Information Services Major Objectives and Annual Plans

Information Services

2017

Information Services Major Objectives, 2017-2018

Fred Folmer
Connecticut College, ffolmer@conncoll.edu

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Recommended Citation

- ♦ Replace 40 network edge switch devices in academic and administrative buildings. This will improve network security and increase desktop computer speeds to 1GB connectivity in select buildings.
- Research, select, fund and implement the replacement of the outdated and unsupported Octel voice mail system.*
- Review, revise and, if necessary, implement new College mobile device and cellular service policies and practices.
- Collaborate with Financial Aid, Payroll and Human Resources for the design and implementation of a new student employment process.*
- In partnership with the Communications and Student Life offices, research, budget, plan and implement, if appropriate, a new emergency communications system to replace ConnectEd.*
- Working with the Office of Finance and Administration, continue to research physical space opportunities to consolidate Enterprise & Technical Systems operations into one location that is clean, safe, adequate and accessible.

INFORMATION RESOURCES TEAM

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

- 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, reduction, access and use of the collections.
- Continue to increase patron access to e-books and other electronic resources through the evaluation and expansion of the existing CTW Consortium's collaborative collection strategies. Plan and implement strategies that emphasize ease of use with minimal restrictions on the downloading and printing of content.
- Participate as a member of the Eastern Academic Scholars' Trust (EAST) multi-library collection analysis initiative for the identification and shared retention of print journals and serials.
- 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.

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.

- Begin the implementation of a plan to update projection technologies in classrooms.*
- Working with Office of Finance and Administration, create a permanent, functional location for Media Services and Film Studies equipment distribution.
- Evaluate and adjust Shain Library's remodeled spaces to support Digital Scholarship and active learning.
- Research new resources and means for supporting the Connections Curriculum, including strengthening support for web and video conferencing tools, encouraging instructional technology innovations, and supporting the Global Commons.*
- 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.
- In consultation with the College archivist, develop and communicate written policies for retention and archiving of Moodle and WordPress sites, ensuring secure, accessible, sustainable storage procedures.

RESEARCH SUPPORT & INSTRUCTION TEAM

Continue to develop and promote excellent service programs that support student research and learning, and faculty teaching.

- Create a guide for the development of research skills exercises for faculty teaching first-year seminars.
- Propose and develop a media literacy module for FYS instructors to integrate into their curriculum.
- Continue to codify, and then publicize, Shain Library building policies in order to improve and appropriately expand student use of the facility.
- Organize, weed and/or process the map collection in Government Documents.

SPECIAL COLLECTIONS AND 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 and students, and by increasing awareness of our collections to build the College's reputation among researchers on a national and international scale.

- Continue to acquire, process and make available current archival collections, including Unity House Records, Eli Coppola Papers and the Student Governance Records.
- Continue to develop and promote archival and manuscript research collections, including environmental and children's literature collections, especially for use in College classes.
- Promote the use of primary resources in digital scholarship through outreach to faculty and by incorporating digital scholarship into student course projects.
- Begin using ArchivesSpace by populating it with existing finding aids.
- Migrate existing digital exhibits from hosted instance of Omeka to Connecticut College's new native Omeka site.
- Process and make available the following environmental and conservation collections: Frank Egler Papers, Lear-Carson audiovisual material, Peace River Films collection and the William Niering Papers.
- Begin digitizing Civil War collections, and explore possibilities for building an online digital collection and/or a crowd-sourced transcription website.
- Create collection-level MARC records in the library catalog for all processed archival and manuscript collections.

* Funding may be required.

CONNECTICUT COLLEGE
Information Services
MAJOR OBJECTIVES
2017 – 2018

CONNECTICUT COLLEGE

Greetings

The 2017–2018 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 *Information Services Strategic Plan 2017–2020*.

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 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 Major Objectives 2017–2018

- Work with CTW colleagues to complete the implementation and integration of the new Alma/Primo integrated library system into the libraries' resources and services. The goals of this effort will include:
  - Complete the system migration, and test and incorporate newly designed workflows into technical services operations.
  - Promote the use of the new Primo interface to all members of the College community, and provide training in its use to the faculty and students.
  - Analyze procedures to best utilize the strengths of the new system.
  - Among staff, develop a thorough knowledge of the new system, and develop documentation for staff use.
  - Identify and incorporate new reporting systems to support collection management decisions.
  - Continue to customize and improve the Primo interface as library staff members gain experience and community feedback.
- Develop a collaborative Digital Scholarship Program. The key goals of the program will include:
  - Plan digital scholarship initiatives in collaboration with the Digital Scholarship Advisory Committee.
  - Establish a Digital Scholarship Working Group of staff members directly involved in supporting digital scholarship, and organize the group's activities.
  - Research and establish a sustainability plan for faculty and student digital scholarship projects, including data storage.
  - Research and test new tools to support digital scholarship.*
  - Prepare a Mellon grant proposal for possible submission in Winter 2017-18, or seek other funding sources.
- Implement sustainable funding models for several key areas of Information Services:
  - Create a sustainable information technology funding model and budget to maintain the current technology environment, including:
    - Network and server hardware replacement and maintenance;
    - Software maintenance expenses for a declining budget environment and perpetually increasing maintenance costs; and
    - Internet and telephone replacement and maintenance.
  - Continue the process of implementing 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.
    - 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.
  - Review and evaluate the academic software collection used in teaching and research, and create a long-term plan for the allocation of funding given rising licensing costs. Involve faculty and staff in decisions regarding the selection, acquisition and cancellation of instructional software.
- Continue to develop a strong information security environment at the College:
  - Implement required annual information security training for all faculty and administrative office employees.*
  - 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.
  - Improve security through the adoption of multifactor authentication for single-sign-on systems. This will reduce the exposure of compromised account breaches.*

- Perform an external cyber security risk assessment, which will allow the College to develop a proactive strategy to defend its most crucial electronic assets.*
- Provide protection for Gmail users by implementing advanced threat mitigation through a third-party vendor. This effort will assist in the mitigation of phishing and ransomware attacks.*
- Upgrade to Microsoft Office 2016 to ensure that College computers are operating with current and secure software.

- Begin implementation of Banner 9 (with completion by December 2018) for all Banner modules.
  - Install additional storage and server technology to accommodate requirements of Banner 9 implementation, improve server speeds for existing systems, and leave room for any future growth.*
  - With the participation of all functional areas, perform a multiphase upgrade of the Ellucian Banner ERP system to Banner 9.*
  - Collaborate with the Dean of the College to plan for the implementation of the new Banner 9 Student Advising Student Profile, which is the chosen technical solution for Advising Case Management.*

- Promote Open Access alternatives to traditional scholarly communication across campus.
  - Increase the archiving of faculty research in Digital Commons through outreach to individual faculty members, workshops, and general initiatives to the entire campus.
  - Explore the possibility of an Open Access student journal.
  - Raise campus awareness of Open Access initiatives that will help to address the crisis in scholarly publishing.

- Complete assessment of the Digication digital portfolio pilot and make a recommendation regarding a technology platform to administrators. If recommendations are accepted and funding is secured, work closely with administrators, faculty and staff to implement digital portfolios in different areas across campus.*

- Lead a Classroom Improvement Program for remodeling classrooms and modernizing instructional technologies for effective teaching and learning. The project will seek to:
  - Understand the campus's classroom-related needs;
  - Prioritize classroom renovation work;
  - Provide insight on classroom issues;
  - Make recommendations for new kinds of learning spaces, and ways to advocate and communicate to the College community regarding classrooms and learning spaces; and
  - Propose a budget to support maintenance of technology and furnishings.

- Create an IS working group that will seek to codify the different roles of library and instructional technology liaisons, and create an articulation of those roles for our faculty.

Team Objectives

ENTERPRISE & TECHNICAL SYSTEMS TEAM

Continue to maintain a stable, secure and effective information technology environment with a high-performing team providing solutions and leadership to optimize business processes and access to information.

- Create a formal job application, orientation and training program for IT Service Desk student employees.*

- Improve campus technical infrastructure:
  - Complete Phase III of the campus backbone upgrade project, which is the last phase of the fiber backbone upgrade project. All buildings will be connected to the new 10 GB backbone by the end of summer 2017.
  - Upgrade the residence hall wireless network to the latest standard (802.11AC), which will enhance coverage and improve performance and reliability.

* Funding may be required.