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Information Services Annual Reports

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2018

### Information Services Annual Report 2017-2018

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*Connecticut College*

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

CONNECTICUT COLLEGE

*Information Services*

**ANNUAL REPORT**

2017 - 2018



CONNECTICUT  
COLLEGE



## Greetings

The Information Services 2017-18 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; that document is available at <http://digitalcommons.conncoll.edu/isannplan/16>. I will be happy to answer any questions about either effort.

Please let us know how we can serve you better.

W. Lee Hisle, Ph.D.

*Vice President for Information Services and Librarian of the College*

## 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.

## Strategic Plan 2017-2020

### FOCUS KEYS

- ◇ Enrich the student experience
- ◇ Create and maintain an innovative environment
- ◇ Promote excellence in research and scholarship
- ◇ Enhance effective discovery and use of data
- ◇ Provide a secure and robust technical infrastructure

## Information Services-Wide Accomplishments, 2017-18

- Reorganized Information Services to accommodate net loss of eight positions during the spring and summer of 2018 but retain our ability to serve the College community well. With involvement of IS Team Leaders, positions were restructured, promotions made, responsibilities modified and reporting lines changed. Key changes included unifying Research Support with Instructional Technology teams, unifying support of desktops, laptops and computer labs under Computer Support Services, outsourcing Oracle DBA services, and restructuring Access Services into Operations and Building Management. A new organizational chart is available on the IS website.
- Implemented ExLibris ALMA and PRIMO, the new, state-of-the-art integrated library systems to improve access to information for College students and faculty, as well as improved back-office management processes. Created new workflows for acquisitions, processing, cataloging and serials control. Collaborated with CTW consortial partners and key vendors to optimize workflows for the new system.
- Dramatically improved information security by implementing DUO multi-factor authentication to College systems for all off-campus access by faculty and staff.
- Researched, selected and negotiated for a system to replace outdated Avaya/Octel telephone and voicemail systems. Completed implementation of Cisco Unified Communications System, employing Voice over Internet Protocol (VoIP) technology.
- Developed and launched the Digital Scholarship Fellows Program that will provide opportunities for faculty to work with students and IS staff to complete research projects utilizing digital technologies for scholarship creation and presentation. Funding through the Office of the Dean of the Faculty will support two cohorts of Fellows.

## Collections and Resource Management

- In collaboration with CTW consortial partners, rebalanced the strategy for scholarly monographic acquisitions. Negotiated with JSTOR and Project Muse to begin “evidence-based” e-book acquisitions, and refined existing profiles of patron-driven e-book acquisitions and automatic print monograph purchases.
- To ensure long-term access to print materials in academic libraries of the northeast, continued participation in the Eastern Academic Scholars Trust (EAST) Consortium by verifying print serial titles marked for retention.
- Conducted an assessment of faculty usage of databases that provided critical qualitative information for collections decision making.
- Developed a formal collection management plan that includes assessments, analytics, outreach and decision-making strategies.
- Increased efforts to promote library collections through social media posts and two topical library book displays on immigration and gun control.
- Planned and delivered a copyright training workshop for faculty.
- Convened a liaison working group, and drafted plans for improving outreach and services by library/instructional technology liaisons.

## Collections and Resources - Key Statistics

**937,792** ↑

E-book Circulation

**356,952** ↑

OneSearch and  
Database Searches

**484,841** ↓

Print Book Volume  
Count

**64,649** ↑

E-Journals with  
Complete Content

**\$681.35** ↓

Per-Student  
Acquisitions Expenditures

**37,173** ↓

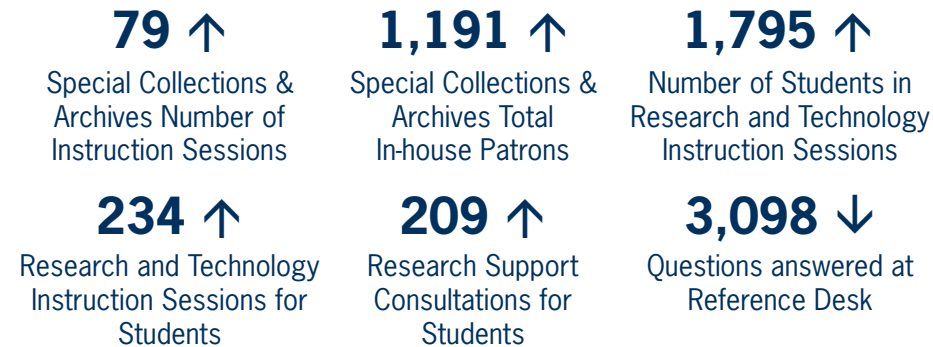
Non-Reserve Print  
Circulation

## Research Support and Curricular Technology

- Initiated an Open Educational Resources (OER) Exploratory Committee with key faculty and staff to explore possible programming, funding sources, and support models for adopting OER at Connecticut College.
- Administered the Research Practices Survey to all first year students with a response rate of 58%. Presented data in workshops for faculty on the topics of citation practices, media literacy and teaching the research process. Used data in development of research instruction modules for First Year Seminars.
- Created “A Faculty Guide to Research Instruction for First Year Seminars” and shared with appropriate faculty. Approximately 95% of all first-year students received at least one research instruction session in their seminar.
- Wrote proposal and was accepted to present at the prestigious Digital Frontiers Conference hosted by the University of Kansas in fall 2018.
- Organized two live webinars - “Government Information: Everywhere and Nowhere” and “Visualizing Census Data with Tableau Public” - with leading government information advocates and attended by over 60 people nationwide.
- Offered twelve Technologies for Teaching and Research workshops and one reading group, attended by over 80 faculty and staff.
- Presented the 19th annual Tempel Summer Institute, designed to improve student learning experiences using technology with 10 faculty participants. More than 200 faculty have attended a Tempel Institute over the past 19 years.
- Led the integration of digital portfolios in three Pathways: Global Capitalism, Eye of the Mind, and Social Justice & Sustainability.

- Recruited and trained new Research and Instruction Librarian, Ariela McCaffrey, who will also serve as Special Projects Coordinator for Information Services.
- Successfully administered the 3rd Annual Connecticut College Prize for Undergraduate Library Research, which was highly competitive this year, with several outstanding applications.
- Kathy Gehring earned the ExLibris Alma Administrator certification and the Primo Administrator certification. She developed policies, workflows, and successfully launched and maintained the new OneSearch discovery search.
- Reorganized Access Services and reduced the student wage budget by 30%. Restructured student work, focusing on improved job performance, customer service and effective training.
- Completed substantial revision of the Shain and Greer Libraries Emergency Incident Manual in coordination with the Head of Campus Safety. Staff training program developed and completed in spring 2018.
- Created and distributed a weekly email newsletter, "This Week in Shain," highlighting events and interesting materials in Shain Library.
- Reactivated the IS ResearchScapes blog with diversified authors and topics, as well as developing use metrics and a promotion plan.
- Greer Music Library completed the cataloging of the L.Mae Stephenson MacIntosh Collection of historic sheet music.

## Research and Instruction - Key Statistics



## Enterprise and Technical Systems

- Created and implemented new College policy and process to ensure mobile cellular phones and other devices are provided to key employees and can be supported by current IS staffing levels.
- In partnership with Accounting, revised information technology funding model to ensure current technology will continue to be available to the College community, saving some \$100K per year.
- Collaborated with external consultant and Advancement staff to issue an RFP and research a modern Advancement software system. System implementation begins fall 2018.
- Collaborated with Student Life and Office of Communications to research and select LiveSafe to replace current emergency communications system.
- Replaced and increased storage and server technology with Hewlett-Packard hyperconverged technology to accommodate Banner 9, improve server speeds and provide room for future growth.
- Completed a multi-year upgrade to the campus fiber data infrastructure in order to support the College's future data requirements including speeds up to 40GB/s. Replaced over 40 network switches in order to take advantage of the campus fiber infrastructure, improve security and support the new internet-based Cisco Unified Communications System.

- Completed upgrade of residence hall wireless network to the latest standard (802.11AC).
- Collaborated with Office of Communications and Dean of Equity and Inclusion to review and redesign College websites for compliance with ADA Web Content Accessibility Guidelines (WCAG) 2.0. Developed and presented ADA WCAG 2.0 training for Connecticut College employees.
- Collaborated with the Dean of the College to implement Terra Dotta as a study away management and risk mitigation software system.
- Collaborated with Financial Aid, Payroll and Human Resources to develop and implement a new online student employment process that saves time and ensures accurate information is gathered and available.
- Worked with Office of Student Life to integrate Banner data with CollegiateLink to support student organizations.
- Designed, developed and implemented version 3 of a custom Print Shop job-ordering system for the campus.
- Supported digital scholarship with programming of Drupal, eComma, Domain of One's Own, Omeka, and Drupal OpenScholar software.
- Jean Kilbride and Rainer Weissenberger presented “Early Stages of Search for a New Alumnae System” at NorthEast Regional Computing Program (NERCOMP) 2017.
- Supported the maintenance and upgrades of over 50 administrative systems and the data integration between systems including DegreeWorks, T4, Moodle, Banner Student, Parent and Emergency Communications and Financial Aid.

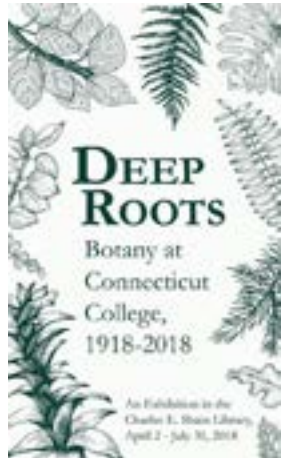
## Enterprise and Technical Systems - Key Statistics

<b>6,518</b> ↓	<b>195</b> ↑	<b>3,950</b> ↑
IT Service Desk Tickets Logged	Total Servers Maintained	Active Network Drops
<b>655</b> ↑	<b>98%</b> ↓	<b>1.5</b> ↓
Wireless Access Points	Banner Uptime Percentage	Gigabits per Second Bandwidth

## Special Collections & Archives

- Taught 79 class sessions from 17 departments. Excluding students in repeat class sessions (where a single class met in the Lear Center more than once), hosted 734 unique students, or 40% of the student body.
- Digitized and created an online exhibition of 84 broadsides produced by the Cuala Press between 1908 and 1915, the only such resource of this important landmark of Irish culture (<http://lc-digital.conncoll.edu/exhibits/show/cuala>).
- Created digital exhibition in Neatline for three Civil War Collections: Louisiana, the Gulf Coast, and South Carolina and Georgia (<http://lc-digital.conncoll.edu/neatline/fullscreen/civil-war>).
- Designed and facilitated student-created digital exhibition on campus activism (<http://lc-digital.conncoll.edu/neatline/show/cc-activism>).
- Migrated Omeka exhibitions from hosted space to native Lear Center instance.
- Promoted faculty publications project through two workshops and leaflet for faculty mailboxes.
- Migrated existing finding aids into ArchivesSpace and launched public access portal.
- Scanned and uploaded to Digital Commons all student publications held by the College Archives through 1988.
- Created a pilot program to collect alumni oral histories during Reunion Weekend.

## Scenes from 2017-18



CLOCKWISE FROM TOP:

On Saturday, June 9 2018, Digital Commons at Connecticut College recorded its one millionth download. Connecticut College has among the most active institutional repositories for a liberal arts college (only Colby and Macalester have a Digital Commons instance with more readership among LACs).

The Connecticut College Botany Department celebrated its centennial with the exhibition *Deep Roots: Botany at Connecticut College, 1918-2018* featuring items from the College Archives.

Mike Matovic, Laurie Schaeffer and Tom Palazzo from the Enterprise and Technical Systems team presented “Leveraging CAS 5 for Security and Student Provisioning” at the NorthEast Regional Computing Program (NERCOMP) 2018 Annual Conference.

A project team including Professor Catherine Benoît (Anthropology), library staff Lyndsay Bratton and Diane Creede, and students, Gareth Barr '19 and Darriana Greer '21, attended the Institute for Liberal Arts Digital Scholarship (ILiADS) at Occidental College in Los Angeles in June 2018. The team worked with a web developer from Claremont Colleges Library to build the second iteration of Benoît’s St. Martin Project, featuring new image-filtering, crowdsourcing, and bilingual functionalities. In the fall, Benoît’s students will expand the project with an oral history component, conducting interviews with the St. Martinois community in New London.