Information Services Major Objectives and Annual Plans

Information Services

2022

Information Services Major Objectives, 2022-2023

Ariela McCaffrey

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CONNECTICUT COLLEGE

Information Services

MAJOR OBJECTIVES

2022 - 2023

Greetings

The *2022-2023 Information Services Major Objectives* are provided for your information and review. This planning, done after the COVID year that offered so many challenges to the institution, proposes optimistic and strategically important objectives for the coming year. These are markers of excellence to which the IS division and the College aspires. They will guide the work of Information Services staff, often in collaboration with other departments, for the coming academic year. The objectives are in support of the Colleges' strategic priorities and the *Information Services Strategic Plan 2021-2024.*

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 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.

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 heighten data security and responsibility awareness through training, programming, publications, and alerts. Enhance the security awareness training program, which now includes anti-phishing campaigns, to be extended to students.*

- Maintain, stabilize and secure campus technical infrastructure.
  ◊ Install Malwarebytes protection for on-premise servers.*
  ◊ Implement Zero Trust Network Access for employees utilizing Flexwork.*
  ◊ Reduce dependency for on-premise systems by moving workloads to the cloud.

- Continue to transform the campus academic computer lab and academic software environments, by consolidating labs and providing private cloud software access, for innovative, equitable, accessible, cost efficient and ubiquitous access across disciplines.

- **Transition all Ellucian systems including Banner, Banner Self Service, and DegreeWorks from on-premise to the Ellucian managed cloud environment. This cloud initiative 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.**

- **Transition the college Learning Management System, Moodle, from on premise to a cloud-based platform providing stability, security, improved access, and disaster recovery options, while lowering cost for hardware and streamlining maintenance and operations. Develop communication and training strategy for faculty and students. Plan upgrade to Banner 4.0 in summer 2023.**

- Partner with the Enterprise Systems Advisory Committee (ESAC), and the iConn Steering Committee to clarify and strengthen their role in information technology governance and accomplishing IS strategic priorities.

- **Implement Data Governance policies and procedures. Promote regular meetings with the Data Stewardship Committee that will foster shared data ownership responsibilities. Create a culture that ensures institutional data is both secure and available to those who should have access to it.**

- **Partner with Human Resources and Facilities & Administration to research and select an Human Capital Management platform to replace Banner for all HCM functionality.***

- Continue to seek a sustainable funding model, budget and resource plan to maintain the academic and administrative technology environment and support future needs of the college in an inflationary budget environment with higher hardware, maintenance and software subscription costs.*

- **Plan, budget and implement document storage guidelines, policy and solution, possibly replacing current server/storage solution, to comply with restrictions in Google Workspace effective July 2022.***

- Plan wireless access in outdoor spaces such as Tempel Green, Shain and front patio of Cro which will enhance student and academic outdoor activities.*

- Develop device and location independent access to desktop software and computing power through Virtual Desktop Infrastructure (VDI) technology in support of "Bring Your Own Device" (BYOD), and academic labs.

- **In collaboration with Campus Safety and Facilities Management, maintain, repair and replace priority Emergency Phones across campus properties.**

- Collaborate with the Registrar's Office to provide critical upgrades and enhancements to the DegreeWorks degree audit system.

LIBRARY COLLECTIONS, ACCESS AND DISCOVERY

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.

- **In collaboration with partnering institutions, plan strategy, operations and policies for a new library consortium based on a shared integrated library system. Work with partners on steps to migrate to the shared system as needed. Institutions include Trinity, Wesleyan, MIddlebury, Brandeis and the University of Vermont.**

- **Work with outside contractors to complete the final steps of the 2021-22 Collection Management Project, resulting in a shifted and reduced physical library collection that will improve search efficiency for monographic materials and provide space for other College priorities.**

- Conduct an inventory of journals in the lower-level stacks in order to verify holdings records against the catalog, including external retention commitments.

- Energize Greer Music Library with newly arranged floor plan including additional seating and workspaces after the completion of the Collection Management Project.

- Review and replace Shain Library collection directional signage to ensure accuracy post Collection Management Project.

- Formally evaluate the effectiveness of participation in interlibrary loan programs, including Rapid R and the IDS Project.

- Review and update Access Services policies — including due dates, workflows and patron interactions — to better anticipate user needs.

- Finalize migration to the OpenAthens authentication service, replacing EZProxy, and work with reference staff to provide user education.

- Begin the process of reading shelves of shifted physical library materials to ensure accuracy.

- Create a plan to deaccession and/or donate unused or duplicated microformat materials, along with cabinets as feasible.

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.

- **Select and oversee installation of audio visual equipment in classrooms recommended in the Classroom Improvement Plan. Upgrade technology in additional classrooms as possible, including replacing old and broken projectors, upgrading VGA to HDMI connections, adding video cameras and microphones to classrooms.**

- **Evaluate current state of research technologies and IS support available to faculty. Create a prioritized list of additional technologies and/or skills needed to support faculty research and scholarship needs. Develop a plan for procurement and professional development to meet highest priorities.**

- Host a showcase of faculty digital scholarship and Open Educational Resource accomplishments and explore the creation of faculty awards to acknowledge significant work in these areas.

- **In collaboration with Student Accessibility Services, create a Digital Accessibility Task Force to improve accessibility of course materials and resources across all departments.**

- Develop a proposal for a one-credit research class taught by reference librarians to develop students' college-level research skills, to cultivate curiosity and flexible thinking.

- Continue successful efforts to integrate Library Research Instruction into First Year Seminars and across the curriculum.

- Research, report and implement new instructional technology products and services that provide opportunities for integration into classroom instruction.

- **Address areas for improvement identified through the 2022 Measuring Information Services Outcomes (MISO) survey, e.g., wireless access in residence halls and academic buildings.**

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.

- ■ Process collections to enhance their discoverability and use by students and outside researchers.
  - ◊ Doris Alexander Collection of Eugene O'Neill
  - ◊ Tasha Tudor Collection
  - ◊ Complete processing of Anna Hempstead Branch Collection
  - ◊ Create or enhance ArchivesSpace records for previously organized Archives and manuscripts collections, including Student Organizations, Student Government, Athletics, and Civil Rights Activism
  - ◊ Create collection-level records for all remaining manuscript collections
- ■ **Seek a grant to help organize the Eastern Pequot Tribal Nations papers and work with new Indigenous History faculty member to build collections in Indigenous Studies and integrate them into instruction.**
- ■ Create digital collection using scanned materials from the World Center for Women's Archives.
- ■ Digitize New London Development Corporation slide collection documenting efforts to redevelop Fort Trumbull neighborhood.
- ■ **Work with Enterprise and Technical Systems to move digital collections to cloud storage and develop digital preservation workflows.**
- ■ Make all rare book subcollections discoverable in Primo through added corporate author (710) field.
- ■ Begin using Luna to publish selected scanned College Archives collections.
- ■ Add addendum to College Records Retention Manual to address charges and responsibilities for materials in off-site storage.

* New Funding and Resources may be required.