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### Information Services Annual Report, 2006-2007

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

## HIGHLIGHTS 2006-2007 (continued)

### Exhibitions, 2006 - 2007

- *Auspicious Beginnings: Presidential Inaugurations at Connecticut College, 1915-2006*
- *A TRIP to China*. Opening and talk by George Fernandez '09
- *The Painted Word: Calligraphy in the Chu-Griffis Art Collection*  
Opening lecture and calligraphy demonstration by Professor Bai Qianshen
- *2006 Paul Revere Awards*. Opening remarks by Carolyn Johnson, *From Petrucci to the Internet: Thoughts on Music Printing and Publishing*
- *Masters of 20th Century Chinese Art from the Chu-Griffis Collection*
- *Pop-up! Toy and Movable Books*
- *Exhibiting Activism*
- *Visual Memory of the Silk Road: Photographs by Wu Jian*. Opening and lecture by Wu Jian
- Celebrating 30 years of Shain Library
- In Memoriam: William Meredith

## IS STATISTICS 2006-07

### Resource Usage: 2006-07 2005-06

Circulation (Shain & Greer)	93,181	85,237
Circulation Reserves*	14,306	13,006
*Print reserves only – does not include electronic reserves through ConnCourse.		
Database searches	348,205	306,971
Interlibrary loan		
Borrow requests	3,062	3,194
Requests filled	2,892	2,953
Lending requests	8,080	7,238
Requests filled	6,117	5,413
CTW		
Borrow requests	1,818	1,988
Lending requests	3,448	3,777
CamelWeb log-ins	150,398	90,417*
* 9 months from Oct. 1, 2005 to June 30, 2006		

The count does not include those using the CamelWeb “keep me logged in” feature.

### Collection Information: 2006-07 2005-06

Book volume count	616,590	608,672
Government documents	432,811	429,368
Audiovisual	98,432	97,219
Print journal subscriptions	1,519	1,518
eJournals (full content)	4,080	3,926
eJournals (unique titles)	29,466	25,268

## IS STATISTICS 2006-07 (continued)

### Acquisitions Expenditures:2006-07 2005-06

Acquisitions expenditures per student	\$788	\$751
Percent change from previous year	4.8%	3.4%

### Service Point Activity: 2006-07 2005-06

Hours open in a typical week	115	115
Gate count	303,000	285,824
Percent change from previous year	6%	1%
Archives service requests	445	411
Special Collections researchers/visitors/questions	819	637
Reference questions	6,464	6,827
Help Desk calls received	6,924	6,645
Computer Tech. service calls	2,467	2,219
Student computers repaired	484	776

### Instructional Activity: 2006-07 2005-06

Information fluency		
Number of sessions	112	123
Students	1,583	1,326
Software and Technology		
Number of courses	20	15
Attendees	350	222

### Computer Hardware and Software:

WebCT courses supported	371	366
Servers maintained	58	58
College-owned computers supported	1,562	1,555
Mac desktops	291	275
Mac laptops	129	135
PC desktops	807	799
PC laptops	335	346
Wireless access points	84	73
Network drops (active)	3,100	3,100
ResNet speeds	100 Mbps capable	100 Mbps capable
Bandwidth	70Mbps	40Mbps

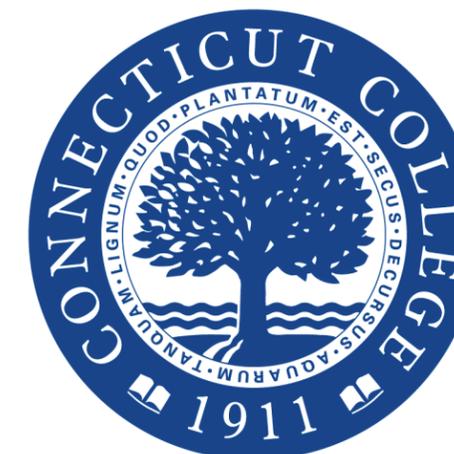
Connecticut College

# ANNUAL REPORT

INFORMATION SERVICES  
2006 – 2007



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



# Greetings:

The *Information Services 2006-07 Annual Report* highlights important IS activities in support of the college community over the past year. This report is a companion to the *Information Services Annual Plan 2007-08* completed last spring. I will be happy to answer questions about either effort.

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

Thank you,

*W. Lee Hisle, Ph.D.*

*Vice President for Information Services*

*and Librarian of the College*

## 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 2006-07

## Facilities and Infrastructure

- Expanded Blue Camel Café: Additional public space and group study spaces with network connectivity have been added. Workstations for printing and quick access have been installed.
- Upgraded networking: Data wiring and electronics were upgraded in several academic and administrative buildings. All campus buildings now meet current data cabling standards and have up-to-date electronic switches.
- Improved signage in Shain Library: Directional signs have been added to each floor of the building. The modular sign system provides a unified graphic scheme and allows updates to be made easily.
- Continued work on Classroom Improvement Plan: Planned for technologies in renovations and worked with Advancement to seek funding. Four classrooms were renovated in the summer 2006.
- Completed planning for telephone services: A schedule was developed for the replacement and upgrading of the telephone switch and voice mail systems. Recommendations were made for College-supplied student telephone services and support and for administrative telephone service.

## Resources

- Developed a successful Andrew W. Mellon Foundation grant proposal for CTW cooperative collection development: A pilot program has been initiated and consortial profile developed. A collection development specialist librarian will be hired through the grant to oversee the project.
- Redesigned IS Web site: The site was redesigned to provide a more service-oriented approach. Access to resources and navigation were improved and the appearance of the site was updated in keeping with the College Web site redesign.
- Developed ARTstor pilot project: Created a database of the library's Asian art images from the Chu-Griffis Collection and the Japanese Print Collection. This database will enhance faculty and student access to these collections.
- Created two College history exhibitions: Auspicious Beginnings (Presidential inaugural exhibition to coincide with inauguration of President Higdon in October) and Celebrating 30 Years of Shain Library (Spring semester).
- Improved access to resources: A new journal locator was developed to combine print and electronic holdings into a single alphabetical list. A cross-platform search engine was implemented and remote access authentication was improved.
- Created online tutorials: The information literacy tutorial for incoming students was upgraded significantly with new software and content. The Greer Music Library 101 is designed as a Web-based informational tutorial for students.
- Coordinated off-site storage of college records: The first full year of the program has been a success. The retrieval process is functioning and one department has completed a full transfer and destruction cycle.

## Services

- Improved information security and business continuity processes: Moved administrative servers to a separate network, installed Cisco Clean Access on academic network, and upgraded the storage area network (SAN). The old SAN was recycled to work as a rapid restoration device for system recovery with Files X.
- Activated new College Web site and implemented Red Dot content management system (CMS): Worked with College Relations to migrate existing Web pages to new templates. The RedDot CMS was implemented as part of the redesign of the College Web site. This will facilitate management and updating of the site.
- Implemented the Digital Enhanced Learning Initiative (DELI): This pilot program was designed to incorporate the use of digital cameras and video iPods in Freshman Seminars. Students and faculty were encouraged to use technology in creative ways to enhance their classroom experience. Five faculty participated in 2006-07 and the pilot will be continued in 2007-08.
- Upgraded Banner system: A major software release for Banner and Self Service required training, planning, and testing in cooperation with functional offices. Software to streamline the entering of applications for Admissions was implemented.
- Improved Help Desk operations: Formed a review committee to gather campus input and make recommendations, created and distributed a brochure outlining Help Desk services and procedures, and revised Help Desk Web site. Revised training procedures were implemented.
- Implemented Alumni Online Community: A single sign-on provides access to e-Portfolio, class news, the alumni directory, and selected information. An email forwarding service allows alumni to retain their Connecticut College email addresses after graduation.
- Developed Records Management Program and Archives Manual: Both documents have been extensively rewritten and reorganized to make a clearer distinction between policy and procedures. The manual is currently pending approval prior to campus distribution.
- Delivered Tempel Summer Institutes: Ten faculty redesigned courses to incorporate instructional technology to enhance student learning. The group was the first to use ConnCourse, the new version of the Web-based course management system. Two Advanced Tempel Institutes were held to support faculty participating in the DELI project.
- Continued Diversity Outreach Committee: Hosted campus-wide discussions in conjunction with Unity House's diversity months. Piloted a diversity workshop for selected IS staff. Offered pre-orientation sessions for underrepresented students.

## Friends of the Library, 2006-2007

- The Friends of the Connecticut College Library sponsored or cosponsored three lectures:
  - Ric Burns, historical documentary filmmaker, Sound Lab Lecture
  - Professor Abigail Van Slyck speaking about her book *A Manufactured Wilderness: Summer Camps and the Shaping of American Youth, 1890-1960*
  - Professor Frank Graziano speaking about his book *Cultures of Devotion*