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Information Services Annual Reports

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Fall 2021

### Information Services Annual Report, 2020-2021

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# CONNECTICUT COLLEGE

## *Information Services*

# ANNUAL REPORT

## 2020-2021

- ▶ Implemented Malwarebytes on all college-owned personal computing devices to provide data protection and proactively prevent cyber-attacks.
- ▶ Continued to implement data governance policies and procedures to ensure institutional data is secure and available to only those who require access.
- Collaborated with College administrative departments to improve and enhance campus services for students, faculty, and staff.
  - ▶ Worked with the Career and Professional Development Center to implement and integrate the [Handshake](#) recruiting platform.
  - ▶ Worked with the Dean of the College Office to implement [SignalVine](#) to provide text communication with students.
  - ▶ Worked with the Office of the Registrar and Dean of the College Office to implement the new Banner 9 Self Service Student Profile and Student Advising for case management.
  - ▶ Designed and developed a new Personal Information system.
  - ▶ Worked with Financial Aid to modify Banner Financial Aid to meet current federal regulations.
  - ▶ Continued to collaborate with the Office of Advancement to provide data integrations between ConnForce and other key campus systems.
  - ▶ Assisted the College Bookshop in modifying their internet connection and implementing data integration from Banner to the Follett system.
  - ▶ Worked with campus Banner Partners to upgrade all campus databases to Oracle 19c for improved stability and performance.
- Investigated and implemented the efficient use of academic lab computing resources, including cloud-based virtual desktop options as an alternative to academic labs and open access workstations.

### Scenes from 2020-21



Katherine Bergeron, Carolyn Johnson and Lee Hisle



Cyber Security Month Program



1971 Fanning Takeover

### Enterprise and Technical Systems - Key Statistics

<b>6,000</b> ↓ 21%	<b>231</b> ↑ 16%	<b>4,500</b> ↑ 13%
IT Service Desk Tickets Logged	Total Servers Maintained	Active Network Drops
<b>685</b> ↑ 5%	<b>99.95%</b> ↑ 1%	<b>3</b> ↑ 20%
Wireless Access Points	Banner Uptime Percentage	Gigabits per Second Bandwidth



Library Prize Winners: Nhi Doan '23, Samirah Jaigirdar '22, Zoe Honigberg '21 and Kerin Krasnoff '24

### Special Collections & Archives

- Using digital communications technologies, advertised, recruited, hired, and trained a new Linda Lear Special Collections Librarian.
- In concert with the Office for Advancement, created a Campus Art Committee and drafted a policy to govern the acquisition, deaccessioning, and management of the campus art collections.
- Began a digital preservation program with new hardware, Archivematica software, and protocols to maintain born-digital records and back up and preserve additional digital assets.
- Uploaded College yearbooks and began uploading student newspapers and historic photographs to the Connecticut Digital Archive, ensuring broader visibility for College collections.
- Engaged in outreach to solicit materials for the Archives addressing student activism and representation of traditionally underrepresented students.
- Processed and made available several new collections, including the American Women's History Collection and the World Center for Women's Archives, and created physical and [digital exhibits](#) using the newly organized collections.

On June 17, 2021, members of Information Services and the College community gathered to celebrate and recognize Music Librarian Carolyn Johnson's retirement and thirty-six years of service at Connecticut College.

In October 2020, Information Services sponsored a Cyber Security Month guest speaker, Gene Meltser of the NCC Group, a leading international cybersecurity firm. His topic "The Cyber Battlefield: Digital Disinformation in Social Media" was a timely and interesting exploration of the power and dangers of digital culture.

In May 2021, The Linda Lear Center for Special Collections and Archives created the exhibit, *Remembering the 1971 Fanning Takeover*. The exhibition highlighted the events leading up to and following the incident 50 years ago, including a second Fanning Hall takeover in 1986.

The Connecticut College Prize for Undergraduate Library Research was awarded in April 2021. The \$500 prize, sponsored by the Friends of the Connecticut College Library, went to Nhi "Sandy" Doan '23, for the project "Evaluation of Animal Models and Previous Studies on PTSD." Honorable mentions went to Samirah Jaigirdar '22, Zoe Honigberg '21 and Kerin Krasnoff '24.



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## Greetings

The Information Services 2020-21 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/19>. You will note that many of our accomplishments and statistics reflect an unusual year in response to the COVID-19 pandemic. I'm enormously proud of the IS staff who found ways to support teaching and scholarship under demanding circumstances. I'll be happy to answer any questions you may have.

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 Priorities 2021-2024

- Maintain strong relationships with the diverse campus community through excellent service, communication and collaboration.
- Enhance teaching and scholarship by developing excellent research support and instruction services.
- Sustain acquisition and maintenance of library collections, administrative applications and academic software resources.
- Optimize campus information and technology resources in a secure and sustainable environment.
- Assess programs and develop staff to enable IS to support the College's mission and deliver excellent services to the campus community.

## Information Services-Wide Accomplishments, 2020-21

- Following COVID-19 limitations in 2019-2020, developed and implemented a successful strategy to support the repopulation of campus for the fall semester of 2020. IS departments worked together on these strategies:
  - ▶ Implemented CareEvolve, CoVerified, and Let's Get Checked systems to provide COVID-19 monitoring and containment.
  - ▶ Helped faculty transition to a new instructional delivery model with 126 faculty workshops with 588 attendees, and, in concert with the Center for Teaching & Learning, developed and delivered online synchronous and self-paced course development seminars for online teaching with over 100 faculty participants.
  - ▶ Implemented numerous services to support remote learning and deliver materials to patrons. These included a program to digitize book chapters, a system for faculty to request and pick up print books, and a CTW Consortium-wide program to mail books to patrons working remotely.
  - ▶ Researched, tested, purchased and deployed 29 standard classroom set-ups to support multiple teaching modalities in one space. Of those 29, 10 rooms were repurposed as classrooms and required installation of projectors, lecterns, chalkboards, etc.
  - ▶ Developed a new schedule and modes of delivery for virtual reference services to students and for faculty teaching research classes.

- ▶ Created [Technology Support to Students for Online Learning](#), [Make the Switch to Remote Teaching for Faculty](#), [Home Internet Troubleshooting Guide](#), and [how-to documentation](#) for all supported instructional technology platforms.
- ▶ Initiated a pilot Student Technology Assistant program to support faculty in tech-intensive classrooms providing an equitable experience for students joining in-person classes remotely.
- ▶ Provided students with a centralized solution for ubiquitous access to academic software (e.g., STATA, SPSS, and MATLAB).
- ▶ Enhanced network security and expanded campus wireless capacity to support the increase in on-campus and remote streaming video classes.
- ▶ Implemented changes in Adobe licenses to provide access to all students.
- ▶ Librarians in the Linda Lear Center for Special Collections and Archives maintained an active instruction program meeting with 279 students despite the challenges of doing so under social distancing requirements.
- ▶ Established and implemented protocols for physical distancing and cleanliness of public areas and library materials, as required by College policy and state directives.
- Designed and implemented [CamelWeb 6](#) on a cloud-based, modern, sustainable and comprehensive mobile-first platform. CC Mobile and CamelWeb 6 Desktop applications provide easy access to campus resources.
- Published the [Campus Policy Manual](#) accessible through CamelWeb. College departments were trained to manage and publish their respective policies.
- With Print Services, implemented new Multi-Function Devices (MFD) for copy, scan, print, fax including an automated digitized fax system.
- Utilized findings from the Information Security Assessment to develop an information security strategy to defend the College's electronic data assets.
- Completed Phase One of a multi-year initiative to improve residence hall wireless capacity with over 150 new access points installed in summer 2021.
- Created a formal [Collection Management Plan](#) for shifting library collections, and partially deaccessioning some materials, ahead of a planned expansion of the ARC in 2023. Plan approved by IS Committee in Spring 2021.
- Implemented new operational practice and management of the Greer Music Library on the retirement of the music librarian.

## Collections and Resources - Key Statistics

<b>1,228,963</b> ↑8%	<b>265,176</b> ↓13%	<b>490,231</b> ↑.5%
E-book Count	OneSearch and Database Searches	Print Book Volume Count
<b>116,968</b> ↑41%	<b>\$684.00</b> ↓14%	<b>6,362</b> ↓77%
E-Journals with Complete Content	Per-Student Acquisitions Expenditures	Non-Reserve Print Circulation

## Library Collections, Access and Discovery

- To accommodate College budget pressures due to COVID, reduced the library materials budget by 15% yet mitigated the impact on teaching and research of these reductions with improved digital collections and support for remote learning by adding several electronic collections, including
  - ▶ [HathiTrust](#), a massive digital archive;
  - ▶ E-book products from JSTOR and Overdrive;
  - ▶ PBS streaming videos;
  - ▶ Numerous diversity-related collections, including the full archives of several historic African-American newspapers.

- Created a dashboard for collection and library usage statistics, along with reproducible data workflows to provide current as well as longitudinal analyses.
- Worked with CTW partners to plan a strategy for the future of the consortium, performing extensive background research and creating tentative plans for a potential expansion and technical reorganization.
- Finalized implementation of IDS, an interlibrary loan routing system that improves services for patrons and streamlines back-end processing.
- Implemented Primo VE, an enhanced discovery system that improves users' ability to search for and find materials.

## Research Support and Curricular Technology

- After completing a full inventory of equipment in classrooms, created and published *Connecticut College AV Classroom Technology* composed of datasheets for every classroom on campus.
- Reevaluated [OER grant program](#) in light of reduced budget. Granted one creation grant to Christopher Hammond for his open textbook, *The Art of Analysis*, and six adoption grants.
- Reevaluated the [Digital Scholarship Fellows](#) program. Funded two projects (a DS project and an OER project) and will issue a Call for Proposals for more Fellows in Fall 2021.
- Expanded outreach to Academic Centers by creating a [libguide](#) to assist students with the proposal process and supporting students admitted to Centers with research appointments and library instruction.
- Created and implemented the first asynchronous library research instruction activity delivered through Moodle. Of 436 first-year students, 301 or 69% accessed the course at least once.

## Research and Instruction - Key Statistics

<b>25</b> ↓62%	<b>197</b> ↓63%	<b>2,054</b> ↓30%
Special Collections & Archives Instruction Sessions	Special Collections & Archives Total In-house Patrons	Number of Students in Research and Technology Instruction Sessions
<b>126</b> ↓39%	<b>183</b> ↓25%	<b>658</b> ↓70%
Research and Technology Instruction Sessions for Students	Research Support Consultations for Students	Questions answered at Reference Desk

## Enterprise and Technical Systems

- Replaced the Campus secondary internet circuit with a new vendor doubling bandwidth to 1Gigabit at less cost.
- Worked with Campus Safety to design and install a wide-ranging [Verkada Video Camera](#) system and enhance the emergency phone infrastructure across campus to improve physical security.
- To accommodate College budget pressures due to COVID-19, discontinued Web-Ex, moved equipment leasing in-house, reduced professional development, deferred infrastructure maintenance, moved computers to a 4-year replacement cycle, reduced the number of academic lab computers, renegotiated Ellucian agreement, discontinued some software applications, and eliminated positions.
- Information security strategies included:
  - ▶ Implementation of Druva InSync to automatically backup all college-owned personal computing devices.
  - ▶ Implementation of Druva Phoenix to provide cloud-based backup of enterprise servers and data.