Connecticut College

Digital Commons @ Connecticut College

2014

Information Services Annual Report 2013-2014

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- Implemented the Shibboleth federated identity solution, which provides campus users with secure connections to applications both within campus and off campus.
- Prepared the Banner environment for Ellucian's next-generation technology framework, Banner XE.

LIBRARY EVENTS

- Sound Lab Lecture: David Pogue on "The Future of Personal Technology," Oct. 10, 2013
- "Art of Latin America: Identity and Culture" exhibition lecture and discussion, Oct. 24, 2013
- "Dreaming Landscape" exhibition opening and gallery talk, Feb. 24, 2014
- "Art of Ink in American Society" lecture and calligraphy demonstration, April 17, 2014

LIBRARY EXHIBITIONS

Chu Room
- "Animals in Chinese Art," August 2013 – January 2014
- "Dreaming Landscape: Contemporary Landscapes by Liu Qingling," February – March 2014
- "Gesture and Beyond: The Art of Ink in America Society Exhibition for 2013-2014," March – April 2014
- "Hidden Gems from the Chu–Griffis Collection," April – June 2014

Lear Center Exhibit Area
- "Recent Acquisitions from the Artists' Books Collection," August – December 2013
- "The Thomas LaLancette Collection of Civil War Manuscripts from the 14th Connecticut Volunteer Infantry," January – June 2014

Shain Exhibition Area
- "To the Wheatlight of June": poetry of Steven Brown accompanied by the photography of Ben Nixon, August – October 2013
- "Art of Latin America: Identity and Culture," October – December 2013
- "Underexposed: Photographs from Connecticut College's Student Photography Journal," January – March 2014
- "Strong Foundations: Celebrating 100 Years of Connecticut College Presidents," March – June 2014

NEW STAFF MEMBERS

- Lyndsay Bratton, Digital Scholarship and Visual Resources Librarian (7/14)
- Jason Gray, Programmer (6/14)
- Andrew Lopez, Research and Instruction Librarian (10/13)
- Steven Mailloux, Systems Administrator (11/13)
- Mike Matovic, Web Developer (10/13)
- Becky Parmer, Librarian for Special Collections and Archives (9/13)
- Pat Pero, IT Service Desk Analyst (10/13)

IS Notable Numbers, 2013-14

1.1 gbps (up 83%)
• Bandwidth

610 (up 64%)
• Wireless Access Points

182 (up 156%)
• Number of Faculty Attending an Instructional Technology Workshop

334,041 (up 24%)
• Full-Text Retrievals from Databases

| **50,849** | **63,528** |
| • Print Circulation | • Ebook Circulation |

| **494,243** (down 5.7%) | **982,238** (up 6%) |
| • Print Book Count | • Ebooks Count |

13,760 (up 977%)
• Materials Available for Demand-Driven Acquisition

$763 (down 6%)
• Library expenditures per student

| **5,763** | **5,763** |
| • IT Service Desk Tickets Logged | • IT Service Desk Tickets Resolved |

5,078 (up 45%)
• Language & Culture Center, Patron Visits

| **613** | **82%** |
| • Moodle Course Sites Supported | • Percentage of Regular Courses Using a Moodle Site |

| **12,513** | **898** |
| • Lynda.com Videos Viewed | • Lynda.com Active Users |

| **155** (up 21%) | **132** (up 39%) |
| • Overall Servers Maintained | • Virtual Servers Maintained |

| **139,955** (up 140%) | **15,286** (up 337%) |
| • Digital Commons, Overall Document Downloads | • Digital Commons, Downloads of Faculty Publications |

CONNECTICUT COLLEGE
Information Services
ANNUAL REPORT
2013 – 2014

CONNECTICUT COLLEGE

Greetings

The Information Services 2013 – 14 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 Major Objectives completed last spring and available at *http://digitalcommons.conncoll.edu/isannplan/13/*. I will be happy to answer any questions about either effort.

Please let us know how we can serve you better.

Thank you,

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

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.

IS 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.

Highlights

SERVICES

Information Technology

- Teamed with College Relations to design, develop and implement the new CamelWeb 5, designed for mobile devices as well as personal computers. Team members presented their work at the 2014 Ellucian conference and at an Ellucian webinar.
- Worked with business areas on campus to improve efficiencies, foster sustainability and provide new services. Projects included the implementation of a judicial system (Maxient), implementation of a medical records and management system (Pyramed), integration of data between systems, implementation of purchasing cards (U.S. Bank), upgrade of the facilities management system (TMA) and implementation of a one-card ID system (Blackboard), which facilitates transactions, dining, door entry, printing, enrollment census and declining balance funds.
- Developed and published an IT Service Catalog that provides information to the campus about available services and how to access them.
- Collaborated with the Registrar's Office to select a degree audit and advising system, DegreeWorks, and to select and begin implementation of a course and catalog management system, Smart Catalog.
- Partnered with the Admissions Office in the selection and implementation of a new Admissions customer relationship management (CRM) system, Slate.
- Worked in partnership with the Advancement Office to transfer raw advancement data to the Reeher fundraising management platform.
- Implemented a major upgrade to the College's scheduling software package, Event Management System (EMS), Campus Edition. This has resulted in better space utilization and easier access to room availability and scheduling information.

Instructional Technology

- Implemented the "Teaching with Technology" program, which offers workshops for faculty to learn about new ideas and technologies in teaching and learning.
- In collaboration with Dean of the Faculty, developed the Technology Fellows Program and supported the first cohort of five faculty, who are implementing digital technologies that can help achieve curricular goals and solve pedagogical challenges, especially those related to the first-year experience.
- Implemented Kaltura, a video delivery system, to enable faculty to upload digital videos for class use.

Libraries

- Developed reference and access services plans for the renovation of Shain Library taking place during the 2014-15 academic year.
- Redesigned Information Services' website content, creating an overall landing page with links to Library Services as well as the IT Service Catalog.
- Researched, recommended and implemented new software solutions for collecting and managing reference and instructional statistics.
- Implemented a new chat-based reference service.
- In conjunction with the inauguration of President Bergeron, hosted an exhibition on Connecticut College presidents and inaugural ceremonies.
- Mounted a new digital exhibition on the history of the Arboretum and Environmental Studies at Connecticut College.
- In collaboration with the Curricular Review Committee and the Academic Resource Center, participated in a first-year seminar pilot program in which the seminars emphasized the teaching of research strategies.
- Reduced the print reference collection by 40 percent, freeing space for individual and collaborative study.

- To assist students in their transition to the use of e-books, developed and implemented a pilot for loaning e-book readers.

COLLECTIONS AND RESOURCES

- Completed the Collection Management Project and the removal of 38,000 items from the library's print collection, a reduction of approximately 7 percent. This allowed the book stack footprint to be reduced by one-third, thus providing more space for individual and collaborative study.
- Conducted an inventory of the collection in preparation for the Shain Library renovation.
- Planned and implemented an extensive reorganization of the library's print collection, including the installation of 924 linear feet of additional compact shelving.
- Developed and implemented an expanded, user-driven e-book acquisitions model in collaboration with the CTW Library Consortium. The program will enhance and significantly increase patron access to new e-book titles and stretch existing collection dollars.
- Digitized the College student newspaper collection, from 1915 to the present, and made it available through Digital Commons.
- Processed 84 feet of archival backlog, including collections on College founders, presidents, buildings and grounds, and the College Arboretum.
- Acquired a significant research collection on a Connecticut infantry company during the Civil War. Discovered and inventoried four additional collections relating to the activities of Connecticut soldiers during the war.
- Selected and initiated the implementation of the Serials Solution 360 Resource Manager to track, organize and improve the technical services workflow of the library's content.
- Initiated a pilot of the "Get it Now" service as a complement to the existing Interlibrary Loan Service. The service provides immediate access to selected full-text articles as a means of decreasing cost and improving service to unsubscribed journals.

FACILITIES AND INFRASTRUCTURE

- In partnership with Facilities Management and the project architect, developed the final plans for the renovated Shain Library.
- Replaced aging wireless access points, and added 255 new access points in academic and administrative buildings. As a result, there is now a strong wireless signal in every campus residence hall and academic and administrative building.
- Installed a high-end Technology Commons workstation cluster, funded by a generous donation by Diane Y. Williams '59.
- Turned two additional classrooms into smart classrooms and added projection to two meeting rooms.
- Received a $175,000 grant from the Alden Trust Foundation for technology to enhance teaching and learning in the Charles E. Shain Library. The grant will fund LED displays in 10 collaboration rooms, a video conferencing system, a digital information system, 12 additional workstations and 15 additional high-speed wireless access points.
- Worked with engineers and consultants to design and purchase network core equipment to meet the increased network demands of more mobile devices, streaming video and increased network volume.
- Designed and equipped a new data center in Shain Library to provide a full-scale backup site. The new data center can provide data services if the Bill Hall data center were unavailable.
- Managed the installation of voice and data services for the Hillel House, new student housing areas, the Academic Resource Center, and the temporary locations for the Shain Library during its renovation.