Connecticut College

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2013

Information Services Annual Report 2012-2013

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IS Statistics, 2012-13

Resource Usage:	2012-13	2010-11	% change (over two yrs)
Circulation (Shain & Greer)	59,936	66,664	-10.09%
Circulation Reserves	12,706	11,568	9.84%
Database Searches	268,087	269,094	-0.37%
Full-Text Retrievals from Databases	269,787	199,418	35.29%
Interlibrary Loan			
Borrow Requests	5,402	3,986	35.52%
Requests Filled	4,212	3,141	34.1%
Lending Requests	7,718	9,630	-19.85%
Requests Filled	5,453	7,099	-23.19%
Short-Term Loans (e-books)	30	N/A	N/A
CTW			
Borrow Requests (from TC/WU)	1,527	1,677	-8.94%
Lending Requests (to TC/WU)	1,757	2,284	-23.07%
CC Cruisers Bicycle Circulation	1,159	N/A	N/A

Collection Information:	2012-13	2010-11	% change (over two yrs)
Total Print Volumes & E-Books	1,450,197	821,589	76.51%
Print Book Count	524,083	538,606	-2.7%
E-books Count	926,114	282,983	227.27%
Government Documents	204,355	186,855	9.37%
Audiovisual Materials	97,879	95,917	2.05%
Print Journal Subscriptions	1,155	1,203	-3.99%
Electronic Journal Subscriptions (complete content)	12,239	6,973	75.52%
Unique Electronic Journal Titles Accessible	54,248	44,545	21.78%

Acquisitions Expenditures:	2012-13	2010-11	% change (over two yrs)
Expenditures per Student[1]	813	834	-2.52%

Service Point Activity:	2012-13	2010-11	% change (over two yrs)
Hours Open, Shain Library, in a Typical Week	114	114	—
Gate Count, Shain Library	342,865	345,494	-0.76%
Archives Service Requests	144	665	-78.35%[2]
Special Collections Researchers/Visitors/Questions	1,052	1,170	-10.09%
Reference Questions, Shain Library and Greer Music Library	4,547	4,899	-7.19%
IT Service Desk Tickets Logged	5,700	N/A	N/A
Tickets Resolved by Staff	4,200	N/A	N/A
Tickets Resolved by Students	880	N/A	N/A
IT Service Desk Student Tickets Logged (computers repaired, network access addressed, tablets/phones configured)	1,185	N/A	N/A

	2012-13	2010-11	% change (over two yrs)
Digital Curriculum Center, Faculty Served	70	N/A	N/A
Media Services, User Transactions	4,537	N/A	N/A
Media Services, Events Supported	1,640	N/A	N/A
Language & Culture Center, Patron Visits	3,506	N/A	N/A

Instructional Activity:	2012-13	2010-11	% change (over two yrs)
Research Instruction			
Number of Sessions	144	115	25.22%
Number of Students	2,174	1,788	21.59%
Instructional Technology Student Workshops			
Number of Sessions	26	11	136.36%
Number of Students	373	127	193.7%
Instructional Technology Faculty Workshops			
Number of Sessions	9	N/A	N/A
Number of Faculty Attending	71	N/A	N/A
Moodle Course Sites Supported	593	533	11.26%
DELI Program			
Courses Supported	27	20	35%
Number of Students	277	220	25.91%
Number of Faculty	17	20	-15%

Computer Hardware and Software:	2012-13	2010-11	% change (over two yrs)
Servers maintained	128	102	25.49%
Physical servers	33	31	6.45%
Virtual servers	95	71	33.8%
College-owned computers supported	1,473	1,432	2.86%
Mac Desktops	241	238	1.26%
Mac Laptops	247	236	4.66%
PC Desktops	583	476	N/A[3]
PC Laptops	402	482	-16.6%
Network Drops (active)	3,639	3,184	14.29%
Wireless Access Points	372	335	11.04%
Bandwidth	600 Mbps (day & night)	130 Mbps (day), 200 Mbps (night)	361.54% (day), 200% (night)

Institutional Repository:	2012-13	2011-12	% change (over one yr)
Documents Uploaded	359	284	26.41%
Document Downloads	58,256	44,263	31.61%
Honors Papers Uploaded	58	43	34.88%
Honors Paper Downloads	47,930	32,684	46.65%
Faculty Publications Uploaded	197	N/A	N/A
Faculty Publication Downloads	3,498	N/A	N/A

1. The drop in expenditures per student for 2012-13 was caused by an increase in FTE in the fall of 2012.

2. The drop in archives service requests for 2012-13 is a reflection of the unusually high number of College Centennial–related requests that were received in 2010-11.

3. The number of PC desktops reported for 2012-13 reflects machines that were present on campus but not included in the count for 2010-11.

ANNUAL REPORT

for Information Services 2012–2013

CONNECTICUT COLLEGE

Information Services

Greetings:

The Information Services 2012-13 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 Annual Plan completed last spring and available at http://digital-commons.conncoll.edu/isannplan/12/. I will be happy to answer any questions about either effort.

Please let us know how we can serve you more effectively.

Thank you,

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

Highlights

Services

Information Technology

- Collaborated with College Relations to provide the College's website with a new look and to implement a new content management system.

- Began adoption of IT Service Management (ITSM) concepts, including development of department mission, values and norms; implementation of a code repository; development of service-level agreements (SLAs); conducting disaster recovery exercises; and consistent and improved backup and recovery processes.

- In line with ITSM principles, successfully implemented WebHelpDesk software to improve service response time, communication with campus community members, and change management.

- Purchased and piloted a Web-based information security awareness program for new employees. Reviewed and revised all Information Security policies.

- Re-formed the Enterprise Systems Advisory Committee to foster strategic enterprise technology planning. Implemented a project methodology for Connecticut College founded on ITSM best-practices guidelines.

- Worked with business offices across campus to improve efficiencies, foster sustainability and provide new services for students and employees, including implementation of a biweekly payroll system, online admissions deposits, online refunds and deposits, electronic billing, an online campus directory, self-service updates for directory information, a campus enrollment census, online budgeting, and vendor payments using Automated Clearing House (ACH).

- In support of the LGBTQ community, provided a preferred name capability that is synchronized with all campus systems.

- For the College's Advancement office, implemented Harris Online Community along with systems for online giving and planned giving.

- Enhanced the e-portfolio system to provide additional functionality for deans' offices and the Academic Resource Center.

- In support of the Office of the Registrar, implemented a waiting list for courses that are full. Many faculty had requested this functionality as well.

- Using new U4 scheduling software, eased the processing burden for the Office of Financial Aid by automating more than 30 financial aid jobs.

Instructional Technology

- Developed and implemented a successful strategy to maintain and support Moodle in advance of transitioning to Moodle 2, the new general release, in the summer of 2013.

- Redesigned the Tempel Summer Institute to more fully integrate pedagogical and technology instruction. The Institute had a record 15 faculty enrollees in the summer of 2013.

- Acquired a campus-wide license for the Lynda.com Web-based video instruction service, made possible by a generous gift from Diane Y. Williams '59.

- Implemented the seventh year of the Digitally Enhanced Learning Initiative (DELI), which enriches teaching and learning through creative uses of mobile devices.

- Implemented LiveStream, a service requested by faculty and College Relations, to support live streaming of academic and cultural events.

Libraries and Special Collections

- Fostered the implementation of a campus Open Access policy that was adopted by faculty on a 96-4 vote. The policy calls for mandatory submission of research manuscripts at the time of publication for inclusion in Digital Commons.

- In celebration of the 50th anniversary publication of Rachel Carson's *Silent Spring*, planned and hosted a symposium, exhibit, dinner and lecture. The events featured local and national speakers, and were attended by approximately 300 people.

- Created and opened the Faculty Publication Center to display and make accessible faculty research to the campus community.

- Developed a partnership with the new Academic Resource Center, and offered several successful, jointly sponsored drop-in research sessions.

- Increased instructional use of Special Collections & Archives resources to more than 20 sessions per year, reflecting a substantial increase over previous years.

Collections and Resources

- Collaborating with the faculty, designed, developed and implemented a Collection Management Project to reduce the library's print collections by 8 percent, or some 38,000 items. This will allow for a 32 percent reduction in the footprint of book stacks in the renovated Shain Library.

- Completed cataloging and processing of book collections in Special Collections, including all backlogged gift materials, the Bromberg/Oziana Collection and the Lear/Potter collection.

- Joined the Interuniversity Consortium for Political and Social Research (ICPSR) for the College, and began offering access to its data sets.

- Processed the Beatrix Potter collection, a major research archive on the children's book author Beatrix Potter; cataloged the approximately 200 published books in the collection; and created a related website and finding aid.

- Digitized all 14,000 of the Mercer slides of images of the Connecticut College campus as high-resolution files.

Facilities and Infrastructure

- To meet increased usage demands and security requirements, upgraded to more powerful primary administrative servers, and added additional data storage capacity.

- Added projection technologies to six residence hall common rooms to facilitate the use of technology in seminar courses.

- Partnered with faculty to create 12 "smart teaching" spaces in the New London Hall Science Center, as part of that building's renovation and expansion project.

- Assessed the current network design and traffic flow, and developed a plan to upgrade the network fiber and data distribution system. Planned and awarded a contract to install 300 access points in academic and administrative buildings, as well as some outdoor gathering points.

- Replaced the aging PBX telephone switch with a VoIP telephone system that will accommodate campus telephone needs for at least the next five years.

- Developed a data encryption strategy for electronic communications, files and computing devices in order to comply with state regulations and improve data security.

- Successfully implemented the Border Gateway Protocol (BGP) to improve the reliability of Internet connections.

- Implemented an opt-in model for providing landline residence hall telephone services, which allowed the College to eliminate approximately 1,200 telephones. The cost savings funded the PBX telephone switch upgrade.

Library Events, 2012–2013

- *Silent Spring* Symposium and Sound Lab Lecture, Oct. 18, 2012
- Qiang Ning presentation and reception for Contemporary Chinese Art and Design, Dec. 8, 2012
- Andrew Pessin book talk, Feb. 5, 2013
- Mi Defang exhibit opening and reception, Feb. 7, 2013
- William Meredith exhibit and celebration, April 5, 2013
- Bernard Murstein book talk, April 24, 2013
- Moments of Freedom Symposium, May 4, 2013

Library Exhibitions, 2012–2013

Shain Exhibit Area

- "Rachel Carson's *Silent Spring*: Rumblings of an Avalanche," August–November 2012
- "The Art and Imagination of Edward Ardizzone," November 2012–January 2013
- "Underexposed: Photographs from Connecticut College's Student Photography Journal," January–March 2013
- "Moments of Freedom: Revolutionary Art from China, South Africa and Tunisia," March–May 2013
- "A Tribute to Our Mascot: The McLean Camel Collection," June–August 2013

Lear Center Exhibit Area

- "Birds of a Feather," August–December 2012
- "A Tribute to Our Mascot: The McLean Camel Collection," January–August 2013

Chu Room

- "Bird Painting in Traditional Chinese Art," August–December 2012
- "Upholding the Tradition: Paintings by Mi Defang," February–March 2013
- "Moments of Freedom: Revolutionary Art from China, South Africa and Tunisia," March–May 2013
- "Student Exhibit from the Modern Asian Art Class," May–August 2013

New Staff Members

- Fred Folmer, Research and Instruction Librarian/Special Projects Coordinator (2/13)
- James Gelarden, Access Services Librarian (8/12)
- Laura Little, Instructional Designer/Developer (7/12)
- Jessica McCullough, Instructional Design Librarian (4/13)
- Shawn McCluskey, Weekend Media Services Technician (5/13)
- Amy Narducci, IT Service Desk and Training Manager (5/12)
- Rosemary Reid, Programmer (8/13)