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Information Services Annual Plan: Major Objectives, 2009-2010

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ADDITIONAL IS TEAM OBJECTIVES 2009-2010

Information Resources Team

- Collaborate with the CTW Consortium to research and implement an innovative online public access catalog, WorldCat Local.
- Integrate the new Access Services Librarian, and the Access Services Work Team, into the Research Support and Instruction Team.
- To generate cost savings in FY2010 and beyond, review subscriptions of electronic databases and indexes to determine need for curricular support.
- Collaborate in the development of an interface between the Voyager library management software and the College's Banner finance module.
- Organize and repurpose Shain Library storage spaces to ensure essential operations are supported.

Special Collections and Archives Team

- Plan and implement a program to include all cataloged Special Collections materials in the college's public access catalog, Caravan.
- Create an Archives manual.

Technical Support Team

- Upgrade the WebFocus reporting environment and train staff to improve reporting needs for Advancement, Admissions, Financial Aid, Finance and HR/Payroll (in partnership with functional offices).
- Improve college administrative computing operations focused primarily on advancement and admissions business process improvement (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).
- Upgrade and expand Events Management and Physical Plant TMA software functionality to permit college community members to make online service requests and to check the progress of their requests.
- Research and plan support for GoogleApps rollout to campus community in AY2011.
- Test computer server disaster recovery procedures with simulation exercises.

Research Support and Instruction Team

- Modify the Research 101 Library Tutorial to incorporate the Research Practices Survey.
- Research and implement a Personal Librarian Program linked to the First Year Seminar Program.
- Increase support for international programs and students.
- Increase the presence of, and access to, library resources within Moodle.
- Upgrade the existing online public access catalog, Caravan, and investigate implementing a new library resources portal to add Web 2.0 features and improve patrons' search experience.

Instructional Technology Team

- Explore how new technologies can be used to enhance the curriculum via the DELI program, and via research and education on new tools and methods.
- Develop and deliver a series of workshops for faculty on emerging technologies. Review the Tempel Summer Institute curriculum, including possible alternative delivery models.
- Research options for campus TV programming, to be implemented in summer 2010.
- Enhance the Neff Lab and the IS Training Room with new space arrangements.

2009 – 2010

Information Services

ANNUAL

PLAN:

major objectives



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

Greetings:

The *2009-2010 Information Services Annual Plan: Major Objectives* highlights the key Information Services activities planned for the coming academic year. These departmental major objectives are in support of college strategic priorities, the Information Services Strategic Plan (2009), and key functional areas of the college. The complete *2009-2010 IS Annual Plan and IS Strategic Plan* will be available online in June.

I am happy to answer questions about this report. 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*



To review more detailed descriptions of the *2009-2010 Information Services Annual Plan: Major Objectives*, please use this link: <http://digitalcommons.conncoll.edu/isannplan/>. The complete 2009-2010 Information Services Annual Plan, available in June, will include these major objectives, along with AY2009 accomplishments, the IS Watch List, and additional information about the Information Services department and its planning cycle.



Leadership Team for Information Services: Left to right, Amanda Watson, Research and Instruction Librarian and Special Projects Coordinator; Beth Hansen, Director of Information Resources; Benjamin Panciera, Director of Special Collections and Archives; Bruce Carpenter, Director of Technical Support; Lee Hisle, Vice President for Information Services and Librarian of the College; and Chris Penniman, Director of Instructional Technology.

The Information Services Mission and Goals

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.

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

Adopted November 28, 2001

Information Services Major Objectives 2009-2010

Services

- Expand Banner Self-Service applications to permit students, faculty, and staff to access their college information at any time.
- Integrate new Director of Research Support and Instruction into the department and into the college effectively.
- Begin developing a Research Instruction Strategic Plan, and engage faculty, staff and students in its creation.
- Continue and/or expand programs (First Year Seminar, Residential Scholars, and Honors Students Instruction) to improve students' critical thinking and research skills.

Resources

- Design, construct, and implement a new Special Collections website.
- Implement the Luminis portal to replace the current CamelWeb platform. Integrate current Self-Service offerings through Luminis channels to improve college communications and access to Banner Self-Service (in partnership with College Relations).
- Plan and implement a multi-year review and analysis of Shain Library's collections in conjunction with the CTW/Mellon Collaborative Collection Development Project. Link this analysis with ongoing projects related to the management of the collections (backlog of Special Collections materials, disposition of pre-1980 science journals, etc.).
- In the third year of this multi-year project, implement a digital image management and delivery system.

Facilities and Infrastructure

- Refurbish the Charles Chu Asian Art Reading Room.
- Investigate options and develop preliminary plans for ubiquitous wireless implementation across campus.
- Implement Google email for students with more email storage capacity and better spam and virus protection. Research the possible transition of faculty and staff email to Gmail in the summer of 2010.
- Test and implement SunGard SCT Banner Software Release 8.0 and integrate it with other major academic and administrative software packages in use at the college.