Inside Information   Information Services

Spring 2019

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Ariela McCaffrey

Interlibrary Loan Delivery Will Get a Boost from New Rapid Service

STARTING IN THE spring semester, the College libraries' already robust interlibrary loan service has seen improvements due to a new resource-sharing program called Rapid ILL. Developed and operated by librarians in the Colorado State University system, the program uses specially designed software to route and fulfill requests quickly and efficiently among participating libraries.

The new service will not change the way in which library users make a request; to do so, they'll use the exact same system and interface that is already in operation. But because of the changes that library staff members have implemented on the back end, many articles are now being delivered to users in less than 24 hours — a dramatic decrease in receiving time for materials that can be filled through the Rapid network. In fact,

the average turnaround time for articles and book chapters that have been filled thus far through the Rapid network is 18 hours. To best ensure this accelerated turnaround, users should include any standard number — such as an ISSN,

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The average turnaround time for articles and book chapters filled through the Rapid network is 18 hours.

ISBN or OCLC number — on their requests.

Librarians spent much of the fall working with Rapid ILL and CTW consortial partners to implement the program, which involved uploading information from our library databases and catalogs. The Rapid system is currently processing and filling journal article and book chapter requests; requests for physical books will be implemented by the beginning of the summer, due to the additional logistical requirements of expedited shipping and receiving of books.

Rapid ILL works in part by establishing networks ("pods") of similar libraries; libraries that join Rapid are required to become part of at least one of these networks. The College's libraries have joined a pod consisting of Oberlin Group liberal arts college libraries, and

will consider joining additional pods as staff members adjust to the new workflow, including a pod of EAST (Eastern Academic Scholars Trust) libraries. EAST currently has 61 members in 11 states from Maine to Florida.

In addition to making many interlibrary loan requests faster, involvement in Rapid ILL helps the libraries to place more emphasis on resource sharing — a key strategic element in an era of flat or reduced budgets. In the past 10 years, such financial pressures have greatly reduced the libraries' ability to purchase and subscribe to materials. However, it is hoped that improving resource sharing programs will somewhat mitigate theses losses and help the libraries continue providing wide and efficient access to needed research and teaching materials.

— Emily Aylward and Fred Folmer

Networks and Stability: Lessons from Amherst

YOU MAY HAVE READ about the recent network troubles at Amherst College. *Inside Higher Ed* reported "Amherst College experienced a catastrophic technical mishap last week that left the campus without access to online service – for five days. As IT staff scrambled to fix the problem, faculty and students suddenly found themselves without access to Wi-Fi, email, Moodle, accounting systems, card-scanning systems or any content hosted on the Amherst. edu website." Egad! As the crisis unfolded, I, along other academic CIOs across the country, shuddered as we read the listserv posts and empathized with the mad, rushed, confused week-long, 24-7 effort by Amherst IT staff to restore services. IT security consultants and many volunteers from the Five Colleges Consortium came to their aid. But, the fix wasn't easy or quick as the cause wasn't easily or quickly identified. Bottom line, per the *Inside Higher Ed* article, their network design was some 20 years old and hardware hadn't been upgraded in over ten years. Computers with outdated operating systems were still attached to the network. Most systems were still being hosted on campus. Ugh.

Could it happen here at Conn?

Well, yes, it could… we've had temporary outages over the years that took down some or all of our network, but we've been able to identify the issues and get service restored comparatively quickly, sometimes before most community members realized there was a problem. But the network is still at risk … hacks, rogue devices, compromised credentials and denial-of-service attacks are continuing threats.

There are, however, significant differences in the Amherst environment

> *Our network is regularly upgraded and improved and has ongoing funding in place to update servers, switches, wireless access points and other network devices.*

and our own. First, the College has long supported the need for a modern network design, refreshed equipment and quality information security policies and practices. Our network is regularly upgraded and improved and has ongoing funding in place to update servers, switches, wireless access points and other network devices. The fiber backbone was redesigned and upgraded over the last couple years for improved speed and redundancy. Concurrently, we upgraded our network switches to take advantage of the faster throughput the new cabling allowed. Administrative system servers and data storage devices were replaced last year with state-of-the-art hyperconverged technology. We also have implemented redundant data backup to the cloud.

We monitor the College network to identify computers with older operating systems, and push software updates to avoid network corruption. We have a regularly schedule replacement cycle for laptops and desktop machines to ensure they are powerful and stable enough to run the latest operating systems and software. CrashPlan is on all office and faculty computers to ensure data is available should a machine be damaged or lost.

We also have moved operations to the cloud when possible, to ensure continued access. The Google Suite, including Gmail, is a prime example, but whenever possible we choose systems to be hosted off-site. Only cost prevents us from moving administrative and other essential systems to a cloud-based infrastructure. One of the IS Major Objectives is to finalize a cloud strategy to guide further development.

So… we think we've mitigated the risk for a sustained network outage, but it's an ongoing effort to design, develop, and maintain a stable and secure data network. Fortunately, Amherst has substantially recovered but the lessons of their crisis will not soon be forgotten.

W. Lee Hisle

W. Lee Hisle, Ph.D.
Vice President for Information Services and Librarian of the College

IS Helps Make Course Materials Affordable

ONE IMPORTANT CONTRIBUTING factor to the total cost of a Connecticut College education is that of course materials, such as textbooks and their corresponding digital access codes. Around the college, faculty, staff, and students have developed programs, budget lines, and a wide variety of creative solutions to reduce these costs. Examples include the Office of Sustainability's Textbook Lending Library, Shain Library's Course Reserves, the Academic Resource Center's textbook purchase program, and the new Open Educational Resources Grant.

A newly created task force co-chaired by Noel Garrett, dean of academic support and director of the Academic Resource Center, and Jessica McCullough, director of research support & curricular technology, is delving into the issues surrounding textbook costs and the ways that the college combats them. The Course Materials Affordability Task Force consists of faculty, staff, and students from different departments who are involved or interested in reducing the cost of course materials.

The task force is currently performing an environmental scan of the many ways that course material costs are mitigated across the campus. Following the scan, the group will develop recommendations, with a goal of greater access to affordable course materials, through increasing interdepartmental collaboration, improving campus communication, developing new programs, and even reducing redundancy. The task force plans to communicate these recommendations to the college community at the end of this year.

In addition to the work of the task force, Information Services is addressing the high cost of college through open educational resources programming and promotion. We have created an OER grant for faculty to fund the exploration, adoption, and creation of open access materials. Faculty may receive up to $1,500 to explore and implement OER, or a course remission to develop their own materials.

Creating OER is an exciting opportunity for faculty who wish to develop learning resources customized to their classroom and teaching needs. In addition to funding, the grant offers faculty help in finding non-restrictive licensing and alternative options to traditional copyright. Staff can help with Pressbooks and other platforms in order to adapt or create original OER. IS staff can assist in finding and evaluating existing OER that can be used as base or supplementary material for OER projects. We can also help integrate newly created material into Moodle and advise on strategies to engage students in the OER creation/annotation process.

— Jessican McCullough

TASK FORCE MEMBERS

Ariela McCaffrey, research support & outreach librarian

Kathy McKeon, professor of mathematics

Laura Little, faculty director of the Global Learning Lab and lecturer in the Department of Slavic Studies

Margaret Bounds, assistant director of sustainability

Sean Martin, director of financial aid services

Jamila Ezbidi '19

Roxanne Low '19

We welcome additions to the group; if you would like to get involved, please contact Jessica McCullough, jmccullough@conncoll.edu.

OER
CONNECTICUT COLLEGE

Student Worker Profile: Ege Sakirt '19

MY NAME IS Ege Sakirt and I am a senior working in the Shain Library in the ILL/CTW office as a student assistant and as a student supervisor at the circulation desk. I am an art hi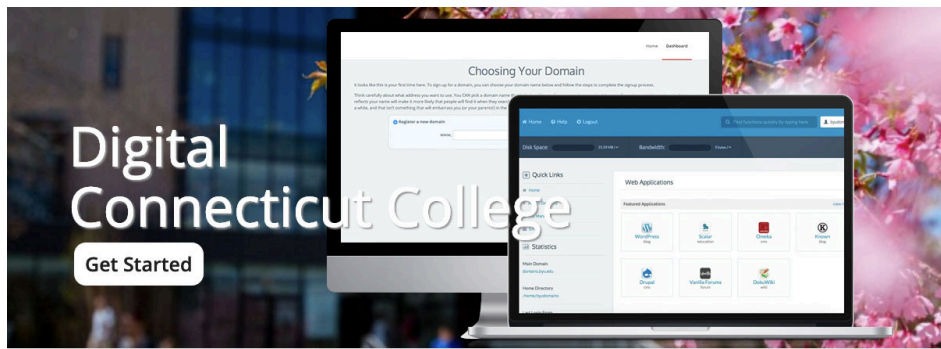story and philosophy double major with a minor in Italian and I am a Toor Cummings Center for International Studies and the Liberal Arts (CISLA) scholar. I am originally from Turkey but have been living in Amherst, MA for the last seven years.

In addition to my studies and my jobs at the library, I am also a housefellow at Harkness House and a tutor for beginner and intermediate level Italian here at the College. I became a tutor after having studied abroad in Bologna and my CISLA internship at a museum in Perugia, Italy.

I have been working at the ILL/CTW Office since my first year at Conn and at the Circulation Desk since sophomore year. I really enjoy both my positions within Information Services because of the people I work with and the positive working environment that helps me improve every day both as a student and as an employee. For the last three and a half years, I have worked several winter and spring breaks at ILL/CTW with Emily, Lisa and Bridget and my time here has been wonderful under their supervision. I've learned a lot about customer service as well as specific skills on using the various computer programs for my different positions at IS.

After graduation, I will be volunteering with the Peace Corps to teach English in Kosovo for two years. I am looking forward to this amazing opportunity and pay forward all the experiences and lessons I've learned during my time at the College and at Shain Library.

New Service: Digital Connecticut College

WEB LITERACY
Master the tools and technology that make up the web to build your own space online.

DIGITAL IDENTITY
Explore the notion of digital identity and how publishing on the web can frame an identity.

RECLAIM
Learn to take ownership and control over the content you put on the web instead of handing it to third-party publishers.

CONNECTICUT COLLEGE IS IN THE INAUGURAL YEAR providing a new service for the college community-- Domain of One's Own. Branded here on campus as Digital Connecticut College (digital.conncoll.edu), the service provides students, faculty, and staff with web domains and web hosting. With the goal of providing tools for students to take control of their own digital identity, the Domain of One's Own project started at the University of Mary Washington. Eventually, the project grew beyond Mary Washington and became Reclaim Hosting, providing web hosting services to educational institutions across the country.

Members of the college community can use Digital Connecticut College to easily install and host web applications including WordPress, Omeka, Scalar, MediaWiki and more. No coding experience is necessary! Each domain provides 1GB of storage space. Sites can be created and used for:

- Course Assignments: students can develop and publish a website, individually, in teams, or as an entire class
- Research Projects: faculty or students can develop websites to host or publicize ongoing research projects
- Personal Websites or Blogs: create a digital identity that showcases your academic, personal and professional projects

For more information, visit digital.conncoll.edu or contact a member of the Research Support and Curricular Technology team.

— Diane Creede

Follow IS for Updates & Events

@ShainLibraryConnecticutCollege   @ConnCollLibTech   @ShainLibrary

New IS Employee: Jen Youngdahl

MY NAME IS Jen Youngdahl, and I have recently joined the Conn College community as the IT Service Desk Coordinator after working for CVS Health as a Senior Technology Analyst. My background in IT began in 1999 as the MIS Coordinator for Backus Hospital in Norwich, Connecticut.

I live in the "quiet corner" of Connecticut with my family, and enjoy attending sporting events such as hockey, basketball, and baseball. We love to vacation in Maine during the summer with our extended family, and travel whenever possible with our children.

I am a member of the Northeast Region Mental Health Collaborative where I am certified by the state to train parents and caregivers to advocate for children and youth in need of mental health services. I also sit on the board for the Department of Children and Families Region 3 Family Advocacy Board, where I work with families and facilitate community workshops on mental health and disability advocacy.

I attended Endicott College and later, Harvard University where I studied Physical Science, earning a new hobby because there is not much you can do with a BS in Physics. I am now working towards a degree in Computer Information Systems with a concentration in Computer Forensics (according to my parents is a much more sensible direction for my education) which I will apply here at Conn in the IT department. I look forward to meeting everyone here on campus, and encourage you to stop by my office on the lower level of Shain to say hello!

New Acquisition: The Papers of the NAACP

AS MORE AND MORE RESEARCH MATERIALS are digitized, some older, non-digital collections fall into disuse. Such was the fate of Wesleyan's The Papers of the NAACP, a collection that consists of 1,292 microform reels. Olin Library was able to purchase the new database of digitized documents, and they offered us the older but invaluable microform collection. And while it is the case that the database offers easier and more granular access to the papers, because Shain Library was unable to afford the database, we happily agreed to give the microform collection a home!

The collection contains documents from 1919 to 1970. There are, among other things, administrative documents, notes on legal cases and decisions, meeting notes, biographical sections, and special subject files.

There is now a research guide (*http://conncoll.libguides.com/NAACP*), including a list of the different sections at their content. Subject files contain a wide variety of materials, such as clippings, photos, and published reports. The organization kept files on a huge number of topics, including white supremacy and lynching. This set will be invaluable to help with research questions about the NAACP's organization, or its contemporaneous response to a particular issue.

Unless you are very familiar with the collection, it would be best to start by speaking with a reference librarian about the set's content and use. Stop by and ask us!
— Carrie Kent

A Successful First Year and New Digital Scholarship Fellows Announced

THE FIRST YEAR of the Digital Scholarship Fellows Program was celebrated with an all-day symposium on campus to highlight the project work of the 2018 Fellows (Phillip Barnes, Catherine Benoît, and Sufia Uddin) and to introduce more of the campus community to emerging practices in digital research tools and online publishing. The fall semester also saw the Fellows and program director present their work together at the Digital Frontiers conference at the University of Kansas in October, and Benoît presented her St. Martin Project (*stmartinproject.conncoll.edu*) at the fifth Caribbean Digital annual conference, held in Trinidad & Tobago in December.

Sufia Uddin (Religious Studies) discusses her project, "Life in the Sundarbans Mangrove Forest," during the Digital Scholarship Fellows panel of the Digital Scholarship & Pedagogy in the Liberal Arts Symposium in November 2018.

Digital Scholarship

continued from previous page

Digital Scholarship & Pedagogy in the Liberal Arts Symposium

On November 12, 2018, Information Services hosted the first Digital Scholarship & Pedagogy in the Liberal Arts Symposium. The event included presentations by the 2018 Digital Scholarship Fellows, Anthony Graesch, Trinity College's Educational Technology team, and UConn Greenhouse Studios. Nicholas Bauch, PhD delivered the keynote lecture. A cultural geographer currently working on an MFA at the University of Minnesota, Bauch published the first project, Enchanting the Desert (2016), in Stanford University Press's pioneering born-digital publication series. His talk focused on argument-driven design in the processes of transforming information from one medium into other media on digital platforms leveraged for scholarly

symposium: the Ammerman Center for Arts and Technology, the Goodwin-Niering Center for the Environment, Anthropology, and Environmental Studies, as well as the Office of the Dean of the Faculty.

We hope to hold similar events in the future to share digital scholarship developing at Connecticut College, as well as to continue dialogues and potential collaborations with institutions across the state. The symposium livestream footage can be viewed online: *https://livestream.com/conncoll/DSPLA2018.*

Cohort of 2019 Fellows

In December Information Services and the Dean of the Faculty announced the 2019 cohort of Digital Scholarship Fellows. We are excited to work again with faculty from a diverse range of

using spatial econometric techniques. The project, Within Society Variation in Social Preferences, will associate the geographic location of participants in online social preference experiments with other variables of interest, such as economic development, voting patterns, or density.

Danielle Egan, Professor of Gender, Intersectionality and Sexuality Studies, is working on an experimental research project, Transmitting Dominance, which explores ways of structuring an argument in a non-linear, multi-modal format, when integrating digital processes and tools into the scholarly process from a research project's conception. The project's publicly-accessible website will make use of a range of media to visualize transmissions of dominance in society.

Christopher Steiner, Professor of Art History and Anthropology and Director of the Museum Studies program, is developing a digital archive and website for the Nut Museum collection owned by Connecticut College. Elizabeth Tashjian (1912-2007) was an artist who lived much of her life in Old Lyme, Connecticut and established the Nut Museum in her home. The collection features her own paintings of nuts, as well as a collection of nuts, nutcrackers, and nut-related memorabilia and ephemera. The project website will make the collection accessible to the public, and students in the Museum Studies program will gain hands-on experience working with this collection, including conducting research, archiving and digitizing materials, working on physical and/or virtual exhibition projects, and publishing collection highlights online.

It is our pleasure to announce that the Office of the Dean of the Faculty will continue to support the Digital Scholarship Fellows Program for a third cohort next year. Faculty interested in digital scholarship should contact program director Lyndsay Bratton. Stay tuned for updates about all the exciting projects currently in production.

— Lyndsay Bratton

Nicholas Bauch (University of Minnesota) delivers keynote lecture, "Toward a Graphic Re-Mediation of Spatial Thought," during the Digital Scholarship & Pedagogy in the Liberal Arts Symposium in November 2018.

publishing.

Around 70 attendees joined us for the symposium from institutions across Connecticut, including Wesleyan University, Yale University, Southern Connecticut State University, and Fairfield University Art Museum. Several departments, centers, and programs generously co-sponsored the

disciplines and with a variety of research objectives, as we continue to experiment with digital scholarship at Connecticut College.

Benjamin Beranek, Visiting Assistant Professor of Economics, is analyzing experimental economic data on social preferences from within a singular society, which was collected on a digital platform
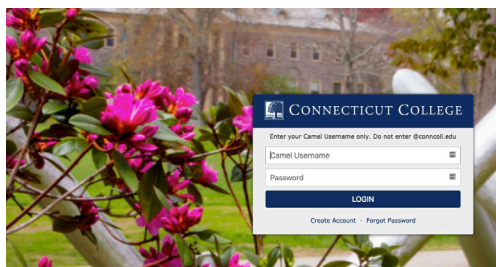
CamelWeb 6 - We need your feedback!

THE COLLEGE PORTAL, CamelWeb 5, made its debut in summer 2014. While it was leading-edge technology in 2014, it is now showing its age. The underlying technologies (Luminis, Liferay, Adobe Flash) are starting to break down and/or become de-supported by the vendor.

This semester Enterprise and Technical Systems is kicking off the project to replace the College portal with CamelWeb 6. It is an opportunity to utilize more advanced, easier to use, mobile first technologies.

Faculty, staff, and students should be on the lookout for an email asking them to fill out a short survey to tell us your thoughts about CamelWeb. Your responses will help us determine the priorities for CamelWeb 6.

— Jean E. Kilbride

Academic Building WiFi Getting an Upgrade

CONNECTICUT COLLEGE CONTINUALLY invests in the campus network through upgrades and replacement of vital equipment. This insures our network remains secure, stable and reliable. WiFi Access Points are replaced on a rotating five-year schedule and efforts are made to implement current standards.

Last summer the WiFi Access Points in residence halls were replaced and some design changes were made to provide improved coverage. In March, the Enterprise and Technical Systems team, with the assistance of an outside vendor, will begin replacing over 350 Access Points in the campus academic buildings. A few additional WiFi Access Points will be added to residence halls where coverage has been less than desirable.

For all you techies out there - the current generation wireless network design standard 802.11ac is faster, handles greater bandwidth capacity and better coverage than its predecessor, 802.11n.

— Jean E. Kilbride

College Advancement New Technology Project

THE WORK OF the College Advancement offices has evolved and expanded over recent years. The advent of new technologies and the growing use of these technologies, combined with ambitious goals for upcoming capital campaigns, have prompted Advancement, in collaboration with Information Services, to replace the current Banner Advancement system. The objective of the new system is to increase the effectiveness and impact of institutional Advancement analysis, data collection, querying and reporting functionality, engagement, gift processing and stewardship. The implementation will be guided by the College strategic plan, Building on Strength, particularly by Goal 3, Financial Strength, within the strategic priority 3, Supporting a Diverse, Just, and Sustainable Community.

A Request for Proposal (RFP) was sent to the leading vendors of Advancement Customer Relationship Management (CRM) Systems. In December, after considerable research, demonstrations and consultation with peer institutions, Connecticut College selected Salesforce for Advancement as the new CRM platform. The system will provide an intuitive, modern user interface as well as efficient business processing and easy access and reporting on real-time data. The project kicked off on February 4th with the Discovery phase. The project is expected to be completed within 12-18 months.

— Jean E. Kilbride

Professor Marc Zimmer Book Talk: Solutions for a Cleaner, Greener Planet
Thursday, March 28 at 4:30 p.m.
Charles Chu Asian Art Reading Room

Sponsored by the *Friends of the Connecticut College Library*

Linda Lear Center for Special Collections and Archives: Upcoming Events and Exhibitions

REFLECTIONS ON THE HISTORY OF TRICK PHOTOGRAPHY
APRIL 3 - JUNE 5, 2019
Linda Lear Center

This exhibit is curated by students from Art History 250, Perspectives on Photography, offered by Professors Steiner and Gonzalez-Rice. The exhibit will open with student presentations in the Charles Chu Asian Art Reading Room on April 3 from 10:25 to 11:40 a.m. and a multigraph, or trick mirror photo booth, in Shain Library.

NEW LONDON TIME CAPSULE
MAY 1 - JUNE 5, 2019
Linda Lear Center

For the past two semesters, students from Professor Anna Vallye's Architectural Studies 470 and 471 have been working with New London city government and cultural institutions to research the contents of a proposed time capsule dedicated to New London's built environment. The concept and context of the time capsule, including the city's history, urban fabric, and life today, will be the subject of an exhibit and dedicated website. This exhibit will also display some of the materials selected for the time capsule, to be formally submitted for a vote before the New London City Council in May.

WILLIAM MEREDITH AS TEACHER AND POET
MARCH 27 - APRIL 26, 2019
Shain Library Exhibit area

This year marks the 100th anniversary of the birth of William Meredith.

Winner of the Pulitzer Prize and National Book Award, Consultant in Poetry to the Library of Congress, and Chancellor of the American Academy of Poets, Meredith taught in the English department at Connecticut College from 1955 to 1983. Drawing on archival materials from the William Meredith Collection in the Linda Lear Center for Special Collections and Archives, this exhibition will examine both Meredith's creative work and his importance as a teacher to students at Connecticut College and to the larger New London community. The exhibit will also highlight some of Meredith's many students who have themselves continued on to successful writing careers and the tradition of writing at the College.

"TRUE PIONEERS": THE CLASS OF 1919
APRIL 29 - JULY 15, 2019
Shain Library Exhibit Area

2019 marks the centennial of Connecticut College's first graduating class. The 125 young women who arrived on campus in September of 1915 were confronted with a campus comprised of a single classroom building, two dormitories, and dining hall, all still requiring some construction and connected by wooden planks to protect from mud and building debris. The 67 women who persisted through to graduation would make their mark, however. Although they came overwhelmingly from southeast Connecticut, they would spread throughout the country and earning

distinction in government, education, social services, and journalism. Using photographs and memorabilia from the College Archives, this exhibit celebrates that first Commencement and the achievements of the Class of '19, or, as they liked to call themselves, the Oldest Living Graduates.

WORK OF CUI FEI
MARCH 25 - APRIL 25, 2019
Charles Chu Asian Art Reading Room

Cui Fei is a New York-based artist originally from Jinan, China. She was educated at the China National Academy of Fine Arts in Hangzhou, China and the Indiana University of Pennsylvania. She has taken part in numerous solo and group exhibitions in the New York area since 2003. This exhibit will draw mainly from her Tracing the Origin series, which she describes as a means "to explore the relationship between human beings and nature." Chinese characters, beginning as ideograms originating in nature "have become detached from the origin; and by inference … humans have also detached themselves from nature."