

Connecticut College

## Digital Commons @ Connecticut College

---

Information Services Annual Reports

Information Services

---

2011

### Information Services Annual Report 2010-2011

Amanda Watson

Connecticut College, [awatson2@conncoll.edu](mailto:awatson2@conncoll.edu)

Follow this and additional works at: <https://digitalcommons.conncoll.edu/isannrep>

---

#### Recommended Citation

Watson, Amanda, "Information Services Annual Report 2010-2011" (2011). *Information Services Annual Reports*. 7.

<https://digitalcommons.conncoll.edu/isannrep/7>

This Annual Report is brought to you for free and open access by the Information Services at Digital Commons @ Connecticut College. It has been accepted for inclusion in Information Services Annual Reports by an authorized administrator of Digital Commons @ Connecticut College. For more information, please contact [bpancier@conncoll.edu](mailto:bpancier@conncoll.edu).

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

## Highlights 2010 - 2011 (cont.)

### Exhibitions, 2010 - 2011

- "Landscapes, Contemporary and Traditional: Paintings from the Chu-Griffis Collection of Asian Art," January-March 2011
- "The Palmer Collection: Connecticut College's First Special Collection," January-April, 2011
- "From Academy Girls to College Women: The Path to 1911," March-April 2011
- "Demolition, Second History: Works by Zhang Dali," April 2011
- "Equal Education, Equal Opportunity: The Growth and Development of Connecticut College from our Founding through Coeducation," May-August 2011
- "The Women's History Archival Collections at Connecticut College," May-August 2011
- "Celebration: 100 Years of Chinese Art and Creativity," May-August 2011

### New Staff Members

- Hired Jean Dailey-Fruth, Assistant Vice President for Enterprise Systems.

## IS Statistics 2010-11

### Resource Usage: 2010-11 2009-10

Circulation (Shain & Greer)	66,664	66,696
Circulation Reserves (print reserves only)	11,568	11,875
Database searches	269,094	298,124
Full-text retrievals from databases	199,418	133,817
Interlibrary loan		
Borrow requests	3,986	4,248
Requests filled	3,141	3,310
Lending requests	9,630	9,216
Requests filled	7,099	6,705
CTW		
Borrow requests (from TC/WU)	1,677	1,998
Lending requests (to TC/WU)	2,284	2,594

### Collection Information: 2010-11 2009-10

Total print and electronic books	821,589	585,237
Print book count	538,606	525,944
E-books	282,983	59,293
Print books purchased through CTW	184 CC,	178 CC,
Collaborative Collection Development Fund	520 CTW	675 CTW
E-books purchased through CTW	317	85
Government documents	440,922	438,170
Audiovisual	95,917	94,710
Print journal subscriptions	1,203	1,325
E-journals (full content)	6,973	6,675

### Acquisitions Expenditures: 2010-11 2009-10

Expenditures per student	\$834	\$928
--------------------------	-------	-------

### Service Point Activity: 2010-11 2009-10

Hours open in a typical week	114	114
Gate count (Shain)	345,494	342,446
Percent change from previous year	0.89%	4.45%
Archives service requests	665	783
Special Collections researchers/visitors/questions	1,170	1,220
Reference questions	4,899	5,645
Help Desk calls received	3,565	5,726
Computer Tech. service calls	2,527	2,243
Student computers repaired	554	555

### Instructional Activity: 2010-11 2009-10

Research instruction		
Number of sessions	115	96
Students	1,788	1,444
Software and Technology		
Number of courses	18	29
Attendees	173	298
Moodle courses supported	533	505

### Hardware and Software: 2010-11 2009-10

Servers maintained	102	106
Physical servers	31	45
Virtual servers	71	61
College-owned computers supported	1,432	1,368
Mac desktops	238	240
Mac laptops	236	201
PC desktops	476	488
PC laptops	482	439
Wireless access points	335	327
Network drops (active)	3,184	3,100
Bandwidth	130 Mbps (day) 200 Mbps (night)	150 Mbps

# ANNUAL REPORT

for Information Services  
2010 – 2011



CONNECTICUT  
COLLEGE  
Information Services

## Greetings:

The **Information Services 2010-11 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/9/>. 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 2010 - 2011

### Facilities and Infrastructure

- Provided 12-15 years of additional collection growth space by completing the installation of 26,000 linear feet of compact shelving on the lower level of Shain Library.
- Provided robust wireless networking to all residence hall rooms with the installation of 262 new wireless access points throughout campus.
- Created a net gain of 40 seats in several new and reorganized seating areas in Shain Library, enabling students to work in groups or alone, while supporting the use of technology.
- Began upgrading campus PCs to Windows 7, including all open computer lab PCs.
- Improved technical training opportunities for IS and other staff by adopting the 3-year Banner and WebFocus Training Program.
- Completed the refurbishing of the Charles Chu Asian Art Reading Room by replacing the carpet and refinishing the floors and furniture.

### Services

- Implemented VuFind, an open source discovery layer product, as an enhancement to the CTW Consortium's online catalog.
- Designed, developed, and implemented a new Information Services website to improve user access to information.
- Expanded Research Support and Instruction's involvement with the First Year Seminars by reaching a higher percentage of FYS classes.
- Collaborated with the international students advisors to provide orientation sessions for incoming international students.
- Encouraged increased collaboration in courses by developing and providing several workshops for faculty on using Google Apps for Education.
- Expanded the Digital Enhanced Learning Initiative (DELI) to provide support for a SATA in Mexico and a Marine Biology class in Belize.
- Created Teaching with Technology, a well-attended new seminar series for faculty.
- Provided workshops for faculty on using digital images in teaching with the ARTstor platform.
- Finished converting all current faculty, staff, and student email accounts to Gmail.
- Increased awareness of information security issues with a month-long, campus-wide cyber-security awareness program and a series of ads in *The College Voice*.
- Upgraded the e-Portfolio program to add new features and update the underlying software.
- Partnered with Finance to implement e-billing, a third-party software solution that sends electronic bills to students and parents.
- Focused on the Friends of the Library program by redesigning the newsletter and Friends of the Library outreach efforts to attract new members and strengthen relationships with past members and potential donors.

### Collections and Resources

- Repurposed the Language Lab into the Language and Culture Center, a state-of-the-art new media center promoting language and culture learning and the integration of international studies into the curriculum.
- Implemented a pilot program for patron-driven acquisition of electronic books, allowing patrons a more direct role in building our collections.
- Processed approximately 80 linear feet of gift books in Special Collections, enhancing collections in the areas of children's literature and early printing.
- Scanned the papers of Prudence Crandall, the official state heroine of Connecticut, and began work on a website where the documents will be viewable online.
- Transferred the William Mercer collection of 15,000 slides from College Relations to Archives and secured server space for archival digital images, beginning a process that will make this collection accessible to the College community and the general public.
- Completed the Shain Library Collection Management Plan with selection guidelines for the integration of e-book titles into existing library resources.

### Library Events

- Talk by sculptor Michael Rees on his sculpture *Putto 4 over 4*. September 16.
- "The Silent Traveler: A Symposium on Chiang Yee." September 18.
- The 13th Sound Lab Lecture: Lauren Weber, "In Cheap We Trust." September 30.
- Japanese calligraphy presentation in the Charles Chu Room. October 26.
- Friends of the Library exhibit opening and reception for "Building a New Library" exhibit. February 11.
- Friends of the Library exhibit opening and reception for "The Path to 1911" exhibit. March 25.
- Symposium for the opening of "Demolition: Second Story." April 18.
- Symposium for the opening of "Celebration: 100 Years of Art and Creativity." May 11.
- Friends of the Library exhibit opening and reception for "Equal Education, Equal Opportunity" exhibit. June 3.
- "Archives A to Z: A Presentation to Returning Alumnae." June 3.

### Exhibitions, 2010 - 2011

- "The Art and Business of the Grabhorn Press," October-December 2010
- "Celebrating Chiang Yee and The Silent Traveler," September-October 2010
- "Creating a New Library: The First Books at Connecticut College," January-March 2011