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Information Services

2020

Information Services Annual Report 2019-2020

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CONNECTICUT COLLEGE

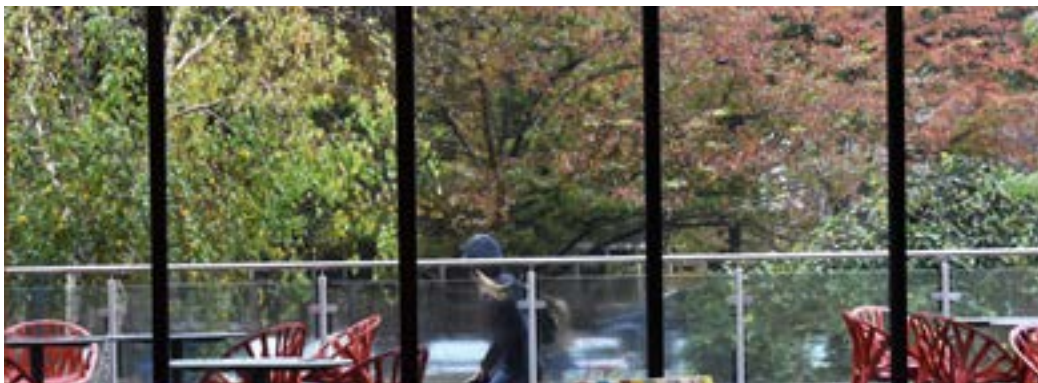
Information Services

ANNUAL REPORT

2019 - 2020



CONNECTICUT
COLLEGE



Greetings

It's difficult to overstate the impact of the COVID-19 pandemic on the operations of the College in the 2019-2020 academic year. In mid-March certainly, the higher education landscape as we've known it and lived it for decades, changed dramatically in almost every aspect. The *2019-2020 Information Services Annual Report* reflects this discontinuity, with many of our year-to-year metrics of service comparisons no longer meaningful. Instead, we report on new efforts to support remote instruction, including working with faculty to rethink their courses for effective delivery and working with students and faculty and staff to successfully connect to the College via networked resources and conferencing technology.

Typically, the IS Annual Report uses the IS Major Objectives of the prior year to guide an accounting of the department's accomplishments. Happily, and somewhat surprisingly, the disruption in the spring notwithstanding, most [Major Objectives](#) for this year were achieved. I'm enormously proud of the staff of Information Services who, with extraordinary commitment and effort, came together as a team to serve the College community in this most unusual year.

Please let me 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

Research Support & Curricular Technology

In March, faced with the possibility of teaching remotely for the remainder of the spring 2020 semester, the RS&CT team quickly identified the technology tools faculty would need, updated or wrote [help documentation](#), and developed an [online guide for faculty](#) and an [online guide for students](#). Until campus was closed, we offered faculty drop-in training. When the campus closed, the team offered 28 workshops to faculty during the last week of spring break and responded to some 300 emails from faculty and staff from March through June. Zoom became the de facto standard for web conferencing online instruction. The Research Support and Instruction Team, in addition to supporting faculty with the switch to remote teaching, developed a new schedule and modes for offering reference service to students and teaching research classes. In concert with Library Collections, Access and Discovery, the team also went to great lengths to provide course materials such as books, articles, and multimedia, to remote students and faculty.

- Compared web conferencing systems and recommended one product, Zoom, for ongoing remote teaching.
- Implemented an Open Educational Resources (OER) grant program and provided support to all faculty who received grants. Created an [OER collection in Digital Commons](#) to house material created by Connecticut College faculty. Trained library liaisons to provide additional support to faculty in this area.
- Provided instructional design and technology support for online summer courses. In collaboration with the Center for Teaching and Learning, created a 3-week Faculty Development Seminar to support online pedagogy. Taught 36 faculty workshops, and fielded some 300 faculty emails requesting assistance, from March through June to prepare faculty to deliver online instruction effectively.
- Completed a full inventory of classroom AV equipment, created and distributed individual classroom data sheets, both print and online, for use by faculty and the Office of the Registrar in selecting rooms for particular courses.
- Supported many events on campus, notably the Mellon Mays Undergraduate Fellowship (MMUF) Program Northeast Regional Conference in October 2019 and the first annual All-College Symposium in November 2019.
- As preparation to offer remote instruction after March break, processed hundreds of requests from faculty to digitize videos from the Shain Library catalog for use in their courses via Moodle.
- Promoted Digital Scholarship initiatives through the first annual Celebration of Scholarly and Creative Work held in October 2019. Presented “From Ideas to Scholarly Websites: Fostering Faculty-Student Research and Experimentation through the Digital Scholarship Fellows Program at Connecticut College” at the Bucknell Digital Scholarship Conference in October 2019. Co-organized the first Connecticut Digital Humanities Conference at Trinity College in February 2020.

Research and Instruction - Key Statistics

71 ↑5%

Special Collections &
Archives Instruction
Sessions

1,499 ↓10%

Special Collections &
Archives Total
In-house Patrons

2,347 ↓20%

Number of Students in
Research and Technology
Instruction Sessions

49

COVID-related
Instructional Sessions for
Faculty

154 ↓25%

Research and Technology
Instruction Sessions for
Students

137 ↓43%

Research Support
Consultations for
Students

2,365 ↑8%

F2F and Remote
Questions Answered at
Reference Desk

384

Number of Faculty in
COVID-related
Instructional Sessions

Enterprise & Technical Systems

The Coronavirus pandemic necessitated rapid and extreme transformation in how the College operates, teaches, and supports our students, staff and faculty. Information technology managed by ETS provided the College the flexibility and tools necessary to continue its mission. The result was substantial pressure on the ETS department to provide secure and stable information technology solutions.

The ETS department quickly responded with a plethora of tools, information, software applications and creative solutions. The information technology plan for remote teaching and learning in the spring semester included the following:

- *Enabling online teaching and learning and business continuity by implementing Google Meet, Zoom and WebEx video conferencing.*
- *Enhanced student off-campus cyber security requiring use of the Duo Multi-factor Authentication system.*
- *Created instructional guides for students and faculty that facilitated success in online education:*
 - [*Technology Support for Online Learning*](#)
 - [*Home Network Troubleshooting Guide*](#)
- *Developed a COVID-19 Academic Computer Labs and Classrooms plan to streamline computing lab resources across the College.*
- *Provided a centralized solution for remote access to academic software (e.g., STATA, SPSS, and MatLab) and developed a [*Student Software Access Guide for Fall 2020*](#).*
- *In concert with LCA&D team, loaned computer workstations to students, faculty and staff to accommodate remote needs.*
- *Helped faculty and staff transition to remote work and teaching environments using College computing resources.*

- Enterprise & Technical Systems, working with the CTW Higher Education Consortium, contracted Vancord Inc. to conduct an Information Security Assessment of the College’s information technology infrastructure and network design. Vancord reported, “that security controls at Connecticut College were well implemented.” And, “it is important to emphasize that ... the college is continually evaluating security controls and improving them while balancing the business needs of the institution.” Key security issues reported in the study were mitigated immediately.
- In collaboration with College Office of Advancement, ETS helped implement ConnForce, a new Salesforce Advancement CRM system to support enhanced business processes and data accessibility for fundraising and alumni and donor relations.
- In partnership with the Offices of Communications and the Dean of Student Life, acquired and implemented RAVE, a new mass notification and emergency communication system.
- Successfully managed budget reductions by discontinuing technology equipment leasing, reducing professional development, deferring infrastructure maintenance, renegotiating software costs and suppliers, moving personal computers to a 4-year replacement schedule, and sunseting some applications while renegotiating Ellucian Banner agreement for lower maintenance expense.
- Implemented Microsoft Office 365 for students to acquire Microsoft software at no cost.
- Increased campus bandwidth to 2.5Gbps to accommodate rise in demand by students in conjunction with remote instruction requirements.

Enterprise and Technical Systems - Key Statistics

7,642 ↓17%	201 ↑.5%	4,000 = 0%
IT Service Desk Tickets Logged	Total Servers Maintained	Active Network Drops
685 ↑5%	99% = 0%	2.5 = 0%
Wireless Access Points	Banner Uptime Percentage	Gigabits per Second Bandwidth

Library Collections, Access & Discovery

As the pandemic forced the closure of campus and the onset of remote instruction, the Library Collections, Access & Discovery Team — in March, still working as two separate teams — worked to support teaching and learning despite the sudden lack of access to physical collections. Team members scanned thousands of pages of material, acquired and cataloged ebooks, filled electronic interlibrary loan requests, and fielded and publicized many offers of free materials from vendors. All print acquisitions were shifted to electronic. As the semester ended, the team implemented a plan to provide a means for geographically dispersed seniors to return library and technology materials. At the beginning of the summer, the team began providing lobby pick-up service for physical library materials so enabling faculty members to continue research activities and prepare for fall classes. Although the interlibrary loan network for physical materials was suspended into the summer, the team continued to fill electronic requests throughout, and even upgraded its capacity to do so with new ILL software. Planning began for social distancing furniture and service point arrangements when on-campus classes would begin again in the fall.

- During the COVID-19 crisis in March 2020, worked collaboratively to provide electronic access through many means, including acquisitions, scanning library collections, interlibrary loan, and promotion and incorporation into library catalogs of free materials.
- Created a system for receiving and reimbursing library materials for 2020 graduates who had been geographically dispersed.
- In early summer 2020, implemented a system of materials requesting and lobby pickup for faculty while the library remained closed.
- In collaboration with the Research & Curricular Technology and Special Collections & Archives teams, planned and executed a faculty panel discussion on scholarly communication issues and the inaugural celebration of faculty scholarly and creative work.
- Collaborated with the Enterprise Systems & Technical Support Team and faculty members of the IS Committee to advocate for the library materials budget, including preparation of formal reports and presentations to the Faculty Steering and Conference Committee.
- Revised the gift fund portfolio to determine the most advantageous usages of these funds in support of library collection development.
- Improved resource sharing by implementing Rapid R, a service for quickly sharing physical interlibrary loan materials, and IDS, a routing and automating software that streamlines many aspects of interlibrary loan functions.
- Created new displays of faculty publications, magazines and staff recommendations, and promoted the collection through library displays on climate change and books for children and young adults.
- Highlighted the American Library Association's Banned Books Week with a campus-wide reading event, and fostered community by hosting two additional such programs.
- Developed new methods for student stacks maintenance involving Alma-generated stacks lists, enabling students to simultaneously shelf-read and inventory the physical collection.

Collections and Resources - Key Statistics

1,134,142 ↑5%	332,412 ↑8%	489,442 ↑.4%
E-book Count	OneSearch and Database Searches	Print Book Volume Count
76,737 ↓7%	\$625.98 ↓23%	11,154 ↓40%
E-Journals with Complete Content	Per-Student Acquisitions Expenditures	Non-Reserve Print Circulation

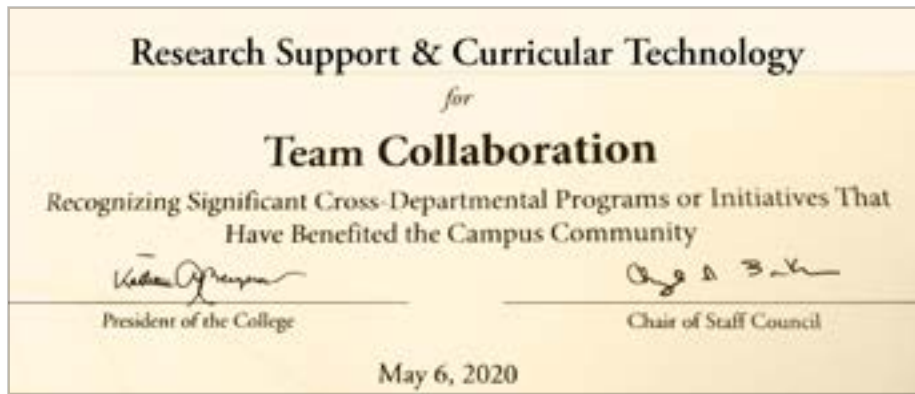
Special Collections & Archives

The Lear Center for Special Collections and Archives made several significant changes to adapt to COVID and requirements for social distancing. The department began requiring 24 hours' advance notification for research appointments or to page materials and set up a Google form to allow for registration and materials requests. Tables were moved and seats removed from the reading room and the Palmer Room to allow for proper social distancing between researchers. Class instruction continued to be offered, both in person and remotely and some collections were digitized over the summer to enable remote instruction. Some processing priorities were also shifted so that staff could take collections with low monetary value home to be processed. Although the number of visitors to the Shain Library has dropped, exhibitions will continue to be mounted in the Lear Center, the main Shain exhibition area, and the Chu Room. Going forward, there will be a greater emphasis on completing digital projects which can be done on site or remotely.

- Completed a Council of Independent Colleges grant that connected Professor Anna Vallye's classes on urban renewal and New London landmarks with archival resources and community organizations. Information about the project and a link to an interactive map may be found at [Mapping Urban Renewal: The Process](#).
- Created the [Connecticut College COVID-19 Archive](#) with images and stories documenting the impact of COVID-19 on the College community during the spring and summer of 2020.
- Completed migration of all existing finding aids to [ArchivesSpace](#) where 68 Connecticut College collections are represented currently.
- Joined Connecticut Digital Archive Plus (CTDA+), a statewide initiative to provide both secure storage and preservation of digital assets and to make publicly available digitized materials of historical or cultural interest.
- Began project to identify all collections in the backlog and to prioritize collections of greatest institutional importance for processing.
- Completed scanning of the most historically interesting Civil War letters and began adding them to the digital exhibition, [Connecticut Soldiers in the Civil War](#).



Scenes from 2019-20



2020 TEAM SERVICE EXCELLENCE AWARD



ARTHUR H. HOUSE



BILL FINCH



MARIA ROSA, PURBA MUKERJI, LUIS GONZÁLEZ, MARC ZIMMER AND W. LEE HISLE

The Research Support & Curricular Technology team won the 2020 Team Service Excellence Award, presented to the staff team that “demonstrates distinction in the conduct of their responsibilities at the College.” The RS&CT team was chosen because of its “unparalleled commitment to excellence.”

For Cyber Security Awareness Month, Arthur H. House presented “The Cyber Battlefield: Facing Vulnerabilities.” The October 2019 event was co-sponsored by Information Services and the Office of Career and Professional Development.

The 2019 Sound Lab Foundation Lecture featured Bill Finch, former mayor of Bridgeport and ardent conservationist. His presentation entitled “How Cities, Citizens and Companies Can Change the World” focused on what local communities can do to combat the climate crisis.

A Celebration of Connecticut College Faculty Scholarly and Creative Work was held October 24, 2019. The event, co-sponsored by Information Services and the Office of the Dean of the Faculty, included a faculty panel discussion entitled “Scholarly Communication Is Everyone’s Business,” followed by a reception to recognize faculty scholarship and creative work.