

1-1-2010

Information Services Major Objectives, 2010-2011

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Recommended Citation

Watson, Amanda, "Information Services Major Objectives, 2010-2011" (2010). *Information Services Major Objectives and Annual Plans*. Paper 9.

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ADDITIONAL IS TEAM OBJECTIVES 2010-2011

Information Resources Team

- Integrate the new Technical Services and Systems Librarian into the Information Resources Team and the CTW Consortium.
- Collaborate with CTW Consortium and the Research Support and Instruction Team to research and implement an innovative online public access catalog.
- Collaborate with the Research Support and Instruction Team to review and align the libraries' materials budget to balance the allocation of funding for books, serials, and other library resources.
- Complete the organization and repurposing of Shain Library storage spaces to ensure essential operations are supported.
- Develop a multi-year collection management plan for the collections and space in Greer Music Library.
- Conduct a feasibility study for the repurposing of classroom space in Greer Music Library.

Special Collections and Archives Team

- Work with donor to identify and acquire materials in support of Special Collections and Archives collections.
- Process approximately 140 linear feet of gift books in Special Collections, and determine their appropriateness for special or general collections.
- Digitize the papers of Prudence Crandall, the official state heroine of Connecticut. Scan documents in the collection and create website devoted to the collection.
- Transfer the Mercer collection of 15,000 slides from College Relations to Archives, re-house slides as needed, create a finding aid, and select a sample for digitization as appropriate.
- Increase the College Archives' presence online by creating and posting finding aids to the collection and placing digital exhibits of already scanned collections on the website.

Technical Support Team

- Review data backup technology and procedures, test data recovery technologies, make improvements wherever possible, and recommend long-term solutions.
- Research and recommend off-campus hosting services for a backup of the college website to maintain the continuity of essential Web services when the on-campus system is unavailable.
- Plan and implement a major upgrade of the e-Portfolio program to add new features and update the underlying software.
- Implement Luminis V as the platform for CamelWeb, develop links to Banner self-service products and develop other new functionality.
- Partner with Finance to implement e-billing, a third-party software solution that sends electronic bills to students and parents. [Dependent on funding]

- Partner with Financial Aid to implement IDOC, a hosted financial aid document management system that improves productivity and reduces reliance on paper copies. [Dependent on funding]
- Partner with Admissions and Finance to begin development and implementation of Workflow solutions to improve productivity and service response time. [Dependent on funding]
- Partner with the System Integration Committee to research document imaging solutions and make a recommendation in time for FY12 budget planning.
- Upgrade all Oracle databases and systems to Oracle 11g to meet current administrative software requirements.
- Develop and implement a deployment plan for Windows 7 and provide Windows 7 training to support rollout.
- Develop and implement an ongoing security awareness program for students, faculty and staff about protecting data, privacy, and the network.
- Improve training opportunities for the staff, including DBA training, Banner, hardware certification classes, and network and server training.

Research Support and Instruction Team

- Expand our involvement in particular programs: First Year Seminars and Honors Students Instruction.
- Revise the Research 101 online library tutorial to be a more effective information fluency teaching tool.
- Achieve greater consistency in outreach to academic departments.
- Continue existing and develop new programs for effective outreach to new faculty at the college.
- In the fall, begin an orientation program for international students.
- Collaborate with the Information Resources Team to review and align the libraries' materials budget to balance the allocation of funding for books, serials, and other library resources.

Instructional Technology Team

- Develop and deliver training on Google Apps for Education (Docs and Sites) to faculty and work in other ways to appropriately encourage the use of Google Apps to support the curriculum.
- Explore how new technologies can be used to enhance the curriculum through the Digital Enhanced Learning Initiative (DELI) and through research and education on new tools and methods.
- Develop and deliver a series of workshops for faculty on emerging technologies.
- Create a program to promote the use of digital images in teaching using the ARTstor online collections and other collections including the artwork owned by the campus.
- In collaboration with other staff in IS, develop and implement a plan to ensure that Moodle is available at all times, and have a disaster recovery plan in place and tested.

2010 - 2011

Information Services

Major Objectives

In support of
the Information Services
Strategic Plan
2009 - 2012



CONNECTICUT
COLLEGE

Greetings:

The *2010-2011 Information Services Major Objectives* highlights the key Information Services activities planned for the coming academic year. These departmental major objectives are in support of college strategic priorities, the *2009-2012 Information Services Strategic Plan*, and key functional areas of the college.

I am happy to answer questions about this report. 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*

The complete *2009-2012 Information Services Strategic Plan* is available under Publications on the Information Services home page or at this link: <http://digitalcommons.conncoll.edu/stratplan/2/>



Leadership Team for Information Services: Left to right, Amanda Watson, Research and Instruction Librarian and Special Projects Coordinator; W. Lee Hisle, Vice President for Information Services and Librarian of the College; Benjamin Panciera, Director of Special Collections and Archives; 2nd row, Chris Penniman, Director of Instructional Technology; Beth Hansen, Director of Information Resources; Carrie Kent, Director of Research and Instruction Librarians; and Bruce Carpenter, Director of Technical Support.

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 Strategic Priorities 2009-2012

- Improve IS operations and systems to support the College strategic priorities and areas.
- Strengthen IS infrastructure and mitigate risk of significant network outage.
- Strengthen information security and regulatory compliance environment.
- Provide competitive IS environment for student experience.
- Improve IS support of academic and research efforts.

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 2010-2011

Services

- Develop and adopt a Research Instruction Strategic Plan, including faculty, staff, and students in the process.
- Develop and implement a plan for a more robust Friends of the Library program.
- Implement Gmail for faculty and staff, as part of the Google Apps for Education package, to improve email storage capacity and spam and virus protection.
- Review identity management problems, solutions, and possible changes to current operations to improve data security and staff productivity. Specifically, review SunGard HE Enterprise Identity Management Program for possible use at the College.

Resources

- Plan and implement a multi-year review and analysis of Shain Library's collections in conjunction with the CTW/Mellon Collaborative Collection Development Project. Link this analysis with ongoing projects related to the management of the collections in collaboration with the Research Support & Instruction Team, e.g., backlog of Special Collections materials, disposition of pre-1980 science journals, reference collection, government documents, etc.
- Design, develop, and implement a new Information Services website to improve user access to information.
- Transform the Language Lab into a Language and Culture Center and expand support for international studies and cultural immersion.

Facilities and Infrastructure

- Plan and implement the installation of compact shelving on the lower level of Shain Library and oversee a major shift in Shain Library's circulating collection.
- Install wireless networking throughout student housing and Shain Library to enable wireless mobile computing.
- Complete the refurbishing of the Charles Chu Room by refinishing the floors and furniture and replacing the carpet.
- Review the use and cost of college-owned, land-line telephones in the residence halls. Make a recommendation to continue or to reduce the current level of service, based on this review.
- Foster collaboration between the Research Support and Instructional Technology Teams to design and deploy new seating, study, and computing arrangements throughout Shain Library, subject to completion of the compact shelving project.