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Information Services
Inside Information

Connecticut College

Year 2005

Inside Information Fall 2005

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inside information

INFORMATION SERVICES @ CONNECTICUT COLLEGE

Fall 2005

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Digital Commons @ Connecticut College

An historic event took place in Shain Library on Thursday afternoon, August 25, when the first “object” was added to Connecticut College’s new Digital Commons. Peter Luthy’s senior honors paper, *Functional Analysis and its Applications*, written under the direction of the Mathematics Department and winner of the 2005 Ames Prize, became the first of many honors papers and faculty publications and speeches that will be added to our Digital Commons in years to come.

What is a “Digital Commons?” It is an institutional digital repository that provides a system to store, display, manage and provide access to the intellectual output of our students, faculty and staff. Traditionally the college library and the college archives have been the repository for printed material created by members of the college community. But we are now well into an era when nearly everything written is “born digital.” With Digital Commons we have a tremendous opportunity to gather this information in one place and to provide for its preservation.

The creation of a centralized repository will benefit the college by providing organization of, access to, and preservation of “digital

assets” whose current management could best be described as chaotic. The digital repository will store “digital objects” and the metadata that describe them; manage the assets, including rights; support indexing and retrieval; coordinate delivery of the objects; guarantee the preservation of the assets; and make the assets available to the public via Internet search engines, although we will be able to restrict some information for internal use only.

Here are some examples of the types of Connecticut College-generated
continued on page 3

The 2005 Ames Prize
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the Digital Commons



Photograph of Fanning from the Caroline Black Garden in the front of Connecticut College in 1932. See article about classroom renovation on page 4.

Message from the VP

Even the best laid plans . . . When Information Services installed two new, high-capacity servers for the email system over the summer and moved all student email to the Exchange Server back-end, we thought we had created a very stable, very fast email environment. The new configuration is designed to balance the system load so that if one server goes down, the other picks up the work and email stays online.

So—what happened at the beginning of the fall semester? Crash! We initially thought the influx of students and returning faculty and staff had somehow overtaxed a system that should have had the capacity to handle the load. We could not find an easy fix and we started working with Microsoft to resolve the problem. They went through their list of possible solutions (as vendors always do) from their past experience. We spent many hours trying to reset parameters and reconfigure the system but it was not until several days later that the issue was identified as a corrupt database of email files. The corruption created too much activity causing the system to shut down, come back up, and shut down again as it tried to resolve the problem. Microsoft instructed us to load a clean database backup from several days earlier because the database from Labor Day weekend was too corrupted to analyze. Everyone was frustrated—the faculty and

staff certainly, and rightfully, but also the IS technical staff, especially Bill Constantakos, who were working nearly 24 hours a day trying to fix the problem.

Eventually, Microsoft identified the offending files and we isolated them from the system. Since then, the problem has not repeated and email is stable again. It was nobody's fault—just emails that somehow were corrupted and, like falling dominos, caused problems with the rest of the database. Database files can become corrupted from a variety of causes such as electrical surges, viruses, or spyware. A recent SunGard Inc. study reports that some 25 percent of surveyed companies had, within the previous 90 days, had an email breakdown. And 10 percent of those problems were caused by corrupted email database files, the “most difficult problem to prevent.” It was our turn, I guess.

What have we learned? Number one, a dedicated technical support staff is priceless. Secondly, should this problem ever recur, we'll recognize it and act more quickly. And third, that even with extensive and careful planning, in the world of technology, problems still occur. It's real life.

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

Technology Instruction

Information Services offers instruction in the use of information resources and technologies for the students, faculty, and staff of Connecticut College to support the diverse educational, research, and administrative needs of the college community.

Workshops offered each semester include classes about:

- Information Security Awareness
- How to scan images
- Creating PDF documents effectively
- How to use RefWorks
- Photoshop
- PowerPoint
- Information security

Check the web site <http://training.conncoll.edu> to see the most recent Technology Instruction Schedule.

(Digital Commons continued from page 1)

resources that will be collected digitally and managed in the Digital Commons:

- Honors Papers and Master of Arts Theses
- Student papers and projects from the Centers
- Speeches and presentations given by faculty and staff
- Unpublished (or published) faculty research papers
- Conference proceedings from conferences held at the college
- E-journals published by faculty members or departments

There are many other possibilities. In addition to text, the Digital Commons system is also able to incorporate sound, image and video files and data sets.

In order to create a digital repository for Connecticut College, the department of Information Services chose Digital Commons created by ProQuest. Some colleges and universities have chosen D-Space or FEDORA or created their own systems in-house, but ProQuest provides a relatively inexpensive product that is easy to operate with existing staff. By doing this we became part of the Liberal Arts Scholarly Repository (LASR), a group that currently includes peer institutions such as Amherst, Middlebury, Simmons and Carlton, and that is certain to grow rapidly. Within our state the University of Connecticut has a ProQuest Digital Commons site.

Laurie Deredita, Director of Special Collections and Archives will manage the Digital Commons site at Connecticut College, with the assistance of Nova Seals, College Archivist, and Holly Camerota, Web Content Editor in College Relations. Later in the year, Information Services will hold a series of informational sessions for faculty about Digital Commons and the Open Access Initiative.

Are You Drowning in Paper?

Can your office easily find important records when they are needed? Are you holding onto records that could—or should—have been destroyed years ago? Do you have lots of old boxes filled with unidentified papers cluttering odd corners of your office? Are you the only one in your office who actually knows “your system” for managing all of that paper? If these questions describe your situation, this article is for you.

Although records management is standard practice in most businesses, academic institutions have been slow to adopt formal standards for keeping track of the high volume of documents produced on campus. This casual approach, however, is changing and many colleges and universities across the country have begun to institute records management policies and programs. In order to help the college community combat document chaos, Information Services is working to provide a more formal and efficient approach to managing records on our campus. The College Archives will manage the program at Connecticut College.

During the fall of 2005 the Connecticut College Archives and Records Management Program Manual will be distributed to all offices on campus. The Manual will provide information on what offices should be saving and eventually sending to the College Archives for purposes of historical documentation and preservation. It also will provide information on how to handle those records that, while not archival, still need to be retained for legal purposes. The Manual will out-

line procedures for collecting, transferring and destroying documents produced on campus.

Some offices may find that they do not have enough secure space to store the documents they are required to retain. To solve this problem the College has contracted to send records to an off-site storage facility managed by Iron Mountain. The Manual will cover procedures for sending records off-site, a service that will be managed by the College Archives. Before you send records off-site for storage, there is some work and planning involved. Records must be organized and inventoried with those having identical destruction dates grouped together. Records organization done prior to sending boxes to the storage facility will save money later because it will be easier to retrieve records and they will occupy less space.



We expect that the offices that participate in the Records Management Program will reap many benefits. But perhaps, success will be measured by what they do not see—a sea of paper that could pose a drowning hazard.

Classroom Renovations Continue

Our Classroom Improvement Plan is a long-range strategy to renovate and upgrade all general-access classrooms. Upon completion, each becomes a flexible and comfortable space for teaching and learning. Last year, we renovated Fanning 301 and Blaustein 211. This past summer, we renovated two more.

Fanning 306 is now a lecture hall with rows of tables and comfortable chairs with seating for thirty. Bill 403, with seating for forty-two, now offers tables arranged in a “U” shape either to foster discussion or to support traditional lectures.

The renovations honor the original architecture of each building. This is the first year that we have consulted outside contractors and the results are outstanding, with rooms that appeal to both faculty and students. Ellenzweig Associates of Cambridge Mass, our architects, recommended artwork upon the walls. We chose period photographs from the College Archives. The pictures both decorate the classrooms and document our history.

The renovation of Fanning 306 was the generous gift of the class of 1955. We hope that the alums return to view the completed room and to see how their support has enriched the classroom experience of current students. The College hopes to raise two million dollars during the coming year to renovate additional classrooms. A renovated classroom is a tangible way to enhance teaching and learning. If you have not yet seen the rooms, we invite you to visit them.

Upon completion, each room becomes
a flexible and comfortable space
that supports
both traditional and new styles
of teaching and learning.



Photograph of Fanning Hall Room 306 after renovation in September 2005.

(Classroom Renovations Continue)



Blaustein Humanities Center Room 211 before renovation on May 2004



Blaustein Humanities Center Room 211 after renovation on September 2004

Our Classroom Improvement Plan is a long-range strategy
to renovate and upgrade all general-access classrooms.

Top Ten Things You Should Know About Your Computer

1. Information Services does not back up your data, including MY DOCUMENTS and Personal Folders in Exchange. Backup your data regularly by using either an external drive such as a USB flash drive or copy your data to a CD via the CD-RW drive (if equipped). Failure to backup data regularly could be very detrimental if anything were to happen to your hard drive.
2. Use strong passwords. Strong passwords contain a combination of upper and lower case letters, numbers, and symbols. They are also words that are not commonly used or easily guessed and are not your name or user name.
3. Do not give your password out to anyone and do not write your password down where others can see it.
4. Use a screen saver password – this can be done via the display settings, which are located in the Control Panel.
5. Lock your Windows computer when you are going to be away from your desk by pressing CTRL-ALT-DEL and choosing Lock Computer.
6. Update Windows when not on campus using the WINDOWS UPDATE option on the TOOLS menu in Internet Explorer.
7. Update your virus protection while not on campus by double clicking on the Gold Shield (usually on the lower right hand corner of your screen) and then clicking LIVE UPDATE.
8. If you are reaching your email quota or have been notified that you met your quota, you may want to consider using personal folders in Outlook instead of storing all your mail on the server. Personal folders allow you to move mail from the server to your hard drive. However, you must back this data up in the event of hardware failure of your machine (see step 1 above).
9. When surfing the network, don't click on pop-up boxes unless you are absolutely sure you need to. Just close the window rather than clicking yes or no. If in doubt, call the Help Desk for assistance.
10. If you have any problems, questions or concerns, please do not hesitate to contact the Help Desk at ext 4357 or via email at help@conncoll.edu.

ARTstor, Not just Art and not a Store

Back in the ancient days of analog technology, namely until five years ago, art history professors lectured about Van Gogh by projecting slides of *The Starry Night* onto a darkened wall. The slides, borrowed from the campus slide library, were acquired one of two ways. When the professor planned in advance, the slide librarian ordered a slide of *Starry Night* from MoMA. The other 99% of the times, the slide librarian shot the slide from a reproduction in a book. Art may be forever, but its slide was needed in less than a week.

Then came the early digital age, and many slide libraries promptly scanned their slides of *The Starry Night*. But wait! With a single stroke on a keyboard, one enterprising slide librarian could mount that scanned *Starry Night* onto a website from which colleagues could click and drag. Awaiting this, and not wanting to effectively re-invent the wheel, some slide librarians dragged their digital feet.

Enter ARTstor, ushering in our present late digital era. Funded initially by the Mellon Foundation and modeled upon JSTOR, an on-line library of academic journals to which Conn College subscribes, ARTstor provides a web-based image database not just of art and not as a store. It is a consortium linking image providers, primarily museums and archives, with image users, primarily colleges and universities. And its staff members are drawn from the upper ranks of academia, indeed some are neighbors formerly from Yale.

On my course review website using the classroom courseware WebCT, I included a link to ARTstor, and within ARTstor established files with images from each area covered in class.

Its collection presently totals over 350,000 images, and is expected to reach 500,000 within a year. Contributors include the National Gallery, the Met, the Philadelphia Museum, the Art Institute of Chicago, the Smithsonian, and yes, MoMA. Among the 345 charter subscribers are Harvard, Yale, Princeton, and yes, Conn College. In fact, initially we served as one of thirty test sites.

Professor Barbara Zabel volunteered to serve as our trail blazer, and here shares her experience with ARTstor. "I taught the first half of my course in American Art using ARTstor's high resolution images almost exclusively, supplementing them with several images from other sources. I was very excited about the

potential of ARTstor, however once I left the 19th century, I discovered a dearth of images of 20th century American art. One attractive feature of ARTstor allows a professor to set up study sites for students. On my course review website using the classroom courseware WebCT, I included a link to ARTstor, and within ARTstor established files with images from each area covered in class. The students could then print out low resolution images along with identifying information. This is relatively easy to implement by the professor, and is a great study tool for students."

ARTstor may be accessed through the Databases & Indexes component of the Libraries homepage at: www.conncoll.edu/is/info-resources/alpha-index



Leisure Reading and Listening

The Information Commons in Shain Library has two new collections: “leisure reading” and “leisure listening.” The leisure reading collection is made up of current, popular fiction and non-fiction books, books that might not normally be added to the permanent collection of an academic library. These books are just for fun! The library leases about 200 titles at a time from Baker and Taylor and after a few months they are returned and new books are added. Books that are especially popular and considered appropriate for the general book collection may be added to our permanent stacks.

Since its inception in February, the leisure reading collection has seen a great deal of use. Staff members from all over campus have been seen heading directly to the Leisure Reading Area during their lunch hours. The collection is located in a comfortable new area at the bottom of the center staircase on the lower level near the Blue Camel Café. You can come in and just browse the collection but you can also search for the books in Caravan. They have “no call number” and a location indicating that they are in the Leisure Reading Area. Books may be charged out for 28 days and renewed once. We welcome your suggestions for books you would like to read. Just write them in the suggestion book.

And that’s not all! People have been asking for audio books for years. We now have a collection on CD ROM, consisting of 50 unabridged current and popular books leased from Talking Book World (TBW). We plan to refresh this collection every three months and request new titles. The audio books are also searchable in Caravan and located in the new Leisure Reading Area. The loan period is 28 days. If you are planning a long drive this is the place to get your entertainment or if you missed reading the [Kite Runner](#) last summer you can borrow the CD ROM. If you have questions about either of these collections, contact Jean Baker, jmbak@conncoll.edu.

During your next lunch hour, grab a cup of really good coffee at the Blue Camel Café and select something to read “just for the fun of it” from our Leisure Reading Collection.

Blue Camel Café

After taking sabbatical for the summer, the Blue Camel Café is back! Look for special discounts during the week and enjoy the newly extended hours.

New Hours:

Monday – Thursday 8:30 am – midnight

Friday 8:30 am – 4:00 pm

Sunday 7:00 pm – midnight



Don't wait—strike while the coffee is hot!

New CamelWeb

CamelWeb, the Connecticut College Intranet, underwent a face-lift during summer 2005. The main reason for the change is for easier navigation. You can even add a personal photo to “my profile.” With new features such as the CamelWeb search and tabs to the main areas, all of the online resources available for the campus community are only a click away. Another reason for the redesign is to integrate ePortfolio into CamelWeb. Freshmen and Sophomores will be able to click on the ePortfolio tab to access their ePortfolios without logging in a second time. Juniors and Seniors, because they have a lot invested in the old version, will continue to work with the stand-alone ePortfolio, but will have the opportunity to migrate over to the new integrated version later this academic year. We invite you to explore CamelWeb's features, and please take the time to submit the New CamelWeb Feedback Survey to the CamelWeb development team. You will see the link to the survey under “Featured Sites” on the home page.

Finding Aid to Conservation and Research Foundation Papers Published on the Web

A number of years ago Professor Emeritus of Botany Richard H. Goodwin gave the papers of the Conservation and Research Foundation to the library. He is a former Chairman of the Botany Department at Connecticut College, and has served as the President of the Foundation since it began. Dr. Goodwin is considered one of the nation's leading conservation advocates.

Incorporated in 1953, "the purposes of this foundation are to promote the conservation of our renewable natural resources; to encourage study and research in the biological sciences; and to deepen understanding of the intricate relationship between man and the environment that supports him." These objectives are fulfilled primarily by awarding grants to organizations and individuals to aid their conservation programs and to support research in neglected areas. This broad philosophy is reflected in the diversity of grants awarded by the Foundation.

The papers consist of about 22 boxes of documents, dealing mostly with the grants that were awarded by the Foundation between 1953 and 2003. Although the papers have been available to researchers, there has never been a detailed guide to the collection. But now with the creation of a finding aid by reference librarian Linda Alexander and its publication on the Special Collections home page, the Foundation's papers are likely to attract the attention they deserve.

Wireless Access Points

Want to surf the web, or access WebCT while on the Green overlooking the Sound? You can! Information Services has located wireless access points (WAP) all over campus. Locations include the Shain Library, Greer Music Library, Crozier-Williams Student Center, the Coffee Grounds, Cummings, most common rooms, and Harkness Chapel Library. Additional WAPs will be installed in several classrooms and residence halls common lounges during the fall semester. For the foreseeable future,

wireless computing will be used in addition to the wired data system which will remain essential for network speed and security.

A word to the wise: the use of personally owned wireless access points is not permitted. Some personally owned wireless, "consumer-style" access points do not work well in residence halls. These units interfere with each other and the wired network. Improperly configured WAPs pose critical stability and security issues to

our network and take a tremendous amount of time to manage. You can learn more about WAP by visiting wireless.conncoll.edu.

Wireless
@CC

Inside Information is published by Information Services twice a year and is distributed to the Connecticut College faculty, administrative offices and other interested members of the campus community. Comments and suggestions are welcome and should be sent to Laurie Deredita, editor, at lmder@conncoll.edu. It can also be read online on the Information Services Home Page <http://www.conncoll.edu/is/>

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