2015

Information Services Annual Report 2014-2015

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Connecticut College

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The views expressed in this paper are solely those of the author.
Upgraded and reconfigured the core network, in conjunction with the installation of a high-capacity core router, to accommodate ever-increasing network traffic and to improve the information security environment.

To enhance student satisfaction with the wireless network, provided residence halls with a combination of increased bandwidth, improved wireless technology and user education.

Improved multiple facets of desktop security, including securing College-owned desktop computers from malicious software; upgrading desktop software to secure versions (e.g., Java); deploying a centralized software management tool (SCCM) for Windows PCs; and installing a cloud backup and information security system, CrashPlan.

Upgraded the campus security infrastructure, including installing next-generation firewalls to protect and manage the campus network; installing new hardware for the Banner system; enhancing the Identity and Access Management system; initiating mechanisms to enforce the password management policy; and enabling campus users to initialize and reset their passwords.

Contracted with Atrion, a leader in the technology services industry with over 25 years of knowledge and experience, to provide high-quality fractional chief information security officer (CISO) services.

Joined the InCommon Federation, an organization that supports a trusted framework for the shared management of online resources.

LIBRARY EVENTS

Faculty Book Talk: Marc Zimmer, “Illuminating Disease: From Constipated Worms to Fluorescent Mosquitoes,” April 9, 2015
Alumni Open House, Linda Lear Center for Special Collections & Archives, May 29, 2015

LIBRARY EXHIBITIONS


NEW STAFF MEMBERS

Viken Jawharjian, Chief Information Security Officer (fractional) (6/15)
Carolyn Page, Financial Assistant (6/15)
Heather Romanski, IT Service Desk Manager (2/15)
The Information Services 2014–15 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 Major Objectives completed this past spring and available at http://digitalcommons.conncoll.edu/isannplan/14/ I will be happy to answer any questions about either effort.

Please let us know how we can serve you better.

Thank you,
W. Lee Hope, 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.

INFORMATION SERVICES STRATEGIC PRIORITIES 2015–2018
- Build strong relationships with the diverse campus community through excellent service, communication and collaboration.
- Enhance teaching, learning and scholarship by building excellent collections, services, delivery systems and spaces.
- Optimize campus information and technology resources in a secure environment to advance the College’s mission and strategic objectives.
- In collaboration with campus partners, strengthen the use of data for research and decision making, and to improve business processes, intelligence and analytics.
- Create vibrant physical and virtual spaces that enable IS to support the College’s mission and deliver excellent resources and services to the campus community.

SERVICES
Enterprise and Technical Systems
- In collaboration with numerous campus departments, facilitated the replacement of the paper Enrollment Guide with an Online Enrollment Guide. The improvement in the provisioning process alone has reduced the student onboarding process from six months to less than 24 hours.
- In partnership with the Office of Admission and Financial Aid, implemented the new admissions customer relationship management (CRM) system, Slate, and integrated the system with Banner Financial Aid.
- Collaborated with the Office of the Registrar to begin implementation of the Ellucian degree audit and advising system, DegreeWorks.
- In partnership with Career Services, implemented and integrated CamelLink, a new career services, internship and student portfolio system.
- Implemented Smart Catalog to integrate curriculum and catalog management, and launched the online Connecticut College Catalog.
- Worked with Printing and Mailing Services to implement and integrate a new print management system, PaperCut, along with corresponding new multifunctional copier/printers.
- Teamed with the Office of Communications to design, develop and implement an emergency website, and assisted in the implementation of the new Connecticut College public website.
- Presented CamelWeb 5 at Ellucian Live 2015 and Educause’s New England Regional Conference (NERCOMP), and showcased the Connecticut College preferred-name solution at NERCOMP and at numerous Ellucian webinars.

Instructional Technology
- Provided instructional technology services, including access to instructional computer labs, to the campus community during the renovation of Shain Library.
- As part of the Shin Renovation, planned and developed the Technology Commons, an enlarged Digital Scholarship and Curriculum Center, and the Visualization Wall.
- In collaboration with the Office of Communications, updated and greatly expanded the Technology Commons section of the IS website, and assisted in the implementation of the new Connecticut College public website.
- Implemented the OCLC Worldshare Metadata Collection Manager to establish a scope statement for the College’s institutional collections.
--Assumed control of the publication of the open-access international cultural studies journal Zeatre from the Universidad de Alcalá de Henares in Spain and transferred the journal’s backlog to Digital Commons.
- Implemented the OCLC WorldShare Metadata Collection Manager to establish a more systematic and streamlined approach to receiving and maintaining ebook content within the libraries’ systems.
- Completed cataloging of individual sheet music titles as part of the Historic Sheet Music Collection (HSMC). Received a grant from the Gladys Krieble Delmas Foundation for the continued in-house digitization of pre-1923 sheet music imprints from the HSMC through June 2016.
- Developed policies, guidelines and procedures for the streaming of media from the libraries’ collections in Moodle; developed an online resource for the campus community regarding the availability and appropriate use of video and streaming media on campus; and provided guidance regarding copyright and public performance relevant to the campus community.
- Developed and implemented a booking system, as well as policies and procedures, for Shin Library’s new small-group Collaboration Pods.
- Enhanced the Lear Center for Special Collections & Archives’ social media presence through the active use of Tumblr.

COLLECTIONS AND RESOURCES
- In collaboration with the CFW Collections Group, modified and expanded the libraries’ demand-driven acquisitions program for ebooks. Developed and evaluated strategies to streamline access and respond to ongoing changes in price and availability.
- Digitized the College yearbook collection and began digitizing the alumni magazine.
- In collaboration with the CFW Collections Group, developed and implemented the libraries’ first patron-driven acquisitions program for academic-focused documentary and feature films.
- To ensure long-term access to scholarly books and journals, joined the Eastern Academic Scholars Trust (EAST), a multilibary collaborative, and participated in the initial training and data preparation necessary for the libraries’ role in EAST.
- In collaboration with the CFW Collections Group, committed to a multiyear pilot to conduct and evaluate an alternative model for the acquisition of newly released ebooks from three university press publishers, Harvard, Columbia and Princeton.
- Worked with two classes to create digital collections of children’s books printed by Takeko Hasagawa and the journal of a voyage to Hong Kong by Cornelius Gold.
- Processed numerous collections, including the American Dance Festival collection; the buildings and campus collections; and five minor collections on the history of the College.
- Processed and made available five collections of Connecticut soldiers in the Civil War.
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FACILITIES AND INFRASTRUCTURE
- In collaboration with project partners, facilitated the completion of the Shin Library renovation successfully, including facility design, furniture selection, and technology planning and installation.
- Wrote a successful grant proposal and received gift funding to install new technologies in the renovated Shin Library, including digital signage, display technologies in collaboration rooms, a high-definition visualization wall, and media development technologies for student use.