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Information Services Major Objectives and Annual Plans

Information Services

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Information Services Team Objectives, 2009-2010

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Information Services Objectives for FY 2010

May 11, 2009

Instructional Technology Team

Implement a digital image management and delivery system.

Faculty from across the college are asking IS to provide a solution for storing, searching, retrieving and delivering high resolution images for class projection and student use in courses. ARTstor personnel worked with instructional technology staff to upload three large college image collections into ARTstor as a pilot. ARTstor provides much of what we seek in an image database, but currently does not allow users to upload their own large collections for class use, and having to wait for ARTstor personnel to process a collection is not feasible for most courses. ARTstor is reconsidering this option, but if they do not implement this feature we will pilot another solution and consult with a faculty and staff committee to determine what image solution(s) will work for the campus.

Explore how new technologies can be used to enhance the curriculum.

This will include several areas.

- Expand the Digital Enhanced Learning Initiative (DELI), which will be in its fourth year and test new technologies. We will explore how we can provide academic resources to students on mobile devices, which are either owned by the college or by the student. We will provide an enhanced Tempel Summer Institute in the summer of 2009 which uses the integration of technology from a pedagogical approach. We will continue to promote and support the integration of technology into the curriculum through expanded delivery of digital media: video, podcasting, audio, and images.
- Research expanded media development opportunities for students.

 More faculty are asking students to complete video-based projects as course assignments. The instructional technology team will research what would be needed to support an expansion of use of student video on campus and make recommendations on resources required to provide this support.
- Explore emerging technologies.
 We will create a brown bag lunch seminar program to provide faculty with the opportunity to learn about new technologies. Faculty expressed an interest in learning about new software and hardware that are not necessarily used in Connecticut College courses yet.

Research options for campus TV programming.

The college's current contract for cable TV programming, provided to student residences and academic buildings, expires in late summer 2010. The instructional technology team will research options for programming including alternative delivery of cable TV and propose solutions.

Enhance library computer labs with new space.

The three computer labs in the Shain Library, the PC Classroom, the Davis Electronic Classroom, and the Neff Lab cannot support the high demand for computer lab space for instruction for courses and for technology and information literacy instruction. We hope to move the Banner training function to the recently vacated former archives space. This will allow us to relocate the 10 computers in the Neff Lab in the small space on the lower level to the second floor and add six additional student computers and an instructor station with projection. The current Neff Lab space will be used as a group study area.

Implement technology portions of International Commons.

Support the International Commons, by serving on the steering committee and by developing plans for technology resources to enhance the commons including an improved language and culture center. Implement plans as funding becomes available.

Research Support and Instruction Team

Begin development of a Research Instruction Strategic Plan (Info Literacy?).

Working within the Research Support and Instruction Team, and involving a new Faculty Advisory Committee, begin the development of a mission, goals, and objectives for an information literacy instructional program for the college. Create measurable benchmarks and begin planning strategies to implement the plan.

Integrate new Director of Research Support and Instruction into the department and into the college effectively.

The new Director will likely begin mid-summer. Departmental staff and the VP will develop and implement a strategy to integration him or her into the academic life of the college and into the planning and work of the IS department.

Increase support for international programs and students.

Support students and faculty abroad by implementing "Skype-a-librarian" service at the reference desk. Develop resource guides outlining remote access to research resources. Work with the office of the International Student Advisor to develop a program to introduce incoming international students to library and technology resources.

Increase the presence of, and access to, library resources within Moodle.

Develop an easily embedded Library Resources content block in Moodle that can be added to all classes. "Enroll" all students by graduating class in a Library Portal that would promote and highlight applicable resources.

Modify the Research 101 Library Tutorial to incorporate the Research Practices Survey.

While previous iterations of the tutorial have been effective in reaching large numbers of incoming students, the results haven't been useful in a meaningful way. Implementing the Research Practices survey will give us comparative data from peer schools not only on what

skills our incoming students have, but how they perceive the research process. The portal aspects of the current Research 101 site would be maintained and expanded.

Implement a Personal Librarian Program

Based on Yale's model contact all incoming freshman and provide them with the name of "personal" librarian. The intent of the personal librarian program is to provide incoming students with a single point of contact within the library for information regarding collections, services and research.

Upgrade the existing OPAC to include Web 2.0 features

The current voyager OPAC is scheduled to be upgraded in Summer 2009. Some of the improved features will be faceted searching, incorporation of reviews and tagging, and greater ease of searching. By further implementing a "nextgen" catalog (i.e. VuFind, XCat, WorldCat Local) both locally and consortially on top of the Voyager system, we can add even more search resources, including support for mobile devices, external resources like the Digital Commons, and texting of call numbers.

Continue/expand programs to improve students critical thinking and research skill

- a.) Continue First Year seminar library liaison program. Work with the Dean's office to reach more faculty.
- b.) Work with faculty participating in the inaugural residential scholars program to include library resources as appropriate.
- c.) Continue working with honors students through informational programs and individual meetings to support their research needs.

Information Resources Team

[Resubmitted from FY09] Plan and implement a multi-year review and analysis of Shain Library's collections in conjunction with the CTW/Mellon Collaborative Collection Development Project.

Initiate the development and implementation of a long-term plan for the review and assessment of the Libraries' monographic collections. Implement an in-depth analysis of strengths and weaknesses in the collections, and set policies for the continued development of the collections in support of the curriculum and the college community. Work with the libraries' departmental liaisons to conduct a review of existing departmental collection policies and work with faculty to update and refine these policies. Review and update the existing approval plan based on revised policies. Consider options and prepare recommendations for the continued management of the collections based on these policies and the libraries' overall space concerns. Continue to work with our CTW colleagues to review and compare the shared collections of the Consortium. Develop and implement policies for the establishment of a collaborative collection, while maintaining a core collection at each institution.

[Resubmitted from FY09] Collaborate with member librarians of the CTW Consortium to review and prepare a recommendation for options to implement an innovative online public access catalog, World Cat Local.

Create a task force to examine options for the implementation of a twenty-first century public interface for the Consortium's integrated library system (ILS). Prepare a recommendation for the libraries' directors pertaining to the public interface including a review of new library gateway products and federated search options that will allow users to search multiple online resources simultaneously. Prepare a report to include analysis of the existing interface, requirements for a twenty-first century library catalog interface, and technical requirements for each option. Consideration should be given to functionality, flexibility, customer support, compatibility, and cost. Ensure that the product(s) selected not only fit the technical specifications but also meet end user expectations and fulfill their needs. Request that usability testing with undergraduates and faculty be conducted and included in the task force's recommendations and report.

Integrate the new Access Services Librarian into the Research Support and Instruction Team. Establish the Access Services Work Team and support the transition of existing staff into this new organizational structure. Review Access Services workflow and procedures; develop and implement new procedures in light of new staffing options.

Hire and train new Access Services Librarian. Complete training of new personnel on Voyager products and local practices. Work as a group to review workflow and procedures. Implement new policies and procedures in existing workflow. Work with Consortium partners to initiate the development of new circulation policies and procedures for CTW Borrowing.

Begin a systematic review of electronic databases and indexes to determine means for cost savings in FY10 and beyond.

Work with departmental librarians and faculty to conduct a review of existing electronic databases and indexing resources. Identify potential overlaps and evaluate usage statistics to determine ways to reduce costs. Work with CTW colleagues and vendors to determine potential consortial pricing and cost saving strategies.

[Resubmitted from FY09] Collaborate in the development of an interface between the Voyager integrated library system (ILS) and the College's Banner finance module. Bring together the resources of the Technology Support Team, the Information Resources Team, Accounting, and the CTW Systems Librarian to implement an interface that will allow for the transmission of financial information directly from the Voyager ILS to the Banner Finance system. Work with the CTW Systems Librarian to modify and install existing software at Wesleyan to allow the printing of library transmittals from Voyager. Work with accounting to submit a project request for review and approval by the College's Banner Systems Integration Committee. Plan and implement interface subject to I.S. resource availability.

Develop and implement an ongoing, systematic approach to the management of the libraries' collections. Identify and review potential issues on an annual basis for maintenance of the collections, establish priorities, and implement projects to address these issues as identified on an annual basis.

Area I. Access [Collection development & management, cataloging, circulation, CTW/ILL, serials]

[Resubmitted from FY09] Address the cataloging backlog in Special Collections.

Continue review the existing backlog of materials in Special Collections and set priorities for the cataloging of these materials to be added to the libraries' online catalog in collaboration with the new Director of Special Collections. Develop and implement a multi-year plan for the cataloging and preparation of these materials for use in Special Collections.

- [Resubmitted from FY09] **Determine disposition of pre-1980 science journals.** Consider options for removing pre-1980 science journals from the periodical stacks to free up additional space for alternate use. Continue to investigate possibilities for off-site storage, including the NELINET facility and the Five-College Consortium storage option in Massachusetts. Confer with CTW colleagues to consider the possibility of collaboration in this effort.
- [to be updated] Continue ongoing cataloging and reclassification projects of Greer Music Library's collections.
 Complete cataloging of the Shelley Jazz Collection during summer 2009 and reclassifying several Dickinson sections to LC as well as identify and conduct some database cleanup projects.

Area II. Space [stack management, public space]

- [Resubmitted from FY09] Continue to review and remain current on options for compact shelving and off-site storage as part of Information Services ongoing space plans for Shain Library.
 - Conduct a review of existing options to address the continued growth of the book and serial collections In Shain Library and the need for space alternatives within the existing footprint of the building. Coordinate review with the ongoing CTW/Mellon Collaborative Collection Development Project to identify the potential for relieving space issues through the use of targeted selection, collaborative collection development and weeding.
- [Resubmitted from FY09] Continue the ongoing project to develop additional space for the Greer Music Library's media collection.

 Continue the process of weeding the media collection to create additional space for
 - Continue the process of weeding the media collection to create additional space for new titles. Complete a design for reconfiguring the current shelving and develop a budget proposal for implementation in FY10. [Completion pending by 6/09]

Area III. Preservation [collections, technical services]

• [Resubmitted from FY09 - Modified] Continue to Review and Dismantle Old Book Collection [OBC] as possible

Review all titles catalogued in libraries' OBC collection in collaboration with Special Collections. Begin to systematically address individual titles for recommendations to

withdraw, replace or transfer to Special Collections. Reintegrate replacement volumes into the main LC collection.

Organize and repurpose Shain Library Storage spaces to ensure essential operations are supported.

Technical Support Team

Test, and implement SunGard SCT Banner Software Release 8.x and integrate it with other major academic and administrative software packages in use at the college to improve academic and business information processes.

Implement the Luminis portal and integrate current Self-Service offerings through Luminis channels to improve college communications and access to Banner Self-Service for the entire college community. (In partnership with College Relations.)

Make appropriate changes to the WebFocus reporting environment and continue to train staff in order to improve reporting needs for Advancement, Admissions, Financial Aid, Finance and HR/Payroll. (In partnership with Functional Offices.)

Improve college administrative computing operations with a substantial focus on advancement and admissions business process improvement to provide more automation of information gathering, data entry and information sharing of Connecticut College databases. (In partnership with Functional Offices.)

Provide Banner, Banner-related software, and MS Office technical training to improve staff work performance. (In partnership with Human Resources.)

Implement Google e-Mail for students, an externally hosted email service, to provide more email storage capacity and better spam and virus protection. Plan the possible transition of faculty and staff email to Gmail to occur in the summer of 2010.

Expand Banner Self-Service applications to permit students, faculty, and staff to access their college information at any time.

Upgrade and expand Events Management and Physical Plant TMA software functionality to permit college community members to make on-line service request and to check the progress of their request.

Investigate options and develop preliminary plans for ubiquitous wireless implementation across campus.

Research and plan support for GoogleApps rollout to campus community in AY2011.

Special Collections and Archives

Construct a new Special Collections website.

I anticipate a website ready to go by the beginning of the school year that will clearly describe the SC&A resources, major collections, policies, services, and news. Work will continue throughout the year and beyond to develop pages describing minor collections and presenting virtual exhibits and digital collections.

Refurbish the Charles Chu Asian Art Reading Room.

This will be the first refurbishment of the space since it opened. The renovation will need to take place between June and August and completed before students return to campus for AY 09-10.

Complete the conversion of the card catalog records.

Make substantial progress toward the complete inclusion of all Special Collections items that have already been cataloged into Caravan, beginning over the summer. The initial records would be created largely from the card file, with reference to the actual materials as needed, and holdings will be updated in OCLC as appropriate. This cataloging will be performed or contracted out by the cataloging department. Items printed prior to 1800 and all hand press items printed since 1860 will then be considered for DCRM treatment. This secondary level of cataloging will be completed within Special Collections. I expect this project to take more than one year.

Create an Archives manual.

Formally adopt an Archives manual and make it available to the campus community, either by distributing the paper guide to campus constituencies or by simply posting it online in pdf format.