Information Services Major Objectives and Annual Plans   Information Services

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Information Services Major Objectives, 2013-2014

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IS TEAM OBJECTIVES 2013-2014

Enterprise Systems Team

- Continue to work with ESAC to ensure that all information technology projects use the campus project management process for prioritization, monitoring and results.
- In conjunction with the Business Intelligence Committee, review and implement tools that support executive and operational decision-making. Continue to develop interim solutions, such as an HR datamart, that provide access to institutional data while the business intelligence architecture is under development.
- Continue to enhance the new CamelWeb and mobile services, expanding their role as knowledge management tools that are integrated with campus systems regardless of end-user device (such as personal computers, tablets or smart phones).
- Continue to work with the College's functional areas to facilitate business process analysis, and design improvements—such as in the hiring process—that realize the full potential of campus systems such as Banner, CamelWeb, mobile technology, workflow, self-service functionality and Job Scheduler (UC4).
- Continue adoption of the IT Service Management (ITSM) framework by implementing improvements in additional information technology processes, such as change management and release management.
- Continue implementation of the new Banner XE framework, and migrate Banner modules to the new architecture.
- Collaborate with Student Health Services for the implementation and project management of a medical records system.
- Collaborate with the Office of Student Life for the implementation and project management of a judicial records system (dependent upon FY14 funding).

Information Resources Team

- Review and process items out of the library's print collection that have been approved for de-selection as a result of the Shain Collection Management Project.
- Along with the CTW Collections Group, identify and implement collaborative means for building shared collections across formats and subjects.
- Pursue membership in the Hathi Trust digital library; provide access and promote its use as a scholarly resource.
- Begin the digitization of pre-1923 sheet music imprints from the Historic Sheet Music Collection, and ensure that this collection is linked in the Sheet Music Consortium.
- Pursue funding for shelving and furniture upgrades for the Greer Music Library; based on findings from June 2013 library visits, recommend new technology services to extend and improve music library operations and services.
- 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.
- 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.

Instructional Technology Team

- Ensure the smooth integration of the Instructional Design Librarian—a newly created staff position—into the Instructional Technology and Research Support and Instruction Teams, the Information Services department, and the campus.
- Turn two classrooms into smart classrooms by adding a projection system and media podium, enabling faculty to access technology-based resources in their teaching.
- Implement a lecture capture solution, providing faculty with the tools and support to provide online lectures or to "flip" a class.
- Replace the current video delivery system with one that enables faculty to upload their own digital videos. This project will be implemented in a partnership with the Technical Support Team and the Enterprise Systems Team, with a goal of engaging an outside service to host the videos.
- Encourage the use of new classroom technologies through the Digitally Enhanced Learning Initiative (DELI) program, the Tempel Summer Institute, and workshops and seminars.
- Assist faculty in developing assessment tools that evaluate the effects of technology on achieving course goals.

- Explore how Web-based video instruction on software applications can be used to improve digital media literacy skills.
- Complete the migration of the campus learning management system to Moodle version 2.x, and educate faculty on new features to improve the classroom experience.
- To improve services to the core constituencies of both departments, switch the physical location of the Digital Curriculum Center (DCC), currently in Blaustein, and Media Services, currently in Shain Library.
- Provide support for mobile devices for courses, with increased access to scholarly materials.
- Research and plan for the support of the use of digital images in teaching and scholarship. This will include piloting use of ARTstor's shared self function, and possibly other solutions, to store, organize and deliver College image collections.

Research Support and Instruction Team

- Continue to investigate how students use digital materials by participating in the second part of CTW's e-book study.
- In order to assist students in their transition to e-books, develop and implement a pilot for loaning e-book readers.
- Research and recommend new software solutions for collecting and managing reference statistics.
- Investigate and recommend new and more secure document delivery software to be used by interlibrary loan staff.
- In light of the upcoming closing of the library building, reinvestigate and make recommendations for a chat-based reference service to be used during construction.
- In association with other College offices, develop a research data management and curation plan to support federal grant-funding efforts.
- Continue to develop the Research Instruction Program, including 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.

Special Collections and Archives Team

- Digitize the College student newspaper collection, and make it available and searchable to the college community and to the public through Digital Commons.
- Organize at least five minor manuscript collections (i.e., collections of three linear feet or less) from Special Collections. Create descriptive Web sites for these and for an additional five book or art collections.
- Create and publish finding aids for College Archives collections.
- Create a logical shelf organization for the archives.
- Research and recommend a solution for backing up archival scans of objects in Special Collections and Archives.
- Create at least two digital exhibits drawn from alumnae collections (scrapbooks, photos, correspondence) using Omeka, an online digital exhibit hosting service.
- Implement a storage system to archive digital images held by College Relations and Special Collections and Archives. Identify and implement image management software for the organization and retrieval of Special Collections and Archives images.

Technical Support Team

- Develop a desktop support and IT Service Desk service catalog that includes service-level agreements for major areas.
- Improve College-owned mobile device (iPads, etc.) security by publicizing security best practices, and by requiring passcodes, device-location software and, as appropriate, data encryption.
- Review Virtual Desktop Infrastructure (VDI) technology, and collaborate with the Instructional Technology Team to develop a strategy and budget proposal for enterprise-level implementation in two areas.
- Design, purchase and install data and voice communication systems for several building renovation projects, including Shain Library, the Academic Resource Center, Hillel House, 33 Gallows Lane and new student housing.
- Evaluate hosted server and network monitoring and management services, and make a recommendation for purchasing external services that will reduce the staff workload.
- Evaluate end-point antivirus software products, and recommend options that will reduce costs and improve security.
- Continue to review and revise all information security policies, and draft new ones as required to protect privacy and College data systems.

CONNECTICUT COLLEGE

Information Services

Major Objectives

2013 - 2014

In support of
the Information Services
Strategic Plan
2012 - 2015

Greetings

The 2013-2014 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 that effectively support 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 2013-2014

Services

- Revise or create Information Services mission, vision and core values statements.

- In collaboration with the Dean of the Faculty and the Center for Teaching and Learning, provide opportunities for faculty to explore new models of teaching and learning through the "Teaching with Technology" program. In addition to providing workshops and seminars that help faculty use instructional technology, the program will promote innovations such as the flipped classroom and blended learning, and it will include the development of a multiyear instruction program that will assist faculty in redesigning courses.

- Redesign IS Web pages to offer easier and faster access to content needed by IS patrons. In particular, create a new or redesigned page for the IS department as a whole, as well as pages for the libraries, Enterprise Systems, Instructional Technology and other key areas of IS.

- Collaborate with the Office of College Advancement to create an information technology plan supporting the business processes and vision for advancement

Services continued

and alumni relatons. This plan will cover projects such as a volunteer management system and the transitioning of alumni relations support from Harris to iModules.

- Collaborate with the Office of the Registrar for the selection, implementation and project management of a degree audit and planning system.

- In collaboration with Admissions, Finance, Financial Aid, Human Resources, Advancement and other key departments, explore, plan and prepare for a multiyear implementation of a document management system to streamline office procedures and simplify record keeping (dependent on FY15 funding).

- Revise the Research Support and Instruction Team's 2011 strategic plan, taking into account the changes in materials access; the new direction of General Education; the changing liaison role that now includes instructional technologists; digital media literacy; and service plan changes. In particular, develop strategic direction for research skills instruction at the College.

Resources

- As needed, assist in recruiting and training a functional/technical lead for the Office of Administration. Help to integrate the new individual into the College effectively.

- Implement the Open Access Policy adopted in the 2012-13 academic year by continuing to build faculty awareness of the plan, and by implementing a workflow to retrieve and make available faculty research covered by the policy.

- Recruit and train a new College archivist, integrating the individual into the College effectively. Revise job responsibilities to focus on archives work rather than College records.

- In conjunction with the Collection Development Task Force and relevant staff, design and implement a more cost-effective and user-driven model for the selection and acquisition of materials for the libraries' collections, with a focus on the integration of e-books.

- Plan and implement the reorganization of the library's print collection to reduce the book-stack footprint by 32 percent, shift shelving to the post-construction design, and retain collection organizational integrity in preparation for the building renovation beginning in summer 2014.

Facilities and Infrastructure

- In collaboration with Physical Plant and other college offices, work with the project architect to develop the final plans for the renovation of Shain Library, including space design, furniture, accessories and technologies. In addition, develop and implement a plan to provide the campus community with services and access to resources while the library is under renovation.

- Evaluate cloud-based data backup systems, and recommend and implement an option, if possible, that will reduce the risk of data loss and decrease staff time spent in managing backups.

- Evaluate the deployment of fax machines and desktop printers, and make recommendations designed to decrease the cost of hardware; consumables, such as paper, ink and toner; electricity; and staff time spent maintaining the equipment.

- Administer a project to install wireless network access in the remaining academic and administrative buildings across campus, as well as key outdoor areas, to improve data traffic flow for laptops, tablets, smartphones and other mobile devices.

- Partner with the Enterprise Systems Advisory Committee (ESAC) to implement the InCommon Federation standards, a centralized identity and access management system. These standards will provide access authorization for personalized electronic services, timely provisioning and de-provisioning of services, and secure and reliable access.

- Partner with the Office of Administration to implement a one-card ID and transaction system for door entry, dining, laundry, copying and other services. This initiative will increase services, improve business process efficiencies and provide new sources of revenue.

- Depending on funding priorities, work with the project architect to finalize renovation plans for 33 Gallows Lane so that it can accommodate Enterprise Systems staff and services. The projected occupancy will begin in May 2014.