan American	yes-none requested	yes-none requested	no policy
UT Permian Basin	N/A	N/A	N/A
UT San Antonio	no	no	no
UT Tyler	yes	yes	yes
UT Southwestern Medical Center at Dallas			
UT Medical Branch at Galveston	no	yes	no
UT HSC Houston-Dental	on occasion	yes	on occasion (not often)
UT HSC Houston-UT Psychiatric			
UT HSC Houston-School Pub Health			
UT Health Science Center at San Antonio	yes-in development	yes	no
UT Health Science Center at Tyler***	no	no	no
UT M.D. Anderson	N/A	N/A	N/A

*The Texas Medical Library serves all the med centers. Has proxy provided by Library IT.

Page printed June 1, 2000

Information based on library survey by Rachel Robbins

Institution	Mail articles borrowed/purchased	Electron reserves	Online Tex Share Application
UT Arlington	yes	no-working on it	yes
UT Austin	yes	no (tried, will try again)	no
UT Austin - Austin Tarlton law			
UT Brownsville	no	no	no
UT Dallas	no	yes	no
UT El Paso	yes-none requested	yes, started fall '99	no
UT Pan American	yes-none requested	no	yes
UT Permian Basin	N/A	N/A	N/A
UT San Antonio	no	no	N/A
UT Tyler	yes	working on it	no
UT Southwestern Medical Center at Dallas			
UT Medical Branch at Galveston	yes	yes	no
UT HSC Houston-Dental	yes	no	no
UT HSC Houston-UT Psychiatric			
UT HSC Houston-School Pub Health			
UT Health Science Center at San Antonio	yes	no	no
UT Health Science Center at Tyler***	no	no	no
UT M.D. Anderson	N/A	N/A	N/A

*The Texas Medical Library serves all the med centers. Has proxy provided by Library IT.

Page printed June 1, 2000

Information based on library survey by Rachel Robbins

Institution	Can identify DE students?	Do you charge DE for services	Web site for DE students
UT Arlington	student database ids DE class	no	yes
UT Austin	If they're enrolled main univ	charge all for doc del - not just DE	working on right now
UT Austin - Austin Tarlton law			
UT Brownsville	N/A	no	N/A
UT Dallas	same service to everyone		
UT El Paso	we don't verify-take word	planned to offer free	
UT Pan American	via campus DE coordinator	no	
UT Permian Basin	N/A	N/A	N/A
UT San Antonio	N/A	N/A	N/A
UT Tyler	small group-keep a list	only ILL pass-through charges	
UT Southwestern Medical Center at Dallas			
UT Medical Branch at Galveston	enrolled are in UTMB database	no	
UT HSC Houston-Dental	their student cards	no	
UT HSC Houston-UT Psychiatric			
UT HSC Houston-School Pub Health			
UT Health Science Center at San Antonio	check with student services	no	
UT Health Science Center at Tyler***	list from instructors	no-departments cover costs	
UT M.D. Anderson	N/A	N/A	N/A

*The Texas Medical Library serves all the med centers. Has proxy provided by Library IT.

Information based on library survey by Rachel Robbins	
Institution	Miscellaneous comments including proxy availability
UT Arlington	ppp lines by Acad Comp, proxy pilot by UT Austin. Lib IT do pub wkstat & offices. Campus IT do computer lab
UT Austin	Lib IT do proxy, pub workstat, computer lab workstat; campus IT do email, offices. Own ISP \$.30/day
UT Austin - Austin Tarlton law	Own ISP \$.30/day. No DE program in the law school
UT Brownsville	DE students use ILL office near them to order materials owned at Brownsville+Tex Share
UT Dallas	Proxy provided by campus computing
UT El Paso	Faculty member was going to find money, but services weren't requested. Proxy by Library IT
UT Pan American	TIF provided some laptops (1st priority DE) and a couple of scanners to send materials
UT Permian Basin	Don't have policy - currently referring DE students to local public libraries
UT San Antonio	Have no services for DE students. They can use TexShare cards
UT Tyler	Accept email, fax requests. ILL handles the providing the materials. Proxy by UT System computing
UT Southwestern Medical Center at Dallas	Proxy for \$25 fee to access private or medical files. Not intended for library use. No DE program
UT Medical Branch at Galveston	Work handled by ILL staff.
UT HSC Houston-Dental	No proxy*
UT HSC Houston-UT Psychiatric	
UT HSC Houston-School Pub Health	No proxy*
UT Health Science Center at San Antonio	UTHSCSA sees themselves getting more into this in coming year. No proxy. No DE courses
UT Health Science Center at Tyler***	
UT M.D. Anderson	No proxy* No DE population *The Texas Medical Library serves all the med centers. Has proxy provided by Library IT.
Page printed June 1, 2000	

From The University of Texas System: Information Highlights 1999-2000

Institution	Headcount Fall 1999**
UT Arlington	19,149
UT Austin	49,000
UT Austin - Austin Tarlton law	included above
UT Brownsville	9,095
UT Dallas	10,098
UT El Paso	14,698
UT Pan American	12,570
UT Permian Basin	2,224
UT San Antonio	18,608
UT Tyler	3,388
UT Southwestern Medical Center at Dallas	1,552
UT Medical Branch at Galveston	1,953
UT HSC Houston-Dental	3,170
UT HSC Houston-UT Psychiatric	included above
UT HSC Houston-School Pub Health	included above
UT Health Science Center at San Antonio	2,557
UT Health Science Center at Tyler***	
UT M.D. Anderson	

**The University of Texas System-Information Highlights 1999-2000

Page printed June 1, 2000