2019

Information Services Annual Report 2018-2019 Flipbook

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CONNECTICUT COLLEGE

Information Services

ANNUAL REPORT

2018 - 2019

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COLLEGE

Greetings

The Information Services 2018 -19 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/18*. 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, 2018-19

- Implemented new VoIP Unified Communications System for improved telephony services. Transitioned development and maintenance of Unified Communications System to the Network, Servers & Security team.
- Implemented new interlibrary loan system, Rapid ILL, that provides access to serial and monographic materials much more quickly and is integrated with the Alma/Primo integrated library system.
- Improved campus technical infrastructure by upgrading wireless network switches and Wireless Access Points (WAP) to latest standard.
- In collaboration with College Advancement, researched, selected and began implementation and integration of a new SalesForce Institutional Advancement system with the assistance of a third-party integrator, Cloud 4 Good.
- A group of faculty and staff met during summer 2018 to consider ways to promote the use of Open Educational Resources, thereby improving teaching and learning and reducing student costs. An OER grant program for faculty was developed and implemented, resulting in 9 exploration grants and 1 creation grant. Grant recipients completed their work in August 2019.
- The Lear Center hosted 67 instructional sessions or workshops, reaching approximately 30% of the student body with a new emphasis on integrating special collections and archives instruction into the Connections curriculum.
- Implemented an IP address management (IPAM) system enabling us to redesign and consolidate the College Internet Protocol Version 4 (IPV4) addresses. This effort provided a unique opportunity to resell a large portion of IPv4 addresses, raising over $620K, covering materials and software cost increases in FY20 and contributing $520K to the College endowment.

- Collaborated with CTW colleagues to create an RFP soliciting proposals from qualified vendors for cybersecurity assessment services to the three colleges. The assessment services will enable us to maintain a proactive strategy to defend the College's crucial electronic data assets.
- Created a new Connecticut College Collection Development Policy that includes guidelines for e-book acquisitions, large journal packages, and open access materials. The policy was adopted in May 2019 by the IS Committee.
- Worked with CTW colleagues and Purchasing to implement and integrate the new UniMarket online procurement system.
- Revised College mobile device and cell service policies and practices that substantially eliminated College ownership and management of mobile phones.
- The Digital Scholarship and Pedagogy in the Liberal Arts symposium took place in November 2018. We saw over 70 attendees, including faculty, staff, and students, as well as guests from seven other institutions.
- Conducted a successful national search for a new College Archivist, Deborah Kloiber, and rapidly integrated her into the IS and College community.
- Organized an event at Reunion for the donation of the Charles Chu scroll, Four Hundred Miles of the Connecticut River, and arranged for a conservation assessment and digitization of the scroll upon its donation.
- Expanded a project to gather oral histories from alumni returning for Reunion. Because of the large number of returning members of the class of 1969, this year's focus was on the beginning of coeducation.
- Created a substantial revision for the library's copyright research guide in order to provide detailed and current information on this topic to the College community. As part of this effort, taught two faculty workshops as well as a workshop designed specifically for library liaisons.
- Along with faculty members, staff and administrators, participated in a task force charged with making recommendations to the president regarding Greer Music Library and prepared a report on possible futures for Greer.
- Implemented Domain of One's Own, Digital Connecticut College, as the primary vehicle for course websites/blogs and for displaying the products of faculty and student digital scholarship projects. Staff attended training at Skidmore College, then led three workshops for faculty on Digital Connecticut College.
- Access Services reorganized all student work and training methods resulting in decreased student hourly budget by 30%. Students now have higher work expectations which leads to more efficient collection maintenance.

Collections and Resources - Key Statistics

1,134,142 ↑ 17% **305,193** ↓ 15% **487,556** ↑ .5%

E-book Count   OneSearch and Database Searches   Print Book Volume Count

82,699 ↑ 22% **$795.42** ↑ 15% **27,544** ↓ 26%

E-Journals with Complete Content   Per-Student Acquisitions Expenditures   Non-Reserve Print Circulation

Collections and Resource Management

- Implemented a successful plan to improve liaison internal and external communications, clarifying the consistent roles, expectations, and bases for assessment.
- Performed a review of print serials that included a survey as well as usage monitoring. Used information obtained from the review to adjust the size of the print serials collection.
- Reviewed available endowed gift funds to ensure that the library is maximizing the usage of these funds to support the collection.
- Developed and documented workflows for the Alma system regarding missing

- items and physical items needing repair, as well as analytics tools to search circulation records in detail.
- Balanced the serials budget while adding several key electronic products, including LibKey Discovery, Access World News and Hein Online.
- Transitioned Greer acquisitions and processing operations to the Shain collections operations. Designed new workflows and addressed issues that arose.
- Promoted the library collection with four topical book displays on media literacy, the AIDS quilt, the Civil Rights Movement, and poetry and mindfulness.

Research Support and Curricular Technology

- Developed and co-chaired the Course Materials Affordability Task Force, which met throughout the spring semester and was comprised of faculty, staff, and students. A final report was completed in May 2019.
- Digital portfolios were integrated into seven pathways, two centers, and one class. Presentations on the use of digital portfolios were made at Camp Teach and Learn and at the Association for Authentic, Experiential, and Evidence-Based Learning conference.
- Andrew Lopez joined the One Book, One Region (OBOR) committee to select the book for the year, "Hey, Kiddo," as well as to plan programming. Andrew led the development of a new OBOR website.
- Renewed and strengthened the Research Support's collaboration with CISLA including a Camp Teach & Learn panel presentation on Preparing Students to Conduct International Research. Research Support librarians now take responsibility for directly contacting individual students at different points in the CISLA program to support their research projects.
- Media Services improvements across the college included significant instructional technology upgrades in Fanning 310, Olin 216, and Olin 104. Screen repairs were made in Silfen Auditorium, Bill 401, Fanning 305, Fanning 306, Cummings 307, and New London Hall 200. An improved audio system was implemented in Evans Hall.

Research and Instruction - Key Statistics

67 ↓16%
Special Collections & Archives Instruction Sessions

1,662 ↑29%
Special Collections & Archives Total In-house Patrons

2,969 ↑.5%
Number of Students in Research and Technology Instruction Sessions

206 ↓12%
Research and Technology Instruction Sessions for Students

243 ↑14%
Research Support Consultations for Students

2,183 ↓30%
Questions answered at Reference Desk

Enterprise and Technical Systems

- Supported the maintenance and upgrades of more than fifty administrative systems and the data integration between systems including significant upgrades to DegreeWorks, Adirondack, Banner, Student, and Financial Aid. Upgrades and maintenance are necessary to comply with government regulation, provide new functionality, increase information security and remain on supported software.
- Fully implemented Ellucian Banner 9 Administration and Navigation.
- Completed data center consolidation, and improved reliability, by relocating CEN connection from Bill Hall to Fanning Hall.
- In partnership with Student Life, terminated the implementation of the LiveSafe emergency system prior to full rollout. Working with the divisions of Institutional Equity and Inclusion, Communications and Student Life, selected an alternative certified Emergency and Mass Notification System, RAVE.

- Given rising costs and flat budgets, worked with the Finance department to sustain campus computer purchases within allocated funding. Migrated from a leasing finance model to direct purchase and resale model for information technology equipment saving the College the costs associated with leasing.
- Developed, revised and implemented the following information security policies and procedures:
  - Improved the employee provisioning/de-provisioning process to mitigate information security risk.
  - Implemented changes to Password Policy and requirements to accommodate current best practice.
- Reduced resources and time required to integrate and migrate data between enterprise systems applications by acquiring and implementing an integration tool (iPaaS), Jitterbit.
- Continue to develop information security environment at the College by developing and implementing information security policies and procedures, including policies for data classification standards and data stewardship roles.
- Implemented the new in-house developed Print Shop System facilitating the out-sourcing of printing services.
- Collaborated with Student Life to implement and integrate You@College, a student-centered well-being portal.
- Supported full-participation efforts by ensuring new technology applications and web content comply with the Americans with Disability Act and associated standards.
- Began evaluating the future needs, expectations and newer technology options for the next generation of the campus portal, CamelWeb.

Enterprise and Technical Systems - Key Statistics

7,642 ↑ 15%
IT Service Desk Tickets Logged

200 ↑ 2.5%
Total Servers Maintained

4,000 ↑ 1.25%
Active Network Drops

650 ↓ .75%
Wireless Access Points

99% ↑ 1%
Banner Uptime Percentage

2.5 ↑ 40%
Gigabits per Second Bandwidth

Special Collections & Archives

- Began implementation of a Council of Independent Colleges grant to connect students, archival collections, and a community organization and create a product that will benefit the broader public. Outcome will be a website and digital map that may be used for a walking tour of historic New London for New London Landmarks.
- Continued Connecticut College's participation in Project STAND, an interinstitutional collaboration to bring to light archival collections documenting student activism, presented on the project at this year's New England Archivist's meeting and participated in a national symposium on Project STAND at URI.
- Digitized the complete available collection of commencement addresses and other selected speeches and made them available online through Digital Commons.
- Expanded the online exhibit, Connecticut Soldiers in the Civil War, with the addition of nine letters written from camps in Pennsylvania, Maryland, and Washington, D.C., and nine letters written from back home in Connecticut.
- Curated nine exhibits, including New London Time Capsule, which drew members of the local community to campus for the opening, and William Meredith: Teacher and Poet, which was featured at the symposium commemorating the hundredth anniversary of Meredith's birth.
- Processed the following collections and made them accessible to researchers: Mary William Crozier papers, William Niering papers, the Nature Conservancy papers, the New London Postcard Collection, Peace River Collection, and the College Memorabilia Collection.

Scenes from 2018-19

CLOCKWISE FROM TOP:

Two Information Services staff members won Presidential Staff Recognition Awards for their outstanding work and support of the College. Andrew Lopez, Research and Instruction Librarian, won in the Student Support category and Heather Romanski, Director of Computer Support Services, won in the Inspiration category.

Robert Celado '20 displays the library's new 400dpi overhead book scanner with optical character recognition. Features include exporting mp3 files that read text aloud and cropping and exporting images or text with the swipe of a finger. The new scanner makes it easier to prepare higher quality course materials in a fraction of the time required on our old MFDs.

Shain Library welcomed Wrigley, a service dog from Tails of Joy Pet Therapy to visit with students and help them through stressful times of the semester.

The 20th Anniversary Celebration of the Tempel Summer Institute Honoring Jean Tempel '65 took place on June 3. Lee Hisle welcomed guests and Chris Penniman, returning from retirement, presented the History of Tempel Summer Institute. Anthony Graesch and Karen Gonzalez Rice, faculty coordinators, spoke about the impact of Tempel Summer Institute. Finally, President Bergeron gave a tribute and toast to Jean Tempel '65 which was followed by a reception.