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Information Services Major Objectives, 2011-2012

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IS TEAM OBJECTIVES 2011-2012

Information Resources Team

- Continue work with Special Collections to catalog and process the existing back file of gift materials, the Bromberg (Oziana) Collection and the Lear/Potter collection.

- Develop and implement a process for the organization, review, selection, and/or cancellation of electronic databases and journals in the library's e-resources collections reflect budget realities and best practices.

- Develop a multi-year Collection Management Plan for the collections in Greer Music Library.

- Collaborate with the Research Support and Instruction Team to review and balance the libraries' materials budget for books, serials, and other library resources.

- Collaborate with CTW Consortium colleagues to establish an ongoing Collaborative Collections Group to expand our existing collaborations for e-resources and serials.

- Collaborate with CTW Consortium colleagues to select a primary vendor for shared patron driven acquisitions (PDA) and the purchase of individual ebook titles.

- Develop and implement a plan to review, analyze, and weed the library's print collections.

- Develop policies and procedures for the acquisition, cataloging, and processing of individual ebook titles.

- Prepare for the forthcoming revised cataloging standards, RDA (Resource Description and Access), to support the discovery, identification, and use of next generation information resources.

Special Collections and Archives Team

- Increase instructional use of Special Collections & Archives resources from twelve to at least twenty sessions per year.

- Digitize the Mercer slide collection, scanning at least half of the collection with thumbnail images and organizing them into a searchable database available to College offices needing stock images of the campus.

- Find a way to store and retrieve images across several collections of digital assets on campus, and make them available to the campus community.

Technical Services Team

- Design and implement an annual Security Awareness Program for employees who have access to Personally Identifiable Information (PII) to improve data security and to comply with state laws.

- Evaluate the existing Heat Help Desk system and either re-implement Heat to take full advantage of its functionality or select and implement a different, more suitable system.

- Improve training opportunities for the staff on topics such as hardware servicing and maintenance, project management, network design, and Help Desk operations.

- Review identity management needs, including review of Banner Enterprise Identity Services, and plan a staged, multi-year implementation to streamline the account provisioning process and improve data security.

- Plan and move Alumni e-mail and listservs to Google Apps for Education.

- Review and revise all Information Security policies and draft new ones as required to protect privacy and college data systems.

- Work with the database administrators to upgrade all major administrative servers and storage devices to meet increased usage demands and security requirements.

- Select, secure, and install data and voice communication systems in the temporary science facilities at 33 Gallows Lane and 770 Williams Street.

- Improve the desktop computer lease and purchase program with more effective inventory and provisioning processes.

- Review Virtual Desktop Infrastructure (VDI) technology and implement a pilot VDI project, in collaboration with the Instructional Technology team.

- Modify the wireless network to permit multiple broadcast names (SSIDs) to improve network access to academic software and to increase network security.

- To reduce the risk of network failure, design and implement a more-robust campus data network with redundant Internet connections and two core routers. (Dependent on funding.)

Enterprise Systems Team

- Upgrade all Banner and TMA databases to Oracle 11g; upgrade Banner application server to WebLOGIC.

- Continue the development of ePortfolio to include the update and rebuild of the Academic Center Application Module. Students apply to the college academic centers such as PICA and GNCE through this module.

- Install and implement the SunGard Workflow product, which will provide a common platform for process modeling and automation of various business processes campus-wide.

- Begin the review and implementation of SunGard's mobile technology architecture providing Self Service functionality through mobile devices.

- Continue the review, training, and prototyping of the web-based Grails architecture used for Banner 9.

- Continue training in and implementing the web-based FLEX architecture for TMA Ultra, the scheduling software for Physical Plant.

- Research and implement the major upgrade to the college's reporting software platform, WebFOCUS 8.

Research Support and Instruction Team

- Begin to analyze of how and when our students use ebooks and other digital materials.

- Collaborate with our CTW Consortium colleagues and the Information Resources team in the review and selection of a shared CTW discovery platform. In lieu of a CTW solution, recommend a discovery platform interface for Caravan, the college's online library catalog.

- Develop a proposal for moving the Interlibrary Loan Office to the circulation desk area.

- Continue monitoring and developing student study and work spaces.

Instructional Technology Team

- Research and implement a reliable and easy-to-use videoconferencing solution for the campus.

- Encourage use of new technologies to enhance classroom instruction through the Digital Enhanced Learning Initiative (DELI), the Tempel Summer Institute, and Teaching with Technology workshops for faculty.

- Promote and support the use of digital images in teaching and scholarship. Pilot ARTstor's new Shared Shelf function to store, organize, and deliver college image collections to faculty, students and staff. (Dependent on funding.)

- Add instructional technologies to Common Rooms to facilitate instructional activities in the residence halls, in collaboration with the offices of the Dean of the College, the Dean of Studies, the Dean of Student Life, and Residential Life.

- For the New London Hall renovation, provide support for the planning and integration of instructional technologies and data/voice communications into classrooms, teaching labs, offices and other spaces (in collaboration with the Technical Services team).

2011 - 2012

Information Services

Major Objectives

In support of the Information Services Strategic Plan

2009 - 2012

CONNECTICUT COLLEGE

Greetings

The 2011-2012 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

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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/

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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 reserch 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 2011-2012

Services

- Implement recommendations from the Eduserve International consulting engagement, including project management, Help Desk improvements, revised IT governance processes, and improved relations with College functional departments.
- Create the IS Strategic Plan 2012-2015, outlining priorities for IS in support of college strategic concerns and functional departmental goals.
- Finalize and begin to implement the Research Instruction Strategic Plan.
- Review the library's resources and services based on the performance and principles indicators provided in Standards for Libraries in Higher Education (Association of College & Research Libraries, 2011). Identify strengths and weaknesses to guide development of activities that enhance the library's support of the institution's missions and goals.
- Employ a new Director of Enterprise Systems and integrate the position successfully into IS and College operations.
- Partner with the Web team and Office of Alumni Affairs to implement new Alumni Online Community using the Harris Connect platform.

Resources

- Develop a resolution in support of Open Access Publishing for Faculty Scholarship, for faculty consideration in AY2012 or 2013.
- Finalize and begin to implement the Shain Library Collection Management Plan including selection guidelines for the integration of individual ebook titles into the library's existing resource collections.
- Process the Beatrix Potter collection, a major research archive on the environmentalist and children's book author Beatrix Potter arriving on campus this spring. Catalog the approximately 200 published books in the collection and produce a website describing the collection and a finding aid.

Facilities and Infrastructure

- Continue planning of the Shain Library Renovation Project, in collaboration with college faculty, staff, students, the architects, and others. In conjunction with the project architect, create preliminary design promotional materials for fund-raising.
- Review the Shain Library Space Plan (2008), including analysis of work-flows and space needs for all affected areas, in advance of architectural planning in AY2013.
- Develop a "Scholarly Commons" space in Shain Library, which would highlight and provide access to faculty, student, and staff publications.
- Develop and implement a plan for administering and supporting Moodle effectively.
- Decrease operating costs now and in the future by adopting an opt-in model for providing landline residence hall telephone services.
- Recommend a long-term strategy and schedule to replace the aging telephone switch and provide the appropriate level of telephone communication. (Projected implementation: FY 2013-2014)