

2018

Information Services Major Objectives, 2018-2019

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Recommended Citation

McCaffrey, Ariela, "Information Services Major Objectives, 2018-2019" (2018). *Information Services Major Objectives and Annual Plans*. 17.
<https://digitalcommons.conncoll.edu/isannplan/17>

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COLLECTIONS AND RESOURCE MANAGEMENT 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.

- Create and document additional workflows for Alma/Primo, the new integrated library system, incorporating vendor, user community and internal feedback into this process and utilize the system's reporting capabilities to improve collection management operations.
- Undertake a serials review project in fall 2018 that will provide qualitative feedback on journal subscriptions and incorporate this information into collections decisions.
- Revise the libraries' overall collection development policy, in order to clarify and communicate goals, priorities and major procedures and share with Campus community.
- Market the strength and diversity of library collections by creating social media posts and physical library displays that encourage students to connect library resources to current events and their research.
- Continue to collaborate with CTW partners to review and refine cooperative print and electronic collection development programs.
- Continue to participate as a member of the Eastern Academic Scholars Trust (EAST), a print preservation and sharing consortium, undertaking projects as requested by the consortium to refine the list of monographs and serials marked for retention.
- Investigate additional ways to incorporate open access materials into the library's catalog and collection to make these materials discoverable.

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.

- Work with the Office of the Dean of the College to integrate Digication into Thematic Inquiry courses, Pathways, and programs or courses across the curriculum.*
- Continue to promote and support the Classroom Improvement Program on best practices for remodeled classrooms, modernized furniture and instructional technologies for effective teaching and learning.
- Research new resources to support the Connections Curriculum, including strengthening web and video conferencing tools for classes and encouraging instructional technology innovations.
- Develop and communicate written policies for retention and archiving of WordPress, Omeka and other academic and digital scholarship web sites, ensuring secure, accessible sustainable storage procedures.
- Support and expand Digital Scholarship initiatives to promote work of faculty and students involved in current initiatives and increase interest in Digital Scholarship through a fall 2018 campus event.
- Research and establish a plan to preserve and display the products of faculty and student digital scholarship projects.
- Work with Advancement staff to locate funding opportunities and submit grant proposals to support Digital Scholarship.

- Reevaluate and recommend changes to Digitally Enhanced Learning Initiative (DELI) program and implement changes in fall 2018.

RESEARCH SUPPORT & INSTRUCTION TEAM

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

- Work with Collections and Resource Management to develop a collection policy for the Reference Collection and use to reevaluate the size and makeup of the Reference collection.
- Finish data collection in the Citation Analysis Project. Begin the analysis of the data and share the results with the faculty.
- Re-examine the use of phones, text messaging, and chat for reference services in light of the new phone system.
- Continue to develop and implement ways of promoting the Greer Music Library, including adding more promotional events throughout the semesters, writing one guest blog entry for the ReseachScape blog and continue postings on social media.
- Reevaluate and recommend changes to Digitally Enhanced Learning Initiative (DELI) program and implement changes in fall 2018.
- Improve access to Greer books and Shelley Jazz Collection recordings in Connexion and Alma.
- Investigate integration between Alma and Illiad, allowing Illiad users to view their ILL requests in their Primo account.
- Implement Rapid ILL and develop a timeline for implementing Tipasa, the OCLC-developed Interlibrary Loan management software that will replace Illiad.
- Work with Media Services and Instructional Technology to expand role of Access Services in circulating and control for instructional tools, DELI devices, etc.

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.

- Acquire, process and make available current archival and manuscript collections, including the Phi Beta Kappa records, the Mary Williams Crozier papers, the Richard Goodwin papers, Nature Conservancy records, and accruals to the Arboretum and Conservation & Research Foundation records.
- Promote the use of primary resources in digital scholarship and exhibitions through Lear Center projects, outreach to faculty, and student course projects.
- Digitize and build an online collection of commencement addresses, chapel talks, and selected lectures.
- Create two additional modules for the existing Civil War digital exhibit.
- Pursue funding opportunities for inter-institutional project on Prudence Crandall, the official Connecticut State Heroine.

* Additional resources may be required.

CONNECTICUT COLLEGE

Information Services

MAJOR OBJECTIVES

2018 - 2019



CONNECTICUT
COLLEGE



Greetings

The 2018–2019 Information Services Major Objectives are provided 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. 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. 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

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

Major Objectives 2018-2019

Enrich the student experience

- Establish an Open Educational Resources (OER) Exploratory Committee to plan support for faculty adoption of OER and reduce textbook costs.
- Collaborate with the Dean of the College to implement the new Banner 9 Student Advising Student Profile for Advising Case Management.
- Strengthen the Information Services Liaison Program by establishing consistent roles and expectations and by developing assessment measures.
- Research, review and implement an online College Policy and Procedures Manual that supports Student Handbook, Employee Handbook and IFF.
- In partnership with Communications and Student Life, plan, implement and integrate a new robust emergency communication system to replace Blackboard ConnectEd.

Create and maintain an innovative environment

- Redesign and restructure Information Services organization and business processes to accommodate new staffing levels and balance with expectations.
- Review mission and priorities in every IS department to ensure focus on College priorities and quality services.

- In collaboration with College Advancement, research, select and begin implementation and integration of a new Institutional Advancement system.*
- Given rising maintenance costs and flat budgets, create a plan to sustain several key areas of Information Services including library research materials, administrative and academic software, technology for classrooms, and infrastructure and administrative systems.
- Develop and implement a marketing and outreach plan, incorporating current and new activities, for Information Services.
- In response to new College Master Plan, lead Task Force to consider the future of Greer Music Library in relation to space needs in Cummings.

Promote excellence in research and scholarship

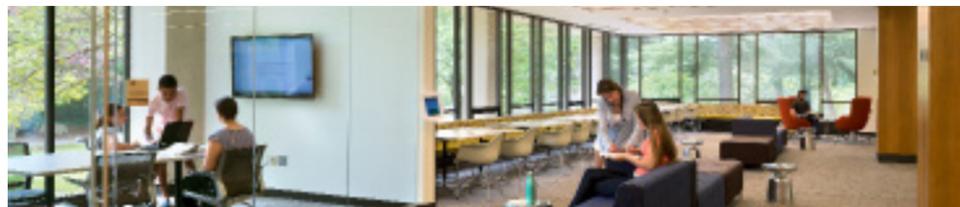
- Support and develop Digital Scholarship programs, including support of the first cohort of Digital Scholarship Fellows, recruit the second cohort of Fellows, and continue to implement the Digital Scholarship in Anthropology project.
- Support College instruction by deepening faculty engagement with Special Collections and Archives resources and methods across the curriculum.
- Revise copyright guides and policies for greater clarity and precision, including best practices for copyright in scholarly communication. Offer copyright workshops to improve campus awareness of policies.

Enhance effective discovery and use of data

- Work with CTW colleagues and Purchasing to implement and integrate the new UniMarket online procurement system.*
- Work with Alumni Office during Reunion Weekend to institute and maintain a regular oral history program about Connecticut College.

Provide a secure and robust technical infrastructure

- Implement new VoIP Unified Communications System for improved telephony services.
- Continue to develop information security environment at the College by developing and implementing information security policies and procedures, specifically focusing on data classification standards and data stewardship roles in key College departments.
- Monitor and assess compliance with European Union General Data Protection Regulation (GDPR) and United States GLBA Safeguard Rule. Adjust College practices as necessary.
- Perform an external review of information security risk to develop a proactive strategy to defend the College's most crucial electronic data assets.*
- Revise and implement new College mobile device and cellular service policies and practices.
- Connect Williams Street locations to data backbone when Williams Street entrance is remodeled.*
- Working with the offices of the Dean of the Faculty and VP for Finance and Administration, develop process to cover incidental damage to College computing devices, while still promoting personal responsibility for significantly damaged machines.



Team Objectives

ENTERPRISE AND 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.

- Collaborate with FSCC to replace the online faculty voting system.*
- Support full-participation efforts by ensuring technology tools and web content comply with the Americans with Disability Act and associated standards.
- Develop, revise and implement information security policies and procedures:
 - Improve the employee provisioning/de-provisioning process to mitigate information security risk.
 - Implement changes to Password Policy and requirements to accommodate current best practice.
 - Implement changes to College retiree email Policy to mitigate reputational risk.
- Work with campus constituents to begin evaluation of Ellucian Banner lifecycle, including CamelWeb, in advance of contract renewal due in 2020.
- Transition development and maintenance of Unified Communications System to the Network, Servers, & Security team.
- Continue implementation of Banner 9, goal December 2018, for all Banner modules and collaborate with all functional areas to implement the new Banner 9 Communication functionality.
- Working with Registrar's Office, implement official electronic transcripts (i.e., Ellucian eTranscripts) for students, alumni and transcript recipients for immediate delivery.
- In collaboration with Finance and Administration select, implement and integrate a Time & Attendance system to facilitate streamlined time and absence reporting.*
- Promote and educate students, faculty and staff about Cisco WebEx, the new enterprise solution for video and web conferencing.
- Utilizing Jitterbit, reduce resources and time required to integrate data and connect enterprise systems applications.
- Migrate from a leasing finance model to direct purchase and resale model for information technology equipment.
- Work with Human Resources to integrate Ellucian Banner data with Benefit Focus system.*
- Collaborate with Student Life to implement and integrate You@College.*
- Finalize development, testing and implementation of the new in-house developed Print Shop System.
- Complete data center consolidation, and improve reliability, by relocating CEN connection from Bill Hall to Fanning Hall.
- Improve campus technical infrastructure by upgrading academic wireless network switches and WAPs to latest standard (802.11 A/C).
- Implement Microsoft Office 365 for faculty, staff and students to leverage all Microsoft products available through College licensing agreement.
- Evaluate and replace the cloud backup technology for administrative systems.
- In light of reduced staff, consolidate Computer Support Services operations from Hamilton into Bill Hall for better communications with staff and ease of equipment delivery and distribution.*