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Information Services Annual Report 2014-2015

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Connecticut College

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- Upgraded and reconfigured the core network, in conjunction with the installation of a high-capacity core router, to accommodate ever-increasing network traffic and to improve the information security environment.
- To enhance student satisfaction with the wireless network, provided residence halls with a combination of increased bandwidth, improved wireless technology and user education.
- Improved multiple facets of desktop security, including securing College-owned desktop computers from malicious software; upgrading desktop software to secure versions (e.g., Java); deploying a centralized software management tool (SCCM) for Windows PCs; and installing a cloud backup and information security system, CrashPlan.
- Upgraded the campus security infrastructure, including installing next-generation firewalls to protect and manage the campus network; installing new hardware for the Banner system; enhancing the Identity and Access Management system; initiating mechanisms to enforce the password management policy; and enabling campus users to initialize and reset their passwords.
- Contracted with Atrion, a leader in the technology services industry with over 25 years of knowledge and experience, to provide high-quality fractional chief information security officer (CISO) services.
- Joined the InCommon Federation, an organization that supports a trusted framework for the shared management of online resources.

LIBRARY EVENTS

- Friends of the Library Event: Ray Rickman, "Value of the Book," Oct. 4, 2014
- Sound Lab lecture: Roy Manstan, "Science, Technology, and the Submarine Capital of the World: 1776-1996," Oct. 9, 2014
- Faculty Book Talk: Marc Zimmer, "Illuminating Disease: From Constipated Worms to Fluorescent Mosquitoes," April 9, 2015
- Alumni Open House, Linda Lear Center for Special Collections & Archives, May 29, 2015

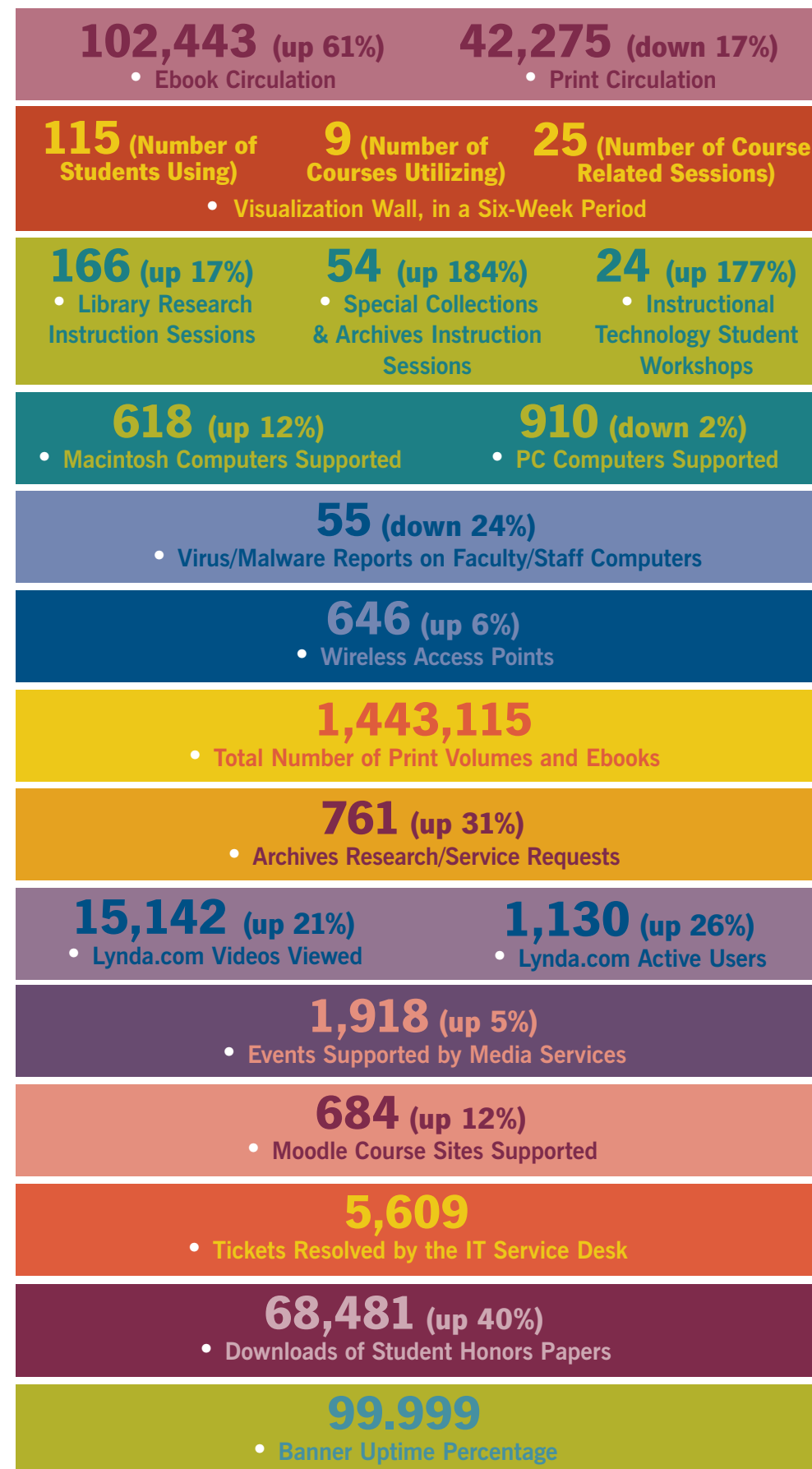
LIBRARY EXHIBITIONS

- "A Sight Once Seen Can Never Be Forgotten": Connecticut Volunteers in the Civil War," Shain Exhibition Area, March 22–May 13, 2015
- "For the Intellectual and Spiritual Life of All": The Evolution of Connecticut College's Library," Shain Exhibition Area, May 14–June 30, 2015
- "Fine Bookbinding in the Palmer Collection," Lear Center Exhibition Area, March 22–June 30, 2015
- "Life in Black and White: Watercolors from the Chu-Griffis Collection," Chu Reading Room, March 22–June 30, 2015

NEW STAFF MEMBERS

- Viken Jawharjian, Chief Information Security Officer (fractional) (6/15)
- Carolyn Page, Financial Assistant (6/15)
- Heather Romanski, IT Service Desk Manager (2/15)

IS Notable Numbers, 2014-15



CONNECTICUT COLLEGE *Information Services* ANNUAL REPORT 2014 – 2015



CONNECTICUT
COLLEGE

Greetings

The **Information Services 2014–15 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 this past spring and available at <http://digitalcommons.conncoll.edu/isannplan/14/>. 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.

INFORMATION SERVICES STRATEGIC PRIORITIES 2015–2018

- Build strong relationships with the diverse campus community through excellent service, communication and collaboration.
- Enhance teaching, learning, research and scholarship by building excellent collections, services, delivery systems and spaces.
- Optimize campus information and technology resources in a secure information environment to advance the College's mission and strategic objectives.
- In collaboration with campus partners, strengthen the use of data for research and decision making, and to improve business processes, intelligence and analytics.
- Create vibrant physical and virtual spaces that enable IS to support the College's mission and deliver excellent resources and services to the campus community.



Highlights

SERVICES

Enterprise and Technical Systems

- In collaboration with numerous campus departments, facilitated the replacement of the paper Enrollment Guide with an Online Enrollment Guide. The improvement in the provisioning process alone has reduced the student onboarding process from six months to less than 24 hours.
- In partnership with the Office of Admission and Financial Aid, implemented the new admissions customer relationship management (CRM) system, Slate, and integrated the system with Banner Financial Aid.
- Collaborated with the Office of the Registrar to begin implementation of the Ellucian degree audit and advising system, DegreeWorks.
- In partnership with Career Services, implemented and integrated CamelLink, a new career services, internship and student portfolio system.
- Implemented Smart Catalog to integrate curriculum and catalog management, and launched the online Connecticut College Catalog.
- Worked with Printing and Mailing Services to implement and integrate a new print management system, PaperCut, along with corresponding new multifunctional copier/printers.
- Teamed with the Office of Communications to design, develop and implement an emergency website, and assisted in the implementation of the new Connecticut College public website.
- Presented CamelWeb 5 at Ellucian Live 2015 and Educause's New England Regional Conference (NERCOMP), and showcased the Connecticut College preferred-name solution at NERCOMP and at numerous Ellucian webinars.

Instructional Technology

- Provided instructional technology services, including access to instructional computer labs, to the campus community during the renovation of Shain Library.
- As part of the Shain Renovation, planned and developed the Technology Commons, an enlarged Digital Scholarship and Curriculum Center, and the Visualization Wall.
- Researched software and applications for blended learning for on-campus courses, and for five courses shared with other colleges through videoconferencing.
- Through "Teaching with Technology" workshops, the Tempel Summer Institute, and the DELI program, increased outreach to faculty to encourage innovative and transformative uses of instructional technology.
- Created the IS Social Media Plan to standardize workflows and strategies for regular and clear communication about IS resources and services via key social media channels.
- Extended the Technology Fellows program, in conjunction with the Dean of the Faculty, with a second cohort of five faculty fellows who will integrate new and innovative teaching methods in courses.
- In partnership with Enterprise and Technical Systems, implemented and piloted a Connecticut College version of WordPress for use as a blogging tool in classes.

Libraries

- Increased the amount of instruction sessions in the Linda Lear Center for Special Collections & Archives by nearly 185 percent, from 19 to 54 sessions.
- Served an increased number of Special Collections & Archives users, inquiries and drop-in visitors, despite the closure of the Shain building.
- Implemented successful temporary reference, circulation, reserves and instruction services while Shain Library was closed for renovation. Completed the final phase of the library's stack relocation prior to closing.
- Successfully implemented a plan for the request and retrieval of materials while Shain Library was closed.

- Developed policies, guidelines and procedures for the streaming of media from the libraries' collections in Moodle; developed an online resource for the campus community regarding the availability and appropriate use of video and streaming media on campus; and provided guidance regarding copyright and public performance relevant to the campus community.
- Developed and implemented a booking system, as well as policies and procedures, for Shain Library's new small-group Collaboration Pods.
- Enhanced the Lear Center for Special Collections & Archives' social media presence through the active use of Tumblr.

COLLECTIONS AND RESOURCES

- In collaboration with the CTW Collections Group, modified and expanded the libraries' demand-driven acquisitions program for ebooks. Developed and evaluated strategies to streamline access and respond to ongoing changes in price and availability.
- Digitized the College yearbook collection and began digitizing the alumni magazine.
- In collaboration with the CTW Collections Group, developed and implemented the libraries' first patron-driven acquisitions program for academic-focused documentary and feature films.
- To ensure long-term access to scholarly books and journals, joined the Eastern Academic Scholars Trust (EAST), a multilibrary collaborative, and participated in the initial training and data preparation necessary for the libraries' role in EAST.
- In collaboration with the CTW Collections Group, committed to a multiyear pilot to conduct and evaluate an alternative model for the acquisition of newly released ebooks from three university press publishers, Harvard, Columbia and Princeton.
- Worked with two classes to create digital collections of children's books printed by Takejiro Hasegawa and the journal of a voyage to Hong Kong by Cornelius Gold.
- Processed numerous collections, including the American Dance Festival collection; the buildings and campus collections; and five minor collections on the history of the College.
- Processed and made available five collections of Connecticut soldiers in the Civil War.
- Assumed control of the publication of the open-access international cultural studies journal *Teatro* from the Universidad de Alcalá de Henares in Spain and transferred the journal's backlog to Digital Commons.
- Implemented the OCLC Worldshare Metadata Collection Manager to establish a more systematic and streamlined approach to receiving and maintaining ebook content within the libraries' systems.
- Completed the first year of a multiyear implementation of the 360 E-Resource Management System (ERM), which automates and streamlines the management of e-resource databases and subscriptions, facilitating patron access to these resources.
- Completed cataloging of individual sheet music titles as part of the Historic Sheet Music Collection (HSMC). Received a grant from the Gladys Kriebel Delmas Foundation for the continued in-house digitization of pre-1923 sheet music imprints from the HSMC through June 2016.

FACILITIES AND INFRASTRUCTURE

- In collaboration with project partners, facilitated the completion of the Shain Library renovation successfully, including space design, furniture selection, and technology planning and installation.
- Wrote a successful grant proposal and received gift funding to install new technologies in the renovated Shain Library, including digital signage, display technologies in collaboration rooms, a high-definition visualization wall, and media development technologies for student use.