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Information Services Major Objectives, 2012-2013

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IS TEAM OBJECTIVES 2012-2013

Instructional Technology Team

- Turn three classrooms into smart classrooms by adding a projection system and lectern, enabling faculty to access technology-based resources in their teaching (dependent upon FY13 funding).
- Ensure the smooth integration of the new Instructional Designer/Developer staff members into the Instructional Technology Team.
- Research and propose the acquisition of a lecture capture system for a 2013-2014 implementation (dependent upon FY14 funding).
- Encourage the use of new technologies to enhance classroom instruction through the Digital Enhanced Learning Initiative (DELI), the Tempel Summer Institute, and Teaching with Technology Workshops for faculty.
- Develop an inventory of academic software, research and improve delivery options, and advertise and promote the software for use in teaching and scholarship.
- Provide support for mobile devices for courses with increased access to scholarly materials.
- Promote and support the use of digital images in teaching and scholarship, piloting ARTstor's Shared Shelf function to store, organize, and deliver college image collections to faculty, students and staff.

Special Collections and Archives Team

- Digitize the second half of the Mercer slide collection, a comprehensive photographic record of a year in the life of Connecticut College, comprising over 15,000 slides.
- Replace the carpet in the Charles Chu Asian Art Reading Room to meet the standards of the recent refurbishment.
- Catalog Special Collections Dewey Collection folio volumes and include records in Caravan, the online catalog. These include many items that have a high monetary value and some that are important for faculty research and teaching.
- Create at least two digital exhibits drawn from alumnae collections (scrapbooks, photos, correspondence) using Omeka, an online digital exhibit hosting service.
- Organize at least five minor manuscript collections (i.e. three linear feet or less) from Special Collections. Create descriptive websites for these and for an additional five collections of books or art.
- Implement a storage system to archive digital images held by College Relations and Special Collections & Archives. Identify and implement image management software for the organization and retrieval of Special Collections & Archives images.

Technical Support Team

- Implement the Border Gateway Protocol (BGP) Internet configuration to improve the reliability of Internet connections.
- Develop a strategy to provide data encryption for electronic communications, files, and computing devices in order to comply with state regulations and improve data security.
- Review Virtual Desktop Infrastructure (VDI) technology and collaborate with the Instructional Technology Team on a pilot VDI project to ascertain the potential for thin client/server architecture in computer labs at the College.
- Select, secure, and install data and voice communication systems in building renovations and new construction projects, including: the Science Center, 33 Gallows Lane, Luce Field House, the proposed Hillel House, and any additional student housing.
- Train Computer Support Services staff to maintain workstations using Banner and associated administrative software, allowing programmers and functional leads to focus on other responsibilities.
- Contract for an Information Security Audit, using an external vendor to review and test the College's network security systems. Redesign network security architecture based on review.
- Review and revise all Information Security policies and draft new ones as required to protect privacy and College data systems.

Enterprise Systems Team

- Initiate a new practice that all campus information technology projects have a Project Charter and Project Plan. All will use standard project management procedures for prioritization, monitoring and results.
- Continue to test and improve business continuity and disaster recovery plans for enterprise systems.
- Collaborate with the Business Intelligence Committee to review and implement tools to support executive and operational decision-making. Establish interim solutions for access to institutional data while the business intelligence architecture is being developed.
- Replace the campus web content management system (CMS), in partnership with College Relations. The project will include migration of all existing web pages into the new CMS.
- Continue implementing the Banner 9 web-based framework and delivering Banner modules, e.g. the Course Catalog function, under the new architecture.
- Implement the new TMA web-based system, in collaboration with Physical Plant.

Research Support and Instruction Team

- Investigate and begin using social media as a method to deliver reference services. Create an appropriate presence where possible; make recommendations for new software and technologies if necessary.
- Continue to collect information on community needs and opinions about library uses, using a variety of data collection methodologies (focus groups, site mapping, interviewing and surveying).
- Develop a research data management and curation plan in association with other College offices, to support NSF grant funding efforts in particular.
- Continue to develop a Research Consultation Service for individuals or small groups. Design and open the Research Consultation Room, and explore online tools that will assist in its development.
- Reevaluate the size and content of the print reference collection, due to availability of online tools, and move a target of 40% of the collection to open stacks.
- Redesign the library sections of the IS website using the new College website template.
- Implement and expand the Faculty Publications Center, which will highlight and promote access to recent faculty publications.

Information Resources Team

- Review, assess, and purchase existing and forthcoming ebook packages and collections, such as Project MUSE and JSTOR, to complement and/or replace the library's print collections as appropriate.
- Collaborate with departmental liaisons and faculty to align the libraries' materials budget for books, serials, and electronic resources more closely with user needs.
- Develop and implement a process for the organization, review, selection, and/or cancellation of electronic databases and journals in the library's e-resources collections. This process will reflect budget realities and best practices.
- Review and develop a policy for the identification and purchase of data sets for Shain Library's collection. Allocate funding and establish a process for their acquisition, cataloging, and processing.
- Implement, evaluate, and, as appropriate, extend the YBP/EBL demand-driven acquisitions program and short-term loans for scholarly electronic books.
- In conjunction with the Research Support and Instruction Team, review the library's resources and services based on the performance indicators provided in *Standards for Libraries in Higher Education* (Association of College & Research Libraries, 2011). Identify strengths and weaknesses to guide the development of activities that enhance the library's support of the institution's missions and goals.
- Continue preparations to adopt the forthcoming revised Resource Description and Access (RDA) cataloging standards to support the discovery, identification, and use of next-generation information resources.
- Expand outreach and publicity for Greer Music Library; expand the distribution of lists of new acquisitions and newly cataloged items to interested non-music faculty.
- Pursue funding for equipment, shelving, and furniture upgrades as outlined in Greer Music Library's 2011 grant proposal.



CONNECTICUT
COLLEGE

Information Services Major Objectives 2012 - 2013

In support of
the Information Services
Strategic Plan
2012 - 2015

Greetings

The 2012-2013 Information Services Major Objectives are provided here for your information and review. They will guide the work of Information Services staff, often in collaboration with other departments, for the coming academic year. As always, these objectives are in support of the College's strategic priorities, the 2012-2015 Information Services Strategic Plan, and the functional areas of the College.

I am happy to answer any questions about this work. Please let us know how we can be of service.

Thank you.

W. Lee Hisle, Ph.D.
**Vice President for Information Services
and Librarian of the College**

Information Services

Information Services Strategic Priorities 2012-2015

- **Build strong relationships with the campus community** through excellent service, communication, and collaboration. Provide resources and services that recognize our diverse community.
- **Enhance teaching, learning, research, discovery, and scholarship** by building excellent collections, services, and spaces. Incorporate technology and enable access to help users navigate the information environment.
- **Optimize campus information and technology resources** in order to get the most out of our current and future systems. In a secure information environment, use human and physical resources to advance the College's mission and strategic objectives.
- **Strengthen the use of data resources for research and decision-making** through effective management of data and increased information access. Provide training, develop systems and offer services to improve business processes and intelligence.
- **Advance Shain Library as an information commons and place of community** by creating vibrant physical and virtual spaces that support all aspects of the College's mission and effectively supports IS resources and services.

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 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

Information Services Major Objectives 2012-2013

Services

- Revise or create Information Services mission, vision, and core values statements.
- Develop an instructional technology liaison program for academic departments, in concert with the library liaison program, to inform faculty of resources and support available for the integration of technology into the curriculum.
- Work with campus functional areas to facilitate business process improvements realizing the full potential of automated tools such as Banner Workflow, Banner Self-Service, AXIOM data load software, and Banner Job Scheduler.
- Continue to develop the Research Instruction Program with outreach to Freshman Seminars, key survey and gateway courses, and Honors Study. Develop peer- and self-review assessment tools that will support better teaching in the Research Instruction Program.
- Begin developing a customer relationship management system to provide enhanced information for Deans and Advisors through technology. Enhance the existing ePortfolio application to provide an interim solution for advising and other services.
- Plan and host a major daylong event celebrating the 50th anniversary of Rachel Carson's *Silent Spring*, involving a panel discussion, an exhibit, a dinner, and an evening lecture (in conjunction with the annual Sound Lab lecture). Nationally known speakers will be guests of the College for both the symposium and the lecture.

Resources

- Adopt and implement a campus open access policy, encouraging the inclusion of more faculty research in Digital Commons. Create a workflow for the rapid publication of faculty research.
- Work with faculty and librarians to implement a multi-year collection management plan to review, analyze, and weed the library's print collections, as well as use existing space for collections more effectively.
- Pursue membership in the Hathi Trust digital library; provide access and promote its use as a scholarly resource.
- Explore potential roles for IS in the support and presentation of published data sets in the social sciences and humanities. In cooperation with academic departments, develop a plan for the selection and use of social science and humanities data sets.
- Work with the CTW Collections Group to develop and implement a plan to address duplication and retention of core titles within the Consortium.

Facilities and Infrastructure

- Design and implement a centralized identity and access management system using the InCommon Federation standards, providing access authorization for personalized electronic services, timely provisioning and de-provisioning of services, and secure and reliable access.
- Enhance the campus intranet portal, CamelWeb, to deliver information and services based on individual needs and campus roles. The portal will become a knowledge management tool through integration with Banner, the Campus Directory, and the web content management software.
- Implement Ellucian (formerly SunGard Higher Education) mobile technology architecture for delivery of applications on smart phones, tablets, and other mobile devices.
- Evaluate and optimize the existing data network design to improve data traffic flow for mobile devices, video applications, wireless access on campus, and future VoIP telephones. Plan to expand wireless access in all academic/administrative buildings and major outdoor gathering areas.
- Initiate a five-year plan to replace the aging PBX telephone switch in order to ensure communication continuity and take advantage of new VoIP services as needed.
- Implement Web Help Desk management software and, in keeping with ITSM standards, expand the Help Desk operations to include staff on the Enterprise Systems Team, the IS and College Relations Web Teams, the telecommunication support group, and the Instructional Technology Team.