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Information Services Annual Report, 2008-2009

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

IS STATISTICS 2008-09

Resource Usage:	2008-09	2007-08
Circulation (Shain & Greer)	77,156	80,717
Circulation Reserves*	13,563	12,342
*Print reserves only – does not include electronic reserves through ConnCourse.		
Database searches	331,497	334,682
Interlibrary loan		
Borrow requests	3,366	3,291
Requests filled	3,338	3,140
Lending requests	8,883	7,967
Requests filled	6,600	6,256
CTW		
Borrow requests	1,724	2,996
Lending requests	2,740	1,759
CamelWeb hits	2,830,256	3,246,809

Collection Information:	2008-09	2007-08
Book volume count	518,348	514,332
Government documents	439,238	437,738
Audiovisual	101,183	100,316
Print journal subscriptions	1,343	1,374
eJournals (full content)	5,306	4,260

Acquisitions Expenditures:	2008-09	2007-08
Acquisitions expenditures per student	\$858	\$822
Percent change from previous year	4.33%	4.37%

Service Point Activity:	2008-09	2007-08
Hours open in a typical week	114	114
Gate count	327,846	324,716
Percent change from previous year	.96%	7.2%
Archives service requests	217*	601
Special Collections researchers/visitors/questions	142*	719

* Note: Special Collections and Archives statistics are from March to June 2009

IS STATISTICS 2008-09 (continued)

Service Point Activity: (continued)	2008-09	2007-08
Reference questions	6,122	6,363
Help Desk calls received	6,638	6,867
Computer Tech. service calls	2,305	2,198
Student computers repaired	675	817

Instructional Activity:	2008-09	2007-08
Information fluency		
Number of sessions	121	118
Students	1,801	1,583
Software and Technology		
Number of courses	31	25
Attendees	200	267
Moodle courses supported	442	403

Computer Hardware and Software:	2008-09	2007-08
Servers maintained	69	68
Physical servers*	51	57
Virtual servers*	25	15
*Note: some physical servers are also virtual servers.		
College-owned computers supported	1524	1480
Mac desktops	305	218
Mac laptops	197	157
PC desktops	631	726
PC laptops	391	379
Wireless access points	89	89
Network drops (active)	3,100	3,100
ResNet speeds	100 Mbps capable	100 Mbps capable
Bandwidth	70 Mbps	70 Mbps

Connecticut College

ANNUAL REPORT

INFORMATION SERVICES
2008 – 2009



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



Greetings:

The *Information Services 2008-09 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 2009-10* completed last spring and available at <http://digitalcommons.conncoll.edu/isannplan/6/>. 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.

IS Strategic Priorities 2009-2012

- Improve IS operations and systems to support the college strategic priorities and areas.
- Strengthen IS infrastructure and mitigate risk of significant network outage.
- Strengthen information security and regulatory compliance environment.
- Provide competitive IS environment for student experience.
- Improve IS support of academic and research efforts.

Information Services Goals

- To ensure access to books, periodicals, and other informatin resources for learning, teaching, scholarship, and admnistration
- 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

Highlights 2008-09

Facilities and Infrastructure

- Completed the renovation of the Linda Lear Center for Special Collections and Archives, including a new reading room, exhibition space, compact shelving, and a refurbished seminar room for classes.
- Began the renovation and development of the new Neff Lab on the second floor of Shain Library, with additional computers and an instructor's station.
- Began expanding collaborative study space for students on the lower level of Shain Library.
- Completed the renovation of three classrooms in Bill Hall: Bill 106 (now Silfen Auditorium), Bill 212 and Bill 401.
- Began developing the former Archives space on the third floor of Shain Library into a new training and education room for faculty and staff.
- Installed five physical computer servers which are doing the work of 21 computers with virtual server software. The hardware conserves electricity and reduces air conditioning costs.
- Installed Cisco 802.11n access points in four renovated classrooms, as well as a Xirrus wireless array in Shain Library to test 802.11n capabilities.

Services

- Continued the outreach program to First Year Seminars begun last year, with librarians supporting 13 out of 36 seminars.
- Implemented Google's Gmail, an externally hosted email service, for student email accounts, providing more storage capacity and better spam and virus protection.
- Completed the transition from WebCT to Moodle, an open-source course management system, and provided faculty with instruction in the use of Moodle through workshops and one-on-one sessions.
- Coordinated the tenth annual Tempel Summer Institute, focused on designing courses and using Moodle and Web 2.0 technologies to enhance student learning.
- Extended the Digital Enhanced Learning Initiative (DELI) for a third year, providing digital resources, instruction, and support for eight courses. Provided digital cameras and netbooks to students doing short-term projects in two courses.
- Cooperated with Human Resources to provide technology classes for staff members, including full-day classes in Microsoft Access, Word, and Excel and workshops on the basics of SQL and HTML.
- Developed a plan for an improved Language Lab, based on the Foreign Language Resource Center at Pomona College.
- Developed a classroom web site designed to provide faculty with information about technology and room configurations in renovated classrooms.
- With the ICC Steering Committee, developed and submitted a successful grant proposal to the Andrew W. Mellon Foundation to further support the integration of technology into foreign language teaching. The three-year grant will also enable the addition of technology to the Knowlton Common Room.
- Made it possible for the campus community to view W4 payroll information through Banner Self-Service, and provided students with the ability to view Financial Aid information through Self Service.

Collections and Resources

- Increased the size of Shain and Greer Libraries' print collections to a total of over 518,000 volumes.
- Digitized a collection of architectural images of Connecticut College from the College Archives and made them available to students and researchers.
- Undertook a cataloging project with the Donohue Group, Inc., to create online records for Special Collections' Weimann Folklore Collection.
- Assembled and implemented a fourth Connecticut College image collection, the Teaching Collection of Architecture, in ARTstor. ARTstor and IS are working together to prepare the collection for use in courses and for general college access.

Library Events

- Sound Lab Lecture: The Great Transformation: How China is Changing and What It Means for the World, by Howard W. French (Columbia University). October 6.
- Opening reception for River, Path, Tree exhibit. Poetry reading by Mai Mang (Professor Yibing Huang). October 16.
- Open house to celebrate the reopening of the newly renovated Linda Lear Center for Special Collections and Archives. October 24.
- Ceremony for the exhibition of privately owned works by Charles Chu. February 8.
- Paul Taylor and Jacob's Pillow Onscreen: An Illustrated Talk by Suzanne Carbonneau and Norton Owen. April 1.
- Staff Book Talk: John Nugent (Senior Research Analyst and Special Assistant to the President) speaking about his book, *Safeguarding Federalism*. April 16.
- Faculty Book Talk: Bernard Murstein (emeritus professor of Psychology) speaking about his book, *Is Sex Tax-Deductible?* April 30.

Exhibitions, 2008 - 2009

- Visualizing: An Exhibition of Photographs by Professor Alex Roberto Hybel. September 18-December 17.
- River, Path, Tree: An Exhibition of Poetry and Painting. Paintings by Lori Blados inspired by poems by Mai Mang (Professor Yibing Huang). October 16-December 22.
- Privately Owned Works by Charles Chu. An exhibition in honor of the late Charles Chi-Jung Chu, emeritus professor of Chinese. February 8-April 20.
- Paul Taylor and the History of Dance at Connecticut College. March 23-April 16.
- Highlights of Our History: Memorable Moments and Events at Connecticut College. May 1-August 31.
- Charles Chu and Wang Fangyu: A Three Generation Friendship May 5-August.

New Staff Members

- Hired a new Director of Special Collections and Archives, Benjamin Panciera.
- Hired a new Director of Research Support and Instruction, Carrie Kent.
- Hired a new Access Services Librarian, Benjamin Peck.