

Connecticut College

## Digital Commons @ Connecticut College

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Information Services Major Objectives and  
Annual Plans

Information Services

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2020

### Information Services Major Objectives, 2020-2021

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The views expressed in this paper are solely those of the author.

CONNECTICUT COLLEGE

*Information Services*

**MAJOR OBJECTIVES**

2020 - 2021



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## Greetings

The *2020–2021 Information Services Major Objectives* are provided for your information and review. Though this planning took place during the spring 2020 and the College faces uncertainty in the future, Information Services nevertheless shares these objectives as markers of the excellence to which the department aspires. They will guide the work of Information Services staff, often in collaboration with other departments, for the coming academic year with the understanding that changes may be necessary as time unfolds. 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

# 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.*

- **Continue to seek a sustainable information technology funding model and budget to maintain current technology environment and support future needs of the College.**
  - » Create a sustainable funding and resource plan for the provision of academic software funding to support existing and future programs and pathways.\*
  - » Create and implement a decision structure, involving campus stakeholders, regarding the selection, acquisitions and cancellation of academic software.
  - » Manage software maintenance expenses for a declining budget environment and perpetually increasing maintenance and subscription costs.\*
  - » Continue migration from a leasing finance model to direct purchase and resale model for information technology equipment.
  - » Continue implementation of the four-year replacement cycle for desktops and laptops.
- Utilizing the findings from the external Information Security Assessment, develop a proactive information security strategy to defend the College's most crucial electronic data assets.\*
- **Research options for Secure Access Service Edge (SASE) to leverage network security technology in the cloud to protect college data wherever it is accessed and regardless of the device.**
- **Actively seek, implement and operate a cloud-based hosting solution for Ellucian Banner ERP that will lower capital investment for on-premise hardware while streamlining maintenance and operations responsibilities, including increasing stability, security, improving access and facilitating disaster recovery options.**
- Investigate and implement efficient use of academic lab computing resources, including cloud-based virtual desktop options as an alternative to academic labs and open access computers.
- Collaborate with College administrators in developing and implementing a business resumption and continuity plan and deliver supportive information technology assets and resources.\*
- **In cooperation with the Office of Communications, research and implement a new website hosting model and Content Management System for increased functionality, enhanced usability and efficiency.**
- Continue to implement data governance policies and procedures that establish the Data Stewardship Committee and a culture that ensures institutional data is both secure and available to those who should have access to it.

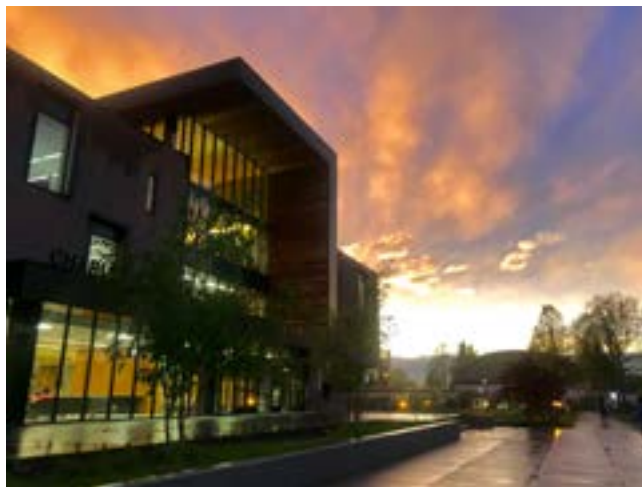
- **Design and implement CamelWeb 6 on a cloud-based, modern, sustainable and comprehensive mobile-first platform.**
- Work with the Career and Professional Development Center to implement and integrate the Handshake recruiting platform.
- **Continue implementation of new Banner 9 Self Service components.**
  - » **Collaborate with the Dean of the College, the Office of Institutional Research and Planning, and the Office of the Dean of the Faculty to implement the new Banner 9 Self Service Student Profile.**
  - » **Collaborate with the Dean of the College to implement Banner 9 Self Service Student Advising for case management.**
  - » **Collaborate with the Registrar's Office to implement the new Banner 9 Self Service Faculty Grading and Registration components.**
- Working with Registrar's Office, complete the official electronic transcripts (i.e., Ellucian eTranscripts and EVisions Transcript Solution) for students, alumni and transcript recipients.
- Maintain, stabilize and secure campus technical infrastructure as equipment replacement is deferred due to funding constraints and future cloud infrastructure strategy.
- **Act as point of contact for the Office of Student Accessibility Services to ensure enterprise systems are accessible for differently-abled students, faculty and staff.**

## 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.*

- **Implement a formal plan to gather, analyze and publicize collection usage statistics.**
  - » **Complete and launch a research guide that provides information about the data behind collections decisions.**
  - » **Formalize data gathering and analysis workflows.**
  - » **Perform data analyses to study interlibrary loan data, and to compare areas of high circulation versus holdings, and adjust collection practices accordingly.**
- In collaboration with the faculty members of the IS Committee, continue to advocate for library and technology resources funding.
- **Adopt a more financially sustainable approach to large journal packages ("big deals"), based on data analyses and coordination with faculty departments.**
- Complete and launch a research guide that helps inform faculty about issues in scholarly communication including information about:
  - » Authors' rights
  - » Depositing and archiving scholarly work in open access settings
  - » Scholarly impact and identity
  - » Open data

- **Implement a marketing strategy that raises awareness about interlibrary loan and CTW materials. Collaborate with the Outreach Librarian and other IS staff to market library services and collections through multiple channels, including social media, displays and events.**
- **Utilize memberships in Rapid ILL and the IDS Project to improve the efficiency of interlibrary loan workflows. Based on availability, improve options for users to borrow entire e-books.**
- Implement a new version of the discovery system, Primo VE, which will enable a more intuitive interface for library users.
- Evaluate options for library materials purchasing systems. Make changes based on findings.
- **Collaborate with CTW partners to develop a strategic plan for the consortium relative to shared operations, systems and collections.**
- **Host a copyright workshop for faculty that focuses on author rights, and continue to train faculty and the library and instructional technology staff on copyright issues.**
- Establish new protocols for physical distancing and cleanliness of public areas and library materials, as informed by College policy, best practices from peer libraries, and advice from state and federal health officials.
- Plan and host the second annual Celebration of Faculty Scholarly and Creative Work. Involve other departments on campus, such as the Dean of Faculty, President's Office and Office of Institutional Research.
- **Enhance Access Services student training to improve service and efficiency. Improve library stacks maintenance using shelf-reading tools. Study the costs and feasibility of shifting library collections to better utilize available library space. Create a formal plan for moving DVD materials from their current location.**
- Continue to digitize VHS content and make this content available in electronic formats in accordance with existing plans.



*The Calm After the Storm, Elena Erdekian*

## 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.*

- **Improve service to students by consolidating methods for students to find help for research, instructional technology, and digital scholarship.**
- Improve combined RefAnalytics to better capture information about inquiries and generate more accurate statistics. Learn and adopt a new data analytics tool, LibInsight, to consolidate and organize statistics, and explore online, live dashboards.
- **With Circulation and Access Services, continue consolidating equipment checkout to one service point in the library, focusing on highly circulated items from the DSCC and Media Services, to improve service to students. Publish a list of available equipment, policies and instructions online.**
- Compare web conferencing systems and recommend one product for remote teaching.
- Complete documentation for all supported synchronous teaching platforms (WebEx, Google Meet, Zoom), frequently used Moodle tools and features, lecture recording options (Kaltura Capture, PowerPoint, and QuickTime). Develop a plan to keep documentation updated and available to staff and end users.
- **Research off-site hosting options for Moodle. If funding becomes available, develop a timeline for migrating production Moodle to off-site hosting.**
- Plan and hold rescheduled 2020 Temple Summer Institute in January 2021 in addition to the annual Tempel Summer Institute in June 2021.
- Learn, promote, and support innovative, interactive open pedagogy tools for faculty (e.g. Hypothesis, H5P and SPLOTs). Develop documentation and outreach plans.
- Complete study of Moodle usage, using pre- and post-COVID data to inform decisions about support and workshop topics for faculty.
- **Provide instructional design and technology support for online summer courses, including working with CTL on faculty development workshops to support online pedagogy.**
- **Write and share a report of digital scholarship activities to date. Include a sustainability plan for future programs and projects, advocate for continued funding for a third Digital Scholarship Fellows cohort.**
- Enhance the physical space of the Digital Scholarship & Curriculum Center to create a welcoming space that encourages innovation, collaboration, and fosters a community of digital scholarship practice.

- In collaboration with the Linda Lear Center for Special Collections and Archives staff, explore options for a Digital Assets Management System.
- Examine needs and explore ways to provide research data management services to faculty in all disciplines.
- **Find a solution for providing cable TV content to campus when the Apogee cable television contract ends on 1 July 2021. Sign a contract, plan the transition, and implement the new system by fall 2021.**
- Investigate use of existing technologies installed in Fanning 101, Fanning 102, and Dilley room to support distance learning and CTW classes.
- **Complete full inventory of equipment in classrooms. Create and share classroom datasheets in CamelWeb to improve scheduling and classroom utilization. Update annually as part of media services regular operations.**
- In collaboration with CTW staff, reevaluate the current subject-specific LibGuide template and update based on research and best practices.
- **Implement the second round of the Open Educational Resources (OER) grant. Provide support to all faculty who received exploration grants, identify and support those who continue on to adoption grants. Collaborate with faculty awarded creation grants in order to create and put into use new OER material.**
- **Create curriculum maps for the library instruction program including a sequence of competencies that are meant to be developed at different levels of a student's academic career, building on previous instruction and ensuring that students are developing transferable skills for lifelong learning. Communicate to faculty.**
- **Conduct a needs analysis for student research support. Survey students who have participated in research appointments and facilitate exit interviews of seniors in order to improve research services.**
- **Create a system for sharing and collaboratively answering faculty research questions. Develop workshops for faculty based on questions.**
- Organize, promote, and administer the sixth annual Connecticut College Prize for Undergraduate Library Research. Formalize committee member roles and recruit new staff and faculty volunteers. Increase outreach and expand promotion across campus.



*Pink Heaven, Masha Smirnova*



## 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.*

- **Hire, train and integrate new Linda Lear Special Collections Librarian into work of the department and the College.**
- Conduct appraisal and processing plan for William Meredith papers.
- Continue assessment of unprocessed materials in compact shelving and develop a plan to make them usable.
- Develop digital packets of Lear Center resources for remote use.
- Create Libguides for archival research and link to digitized materials.
- **Complete metadata creation of Historical Photograph Collection for Buildings and Grounds and Athletics subcollections. Select materials to be uploaded into the Connecticut Digital Archive (CTDA).**
- **Develop website/online exhibition from the community COVID-19 experiences submitted to the Archives and other areas of the College.**
- Complete Virginia modules for Civil War Neatline project.
- **Resume Reunion Weekend alumnae/i oral history project. To address silences in the Archives, explore partnerships with LGBTQIA and Unity House to conduct interviews with their alumnae/i. Create transcriptions of existing oral histories and make audio files available for researchers.**
- Continue to prioritize student engagement with primary sources, either in person when face-to-face classes resume or virtually by making students and faculty aware of digitized Lear Center resources.
- **Participate in development of Connecticut Digital Archives (CTDA) and explore its potential to serve as College's digital preservation program, institutional repository, digital asset management system and website archiving tool.**

\* New Funding and Resources may be required.

