Information Services Major Objectives and Annual Plans | Information Services

2019

Information Services Major Objectives, 2019-2020

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best practices for faculty and librarians and conduct outreach to faculty focusing on the program.

- Create a document that outlines the purpose of the reference collection and includes recommendations to weed and circulate existing reference books.
- Reevaluate the current LibGuide template and update based on research and best practices. Review all LibGuides, analyze usage statistics, and update or sunset guides.
- Develop and implement a plan to support Digital Connecticut College including policies and procedures for de-provisioning user accounts, and promoting the resource.
- Research and, if appropriate, implement new IT tools, such as Tableau, H5P and SPLOTs, to support innovative, interactive, and open pedagogy.
- Integrate Moodle Campus for longer-term projects outside of regularly scheduled academic courses.
- Organize digitized video within Kaltura to be discoverable and with library-owned materials easily identifiable.
- Research alternatives to our Kaltura video hosting service in order to renew or cancel our contract which comes up for renewal in June 2020. Investigate and evaluate all options, then recommend a solution.
- Participate in and assist in planning the Connecticut Digital Humanities Conference, scheduled for February 28-29, 2020.
- Develop definitions and workflows for keeping accurate statistics in the DSCC related to instructional technology support, digitization requests, use of DSCC equipment, and faculty digital research projects.
- Create an online catalog of equipment that can be checked out by faculty.
- Update the existing Classroom AV inventory and make a plan to update it annually. The AV technology in each classroom will be available on CamelWeb, as well as provided to the Registrar and the Events Office.
- In collaboration with the Finance Office, determine the amount and availability of funding for updating classroom technologies from renovation fund endowments.
- Coordinate the AV aspects for the renovation of the first floor of Fanning to include vendor and technology selection and implementation within the available budget.
- Working with the Dean of the College's Office, coordinate the AV and technical resources needed to support the new campus-wide senior symposium event on November 7th. The symposium will have approximately 200 students making presentations, in various venues across campus.
- Develop and implement a plan for integrating HDMI laptop connectivity in classrooms that currently only support VGA laptop connectivity.
- Participate in campus-wide full-participation and accessibility efforts related to instructional and administrative technology. This includes implementing closed captioning options for video content hosted and shared through Kaltura, offering workshops on related topics, and working with appropriate offices across campus.

LIBRARY OPERATIONS AND BUILDING MANAGEMENT

Continue to create stable and energetic responses to library users' demands on the existing collection, and continue to find ways to increase the speed with which we access materials from other libraries. Continue to develop special ways that we can serve our students with presentations, projects, and displays. Maintain a clean and safe environment for study and work.

- Complete Rapid ILL implementation that links dozens of academic libraries in the Northeast and provides faster access to digitized or mailed materials.
- Exploration of extending scanning into existing services, such as Reserves, for faculty
- Celebrate and highlight ALA Banned Books Week including a Community Read of a banned book with volunteer readers. Develop a short-term exhibit and activities to compliment the Community Read and highlighting the importance of unfettered access to information and the dangers of censorship.
- Continue to clarify expectations of student employees and refine our training and assessment efforts.
- Shelf-read collection, prioritizing heavily used areas, to ensure library patrons can retrieve materials located through PRIMO.
- Continue to publish "This Week at Shain" and finalize a plan and procedures for archiving the weekly publication.
- In conjunction with the Social Media Committee and IS Marketing Plan, develop a plan for Library Services Programming, covering special events (such as the Banned Book event,) pop-up day activities, and special services for finals weeks.
- Develop policy surrounding the advertising of non-Shain events inside Shain in either print or electronic media. Plan the dissemination of this policy to College community.

SPECIAL COLLECTIONS AND ARCHIVES

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 integrating Lear Center collections into course instruction with particular emphasis on working with Pathways.
- Complete migration of existing finding aids to ArchivesSpace, the Lear Center's collections management system; explore the integration of ArchivesSpace with Primo to increase student and faculty access to special collections materials.
- Identify and appraise photo collections from the Office of Communications and collaboratively formulate policies for regular future transfers of audiovisual material.
- Add to Connecticut Civil War Letters digital project by building the first of several sites devoted to letters from campaigns in Virginia. The current project may be viewed at *http://lc-digital.conncoll.edu/neatline/fullscreen/civil-war*.
- Implement Council of Independent Colleges grant to map urban renewal in New London, a collaboration among the Lear Center, Professor Anna Vallye's class Architectural Studies 473: Urban Renewal in America, and New London Landmarks.

* Additional resources may be required.

CONNECTICUT COLLEGE

Greetings

The 2019–2020 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: Key Initiatives

- Involving student, faculty and staff constituents, develop Information Services Strategic Plan 2020-2023 to guide IS program development in support of the College's Mission and Strategic Plan.
- Review and improve the design and organization of Information Services website, reflecting new IS organizational structure, student use analytics, and best practices.
- To control rising and unsustainable serials and software costs without reducing access to materials and applications, develop and implement an action plan involving faculty advocates regarding academic/administrative software and large journal packages ("big deals").
- As a member of the CTW Higher Education Consortium, facilitate a third-party Information Security Assessment, helping the College to maintain and improve its defense of crucial electronic data assets. *
- Implement the Open Educational Resources (OER) grant program to help reduce textbook costs. Provide support to all faculty who received OER Exploration Grants, Adoption Grants, and Creation Grants in order to create and put into use new OER material. Train library liaisons to provide additional support to faculty in this area.
- In collaboration with College Advancement, implement new Salesforce Advancement CRM system to support enhanced business processes and data accessibility for fundraising and alumni and donor relations.
- Implement a Digital Data Governance Plan, with data classification standards and data stewardship roles, to establish a culture that ensures institutional data is secure and available to those who should have access to it.
- To enable strategic planning for repurposing library space, perform overlap analyses with EAST and the Hathi Trust of the collections of Dewey books and bound serials, and track usage of the bound serials collection.
- In partnership with the Offices of Communications and the Dean of Student Life, acquire and implement a new mass notification and emergency communication system to replace Blackboard Connect.
- Research and recommend the technical platform for the updated CamelWeb and, in concert with the Office of Communications, develop new CamelWeb portal design for go-live fall 2020.
- In collaboration with Finance and Administration, implement Ceridian Time & Attendance system, including networked time clocks.
- Research alternatives to the on-premises hosting of the Banner ERP system and compare to replacing on-prem servers as we negotiate the Ellucian license renewal in early 2020.*
- As part of a new three-year project, assess entire Special Collections and Archives processing backlog and assign levels of processing priority to each collection based on historical importance and potential student use.
- Digitize Connecticut College histories, e.g., Gertrude Noyes's History of Connecticut College (1982), College cookbooks and songbooks, and select other monographs published by the College and make available online.
- Evaluate current reference desk operations using transactional LibAnalytics data to review desk schedule and improve services, including reference consultations, VR, and online tutorials for students and faculty.
- With Dean of the College, develop a sustainable plan for Digication eportfolio promotion and support. Explore assessment features in Digication and share capabilities with personnel responsible for assessing Connections.
- With Dean of Faculty support, reconstitute the Digital Scholarship Fellows program with a 3 semesters per cohort timeline and implement complimentary budgetary and programming changes.

Team Objectives

ENTERPRISE AND TECHNICAL SYSTEMS

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.

- 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.*
- Continue implementation of new Banner 9 components
  - o Collaborate with the Dean of the College, Dean of Institutional Equity and Inclusion, and Dean of Faculty and Registrar's offices to implement the new Banner 9 Student Profile.
  - o Collaborate with the Dean of the College and Registrar's offices to implement Student Advising, the solution for Advising Case Management.
  - o Collaborate with all functional areas to implement the new Banner 9 Communication functionality.
- Working with Registrar's Office, implement official electronic transcripts for students and alumni.*

- Decommission Ellucian Banner 8 system decoupling and replacing integration links and data feeds with other internal and external systems.
- Work with Fanning Hall Renovation Project staff to downsize and reconfigure the Fanning Data Center to support the more efficient use of space in the building.
- Work with the Office of Finance to implement and integrate the UniMarket online procurement system with CTW partners.
- Work with Human Resources to integrate Banner data with Benefit Focus to avoid redundant data entry and thus streamline the HR operations.
- Promote and educate students, faculty and staff about Cisco WebEx, the new enterprise solution for video and web conferencing.
- Improve campus technical infrastructure with additional bandwidth, expand the academic wireless network, replace switches to support Unified Communications system, and replace load balancers.
- Implement Microsoft Office 365 for students to acquire low-cost Microsoft productivity software.

COLLECTIONS AND RESOURCE MANAGEMENT

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.

- Improve communication about the library collection by creating a website containing key data and policy points, as well as information and updates about ongoing collection-related initiatives.
- Collaborate with Advancement to revise the gift fund portfolio so that funds can be applied more broadly to support current teaching and research needs.
- Collect current vendor licenses for electronic materials and record them into the Alma library system, tracking each license's permissions and exclusions.
- Develop and implement a strategy for the digitization, preservation, replacement and/or deaccessioning of VHS materials.
- Along with Research Support & Curricular Technology team and library liaisons, develop a system to gather and track information about faculty research and teaching interests, in order to improve outreach, collection development and research support.
- Create a web page that provides information on scholarly communication issues such as open access, scholarly communication platforms, impact factor and copyright/licenses for faculty research publications.
- Promote the library collection by increasing the prominence and visibility of new faculty publications; initiating a staff recommendations shelf; and continuing to create topical displays for current events research.

RESEARCH SUPPORT AND CURRICULAR TECHNOLOGY

Provide and develop services and resources to support faculty research and teaching, and student research and learning. Partner with campus offices to deliver workshops, seminars and programs to enhance the curriculum. Provide instruction to students focusing on information and digital literacies.

- Working with the Office of Communications, redesign *libraries.conncoll. edu* webpage and create a new organization in order to facilitate student and faculty research, and promote services and resources.
- In collaboration with teaching liaisons, develop, share, and implement learning outcomes and lesson plans for First Year Seminar library research classes.
- Define and brand the library research skills program, develop policies and