

2014

Information Services Major Objectives, 2014-2015

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IS TEAM OBJECTIVES 2014-2015

Information Resources Team

- Plan and implement a multiyear review of strategies for building the libraries' print and electronic collections that incorporates the evolving nature of scholarship and publishing. Involve faculty and staff in this process.
- Continue to increase patron discovery and access to e-books and other electronic resources through the expansion of the existing CTW Consortium demand-driven acquisitions (DDA) program, and through other individual and collaborative collection strategies.
- Revise IS copyright guidelines and related educational programming for faculty and students.
- In partnership with the Instructional Technology and Technical Support Teams, research and propose a streaming solution for the delivery of media content from the collections to campus constituents. In concert with this effort, review the VHS collection for possible replacement and/or weeding.
- Implement 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.
- 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.
- Develop and implement an online toolbox for library staff and departmental liaisons to support the identification, selection, acquisition and assessment of print and electronic resources for the collection.
- Continue to add bibliographic records for the Historic Sheet Music Collection (HSMC) and the L. Mae Stephenson MacIntosh Collection. Continue to build the collection of sheet music by Jesse Greer.
- Begin a digitization project of pre-1923 sheet music imprints from the HSMC. Develop a possible joint project for HSMC with CTW member libraries.

Instructional Technology Team

- Plan new technologies for possible implementation in the renovated Shain Library, including digital signage, video and kiosk technologies, a high-definition visualization wall, display technologies and videoconferencing in collaboration rooms, and media development technologies for student use.
- Research opportunities for blended learning for on-campus courses, and for courses shared with other colleges, including videoconferencing portions of courses.
- Participate in and support the Connecticut College Technology Fellows Program. Partner with the Head Technology Fellow to plan and implement the program, and collaborate with all Technology Fellows to engage in course redesign, assist in implementing course changes, and participate in and present at conferences.
- Orient and integrate the new Digital Scholarship and Visual Resources Librarian into the Connecticut College community. Develop and promote digital scholarship, along with a new focus on visual resources support.
- Re-establish the Classroom Improvement Committee to prioritize classroom upgrades and renovation, and to serve as an advisory committee on possible classroom design changes based on the availability of new classroom technologies and pedagogies.
- In partnership with the Technical Support and Enterprise Systems Teams, support WordPress to provide a more robust and feature-rich blog and website-creation platform.
- Research and propose options for the continuation of cable television services to the campus when the current cable contract expires in the summer of 2015.

Research Support and Instruction Team

- Begin implementation of the Research Skills Instruction Strategic Plan (FY14); in particular, provide support for the College's Curriculum Re-visioning process.
- Develop additional digital tools, such as video tutorials and online research guides, to augment the Research Skills Instruction program.
- In collaboration with the Technical Support Team, implement, promote and refine the Digital Research Data Management Service.
- Develop and implement a mobile application (e.g., Boopsie) for accessing library resources and services.

- Reevaluate the College's Government Documents Partial Repository status, and the resultant collections, for the digital age, while coordinating this work with CTW partners. Offer options for campus review.
- Work with CELS to develop a program of formally recognized research competencies.
- Adapt first-year seminar instruction to support a new model for curriculum and first-year seminar courses. Collaborate with the Office of the Dean of Studies to integrate the Research Skills Instructional program into the first-year seminars.
- Develop additional collaborative Research Skills Instruction programs with the Academic Resource Center.

Special Collections and Archives Team

- Promote the use of Special Collections and Archives collections by faculty and students even during the transition year of the Shain Library renovation.
- Continue to implement the Open Access Policy adopted in April 2013 by building faculty awareness of the Policy and by overhauling the appearance and enhancing the functionality of Digital Commons.
- Process four recently acquired or discovered Civil War collections, and create a related digital exhibition.
- Begin converting existing finding aids to EAD format. EAD is the standard format for archival descriptions because it allows them to be better indexed for inclusion in online union catalogs.
- Digitize the College yearbook collection and make it available to the public through Digital Commons.
- Organize at least three minor manuscript collections (i.e., collections of three linear feet or less), and create descriptive websites for these collections. Examples include the Cephas Brainerd Papers, the Connecticut Botanical Society Papers and the Lillian Wald Collection.
- Continue to create and publish finding aids for College Archives collections, with a special emphasis on photograph collections and those focusing on buildings and grounds.

Technical Support Team

- Review and revise, or add as necessary, Information Security policies and procedures to be current with the state of Internet risk. Facilitate College adoption, and ensure compliance.
- To improve performance and reliability, and to reduce costs, install virtual Linux servers for Banner administrative data. Coordinate this work with the Enterprise Systems Team.
- Upgrade and reconfigure the core network, and select, purchase and install a high-capacity core router that can accommodate current and projected network traffic.
- Select, purchase and install next-generation firewalls to improve security, network monitoring and network management.
- Complete the implementation of the Windows Desktop Computer Enhancement Project to improve Windows computer security and reliability, and to ensure compatibility with all administrative software packages used at the College.
- Prepare a plan and the material specifications to upgrade the campus fiber data infrastructure during summer 2015 to support the College's data requirements for the next 10 years.
- Develop and implement a WebHelpDesk Knowledge Base to enable faculty, staff and students to resolve common computer and network issues without staff intervention.
- Facilitate the installation of Verizon and AT&T cellular towers and associated hardware, including a generator with sufficient capacity to protect the Shain Library server room.
- Improve wireless network satisfaction in the residence halls through a combination of increased bandwidth, improved technology and targeted education. Develop metrics to measure activity and improvement.
- Review and revise service-level agreements, develop performance benchmarks, and create ongoing performance reports to improve response times and problem-resolution rates for Desktop Support Services.
- Working with the Offices of College Relations and of Administration and the Emergency Response Team, and in concert with the Enterprise Systems Team, assist in the review of and improve the College's emergency website environment, including backup of Web resources and disaster readiness.
- Collaborate with Campus Printing Services to promote the use of the campus Uni-flow copiers, scanners, fax machines and printers.



CONNECTICUT
COLLEGE

Information Services Major Objectives 2014 - 2015

In support of
the Information Services
Strategic Plan
2012 - 2015

Greetings

The 2014-2015 Information Services Major Objectives are provided here for your information and review. They will guide the work of Information Services staff, often in collaboration with other departments, for the coming academic year. As always, these objectives are in support of the College's strategic priorities, the 2012-2015 Information Services Strategic Plan, and the functional areas of the College.

I am happy to answer any questions about this work. Please let us know how we can be of service.

Thank you.

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

Information Services

Information Services 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.

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 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 2014-2015

- Implement plans to provide library and instructional technology services to the campus community during the renovation of Shain Library, including access to materials, reference and instruction services, study spaces, computer lab support, and IT Service Desk support.
- In collaboration with project partners, facilitate the completion of the Shain Library renovation successfully, including space design, furniture selection, and technology planning and installation.
- Plan the events surrounding the reopening and rededication of Shain Library, to take place in fall 2015.

- Align IS activities with the priorities of the College, including curriculum revision, an improved advising model and the first-year experience, promoting the College brand, enrollment management and using analytics for decision-making.
- Increase outreach to faculty to foster a community of learning focusing on innovative and transformative uses of instructional technology. Bolster awareness and use of available instructional technology resources through the DELI program, the Teaching with Technology workshops, the Technology Fellows program and the Tempel Summer Institute, along with the IS website and campus publications.
- Focus on improved support for faculty and students who are undertaking digital scholarship projects. This support will include submitting Mellon Planning Grant applications and promoting a sustainable program of services through the Digital Scholarship & Curriculum Center.
- Create an IS Social Media Plan that will organize and standardize workflows and strategies, in order to provide regular and clear communication to faculty, staff and students via key social media channels.

IS TEAM OBJECTIVES 2014-2015

Enterprise Systems Team

- Partner with the Admissions, Registrar and Financial Aid offices for the project management, implementation and integration of Technolutions' Slate CRM Admissions system.
- Collaborate with the Office of the Registrar for the selection, project management, implementation and integration of a curriculum and catalog management system.
- Collaborate with the Office of the Registrar to begin the 18- to 24-month project management, implementation and integration of Ellucian's Degree Works, a degree audit, advising and planning system. It is anticipated that the project will be completed in AY16.
- Collaborate with College Advancement and Alumni Relations for the selection, project management, implementation and integration of a replacement for the end-of-life Harris Connect alumni system.
- Work with the campus community to implement IBI's Web Focus 8 business intelligence architecture to provide improved and secure access to institutional data, and to support executive and operational decision-making.
- In conjunction with the Technical Support Team, complete a project to replace Banner database servers with Linux servers, providing higher performance without increased costs.
- Enhance the centralized Identity and Access Management system using the InCommon Federation standards. This includes password management, automated provisioning and de-provisioning, and a Banner Enterprise Identity Service (BEIS) software upgrade. Join the InCommon Federation.
- Collaborate with the Office of Student Life and College Relations to design, build, implement and integrate Phase One of an Online Enrollment Guide for incoming students.
- Continue to advocate for improved and enlarged space to house Enterprise Systems staff and services.