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Information Services Annual Report, 2008-2009

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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 -9.6% 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

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 391 379
PC laptops 631 726
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
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 expertise.
• Improve IS support of academic and research efforts.

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 help faculty integrate technology into foreign language teaching. The three-year grant will also enable the 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.
• Make it possible for the campus community to view W4 payroll information through Self Service.

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.
• Begun the renovation and development of the new Neff Lab on the second floor of Shain Library, with additional computers and an instructor’s station.
• Begun 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 Siffert Auditorium), Bill 212 and Bill 401.
• Begun 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 Xirus 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, focusing 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 Knowledge Common Room.
• Created in partnership with the college community facilities that support learning, teaching, scholarship, and collaboration
• Develop and promote academic and administrative information as a campus resource
• 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 help faculty integrate technology into foreign language teaching. The three-year grant will also enable the addition of technology to the Knowledge 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 Banner Self-Service.

Collections and Resources

• Increased the size of Shain and Greer Libraries’ print collections to a total of over $18,000 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 ARTime. ARTitor and IS are working together to prepare the collection for use in courses and for general college access.

Library Events

• 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.

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.
• 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.

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.

Thank you,

W. Lee Hisle, Ph.D.
Vice President for Information Services and Librarian of the College