

2016

Information Services Major Objectives, 2016-2017

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CONNECTICUT COLLEGE

Information Services

MAJOR OBJECTIVES

2016 – 2017

- ◆ Work with faculty, students and staff to review and evaluate the libraries' current collections.
- ◆ Set priorities and make policy recommendations that will guide collection management. Identify candidates for elimination and, with faculty input, cut subscriptions to manage the materials budget and retain the most important resources.
- Develop and implement an online resource to communicate the libraries' long-term collection management plan, and provide an ongoing resource for faculty and staff regarding the acquisition, reductions, access and use of the collections.
- 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 program, and through other individual and collaborative collection strategies.
- Participate as a member of the Eastern Academic Scholars' Trust (EAST) multi-library collection analysis initiative for the identification and retention of print books, journals and serials. Help to identify areas of overlap, and serve as a partner for the shared retention of scholarly content.
- Work with ProQuest and CTW colleagues to support the migration of the libraries' ebooks from Ebrary, EBL, Coutts and the DDA program to the ProQuest LibCentral platform.
- In partnership with the Instructional Technology team, revise IS copyright guidelines and practices. Develop and deliver related educational programming for faculty and students, using online and face-to-face workshops.
- In partnership with the Instructional Technology team, identify and implement a means for the digitization and streaming of the libraries' VHS/DVD collection.
- Continue the multiyear implementation of the 360 E-Resource Management System, which automates and streamlines the management of and access to the libraries' e-resource databases and subscriptions.
- Complete and report on the grant-funded digitization of the Historic Sheet Music Collection, including the L. Mae Stephenson Macintosh Collection.

INSTRUCTIONAL TECHNOLOGY TEAM

Continue to provide high-level support for the integration of technology into the curriculum and for using technology in the classrooms. Partner with other campus offices to develop and deliver workshops, seminars and innovative programs for faculty seeking to use pedagogically sound techniques to enhance the curriculum.

- Re-establish the Classroom Improvement Committee to prioritize classroom upgrades and renovation, and to serve as an advisory committee on possible design changes based on the availability of new classroom technologies and pedagogies. Develop a plan to improve technologies in classrooms, including the installation of newer, HDMI-enabled projectors.
- Identify a permanent location for Media Services and Film Studies equipment checkout operations, and plan for a possible transition in summer 2017.
- Develop expertise and deliver campus support for innovative and effective use of Google Apps for Education.
- In conjunction with the Enterprise & Technical Systems Team, upgrade to Moodle version 3 to take advantage of new functionality. Communicate the change to the campus, and provide instruction on new resources.
- Research new opportunities for using the Visualization Wall and new tools to support it. Promote the use of the wall through outreach to faculty and students. Research ways to provide sound and visual isolation for the wall's teaching space while preserving the Technology Commons' open space.
- Implement a new cable television system for improved channel selection and quality, while controlling cost increases over time.
- Research new resources for, and means of supporting, the increased amount of web conferencing and video conferencing taking place on campus. This effort will support the

Global/Local engagement aspect of the new curriculum, and it will encompass video conferencing courses that are shared with peer institutions.

- Continue to support campus-wide full participation efforts by providing expertise on technology tools and strategies that help to make course content accessible to all students.
- Develop a digital badging system for curricular and co-curricular activities, starting with a pilot project in AY2017.

RESEARCH SUPPORT & INSTRUCTION TEAM

Continue to develop, promote and deliver excellent service programs that support student research and learning, as well as faculty teaching, integrating reference and research skills into the curriculum.

- Work with Connections curriculum committees to continue integrating research instruction into the first-year seminars, and to begin developing instructional content for ConnCourses.
- Realign teaching practices so that they incorporate learning goals and framework concepts learned in ACRL's Intentional Teaching Immersion Workshop (March 2016).
- Administer a research skills assessment survey for the incoming class of first-year students, and use the results to provide effective instruction in first-year seminars. Communicate the results to faculty, and find ways of formally integrating findings into pedagogy for first-year seminars and ConnCourses.
- Develop building-use policies for Shain Library, and communicate these policies to the campus community.
- With Special Collections and Archives, as well as other CTW libraries, explore the possibility of developing an open-access journal of student research projects and papers.
- Given the rising costs of interlibrary loan services, review current procedures and policies to determine whether traditional practices can and/or should be changed.
- With the Enterprise & Technical Systems Team, investigate the implementation of single sign-on to compatible library databases and resources.
- Re-evaluate the Faculty Publications area, and create a plan to include the works of the Art, Music, Dance and Theater departments in the display.

SPECIAL COLLECTIONS & ARCHIVES TEAM

Continue to develop, maintain and promote the College's special collections and archives by providing high-quality reference, instruction and research support to faculty, staff, students and visitors. Promote the Lear Center collections to build the College's reputation among researchers on a national and international scale.

- Employ and integrate the new Linda Lear Special Collections Librarian into the operations of Shain Library and the Linda Lear Center for Special Collections & Archives.
- Furnish and organize the Linda Lear Manuscript Processing Room; identify all in-process collections and transfer them to the new space.
- Promote the use of key primary source collections, especially the Rachel Carson/conservation collections and the Beatrix Potter/children's literature collections.
- To build the College's reputation in the scholarly community, appraise and reprocess the Eugene O'Neill collection to produce a finding aid and website appropriate to the collection's place as one of the most significant research collections in the Lear Center.
- Continue to promote the Faculty Publications Project, which adds Connecticut College faculty publications into Digital Commons for increased access and reputation building.
- Continue to create and publish finding aids for current archival collections, focused particularly on Unity House and student organizations collections.
- Continue to organize and rehouse the collection of historic campus photographs in an ongoing, multiyear project.
- Begin digitization of student publications collections, starting with *Quarterly* and *Blats*, and publish the collections in Digital Commons.



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Greetings

The 2016–2017 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 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

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.

Information Services Major Objectives 2016–2017

- Align activities of all IS departments with the strategic priorities of the College, including support for improving the student experience, enhancing academic rigor, enrollment management, use of analytics for decision making, and supporting the Connections curriculum and advising.
- In partnership with the Office of Communication, redesign the Information Services website for better, more intuitive functionality and improved presentation. Clarify IS staff oversight and management.
- Review and align the iConn Steering Committee and the Enterprise Systems Advisory Committee (ESAC) membership with the new College organizational structure to achieve balanced representation in technology governance for project prioritization.
- Work with CTW colleagues on the selection of and preparations for the implementation of a new integrated library system (ILS).
 - ◆ Establish working groups to begin data cleanup and preparations for migration.
 - ◆ Align Access Services policies with those of the other CTW libraries.

- ◆ Analyze procedures to best utilize the strengths of the new system.
- ◆ Among staff, develop a thorough knowledge of the selected ILS.
- Develop a Digital Scholarship (DS) Program, including:
 - ◆ Use a DS advisory committee to develop and submit a planning grant proposal to the Andrew W. Mellon Foundation (summer 2016).
 - ◆ Pending the grant proposal's acceptance, use the planning grant to educate faculty and students on digital scholarship options.
 - ◆ With the advisory committee's help, prepare a major digital scholarship grant proposal for Mellon Foundation consideration (summer 2017).
- Create a Student Advisory Committee with members of SGA and other student organizations for regular meetings, providing feedback for improved student experience and investment on campus.
- Review the IS liaison program and articulate the responsibilities of instructional technology, library and administrative departmental liaisons. Establish ongoing leadership and assessment metrics for the liaison program.
- Expand and improve the IS social media presence to promote and publicize IS activities in support of the division and the College. Develop a social media guide for staff, which will contain such elements as a directory of useful community hashtags.
- Elevate awareness of information security issues by increasing the relevance and scalability of end-user educational programming. Create a cycle of events to highlight information security throughout the year. Refresh annual information security training for all new employees and all faculty and staff with access to personally identifiable information (PII).
- Share the new *IS Strategic Plan 2016–2019* with the campus community. Use the *Strategic Plan* to guide future objectives and funding requests.

Team Objectives

ENTERPRISE & TECHNICAL SYSTEMS TEAM

Continue to maintain a high-functioning programming and development team with an effective organizational structure that supports the maintenance and upgrades of more than 50 administrative systems and the integration between systems.

Productivity Systems

- Collaborate with Advancement to investigate, budget, plan and implement, if appropriate, new fundraising customer relationship management (CRM) software. *
- Collaborate with the Dean of the College to investigate, budget, plan and implement, if appropriate, an advising CRM support system. *
- Partner with the Dean of Students and Campus Safety for the project management, implementation and integration of the T2 Parking Management system to support pedestrian safety initiatives on campus.
- In partnership with the Office of Communications, research, budget, plan and implement, if appropriate, a new emergency communications system to replace ConnectED.*
- Collaborate with Student Accessibility Services for the project management, implementation and integration of an accessibility information management (AIM) system.
- With participation of all functional areas, begin a multiphase upgrade of the Ellucian Banner ERP system to Banner XE.
- Collaborate with Financial Aid, Payroll and Human Resources for the design, budget, development and implementation of a new student employment process.*
- Partner with Instructional Technology to provide appropriate programming assistance and additional technical expertise to support Digital Scholarship program needs.
- Work with campus departments to upgrade numerous software products — including Moodle, Degreeworks, Banner Student, Financial Aid, Nelnet, Blackboard, EMS and Oracle — to comply with government regulations, take advantage of new functionality, increase information security and remain on supported software.

Staffing

- Hire a new project manager to replace a retiring staff member, to manage the Advancement system replacement, and to undertake other key productivity system projects.
- Investigate the need for, hire/designate and train, if appropriate, a WebFocus expert to consult with College functional areas on business intelligence needs and solutions.
- To improve communications and productivity, research physical space opportunities to consolidate Enterprise & Technical Systems operations into one location that is clean, safe, adequate and accessible.

Infrastructure

- Provide project management for, and implementation of, the second phase of a multi-phase replacement and upgrade of the campus fiber data and network infrastructure.
- Continue collaboration with Human Resources and Finance for the project management, design, development and implementation of the Benefit Data Mart.
- Begin collaboration with the Office of the Registrar for the design, development and implementation of a student data warehouse, to be used for analytics and reporting.
- Upgrade all systems to Oracle 12.
- Implement and manage Internet 2 Eduroam to enhance and streamline network access to campus visitors from other Eduroam institutions, and to ease network access for College community members visiting other schools.
- Research, select, fund and implement, if appropriate, a replacement for the outdated and unsupported Octel voicemail system.*
- Implement a sustainable model for funding information technology — including budget adjustments for technology hardware replacement and maintenance, and for software maintenance — in a flat-budget environment.*
- Review and revise, if necessary, a new College mobile device and cellular service policy.
- In collaboration with the Digital Scholarship & Curriculum Center and faculty, install an academic data storage environment to provide for the secure support of academic research.*

Data Security

- Implement the information security risk mitigations recommended by the 2015 Atrion Security Audit.*
- Continue to develop, revise and implement information security policies and procedures, along with infrastructure, campus education and awareness, compliance, monitoring, incident response, risk mitigation and oversight, including data classification standards and data stewardship roles.
- Enhance information security by implementing Fortinet-based two-factor authentication for users of virtual private network (VPN) services.*
- Design, manage and implement a system for provisioning and de-provisioning access to the College network to improve efficiency, accuracy and timeliness, and to minimize information security risks.
- Replace the aged production data storage device with hyper-converged technology that integrates several storage appliances and technologies into a single unit.*
- Define and implement a data backup strategy to take advantage of opportunities in a cloud-based backup system.*

INFORMATION RESOURCES TEAM

Continue to build, maintain and provide access to a diverse collection of library resources through the strategic management of financial resources in consultation with faculty, students and staff.

- Develop and implement a long-term Library Collection Management Plan that addresses the rising cost of e-resources and other library materials, and that aligns financial allocations with collection priorities.
 - ◆ Research the use of monograph and serial collections.

* Funding may be required.