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## Inside Information Fall 2011

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# *inside* information

INFORMATION SERVICES @ CONNECTICUT COLLEGE

Fall 2011

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## A Lost Manuscript Reappears in Special Collections *by Benjamin Panciera*

While sorting through boxes of gift books and cataloging problems for the Linda Lear Center for Special Collections and Archives, I recently made an unexpected discovery: a 16th-century manuscript containing texts and music for Sunday services, various saints' feast days, and other religious observances. How the manuscript came to be in the box is anybody's guess. It may have been set aside long ago for cataloging and then accidentally packed in a box of gifts to the library. We do know, however, that it has been a part of the Connecticut College Library almost from its beginning.

When George and Elisha Palmer left their books to Connecticut College in the 1920s, there were four medieval manuscripts included in the collection. The manuscripts were described at length in Seymour De Ricci's 1935 Census of Medieval and Renaissance Manuscripts in the United States and Canada. In the early 1950s, one or more of the manuscripts went missing and were presumed stolen. For decades afterward, the few people who had been aware of the manuscripts' existence simply assumed that all of them were lost for good.

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Painting from the "At Work and At Play" exhibition in the Charles Chu Room (see p. 8)



Example of a page from the manuscript

# Message from the VP



Connecticut College has just begun its second century of service. The celebration of Great Beginnings at Connecticut College also marks, appropriately if coincidentally, the beginning of a new era in Information Services' support of the College community.

You may recall that over the past year, IS staff and staff from other departments have been working with consultants from Eduserve International to improve the administrative computing operations of the College. One of the key recommendations, accepted by President Higdon and the Senior Administrators last spring, was the creation of a new Assistant Vice President position to lead a reorganized Enterprise Systems department, incorporating Administrative Information Systems and Web Services. Leading the new department will be Jean Dailey-Fruth, who comes to us most recently from Weber State University in Ogden, Utah, but originally hails from Rhode Island and New Hampshire. Jean was our top choice after resume reviews, preliminary interviews, and final interviews on campus, and we are very pleased that she is joining the IS leadership team.

In my own thinking about the reorganization, it seems that we in IS have been perhaps too engaged in the "run" of the department, as Tim Hebert, the CEO

of Atrion Inc., described operational activities in a meeting of Connecticut CIOs a few weeks ago. Our support and our activities have not focused enough on the growing and the transformation of the College. The "run" is certainly a foundation for anything else we do — our systems have to be secure, networks have to operate, bandwidth must be provided, laptops have to be maintained, and so on — but I believe we can spend more energy helping College departments support the institution's broader strategic initiatives and goals. We have dealt reasonably successfully with the required aspects of IS; now we need to focus more intentionally on using information technology to help College departments achieve their goals, and thus the College's.

Our engagement with Eduserve is at an end and the consultants have served us well. Having outside eyes to review our operations and structure has been invaluable to rethinking the organization and activities of the new Enterprise Systems department. Now we in IS need to deliver a measureable return on the investment in the Eduserve engagement. Please welcome Jean Dailey-Fruth when you meet her on campus; I believe she'll be a powerful new agent for improvement at the College in its new century.

A handwritten signature in blue ink that reads "W. Lee Hisle".

W. Lee Hisle, Ph.D.

Vice President for Information Services  
and Librarian of the College

# Introducing Jean Dailey-Fruth

Jean Dailey-Fruth has just joined Information Services as the Assistant Vice President for Enterprise Systems. Jean hails from New Hampshire, but most of her career has been in western states: she was most recently at Weber State University in Ogden, Utah, where she held the position of Associate Vice President for Information Technology. She also held positions at the University of Wyoming and Western Governors University in Utah. Jean will lead the new department of Enterprise Systems in Information Services, made up of the department of Administrative Information Systems and the Web Support team.

Jean's charge is to bring industry-standard operations management to her group and to leverage information technology to help College departments achieve their objectives, and thus the goals and strategic initiatives of the College. She has extensive experience with the SunGard Higher Education Banner system. Please join us in welcoming Jean.



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## More Internet Bandwidth Coming for the Fall

*by Bruce Carpenter*

Information Services has signed an agreement with Cogent Communications, an Internet service provider, to increase the College's Internet bandwidth. The College will maintain its current Internet bandwidth through the Connecticut Educational Network to support the academic and administrative network and dedicate 250 Mbps, supplied by Cogent, to the wireless and dorm network. As a result, the dorms' Internet connection speed will increase from 100 to 250 Mbps and the total campus Internet

connection will be 380 Mbps.

Ten years ago, a single 1.5 Mbps T1 connection provided enough bandwidth for the entire campus. In 2001, email messages were primarily text-based and less than half the students had computers. Video streaming and mobile-networked devices were not widely available.

Times have certainly changed! Now, almost every student on campus has a computer. Most have additional portable devices and gaming consoles that

connect to the Internet. Students use Skype to make phone calls, iTunes and Pandora to listen to their music, and Netflix, Hulu+ and YouTube to watch video materials.

Information Services is committed to providing a robust Internet connection to support the College's academic mission and to provide reliable access to communications, news and cultural materials on the Web. The bandwidth increase will help us support our campus's ever-increasing need for connectivity.

# QR Codes: What You Need to Know *by Kathy Gehring*

No doubt you've noticed strange boxes of black-and-white shapes popping up on all sorts of things: magazine ads, real estate signs, websites. Those boxes are called QR (Quick Response) codes, and they are a quick way to get information into your smart phone or mobile device. QR codes can link to websites, text or contact information, to name a few. Deciphering a QR code requires that you add a QR Code Reader to your phone or mobile device. Many free apps are available for all different types of phones and devices; a



few examples are QR Reader for iPhone, QR App, TapReader and QR Scanner. Once the app is loaded, the user simply scans the QR Code with the reader and the information will be added to the device.

If you'd like to try making your own, QR codes are easy to create. There are numerous QR Code Generators on the Web (try Kaywa at <http://qrcode.kaywa.com/>). Simply select the type of information you would like embedded in the code, create the code, and then place it where others can see it and scan it. Here in Information Services we are still experimenting with different uses for QR codes. The code to the left links to a page of research resources designed to be read on a mobile device. Download a code reader and give it a try!

## Network Speed Needs and Mac vs. PC: Lessons from the MISO Survey *by Amanda Watson*

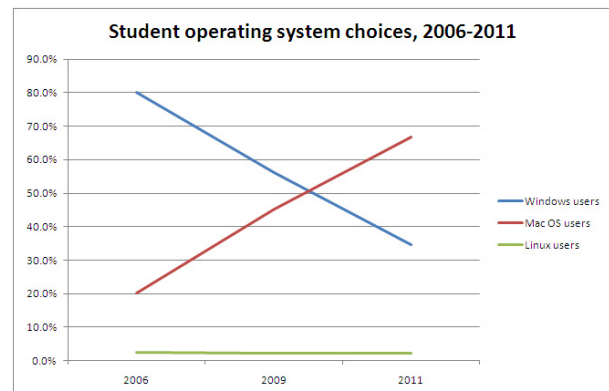
If you were on campus last spring, or the spring of 2009 or 2006, you may have received an invitation to participate in a survey on your opinions of library and information services at the College. The MISO Survey ([www.misosurvey.org](http://www.misosurvey.org)) is a national survey, coordinated by Bryn Mawr College, of liberal arts colleges with merged libraries and IT departments. Our participation in this survey helps us determine which services are most important and valuable to our campus community, which areas need work, and how we compare to our peer institutions. One hundred and twenty five faculty, 403 students and 199 staff members participated in the 2011 survey.

From the most recent MISO Survey, we learned that the recent expansion of wireless coverage on campus is appreciated, but everyone (particularly students, who consistently rank network speed as very important) would like faster and more stable connections to the campus network. Of all the services IS offers, "overall library service" gets the highest satisfaction scores across the board.

We have also observed some longer-term trends. Since 2006, students have attached less and less importance to having phone service in their dorm rooms, and library research instruction has become significantly more important to both students and faculty. And, in perhaps the most striking trend visible in the data, the campus is shifting

from a PC-dominated environment to a Mac-dominated one. In 2006, when asked which operating system they were running on computers they brought to campus, 80% of students responded that they were PC users; 20% were Mac users. In 2011, 67% of the students surveyed were Mac users, while PC users had fallen to 35%. (A few students use both operating systems.)

You can now view some of the survey highlights at the new Connecticut College MISO Survey Results site (<https://sites.google.com/a/conncoll.edu/cc-miso-survey-results/>). And if you participated in any of our MISO surveys, thank you so much for your help!



One of the most striking trends from the MISO data is the increase in Mac use and decrease in PC use by students over the past five years.

## A Lost Manuscript Reappears (cont.)

Evidently, at least one of those manuscripts never did leave the campus. Whether it was quietly removed for safekeeping after the theft, or the librarians at the time didn't recognize that it had never been stolen in the first place, it appears to have been in the library all along. When I stumbled across the manuscript and compared it with the description in De Ricci's Census,



Missing text inserted into the margin

I knew it had to be one of the four.

Unlike many similar manuscripts that contain texts for religious services, which are large as if meant to be read from a distance by a choir, this manuscript is small enough to be held easily in the palm of the hand. It contains 250 pages and is written on vellum, a finely prepared calf skin. The manuscript contains processional antiphons, which are short texts chanted by a choir to mark the beginning of a mass. There are no elaborate full-page illustrations, but the beginning of each antiphon is marked with an initial, ranging from  $\frac{3}{4}$ " to  $2\frac{1}{4}$ " high, composed of gold leaf and surrounded by finely painted floral images in a variety of colors. There are antiphons for every Sunday from the first week of Advent in the beginning of December (the beginning of the Christian year) to Trinity Sunday, which generally lands in late May or early June. Then follow a number of

antiphons for the celebrations of specific saints and other religious observances; from these, we can determine where and when the manuscript was likely written.

There are antiphons for the feast days of the major saints venerated in Western Europe, for St. Dominic and many of his followers, for the patron saint of Rouen, for St. Louis, and for the feast of the Crown of Thorns. The most recent saint included is Antoninus of Florence, whose sainthood was proclaimed in 1532. There is also a lengthy description of the process by which nuns are initiated. From this it seems apparent that the manuscript was written after 1532 but almost certainly before 1600 and for Dominican nuns living in or around Rouen. As it happens, there was only one Dominican women's convent near Rouen, Saint Mathieu dit les Emmurées. The convent was restored by King Louis IX and contained a relic of the Crown of Thorns, which the king had brought back from the Crusades. After the convent was dissolved following the French Revolution, the manuscript probably passed into private hands. The name "Brizard" appears at the bottom of the first page and another owner signed his name, "W. Beach," and the date, 1840, at the top of the page. From there it likely went to the Palmer family and from them to our collection – where it's finally been rediscovered.



Faded initial Q with a skull in the center for the Office of the Dead

# Six Common Rooms Get Smart *by Chris Penniman*

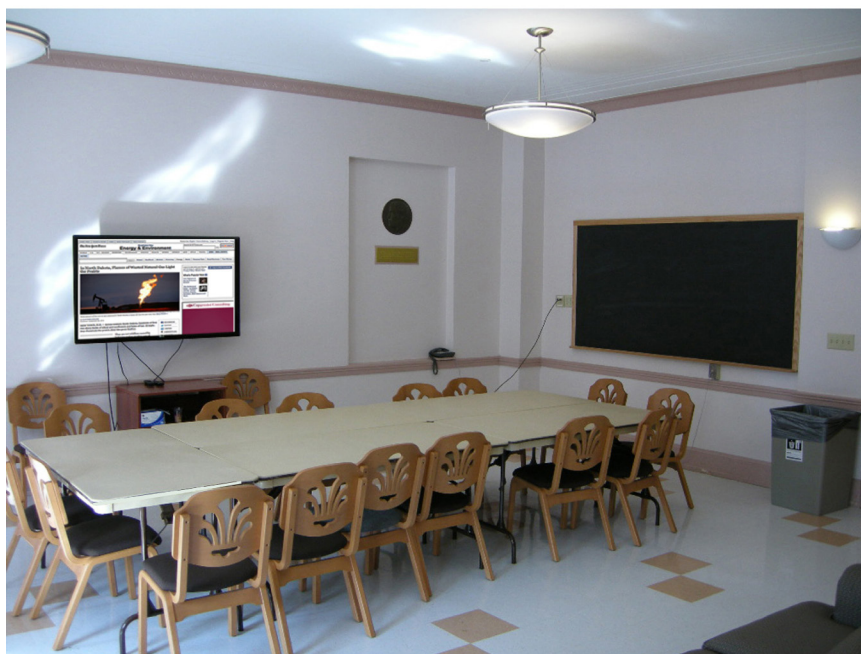
This summer, Information Services, with assistance from Physical Plant, enhanced six dorm common rooms with instructional technologies for use in teaching Freshman Seminars. In each room, faculty members can project the display from a laptop or a DVD player onto a 55" wall-mounted LCD panel. Each room also features a 4' x 8' wall-mounted chalkboard, replacing the former chalkboard on wheels. Small wheeled media cabinets, equipped

with DVD players and an open space on top, allow faculty members to move their laptops around the rooms as well as place them on the seminar tables.

The new "smart" common rooms are located in Jane Addams House, Freeman House, Harris East, Katharine Blunt, Mary Harkness House and Windham House. Any faculty member wanting to learn how to use the system should contact Media Services for a personalized session

using his or her own laptop and/or DVD player.

Outside of seminar hours, the LCD panel is available for students to use for group study with their own laptops or to watch a DVD. Also, during the fall semester, each LCD panel will be connected to the campus TV system, allowing students to use it to watch TV. This project was funded by the President of the College, to whom we are very grateful.



Jane Addams Common Room after the addition of technology for class use



Katharine Blunt Common Room during class use

# Daily Menu: Serving up Payroll Web Pages for Our Employees

by Mary Vona

Do you ever wish you could press a button and instantly find out how much vacation time you have left? Ever try reading the print on your check stub after the last rinse cycle? Have you ever dug through your files for your last paycheck stub before confirming that cozy cottage on the Cape for the summer?

Soon print-only payroll information will be a thing of the past at Connecticut College. Gone are the sticky notes: “Call Payroll – find out # of sick days left?” The Enterprise Systems Team is happy to announce that we are helping to move Connecticut College’s technology into the 21st century.

Soon you’ll be able to click a link, sign into the Connecticut College Self Service website and see, instantly, your personal payroll, deductions, benefits, tax documents and elections, beneficiaries, and vacation and sick times. For each category, you’ll be able to see detailed history for each type of deduction, benefit or accrual code over the last six years. All the high-level payroll information will appear in the first five inches of the Web page. In the middle, you’ll find earnings and deductions details for current and year-to-date totals.

At the bottom of the screen are current and past grand totals. It’s all there, whenever you want to see it.

Can anyone else see your stuff? No! Remember, this is a network secure, password-authenticated, firewalled gateway. The program has the added security of being built within the confines of the Banner database, which exploits all the security features of the Banner software. Still, you should always take common-sense cybersecurity precautions. Never share your password with anyone. Never walk away from your PC or laptop when you are viewing your personal data, and be sure to log out and close your browser tab or window. Most importantly, do not have your browser remember your password. Now you are thinking like a technical pro!

With a little help from Mary Vona, Senior Programmer in Enterprise Systems, who overhauled the Banner Web check stub, you’ll be able to pull up your online check stubs with greater detail than what you now receive on paper, anytime and anywhere; all you need is a browser. One hundred years after the founding of the College, we’re moving into the future.

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## Student eBilling Coming to Connecticut College

by Shantie Rattansingh

In the College’s Centennial year, Information Services, Accounts Receivable, Finance and College Relations are undertaking a collaborative project to implement electronic billing for students. For 100 years, parents have mailed paper checks and students have queued up at the Cashier’s window to make payments against a student account. But soon, students and parents will be able to conduct these transactions online.

The software vendor chosen for this project is NelNet Business Solutions (NBS), a preferred partner with SunGard Higher Education, the vendor for the Banner System. The College is implementing three components of the solution suite: QuikPay for electronic billing, primarily for student bills; Commerce Manager for credit card processing for other payments; and Actively Managed Payment Plans for annual payment plans for student bills and the Children’s Program. The Accounts Receivable office has also redesigned the College’s student bill and will be launching a campaign to notify students and parents about this new service.

Among the highlights of the new system:

- Students can log in to QuikPay via Self Service.

- Students will now be presented with one comprehensive eBill instead of separate bills for tuition and miscellaneous fees.
- Students can view real-time account balances, including four terms’ worth of historical transactions.
- Students can designate authorized payers (parents/guardians, employers, or other third party sponsors) for payment of their bills in compliance with FERPA.
- Authorized Payers will log in directly to NBS QuikPay via a link from the College website.
- Students can enroll for electronic refunds.

Shantie Rattansingh, the Senior Programmer and lead software developer for this project, is writing several programs to complete the integration of the NBS software with the Banner System. Other members of IS’s Banner/Oracle Technical Team assigned to this project include Karen Arremony, Ted Viadella, and Linda Theodoru, along with the Networking Team members, John Schaeffer and Bill Constantakos.



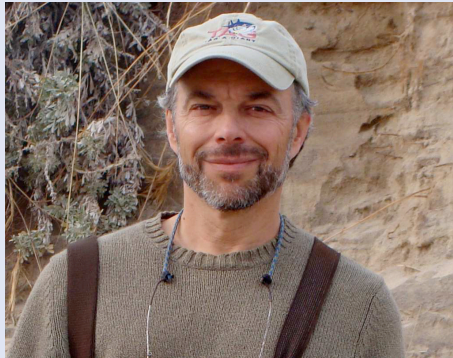
# Exhibits and Events

The following public exhibitions and events will take place in Shain Library during the fall semester:

## Lectures:

The 2011 Sound Lab Lecture: Carl Safina

Noted ecologist and conservationist Carl Safina will deliver the 2011 Sound Lab Memorial Foundation Lecture on Thursday, November 17, 2011, at 7 p.m. in the Ernst Common Room, Blaustein Humanities Center. The program is supported by the Friends of Sound Lab and the Friends of the Connecticut College Library.



Carl Safina is the author of six books dealing with the health and well-being of the oceans and marine life, including “Eye of the Albatross,” which won awards for nature writing and science writing, a “Voyage of the Turtle” and “The View from Lazy Point,” both of which merited selection as Editors’ Choice books in the “New York Times Book Review.” His lyrical style and ability to communicate complex scientific ideas to a broad readership have earned him comparisons to Rachel Carson. Safina is co-founder and president of the Blue Ocean Institute, a Long Island-based conservation organization that seeks to use literature, art and science to educate people about the crucial importance of protecting the ocean environment. He is a MacArthur Fellow, a Senior World Wildlife Fund Fellow, and winner of the Pew Scholar’s Award, among many other awards. A complete biography and list of books may be found at <http://carlsafina.org>.

## Exhibitions:

“Engagement, Demonstration, Protest: A Century of Student Activism at Connecticut College.” This exhibit is in the display cases on the main floor of Shain Library. Students at Connecticut College have always used their years in school to try to make the world a better place. Although most people identify campus activism with the turbulent 1960s, student engagement at Connecticut College extends back before this famous period to the very beginning of the College. From the armistice marches of 1918 and the Farmerettes in the very early days to the Liberty Bond drives and student-organized watches and patrols during the Second World War, Connecticut College students have engaged with the outside world in a variety of ways.



The exhibit “At Work and At Play: Images of Daily Life from the Chu-Griffis Collection of Asian Art” is now up in the Charles Chu Asian Art Reading Room. From shepherds tending their flock to old men kicking at a colorful ball, the Chu-Griffis Collection of Asian Art features many images of daily life in China and Japan. This exhibit will feature a wide variety of art from across the entire collection, including traditional literati watercolors, colored Japanese woodcuts and contemporary folk paintings.



“The Art of the Woodcut” is in the Linda Lear Center for Special Collections & Archives. Woodcut illustration has been a staple of printed illustration since before the advent of moveable type. The Lear Center has an extensive collection of woodcut illustration as part of its strong holdings in fine-press printing. This exhibit features illustrations from the 15th century to the important scientific work of the wood engraver Thomas Bewick, the revival of woodcut illustration by the Golden Cockerel Press and its many imitators, and the work of contemporary artists.

Inside Information is published by Information Services twice a year and is distributed to the Connecticut College faculty, administrative offices and other interested members of the campus community. Comments and suggestions are welcome and should be sent to Amanda Watson, editor, at [amanda.watson@conncoll.edu](mailto:amanda.watson@conncoll.edu). It can also be read online on the Information Services home page at [www.conncoll.edu/is](http://www.conncoll.edu/is).

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