2023

Information Services Major Objectives 2023-2024

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CONNECTICUT COLLEGE

Information Services

MAJOR OBJECTIVES
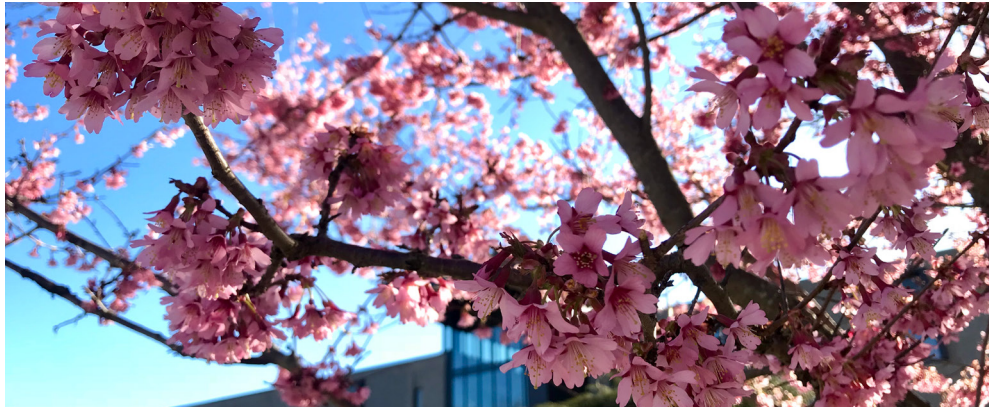
2023 - 2024

Greetings

The *2023-2024 Information Services Major Objectives* are provided for your information and review. This planning identifies strategically important objectives for the coming year; they are markers of excellence to which the IS division and the College aspire. They will guide the work of Information Services staff, often in collaboration with other departments, for the coming academic year. The objectives support 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.

- **Modernize the look and improve the user experience of the public-facing website for the IT Service Desk and Computer Support Team.**

- Continue to transform the campus academic software environments, focusing on providing private cloud software access, for innovative, equitable, accessible, cost-efficient, and ubiquitous access across disciplines.

- Partner with NSS to provide information security training and certification of completion for all new employees and annually for individuals with access to Personally Identifiable Information (PII). Emphasize our Cybersecurity culture all year long, rather than focusing just a few times a year.

- **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, information security, improving access, and facilitating disaster recovery options. Cutover will happen in June 2023, but the transition to new methods and processes will continue into the summer of 2023.**

- Transition from all remaining Banner Self Service 8 modules to Self Service 9, including Student Course Registration. Self Service 8 will be sunset in March 2024.

- Partner with Human Resources to implement PeopleAdmin, an applicant tracking system to improve/enhance the process of hiring new employees for applicants as well as HR staff. PeopleAdmin is scheduled to go live in May 2023. Once implemented, Enterprise Systems will integrate it with Banner to reduce duplicate entries and streamline business processes for HR.

- 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.

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

- **Partner with Human Resources to address problems with Banner HR. This includes purchasing on-demand training, and potentially undergoing a system analysis and optimization process with Ellucian.**

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

- **Expand 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.**

- Improve connectivity in remote offices and centers. Utilize VPN tunnels, wireless technology, and fiber connectivity where available to achieve this.

- Maintain, stabilize, and secure campus technical infrastructure:
  ◊ Leverage Malwarebytes EDR protection for on-premise servers
  ◊ Implement Zero Trust Network Access for employees utilizing Flexwork
  ◊ Continue to reduce dependency on on-premise systems by moving workloads to the cloud
  ◊ Extend encryption to sensitive files housed on college systems.
  ◊ Review Identity and Access Management strategy
  ◊ Harden the College network against intrusion with revised architecture, policies, and practices. Work with outside experts to ensure best practices are in place.

- In collaboration with the RS&CT department, 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 hardware costs and streamlining maintenance and operations. Develop communication and training strategies for faculty and students. Plan upgrade to Moodle 4.0 in summer 2023.

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

- Complete implementation of document storage guidelines, policy, and solution, and comply with restrictions in Google Workspace effective July 2022.

- In collaboration with Campus Safety and Facilities Management, maintain, repair, and replace priority Emergency Phones across campus properties. Expand security camera and door access systems, including all academic buildings.

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 consortial partners, plan the implementation of the Boston Library Consortium (BLC) Shared System ("Network Zone"), including decisions around cataloging, systems, electronic resources, fulfillment, acquisitions and discovery, as well as governance and staffing issues. Chair the Acquisitions, Discovery, and Fulfillment implementation teams.**

- **Investigate best practices for equity and inclusion in collection management and access services, including literature reviews and consultations with consortial partners and the wider library community. Identify possible action items for measuring and improving the diversity and accessibility of these services.**

- Work with representatives from Trinity College and Wesleyan University to transition from the CTW fulfillment option and shared resources accounts toward the BLC Shared Systems resource sharing framework. Communicate changes to campus constituencies as appropriate.

- Update documentation and policies to reflect the change from the CTW consortium to the Boston Library Consortium. Communicate changes to campus partners, such as the Admissions and Communications offices.

- **Work with library staff to integrate into their work of the larger BLC, including participation in resource-sharing programs; contributing to the Heads of Resource Management and Heads of Resource Sharing teams; working on group contract negotiations; and participating in professional development programs and communities of interest.**

- Amend the Collection Development Policy's Intellectual Freedom section to incorporate a process for reconsideration of library materials. Consult with library staff and campus constituencies, and obtain faculty ratification of the amendment.

- Evaluate interlibrary loan software systems, including the current system (Illiad) for costs, workflow implications, and resource-sharing network access. Incorporate potential BLC-sponsored programs into the evaluation process.

- Implement the Ex Libris Rialto acquisitions system, to improve and streamline acquisitions-related workflows and better align with consortial partners.

- Evaluate Ex Libris' Leganto product to determine whether it can improve reserves, acquisitions, and resource-sharing workflows.

- Complete the analysis of microforms to determine specific dates of digital backup, to identify deaccessioning candidates.

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.

- **Monitor advances in generative AI related to academic research and teaching. Explore the potential impact on our work. Develop workshops, tutorials, and libguides for students and faculty on new AI tools that can be used in research and teaching.**

- Create a Creative Commons licensed, online, curated resource of classroom assignments that demonstrate best practices for using academic technology and research support tools and services to promote innovative classroom assignments and support faculty exploration and implementation of such assignments.

- **Build upon the success of the one-credit research class, LA110: Fundamentals of Research/Inquiry, add additional sections and develop plans to offer an upper-level version called Advanced Research/Inquiry to expand the information literacy program.**

- Transition campus to Moodle 4.1 from Moodle 3, update documentation, and provide training for faculty informed by results of the student Moodle survey conducted in spring 2023.

- **Expand expertise in services of the Scholarship Support Services initiative, specifically Plan & Organize and Data Management, through professional development and share newly acquired expertise through workshops, blog posts, and online resources.**

- Explore transitioning from the Vimeo/Livestream product to Kaltura's live stream product to realize cost savings and integrate all College generated video content onto one platform.

- Manage the transition in Media Services leadership following the retirement of the Assistant Director of Media Services.

- Review and update all technology features in EMS and associate correct features to all classrooms and event spaces, to ensure accuracy, improve usage reports, and plan repairs, replacements, and upgrades. Develop a plan for ongoing updates.

- In collaboration with the Writing Center, create and support a common research project scaffolded using an ePortfolio for the first-year seminar program.

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.

- **Work with President's office to implement processes for the transfer of College records, particularly born-digital records, related to the President and Board of Trustees.**

- Continue to develop integration of Special Collections and Archives materials into courses, focusing on support of student research and scholarship projects.

- Organize materials from February and March 2023 student protests and create an accessible digital collection.

- Catalog Pam Mendelsohn Collection of Instructional Books for Women

- Process Chief Big Eagle Collection, other recent additions to Native American collections, and additions to Belle Moskowitz Collection.

- **Collaborate with Race and Ethnicity Programs, Alumni Engagement, and Advancement to collect and process records on race and ethnicity and plan a major exhibit for the 50th anniversary of Unity House.**

- Use newly available space in compact shelving to reorganize collections, including reappraisal and deaccessioning of duplicates.

- Create a list of items in the collection with an insurance value above $20,000 and work with College insurance providers to ensure coverage.

- Work with BLC and its member colleges to explore future options for digital record preservation and display, as an alternative to Digital Commons.