

Connecticut College

Digital Commons @ Connecticut College

Information Services Annual Reports

Information Services

2016

Information Services Annual Report 2015-2016

Fred Folmer

Connecticut College, ffolmer@conncoll.edu

Follow this and additional works at: <https://digitalcommons.conncoll.edu/isannrep>

Recommended Citation

Folmer, Fred, "Information Services Annual Report 2015-2016" (2016). *Information Services Annual Reports*. 11.

<https://digitalcommons.conncoll.edu/isannrep/11>

This Annual Report is brought to you for free and open access by the Information Services at Digital Commons @ Connecticut College. It has been accepted for inclusion in Information Services Annual Reports by an authorized administrator of Digital Commons @ Connecticut College. For more information, please contact bpancier@conncoll.edu.

The views expressed in this paper are solely those of the author.

the College's future data requirements, including speeds of 40 Gbps. Phase one, the fiber backbone portion, was completed in fall 2015.

- Implemented a cloud backup solution for enterprise system data to replace the antiquated tape system. The new system provides redundancy and offsite storage in the cloud, ensuring data protection even in a disaster situation.
- Worked with Facilities Management to renovate the phone and networking systems in the Dean of the College's office suite in Fanning Hall.

EVENTS

- Fall Weekend Open House, Linda Lear Center for Special Collections & Archives, Oct. 10, 2015
- Sound Lab lecture: Susan Avery, "Blue Economy for a Blue Planet," Oct. 14, 2015
- Cyber Security Event: Alex Langstein '07, "The Cyber Battlefield," Oct. 21, 2015
- Artist Lecture: Ning Qiang, Feb. 16, 2016
- Friends of the Library Event: Michael Blanding lecture on *The Map Thief*, Feb. 18, 2016
- Artist Lecture: Huang Dewei, March 8, 2016
- Friends of the Library Event: Gray Jacobik poetry reading, April 22, 2016
- Alumni Open House, Linda Lear Center for Special Collections and Archives, June 3–4, 2016

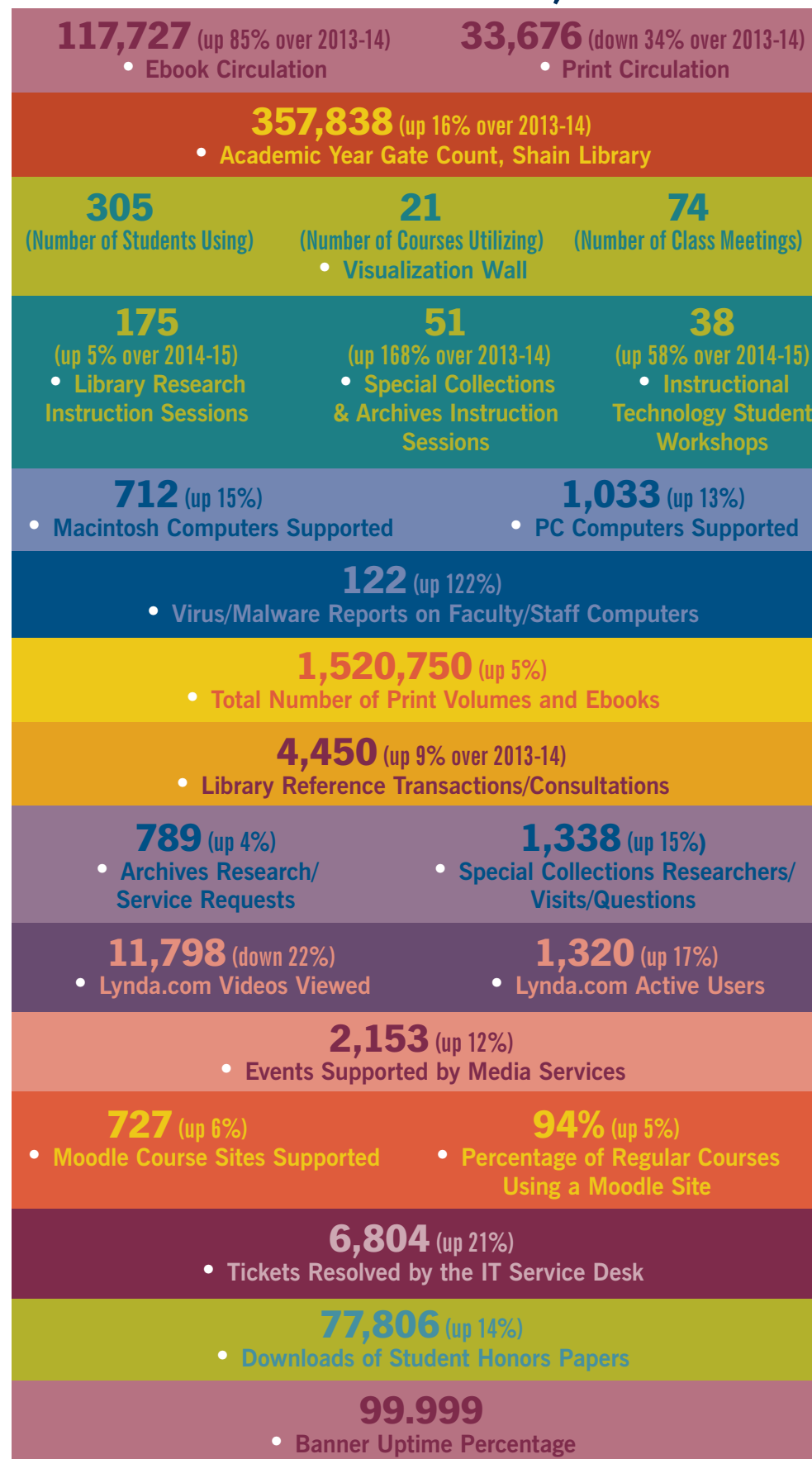
EXHIBITIONS

- "A Sight Once Seen, Can Never Be Forgotten": Connecticut Soldiers in the Civil War," Aug. 15–Oct. 5, 2015
- "Rainy Days and Starry Nights: Evoking Mood in the Japanese Landscape," Aug. 23, 2015–Feb. 2, 2016
- "Selections from the Shinbach Delft Pottery Collection," Aug. 23, 2015–March 14, 2016
- "A Sense of High Adventure": Connecticut College's 1915 Founding Class," Oct. 5–Dec. 23, 2015
- (student exhibit) "Exhibiting Visual Art in the Digital Age: An Exhibit Curated by the Students of Art History 455," Jan. 25–March 29, 2016
- (faculty exhibit) "Islamic Paintings from China," Feb. 16–25, 2016
- "Live in Landscape: The Paintings of Huang Dewei," March 8–April 8, 2016
- "Shakespeare at Connecticut College in Print and Performance: Marking the 400th Anniversary of the Bard's Death," March 28–May 18, 2016
- (faculty exhibit) "Bad Art: Kitsch and Humor in Folk Photography," March 31–May 1, 2016
- "Master Paintings of Twentieth-Century China," April 12–Aug. 15, 2016
- "The New Student, 1955–1975: Two Decades that Changed the Face of Connecticut College," May 5–Aug. 15, 2016
- "The Art of Tom Slaughter '77," May 20–June 6, 2016

NEW STAFF MEMBERS

- Tyler Campbell, Network Security and Server Administrator (1/16)
- Rose Oliveira, Linda Lear Special Collections Librarian (7/16)

IS Notable Numbers, 2015-16



Note: All year-over-year numbers represent the difference from the previous year (2014-15) unless otherwise noted. Because of temporary changes necessitated by the Shain Library renovations of 2014-15, a two-year figure more accurately represents some statistical trends.

CONNECTICUT COLLEGE *Information Services* ANNUAL REPORT 2015 – 2016



CONNECTICUT
COLLEGE

Greetings

The **Information Services 2015 – 2016 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/15>. 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

- Began providing wireless access for College faculty, staff and students via Eduroam, a utility that authenticates our community members at thousands of colleges and universities throughout the world, enabled by College membership in the InCommon Federation.
- In partnership with the Office of Advancement, implemented and integrated iModules Encompass, a new online alumni and reunion communication and management system.
- In partnership with Institutional Research, implemented Activity Insight, which assists faculty in creating their annual reports.
- Teamed with the Office of the Dean of Faculty to configure and implement the Faculty Administration and Tracking component of Banner to assist in managing tenure, appointments and sabbatical leaves.
- Implemented IBI's WebFocus 8 business intelligence architecture to provide improved and secure departmental access to institutional data.
- Collaborated with Human Resources for system enhancements that support federal

statutory reporting requirements for Affordable Care Act (ACA) compliance.

- Completed a multiyear project to design, develop, implement and integrate a Parent and Emergency Contact Information (PECI) system that supports campus emergency communications, along with providing mobile access to parent emergency contacts.
- Worked closely with the Office of the Registrar to complete the implementation and integration of DegreeWorks, an Ellucian degree audit and advising system.
- Successfully integrated a contract-services model Chief Information Security Officer into IS and College operations to provide high-level oversight of information security policies, procedures, infrastructure, compliance and monitoring.
- Completed an external Information Security Assessment identifying areas of risk and mitigation suggestions. Began a project to correct information security weaknesses in June 2016.
- Earned recognition from the National Cyber Security Alliance as an NCSAM 2015 Champion for efforts in fostering a cybersecurity-aware campus. The effort included a lecture by a security expert, a poster campaign and library digital displays. Additionally, gained NCSAM recognition as a Data Privacy 2016 Champion for efforts in raising campus awareness about the importance of privacy and protecting personal information.

Instructional Technology

- Formed a Digital Scholarship Advisory Committee, with key faculty members, to help plan and advocate for an expanded digital scholarship program at the College.
- Led workshops and seminars as part of the Teaching with Technology series and Camp Teach and Learn.
- Planned and delivered the 17th Tempel Summer Institute, offering hands-on instruction and advice on using instructional technologies in the classroom.
- In conjunction with the Office of the Dean of the Faculty, supported the second and third cohorts of the Technology Fellows Program, which models creative uses of instructional technology for the teaching and learning efforts at the College.
- Collaborated with Enterprise and Technical Systems to install and support EvaluationKit course evaluation software, administered by the Mankoff Center for Teaching and Learning.

Libraries

- Created and awarded the inaugural Connecticut College Prize for Undergraduate Library Research.
- In collaboration with our CTW consortial partners, evaluated and selected a new integrated library system to be implemented in 2017.
- Installed a new microform reader that enables patrons to create digital copies of content from microformat materials.
- Created a new research-oriented blog, *ResearchScapes*.
- Participated in discussions and planning activities for two Pathways programs: Social Justice and Sustainability, and Global New London.
- Developed a campus art loan program to manage the effective, centralized tracking of campus art, and to promote the loan and display of artwork in departmental offices.
- Successfully completed a search for the new Linda Lear Special Collections Librarian.
- Multiple staff members from throughout Information Services served as staff advisors under the new advising program for first-year seminars.
- Established guidelines, new resources and related educational programming on copyright for the campus community.
- Presented at the Oberlin Digital Scholarship Conference (June 2016) about digital scholarship efforts in the Linda Lear Center for Special Collections and Archives.
- Continued to improve patron discovery and thus increase access to e-books and other electronic resources through the management of our existing CTW Consortium demand-driven acquisitions program, and other individual and collaborative collection strategies.

COLLECTIONS AND RESOURCES

- Planned and implemented the first year of a multiyear process for the management and realignment of the materials budget to address the rising cost of serials and e-resources.
- Digitized and uploaded more than 70 years of the campus alumni magazine to Digital Commons.
- Selected and initiated the implementation of ArchivesSpace, a management system for special collections.
- In collaboration with the CTW Collections Group, continued a multiyear pilot project to conduct and evaluate an alternative model for the acquisition of newly released e-books from three university press publishers, Harvard, Columbia and Princeton.
- Processed the records of the College's academic centers (Holleran, the Office of Volunteers for Community Service, Ammerman), the Office of Affirmative Action records, and the campus activism collections, as well as three College early history collections.
- As a member of the Eastern Academic Scholars Trust (EAST), a multi-library collaborative intended to ensure long-term access to scholarly books and journals, conducted a review and analysis of our collection holdings, and conducted a validation study of our holdings necessary for the libraries' role in EAST.
- Implemented the OCLC Worldshare Metadata Collection Manager to streamline the existing acquisitions and processing workflow, and improve patron discovery of the College's e-books and other electronic materials.
- Continued to implement the 360 E-Resource Management System to automate and streamline the management of e-resource databases and subscriptions, facilitating patron access to these resources.
- Completed year one of the Gladys Krieble Delmas Foundation grant for the continued in-house digitization of pre-1923 sheet music imprints from Greer Music Library's Historic Sheet Music Collection.
- Processed a collection of more than 100 Connecticut broadsides dating to 1736; the correspondence of Nathan Belcher, a U.S. representative from New London in the period prior to the Civil War; and two Civil War collections: the papers of William Ingram, a Union infantry soldier, and the papers of Connecticut artillery officer Homer Curtis.

FACILITIES AND INFRASTRUCTURE

- Relocated the primary campus data center to Shain Library, a move that provides greater physical security, power, cooling and fire suppression.
- Supported the maintenance and upgrades of more than 50 administrative systems and the data integration between systems such as Banner, Slate, Adirondack housing, Camel Card and DegreeWorks.
- Implemented the campus-wide Creative Cloud Enterprise license, enabling a wide range of Adobe products to be installed on any College-owned computer.
- Researched, selected and installed a new cable TV system for residence halls and public areas across campus.
- Added projection and videoconferencing capabilities to the Dillely Room.
- Collaborated with Verizon and Facilities Management to install, test and deploy a generator at Shain Library to support the Verizon cell tower and the new Shain Library Data Center.
- Replaced outdated load balancers to provide greater reliability and improved performance to campus applications such as Banner and CamelWeb, while providing distributed denial of service (DDOS) and cybersecurity defenses.
- Upgraded Moodle server hardware to provide added functionality, security and performance to the online learning management system.
- Contracted with Connecticut Education Network (CEN) for additional bandwidth up to 350 Mb/s to reflect current usage of the non-student network.
- Began a three-year project to upgrade the campus fiber data infrastructure to support