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Information Services Annual Report, 2004-2005

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The views expressed in this paper are solely those of the author.

IS STATISTICS 2004-05

Resource Usage:	2004-05	2003-04
Circulation (Shain & Greer)	87,038	89,526
Circulation Reserves	15,013	9,036*
		*6 months
Database searches	201,192	111,448
Interlibrary loan		
Borrow requests	2,981	3,035
Requests filled	2,489	2,573
Lending requests	7,547	8,153
Requests filled	5,178	5,811
CTW		
Borrow requests	2,358	2,009*
Lending requests	3,566	3,061*
		*6 months
CamelWeb log-ins	272,741	n/a
Collection Information:	2004-05	2003-04
Book volume count	597,170	579,037
Government documents	404,603	403,169
Audiovisual	160,213	158,369
Print journal subscriptions	1,433	1,509
e-Journals (full content)	2,839	2,177
e-Journals (partial content)	20,440	13,562
Acquisitions Expenditures:	2004-05	2003-04
Acquisitions expenditures per student	\$727	\$705
Percent change from previous year	3.12%	0.43%
Hours open in a typical week	115	113
Gate count	283,103	273,627
Percent change from previous year	3.46%	-3.06%
Service Point Activity:	2004-05	2003-04
Archives service requests	395	n/a*
*Combined with Special Collections in 2003-04 because of staff vacancy		
Special Collections researchers/visitors/questions	1,312	1,012
Reference questions	6,732	7,795
Help Desk calls received	8,419	14,248*
*Fall 2003 virus and worm attacks resulted in an unusually high call volume		
Computer Technician service calls	2,149	1,684
Student computers repaired	943	1,180

IS STATISTICS 2004-05 (continued)

Instructional Activity:	2004-05	2003-04
Information fluency		
Number of sessions	125	91
Students	1,335	1,188
Software and Technology		
Number of courses	13	20
Attendees	281	94
WebCT courses supported	215	170
Computer Hardware and Software:		
Servers maintained	48	32
College-owned computers supported	1,350	1,325
Mac desktops	235	n/a
Mac laptops	120	n/a
PC desktops	707	n/a
PC laptops	288	n/a
Network drops	5,500	4,358
ResNet speeds	100 Mbs capable	10 Mbs
Wireless access points	36	6

Connecticut College

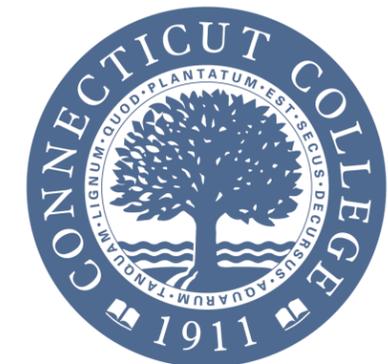
ANNUAL REPORT

INFORMATION SERVICES

2004-2005



<http://www.conncoll.edu/is/>



GREETINGS COLLEAGUES:

The *Information Services 2004-05 Annual Report* summarizes the activities of the department in support of the Connecticut College community last year. This report is a companion to the *Information Services Annual Plan Academic Year 2005-06* that details the vision, goals, and activities supporting the College strategic plan *Connecticut College 2011: Launching a Second Century of Excellence*. I would be happy to answer any questions about either of these IS reports.

Please let us know how we can serve you more effectively.

Thank you.

W. Lee Hisle
Vice President for Information Services
and Librarian of the College
x2650

THE INFORMATION SERVICES MISSION:

Keeping you CONNected: Partnering with the college community to provide innovative, reliable, and universal access to information resources in support of academic and administrative endeavors.

INFORMATION SERVICES GOALS

- To ensure access to books, periodicals, and other information resources for learning, teaching, scholarship, and administration
- To preserve and appropriately protect scholarly and administrative information and archival materials
- To develop and promote academic and administrative information as a campus resource
- To ensure a secure, robust, stable, and innovative technology infrastructure
- To create a vigorous program of information literacy to prepare students for a lifetime of intellectual endeavor
- To help faculty integrate technology into the curriculum to enhance student learning
- To join with the college community in stimulating intellectual, social, and cultural growth
- To create in partnership with the college community facilities that support learning, teaching, scholarship, and collaboration
- To communicate effectively to foster campus community involvement in Information Services operations
- To respond to the varied individual information needs of students, faculty, and staff
- To promote the ethical and legal use of information resources
- To recruit and retain outstanding Information Services staff and provide development opportunities to maintain quality services
- To ensure effective management of Information Services as a campus resource

Adopted November 28, 2001

HIGHLIGHTS 2004-2005

Facilities

- Opened Blue Camel Café in Shain Library and created small group study and leisure reading areas
- Redesigned the residence hall network, upgraded the wiring infrastructure, and installed new electronics for increased speed (100 Mbs switched data access) and greater security
- Added 30 wireless access points in academic buildings and all residence hall common areas
- Worked with Classroom Improvement Committee to design functional, attractive, sustainable teaching spaces that incorporate appropriate technology into classroom design
- Joined the Five-College Depository for bound JSTOR journal storage and withdrew over 12,000 volumes to increase available space in Shain Library for student study and new materials
- Initiated plan to refurbish Greer Music Library with modern furniture, new work stations, and enhanced access to and use of media resources
- Installed information kiosks across campus for access to email and the Internet
 - Crozier-Williams Student Center
 - Blaustein Humanities Center
 - Harris Refectory lobby
 - Cummings Arts Center
 - Athletic Center
- Installed an Instant Virtual Extranet (IVE) appliance to provide secure off-campus access to campus electronic resources

Resources

- Finished iConn Phase One implementation of SunGard SCT Banner software in 30 months, on-time and under budget. Activated Banner Human Resources/Payroll module on January 1, 2005
- With faculty consultation, cancelled \$65,000 of low-use serial subscriptions and added the online editions of the journals *Nature* and *Science*, among others, with money saved
- Developed and piloted the Research 101 online information literacy tutorial for incoming freshmen
- Changed cable television service providers and configured 80 channels based on student survey responses
- Added scholarly databases for research including Early American Imprints (Shaw-Shoemaker), Classical Music Library, and the ARTstor Digital Library
- Drafted Open Access Statement of Support for Connecticut College and joined SPARC and BioMed Central

Services

- Completed ten new information literacy projects with faculty in nine departments as part of the CTW Mellon Grant for Information Literacy
- Initiated a user education program required of all College staff to increase network security awareness
- Developed the *Connecticut College Archives & Records Management Program Manual* for use by all College offices and arranged for secure off-site storage of College records

HIGHLIGHTS 2004-2005 (continued)

- Piloted Advanced Tempel Institute – a three-day workshop for faculty who previously participated in the Tempel Summer Institute
- Piloted a videoconferencing system to support the distributed Computer Science program with Trinity College and Wesleyan University during academic year 2005-06
- Published an executive summary of the *LibQual+* library assessment completed in spring 2004 and held follow up focus groups of faculty, students, and staff to refine results
- Provided 24 hour opening of Shain Library during final exams: fall 2004 and spring 2005
- Extended Shain Library hours on Thursday nights until 2 a.m.
- Inaugurated Honors Study Research Workshops for juniors and seniors
- Piloted the ProQuest Digital Commons product for use as the Connecticut College institutional digital repository. The system will preserve and provide access to the intellectual achievement of students and faculty: Digital Commons @ Connecticut College
- Implemented network registration system for all student computers to provide a virus scan and access to software updates
- Modified email address convention for all College community members to first name.lastname@conncoll.edu

Friends of the Library

- The Friends of the Connecticut College Library sponsored or co-sponsored nine lectures
 - Mark P. Malkovich, III, General Director of the Newport Music Festival, annual Sound Lab Foundation Lecture: “Behind the Scenes and the Newport Music Festival”
 - Author Rob Richter: “O’Neill at Sea”
 - Art critic Irving Sandler: “The Artist’s Gesture in Modern Abstract Painting.” Co-sponsored with the department of Art History.
 - Book artist Mary McCarthy, gallery talk: “Africa-bound: Artists Books by Mary McCarthy”
 - Professor Chen Wangheng: “Ferocious Beauty: Chinese Bronzes”
 - New London Landmarks presentation: “Historic New London Neighborhoods”
 - Professor Arnold Chang on Chinese art: three lectures and exhibitions organized and co-sponsored by the department of Art History
- Mounted four exhibitions in Shain Library
 - Eugene O’Neill and the Sea. Co-curated by Rob Richter. October-December 2004
 - Africa-bound: Artists Books by Mary McCarthy. January 2004-March 2005
 - Exhibiting Activism: Educating Youth and Strengthening Communities. Co-sponsored by Holleran Center for Community Action and Public Policy. March – May 2005
 - Tradition and Progression: Selected Works of 20th Century Chinese Landscape painting, an exhibition created by the students in AHI 202 with the department of Art History. May – August 2005
- The Friends of the Connecticut College Library published *Tributes and Remembrances* in memory of Charles Price, Professor Emeritus of Art History

See the *Information Services Annual Plan Academic Year 2005-06* (available in CamelWeb) for details of 2004-05 accomplishments and a description of 2005-06 major objectives.