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Information Services Annual Report, 2009-2010

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

Highlights 2009 - 2010 (continued)

Library Events (continued)

- Afro-Latin Voices: Narratives from the Ibero-Atlantic World, a faculty book talk by Leo Garofalo. February 24.
- Another China: Contemporary Prints from the Ethnic Southwest. Exhibit reception and lecture by Show Yang. February 25.

Exhibitions, 2009 - 2010

- Literal Evolution: The Letter from Medieval to Modern. August 15 to October 10.
- Boats in Chinese Landscape Painting. August 15 to October 10.
- In Search of the East Asian Art Tradition: Paintings by Korean Artist Suh Yong. October 12 to November 15.
- The Curious World of Arthur Rackham. October 15 to December 22.
- Japanese Prints. October 15 to December 22.
- Another China: Contemporary Prints from the Ethnic Southwest. February 25 to April 1.
- Illustrations of Oz. March 19 to April 23.
- Signs, Seals, and Symbols: 100 Years of College Iconography. March 19 to June 30.
- Over the Wall: China-ism in the Contemporary Art World. April 22 to June 11.

New Staff Members

- Hired a new Technical Services and Systems Librarian, Joe Frawley.
- Hired a new Instructional Designer/Developer, Edie Furniss.

IS Statistics 2009-10

Resource Usage:	2009-10	2008-09
Circulation (Shain & Greer)	66,696	77,156
Circulation Reserves*	11,875	13,563
*Print reserves only – does not include electronic reserves through Moodle.		
Database searches	298,124	331,497
Interlibrary loan		
Borrow requests	4,248	3,366
Requests filled	3,310	3,338
Lending requests	9,216	8,883
Requests filled	6,705	6,600
CTW		
Borrow requests	1,998	1,724
Lending requests	2,594	2,740
CamelWeb hits	8,620,768*	2,830,256

* Logins increased because of the new CamelWeb's automatic timeout after two hours

Collection Information:	2009-10	2008-09
Book volume count	525,944	518,348
Government documents	438,170	439,238
Audiovisual	94,710	101,183
Print journal subscriptions	1,325	1,343
eJournals (full content)	6,675	5,306

Acquisitions Expenditures:	2009-10	2008-09
Acquisitions expenditures per student	\$928	\$899
Percent change from previous year	3.13%	4.33%

Service Point Activity:	2009-10	2008-09
Hours open in a typical week	114	114
Gate count	342,446	327,846
Percent change from previous year	4.45%	.96%
Archives service requests	783	217
Special Collections researchers/visitors/questions	1,220	142
Reference questions	5,645	6,122
Help Desk calls received	5,726	6,638
Computer Tech. service calls	2,243	2,305
Student computers repaired	555	675

Instructional Activity:	2009-10	2008-09
Research instruction		
Number of sessions	96	121
Students	1,444	1,801
Software and Technology		
Number of courses	29	31
Attendees	298	200
Moodle courses supported	505	442

Hardware and Software:	2009-10	2008-09
Servers maintained	96	68
Physical servers*	45	51
Virtual servers*	61	25
*Note: some physical servers are also virtual servers.		
College-owned computers supported	1368	1191
Mac desktops	240	183
Mac laptops	201	145
PC desktops	488	536
PC laptops	439	327
Wireless access points	327	89
Network drops (active)	3,100	3,100
ResNet speeds	100 Mbps capable	100 Mbps capable
Bandwidth	150 Mbps	70 Mbps

CONNECTICUT COLLEGE

ANNUAL REPORT

INFORMATION SERVICES
2009 – 2010



CONNECTICUT
COLLEGE
Information Services

Greetings:

The *Information Services 2009-10 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* 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 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

Highlights 2009 - 2010

Facilities and Infrastructure

- Developed a plan for new study spaces for students in Shain.
- Implemented and completed a project to oversee the installation of approximately 26,000 linear feet of compact shelving on the lower level of Shain Library and a major shift in the library's entire print monographic and journal collection.
- Completed a project to lower the current periodicals shelving units on the main floor of Shain Library to half-height and shift the collection.
- Successfully completed a redesign of the libraries' receiving room area and provided oversight to the installation of new shelving and workspaces for Acquisitions and Interlibrary Loan.
- Developed and implemented a reconfiguration of the existing media storage area in Greer Music Library.
- Completed the first phase to review and dismantle the Old Book Collection to provide space for the shift of Special Collections & Archives materials from the third floor cage.
- Started to install wireless networking throughout student housing to enable wireless mobile computing.
- Increased internet bandwidth from 70 Mbps to 150 Mbps.
- Improved the information security environment with the implementation of Cisco Clean Access in all academic and public buildings, added patch management technology, implemented a log management system, and tested restore routines from tape backup.
- Completed an upgrade to Banner 8, expanded Banner Self-Service functionality, and completed the WebFOCUS Reporting Software Project, Stage 1.

Services

- Integrated Access Services into the new Research Support and Instruction Team and developed the Research Support and Instruction Team as an administrative identity and work group.
- Reworked the Research 101 Library tutorial to include the Research Practices Survey developed by the Higher Education Data Sharing Consortium.
- Began the process of reevaluating the academic liaison and research instructional programs, preparing for strategic planning.
- Expanded the DELI (Digital Enhanced Learning Initiative) program to document the experiences of students participating in TRIPs to Japan, Bolivia, and Italy and to provide additional resources to students in the Ornithology course.
- Researched options for campus TV programming and signed a contract with the local cable TV provider, MetroCast, implementing the new system in August 2010.
- Advanced to the current year the goal to develop and deliver a series of workshops for faculty on emerging technologies.
- Worked with Human Resources to make security training a required part of new staff orientation.
- Facilitated guest-curated exhibits in the Chu Room.
- Finished moving students to Gmail, and began implementing Gmail for faculty and staff.

Collections and Resources

- Upgraded the existing online public access catalog, Caravan.
- Collaborated with the CTW Consortium to review and implement a pilot of the VuFind open source portal for the libraries' shared online catalog.
- In the final year of a three-year initiative, selected ARTstor as a digital image management and delivery system for courses.
- Participated in the CTW/Mellon Collaborative Collection Development Project to develop and implement pilot projects for the shared acquisition of scholarly print monographic materials and for the development of a shared e-book collection for the Consortium.
- Identified and evaluated low-use databases for cancellation in FY10, resulting in \$50,000 savings to offset price increases and fixed budget.
- Conducted a project to update the library's feature films collection, replacing actively used and core titles with DVD format and weeding for duplication.
- Completed the successful switch from SFX to Serials Solutions for our A to Z journals page and link resolver.
- Completed cataloging of the Shelley Jazz Collection in Greer Music Library.
- Completed a project to weed the existing media collection in Greer Music Library.
- Conducted a contract cataloging project to eliminate the backlog of the remaining Charles Chu gift.
- Designed and implemented a new Special Collections & Archives website and created a template for pages to describe each of the over fifty collections. Completed collections pages for all of the major collections.
- Redesigned Digital Commons web pages and drew up a policy for mandatory electronic submission of student honors theses (policy passed IS Committee in April).
- Processed, cataloged, and added to collection all Old Book Collection materials recommended for Special Collections.
- Completed retrospective conversion of all cataloged materials in Special Collections main collection.
- Organized and published finding aids for five archival collections: Leonard Baskin Collection, John DePol Collection, Belle Moskowitz Collection, Mary Jobe Akeley Collection, and Frances Perkins Collection.

Library Events

- The 12th Sound Lab Lecture: What to Eat: Personal Responsibility vs. Social Responsibility, by Marion Nestle (New York University). September 17.
- In Search of the East Asian Art Tradition. Exhibit reception and lecture by Suh Yong. October 12.
- Native Foods and "Traditional" Yankee Cooking. A talk by Rae Gould (Department of Anthropology). November 9.