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## Inside Information Fall 2002

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The views expressed in this paper are solely those of the author.

# *inside* information

INFORMATION SERVICES ■ CONNECTICUT COLLEGE

Fall 2002

## **iConn**

### *The SCT Banner solution for Connecticut College*

ON JUNE 13, 2002, the College signed an agreement with SCT Banner to implement a software solution to provide the College with the best academic and business functionality currently available in higher education to meet the strategic needs and mission of the College. The College is now poised to begin an exciting 30-month implementation of the five primary education modules: advancement, finance, financial aid, human resources/payroll, and student administration. By the end of the implementation period, the College will have achieved a significant infrastructure upgrade to replace its existing legacy systems.

It is important for members of our community to understand the primary reasons we are undertaking the implementation of a state-of-the-art integrated database system. It is no longer possible for the College to operate on homegrown and disparate computer systems and stay competitive in the higher education market. The implementation of SCT provides an opportunity to adopt industry-standard best business practices. According to W. Lee Hisle, Vice President for Information Services and Librarian of the College, "SCT will provide the college with solid and tested software along with implementation strategies that will provide a foundation for the quality educational program at Connecticut College."

The new administrative software system meets the objectives defined by the iConn Steering Committee in the fall of 2001. Specifically, to replace the 15-year old AIMS system, which has been customized into a homegrown system supported by a staff of four programmer/analysts; to implement an integrated, transaction-based business solution that supports the College's operations; and to provide quick and easy access to accurate,

complete and timely data, and powerful analytical and communication tools. This new technology will allow staff to do their work more efficiently and will provide improved access to the information necessary to support strategic decision-making.

The signing of the agreement with SCT follows an intensive process throughout the 2001-2002 academic year during which representatives

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## **Paper waste study in the Library**

INFORMATION SERVICES is an active member of the Environmental Model Committee (EMC), a campus-wide group of students, professors, operations directors, and staff, devoted to educating the Connecticut College community about campus environmental issues as well as actively promoting environmentally sound ideas and methods. So far, the EMC is responsible for the College's move toward renewable energy sources, the energy conservation policy, and increased recycling efforts on campus.

One of the EMC's current goals is to reduce paper waste on campus. Information Services immediately recognized its responsibility to investigate paper use on the public printers in the library and open access computer labs and began a "Paper Waste Study." In April 2002, a very busy month in the library, all discarded paper

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Tree by Bridget Pupillo

# Message from the VP

Well, IS will be doing its best to keep one and all busy so I hope everyone had a restful summer.

Perhaps the biggest undertaking this year—and the next and the next—is the iConn project. We're about to begin the implementation of SCT's Banner product for our administrative and educational functions. It will be a big job moving from our legacy systems to one modern, integrated product but we're fortunate to have a strong Project Manager in Aileen Burdick; a high level of faculty, staff and executive support; a realistic financial base; campus enthusiasm for getting the job done; and excellent staff in all departments to help make this happen. And I should also mention that SCT has already shown sensitivity to the comprehensive planning we need to be successful. We've contracted for a fixed price and date certain implementation so there won't be cost overruns (as happened in the not-too-distant past) and we'll be operational on time. Look for a lot of work

over the next 30 months and a quality product ready for use at the conclusion of the project.

Also, thanks to a \$660,000 Mellon grant (shared with Trinity and Wesleyan), efforts to integrate information literacy into the curriculum will be piloted and tested this year. Information literacy provides students with the skills and knowledge to know when they need information, how to find information, how to evaluate that information against their needs and how to use the information appropriately. Information literacy instruction is most effective when integrated into the regular curriculum. Ideally, students will see the instruction as a part of the content area and not as a gratuitous add-on. The three-year grant will pay for faculty release time or stipends to develop information literacy modules integrated into their regular curricular efforts. The bottom line is that as a result of the information literacy efforts students should perform better in the content area, whether they are

studying biology or history or art. Watch for an announcement of the kick-off event in October.

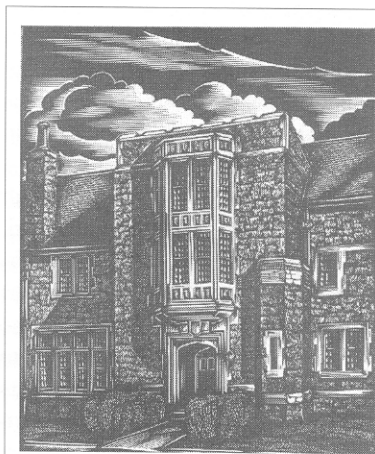
Another of our projects is the greening of Shain, at least relative to paper use. We'll make an effort to reduce the amount of wasted printing in the libraries through education of the students, and we'll try to fill ILL requests with digital documents. We are also looking for opportunities to use electronic journal subscriptions to replace paper ones.

Finally, note the newly decorated and redesigned reading areas in the library. We keep trying to get the most out of this old building with new lighting, borrowed carpets, and rearranged furniture. Come visit.

— Lee

## Serials Solutions – improved access to electronic journals

The number of journals available electronically is growing rapidly. Shain Library currently has access to over 21,000 titles in 52 databases. Beginning this fall it will be a whole lot easier to find and access full text electronic journals. Through a software product called Serials Solutions, the library will be able to create and maintain a list of all full-text journals to which it has access, including those in aggregated databases like Lexis-Nexis, ScienceDirect and Expanded Academic Index. With Serials Solutions, researchers will have an easy and efficient way to determine which journals are available. The new journal list, which will be linked from the library homepage, will provide an alphabetized listing of all the electronic journal titles along with the date range available and a link to the site. Serials Solutions does not incorporate print journals in the title list, but goes far in providing a single, efficient way to determine if the library has access to specific electronic journals. Look for the link under "Online Journals" this fall.



*Plant House: wood engraving by John DePol (Library collection)*

# W. Lee: Bringing a bit of Texas to Connecticut College

FOR THOSE of the Connecticut College community who know Lee Hisle as the Vice President for Information Services and Librarian of the College, here's your chance to get to know the man and his musical tastes a bit better. This is what he had to say about Texas music while I sat in on his radio show, "W. Lee Texas Radio" last month. — *Alexis Avery, Library Serials Assistant*

**Alexis:** How long have you had your radio show on WCNI? How often are you on the air?

**W. Lee:** Two years, maybe, I had a hiatus here for a while when I did not have a show, but let's say two years. I'm on the air every other Monday night, 6-9 pm. This summer that is, no telling what it will be this fall.

**Alexis:** What motivated you to do a radio show for WCNI?

**W. Lee:** Well, you know, moving up here from Austin, where music was such a big part of my life, I've always been a big fan of music, different kinds of music and I thought this was an opportunity to play Texas singer/songwriters and other people that I like that would fit in. It's been a long time. Thirty-five years, I've been listening to this music. Bobby D. (Bob Dylan), Ray Charles ... that's where it all started.

**Alexis:** What genres of music do you play on the show? What other music do you enjoy listening to that you may not air on the radio?

**W. Lee:** Well, Texas singer/songwriters is the basic stuff. People like Townes Van Zandt, Jimmie Dale Gilmore, Guy Clark, Joe Ely, Emmy Lou Harris, Lucinda. You know that's kind of the core group. But then just



other people that fit in, basically, anybody that's ever landed at DFW (Dallas Forth Worth International Airport). [Laugh] We have a lot of honorary Texans like Dylan, Mick Jagger, Keith Richards, Beatles, of course — the White album in particular. I also enjoy listening to blues, old-timey, bluegrass, rock, you know, soul music ...

**Alexis:** What is it about Texas singer/songwriter music that you love most? Is it because you're a native of Kentucky and lived in Austin, Texas therefore it's close to your heart?

**W. Lee:** Well, yeah, that is a big part of it. I think it brings a lot of influences in because it's not quite country, and it's not quite rock and, you know, it's typically sung by the person who wrote it, so I think that brings some kind of intellectual and emotional honesty to it. Authenticity, as opposed to the Nashville thing where the writer writes a song and someone else

records it. Like this Waylon Jennings CD, they are all Billy Joe Shaver songs. Billy Joe sings his own songs now, but at the time, he was just a songwriter that Waylon knew. He was part of the whole scene, with Willie Nelson, David Allen Coe, and all of those guys.

**Alexis:** Are you originally from Texas?

**W. Lee:** No, I'm from Kentucky. I grew up in Berea, but am really from a little old town called Liberty.

**Alexis:** Have you ever been to Nashville? Which city is better, Austin or Nashville?

**W. Lee:** I have been to Nashville, a couple of times. I heard Janelle Moesher. Blew me away first time I went to hear her. I'd never heard of her before, and never heard anything so great in my life. I went back the next night, paid scalped prices to hear her. She was pregnant at the time and I have not heard of her since. She had

a great band: horns, fiddles. She did an album of Townes Van Zandt. She sang with a bluesy, rock, soul, country-style.

Nashville — walk down the street to the main drag in Nashville to the Ernest Tubbs Record Store. And another bar — I forget the name ... it's a boot and hat shop — BR549 was discovered there (one of the early alt-country bands). On Main Street in Nashville there is music all day and night. All the time! Go up Printer's Alley and there's live music all afternoon. It's good to go in the middle of the afternoon, have a beer, sit there, listen to some music, and observe the questionable characters.

Austin is better, oh yeah! There is more music at night in Austin, not so much in the afternoon. Not like Nashville where music is such a tourist thing. Austin really lights up in the evening. There are a lot of happy hour shows, Saturday and Sunday afternoon shows, and then all night. Lots of different styles of music ...

**Alexis:** Who is your favorite artist? Male? Female? Old? New? Are there any new artists to keep an ear out for?

**W. Lee:** Townes Van Zandt. He's the ultimate singer/songwriter, really a great writer. Emmy Lou Harris's voice just blows me away, and Lucinda Williams, too.

Listen to Ryan Adams (Gold). He's been making music for quite a while as lead singer for Whiskeytown; it's surprising somehow that he had this much creativity still in him. And I think he does a great job — good hooks and good lyrics. Chuck Prophet — he's really good and new to me. I don't often find new artists and I'll often discover those who have been around for a while, like Alison Krauss, for example.

**Alexis:** What do you look for in a band?

**W. Lee:** What I like is ... well, it's that old adage, "it don't mean a thing if it ain't got that swing" — a spark — and how do you define that? Well,

sometimes I can hear it. It transports an artist beyond his or her basic merit somehow, either through their song-writing ability, through instrumentation, their voice. Sometimes it's the production that will just knock you out. Sometimes it's the music itself, but the voice can transcend. I don't like music that is "straight ahead," without some sort of sub-text and wit; it's got to have some kind of twist to it, some kind of subtlety, some kind of depth and story going on somehow.

**Alexis:** What CD would I find in your player?

**W. Lee:** Ryan Adams - "Gold"  
Pogues, "Rum - Sodomy  
and the Lash"  
Neville Brothers -  
"Brother's Keeper"

**Alexis:** What do you think of the new popularity of bluegrass since "O Brother Where Art Thou?"

**W. Lee:** It's great and great for old-timey music in particular, especially since it's been an overlooked genre of American music for a long time. Bluegrass is, in my mind, very formulaic — can kind of get boring. The musical ideas are not creative enough for me. You asked me what I really like in music and that's it. If people have really good, creative musical ideas, that's what's attractive no matter what genre. That is why I liked Hall and Oates because I think they had some good musical ideas at that time. [Laugh]

Back to old-timey music. Its great old stuff, it's just hidden from American listeners, and there is just no venue for it. No radio station is playing this music regularly in the United States, except small independent stations like WCNI, this kind of thing. Nobody in the country is regularly playing old-time American music. Sometimes people confuse the bluegrass and old-time music because they are linked together through their instrumentation. But, bluegrass is this

whole other thing. Sometimes the musicians themselves interchange between the two. It's good to see Alison Krauss, Ralph Stanley, and Patty Loveless out there on the "O Brother" stage because they're going to make a little money. Ralph Stanley's got an American icon voice. Standing up there as old as he is. Nobody is continuing to play "O Brother Where Art Thou," Maybe 96.7, the station from the Hamptons on Long Island. It's a good station. They play Neville Brothers, Ryan Adams, Billy Bragg, and Richard Thompson.

**Alexis:** Have you gotten any obscene phone calls? Any strange requests?

**W. Lee:** No, I'm disappointed about that. I've had some native Texans call from the sub base requesting Robert Earl Keen. Robert Earl Keen is a big favorite of Texas frat boys because he's a Texas A&M grad. He sings story songs, ballads, and he likes his weapons.

**Alexis:** Have you ever drunk moonshine? Where can I get my hands on some?

**W. Lee:** Yes, I have had moonshine at a Christmas Eve celebration up in the mountains of Kentucky. It was a wild Christmas Eve. They had some moonshine and they put maraschino cherries in it. It was real sweet, too sweet. The folks set up some amps, a chair, a little electric guitar, and we all played some songs. Drinking this sweet whiskey. The man of the house got a .357 magnum pistol for Christmas. We went out in the backyard and shot it for a while. He put some cans up on his fence. People playing, drinking, shooting guns. A very wild Christmas Eve indeed. This was not my family!!!

I'm sure you can find some moonshine in Connecticut. Drive around the hills of Connecticut and you may find some moonshine.

## Fall Semester 2002 Events

Shain Library  
Connecticut College

All events are free and open to the public.

Thursday, September 19,  
7:30 p.m., Charles Chu  
Asian Art Reading Room.

**Sound Lab Foundation Lecture** by Robert de Michiell, caricaturist and humorous illustrator for the *New Yorker* and other popular magazines: "Face Value: An Artistic Odyssey through 20th Century Celebrity Culture."

Weekend of October 18-20.

As part of the annual **Eugene O'Neill Celebration**, Shain Library will sponsor a lecture by O'Neillian Harley Hammerman, M.D. of St. Louis, Missouri: "Is Academia Killing O'Neill?" Time and date to be announced.

**Fall library exhibition:** "Highlights of the Sheaffer-O'Neill Collection."

## iConn

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from all areas of the College community reviewed our current academic and business procedures and identified opportunities to improve those processes.

Three vendors were invited to campus in February 2002 to demonstrate their administrative software systems to the campus community and to be evaluated on how their products achieved the business and cultural needs of the College. In early March the iConn Evaluation Team met to review and discuss the input provided by members of the community, including faculty, students and staff, who attended the vendor demonstrations. Following an inclusive discussion on the benefits and merits of each of the vendors, the Evaluation Team made a unanimous recommendation to the Steering Committee to move forward with discussions to obtain SCT Banner.

The selection of SCT was based on several factors: 1) the company's 33-year commitment to higher education; 2) its recent technological commitment to provide their products via the Internet; 3) SCT's proven record of consistently providing a stable integrated platform on which to run their five core baseline products; and 4) the number of other nationally recognized small liberal arts institutions that have already purchased and

implemented SCT software. The Evaluation Team is confident that SCT Banner will provide the right solution for our administrative software needs.

The College has contracted with SCT to undertake a 30-month Fixed Price Date Certain implementation methodology. Our timeline is very aggressive and will require a significant commitment on the part of the College, but SCT has partnered with us and will provide a high level of project planning to help with the transition.

For each module, SCT will help the functional team step through the following procedures to aid in the implementation and meet our timeline: completion of a module-specific questionnaire, which will provide the necessary information to configure each functional module; on-campus interviews by SCT functional consultants to clarify the College's business processes; on-campus training for key office personnel; and preparation of test scripts, training documentation, and training methodology for all end-users on the look and feel of the new system. The migration to SCT Banner will be a time-consuming and intense process but it is with anticipation of positive change that the College undertakes the iConn implementation.

### iConn Project Schedule

MODULE	IMPLEMENTATION TIMELINE
Advancement	Fall 2002 – Fall 2003
Finance	Fall 2002 – June 2003
Financial Aid	August 2003 – August 2004
Student/Admissions	November 2002 – April 2004
Human Resources/Payroll	January 2004 – January 2005

# The Greening of Interlibrary Loan

IT HAS BEEN SAID many times that we are moving to a paperless society! While it may or may not be happening in the world in general it is happening in the Interlibrary Loan Office. Outfitted with a brand new combination photocopier/fax/scanner, ILL staff no longer has to photocopy articles before they are faxed or scanned and sent to requesting libraries. This is a significant savings in paper, toner and staff time. Previously each article sent to a borrowing library had to be photocopied first on one machine, then faxed or scanned on another, and then the article was left in a huge pile ready to be re-sent if necessary. The new Ricoh Aficio does it all in a one step process. This means that libraries requesting articles from Connecticut College are receiving them faster than ever, which often means those libraries will return the kindness, sending us articles quickly too.

What other paper-saving services can ILL now perform? If you have requested an article through ILL in the last year you may have received it electronically as a link from an email document. Between fifty and seventy-five percent of all the incoming, requested articles now arrive electronically. The requester has the option of

printing the document, reading it online or downloading it to a disk. Receiving items electronically is faster, the quality is better, and it provides more options.

In time for the beginning of the new semester a new software program will improve the efficiency of ILL services. ILLiad automates routine functions through a single windows-based interface. OCLC, the company that created ILLiad, claims that this software is "supercharging interlibrary loan." Gone are the days of printing off the daily requests, re-keying all information, filing all requests, and keeping all the statistical records. ILLiad performs these functions seamlessly and allows ILL staff to use their time to improve services. In addition, ILLiad will allow individuals to check on the status of their own requests from their own computers: when the desired item will arrive or when a book is due to be returned.

The acquisition of ILLiad and new Ricoh Aficio allowed the ILL office to make physical changes to its workspace. The new configuration helps to improve workflow and streamline operations. Interlibrary Loan has always been an essential part of library research. Now it's even faster, more efficient, higher quality and "green."

## Paper waste

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from the public printers and photocopiers in Shain was collected. From the data gathered, the study concluded that 13 full cartons of paper equaling 65,000 sheets of paper, **consuming 7.8 trees** were wasted and thoughtlessly tossed away just in the month of April. Unnecessary printing not only wastes paper, it also wastes toner and electricity. Our goal is to reduce paper waste, and students, faculty, and staff can make that happen.

Consider the following statistics from July 2001 to June 2002:

IS purchased 7 pallets of paper, with 40 cartons/pallet. Each carton contains 10 reams of paper containing 500 sheets/ream. 280 cartons equals 1,400,000 sheets of paper. 1,400,000 sheets of paper equals 168 trees. (1 tree makes 16.67 reams of copier paper)

IS spent \$6,272.00 on paper for 2000-01 and consumed 168 trees!

As we begin the fall semester, IS will continue to promote awareness of paper waste through posted signs near the lower level and first floor printers that will display environmental statistics and alternative printing suggestions. Directions will be posted on each photocopier explaining double-sided printing options, and an electronic survey will be sent to all students. Please encourage your students to become more aware of the importance of paper conservation and cooperate with our efforts to become an environmentally conscious and active institution. Think before you print! If you have suggestions or wish to get involved, please email Alexis Avery at [avave@conncoll.edu](mailto:avave@conncoll.edu). For additional information on ways to reduce the consumption of paper, please visit the C-Green website and read the Connecticut College Policy on Reduction of Paper Use at <http://camel.conncoll.edu/ccrec/greenet/>.



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