Inside Information   Information Services

Fall 2019

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Ariela McCaffrey
Connecticut College, amccaffr@conncoll.edu

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Connecticut College Awarded Grant by the Council of Independent Colleges

CONNECTICUT COLLEGE is one of 25 Council for Independent Colleges member institutions selected to participate in the inaugural cohort of Humanities Research for the Public Good, funded by the Andrew W. Mellon Foundation, an initiative to promote student research at private colleges and universities, address issues of public significance, and showcase the rich archival, library, and museum collections held by participating institutions. Each college will partner with a community-based organization to engage members of the public on a topic of local importance. The team is made up of Rose Oliveira, Linda Lear

Special Collections Librarian, Anna Vallye, Assistant Professor of Art History and Architectural Studies, and Kim Sanchez,

Rose Oliveira (standing), Linda Lear Special Collections Librarian, teaches students how to conduct research using primary source materials at the Lear Center.

Director of Community Partnerships. Our community partner is New London Landmarks (NLL), a local historic preservation non-profit.

The project focuses on the impacts of urban renewal in the East New London community. Like many American cities, New London experienced profound ruptures in its social and physical fabric following a series of urban renewal campaigns during the 1960s and 1970s. These projects cut a swath through the city's historic neighborhoods, displacing their residents and erasing a number of underprivileged and minority communities. This history is concealed in the urban fabric, but alive in the memories of the city's long-time residents.

The project proposes to reveal the impact of urban renewal in New London through a digital mapping project. This project, tentatively titled "Mapping the History of Urban Renewal in East New London, CT," will build upon and extend the current programming of New London Landmarks.

Over the 2019-2020 academic year, students will explore the New London collections held at The Linda Lear Center for Special Collections & Archives as well as the rich collection of archival documents and oral history interviews held at New London Landmarks. Students will learn how to conduct primary source research using materials held by the Lear Center as well as NLL and other local organizations.

The initial research will be the base for the next stage of the project. Students in the Spring 2020 semester will build a website and a digital map that captures the changes in this East New London neighborhood and its impact on the community. We will also plan a public program that allows students to present their work to the larger New London community, in conjunction with New London Landmarks.
— Rose Oliveira

Message *from the VP*

IS Strategic Planning

IT'S THAT TIME AGAIN…. and we need your help!

Every three years, Information Services embarks on the development of a new Strategic Plan to guide the department's work in support of the College. Though we do regular annual planning, shared with the College community as IS Major Objectives every spring, this effort will encourage faculty, students and staff to offer ideas about how the department could improve its service and operations over a longer time frame. It also gives IS staff a structure to step back, take a breath, and think about how we can best serve the College going forward. At the same time, the IS Strategic Plan will reflect the priorities of the College and the new Connections Curriculum.

At the IS Biennial Retreat in August, we engaged Dr. Jan Stefanski, an organizational development expert, to lead staff through exercises highlighting surviving and anticipating change. In small groups, IS staff discussed the biggest areas of change over the past few years, and shared how the challenges from those changes were met. After discussion, we realized we all survived and even thrived while continuing to serve the College well. The groups then considered the changes that might be in store for our

department over the next few years. Those ideas about the future will help inform the new IS Strategic Plan

Strategic planning allows consideration of longer-term projects and directions that will shape our services for many years and may require budgeting over multiple years as well, encouraging us to outline those needs so funding sources can be

> *Strategic planning allows consideration of longer-term projects and directions that will shape our services for many years and may require budgeting over multiple years.*

identified and departmental impact can be identified. As a part of the planning effort, we'll be seeking input from the campus community in a variety of ways, including using the MISO Survey in January, via departmental liaisons, and through focus groups. Eventually, draft versions of the document will be posted for campus consideration. The IS Committee will review and approve the final plan in late April I hope, allowing it to be submitted for review by the Cabinet and then the Board of Trustees in May.

Over the course of the year, as the planning effort plays out, we will review our "Focus Keys" for the current Strategic Plan. Providing organizing thoughts for

our work over the life of the Plan, the Focus Keys for 2017-2020 have served the department and the College well. They are:

- 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

If you have thoughts on how these can be improved going forward, please contact me directly.

I look forward to working with the College community to develop the new IS Strategic Plan over the course of the year.

Thanks.

W. Lee Hisle

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

OER Grant Update and SPARC Open Education Leadership Program

THE RESEARCH SUPPORT and Curricular Technology team has been working to expand the adoption of open educational resources on campus through faculty workshops and the OER Grant Program. We awarded grants to 13 faculty, who have used the funds to attend OER workshops, research and review existing open textbooks, adopt and implement OER in their courses and create open material. The program has already yielded exciting outcomes. Faculty in a wide range of disciplines have adopted OER in their courses.

In fall 2019, the math department will use an open textbook in all of their calculus courses. Professor Maria Rosa will replace textbooks in three of her biology courses with open material. Professor Rachel Black adopted material for Power and Inequality in a Globalized World: ANT 114. She says, "I am trying to convert people and raise their awareness of the burden that expensive textbooks create." Emily Kuder, adopted and revised material for Spanish for the Professions: SPA202 and states "I believe that OER will facilitate a more interactive, hands-on environment, particularly with the use of scripted roleplays." In the Economics Department, Yongjin Park adopted a free textbook for The Economics of Conflict and Cooperation: ECO407.

Professor Derek Turner will use "Form and Content," the open logic textbook he wrote and published with a Creative Commons license. Professor Turner's OER philosophy resonates with the open educational resources movement, "For many years, I had used one of the standard popular textbooks in my logic

classes. But the publisher kept issuing new editions and adding bells and whistles that no one needed, while steadily raising the price. Logic is something that should be accessible to anyone who takes an interest in studying it. So I decided to write a textbook that students at Connecticut College, or anywhere, could access for free. The book also differs from other standard textbooks in its reliance on fun, low-stakes examples involving dinosaurs, my dog and his friends, etc. The sillier the content, the easier it is to see the logical form."

Ariela McCaffrey, Assistant Director of Research Support, Instruction, and Outreach, was selected as a fellow in the SPARC Open Education Leadership Program, an intensive professional development program to empower library professionals with the knowledge, skills, and community connections to lead successful open education initiatives that benefit students. The program blends online and peer-to-peer learning to develop skills in the discovery, creation, adoption, licensing, and stewardship of open educational resources and how this connects to open pedagogy.

Plans for the academic year 2019-20 include workshops on open education for faculty and staff, a student survey on textbook use, an updated OER website, and a presentation to faculty about successful adoption and creation of OER at Connecticut College. The SPARC program will help advance open education locally and the resources created and shared will benefit the broader open community globally.

— Jessica McCullough

Library To Celebrate Faculty Work, Hold Panel Discussion

Information Services
and the
Office of the Dean of the Faculty

cordially invite you to the inaugural

Celebration of Connecticut College Faculty Scholarly and Creative Work

October 24, 2019

4:30 to 6 p.m.
Charles Chu Room, Shain Library

*Open Access Week Faculty Panel:
Scholarly Communication is Everyone's Business*
Panelists: Luis Gonzalez, Purba Mukerji,
Maria Rosa, and Marc Zimmer

6 to 7:30 p.m.
Living Room, Shain Library
*Reception to Recognize Faculty Scholarship
and Creative Work*
Celebrate faculty accomplishments and
enjoy refreshments.

Remarks by Jeff Cole, Dean of Faculty

DURING OPEN ACCESS WEEK 2019, the library will hold a Celebration of Connecticut College Faculty Scholarly and Creative Work. All faculty are cordially invited to attend. The event will include a faculty panel discussion on the state of scholarly communication as well as a reception and celebration of faculty scholarly and creative accomplishments for 2018-19.

The faculty panel discussion entitled "Scholarly Communication Is Everyone's Business," will address key issues regarding the costs and publication of scholarly materials. The celebration will take place from 6 to 7:30 p.m. in the library's living room and an array of refreshments will be served, including heavy hors d'oeuvres, beer and wine.

Please consider joining us for all or part of this event, and feel to invite students whom you think would be interested in attending. We look forward to an edifying and celebratory evening, and hope you will too.

— Fred Folmer

Heather Romanski and Andrew Lopez Win!

TWO INFORMATION SERVICES staff members won Presidential Staff Recognition Awards for their outstanding work and support of the College this past spring! Heather Romanski, Director of Computer Support Services, won in the Inspiration category and Andrew Lopez, Research and Instruction Librarian, won in the Student Support category.

Many other IS staff members were nominated for various categories, an honor in itself to be recognized for excellence by their peers. We in IS are enormously proud of our colleagues who received this recognition… and all the other IS staff who do such excellent work for the College community day in and day out!

— W. Lee Hisle

MISO (Measuring Information Services Outcomes)

THE MISO SURVEY (Measuring Information Services Outcomes) will be administered by IS again this year beginning in February 2020 to all faculty, all staff and a random sample of students. The Survey is administered biennially at Conn and is the key assessment tool used by the department to measure IS performance and improvement.

This spring will mark the seventh time the College has used the instrument allowing us to compare our community's perceptions of IS over time. Among the key questions MISO tries to answer is: What services and resources are important to our constituents, and how successfully do our organizations deliver them? This year, the Survey will also help the department to develop its Strategic Plan, 2020-2023. Reduced in length, with more local questions allowed, the MISO Survey continues to improve its instrument and its validity to measure performance.

Please take time to complete the survey when it is shared early in the new year.

— W. Lee Hisle

New IS Employee: Deborah Kloiber

I STARTED AT Connecticut College in February as the College Archivist, which means I work with materials that tell the history of the College, whether that history was 100 years ago or last week. One of my passions is engaging students with Conn's story through instruction. I believe it helps them feel better connected to the place they've chosen to spend four years. In addition, working with primary sources in the Archives has the added benefit of strengthening their critical thinking skills. I look forward to working with many faculty to design sessions for their courses using our collections. Another large focus of my job is working with offices and departments to manage their records and ensure those of historical value are added to the Archives. This is particularly important regarding digital files, which need active care in order to be preserved for the long term— decades, or even centuries.

Before coming to Conn I spent 21 years at St. Catherine University, St. Paul, MN where I held various positions including head of Archives and Special Collections (2011-2019), curator of the Ade Bethune Collection (2000-2011), and reference librarian (1998-2011). My interest in archives arose from my first career as a professional dancer, and I have worked with the collections of the American Dance Festival in Durham, NC, and the Performing Arts Archives at the University of Minnesota. I hold an M.S.I.S. from the University of Tennessee, Knoxville and an A.B. in Dance from Mount Holyoke College. In 2012, I became a certified archivist and received the Digital Archives Specialist certificate from the Society of American Archivists in 2015.
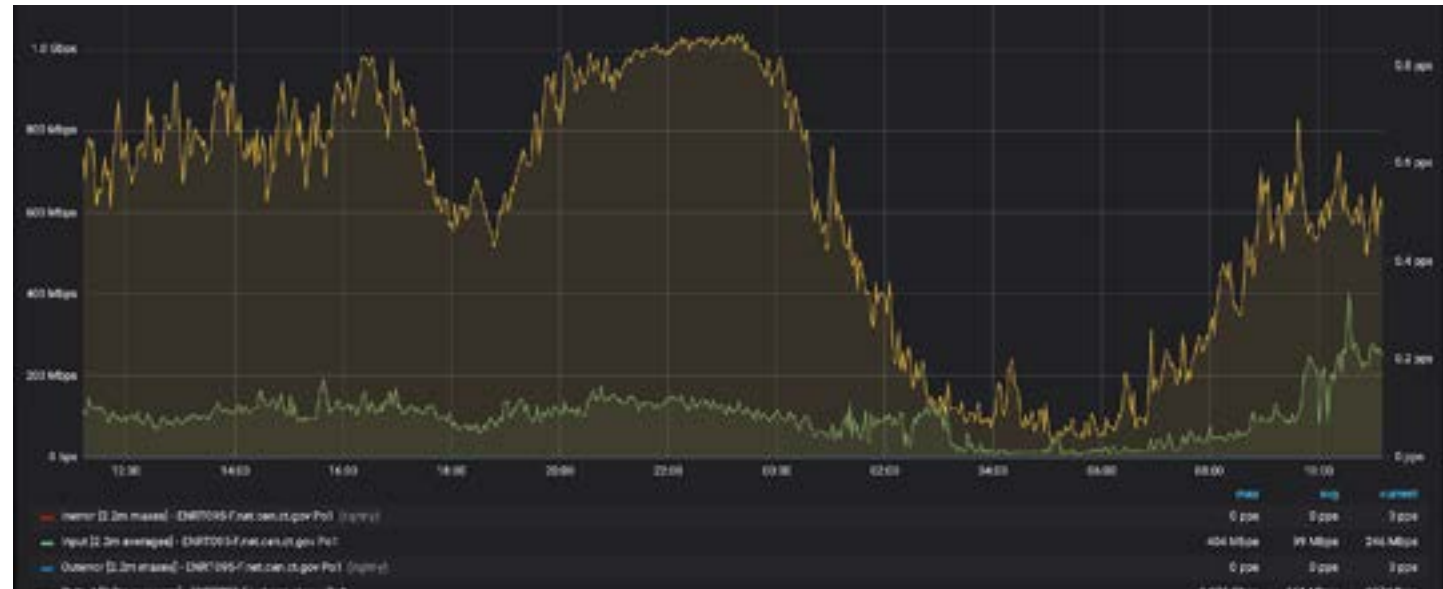
Internet Bandwidth Through CEN Doubled

OVER THE SUMMER, the network team embarked on a mission to bring more bandwidth to Connecticut College through our Connecticut Education Network connection. Demands for more bandwidth have steadily increased, but the College's connection had been the same 1Gb/s for many years. The goal was to double the bandwidth to 2Gb/s. Completion of the fiber backbone a few years ago has allowed for more robust network on campus. This combined with more bandwidth will give students, faculty and staff the competitive edge they need in today's high tech world. The new bandwidth officially went live on September 18, 2019.

CEN provides Internet connectivity to every K-12 district, nearly every college and university, the majority of municipal offices and libraries, health care, public safety, state agencies, and open access members throughout the state. This network is a subsidized network that gives their customers the benefits of a resilient fast performing network with great service at a great price. CEN also provides customers with a wide variety of security services including firewall and DDOS (Distributed Denial of Service) protection. They offer 24x7 monitoring and there is a real sense of community when working with them to solve issues.

The Colleges Fiber Backbone project connected most of the buildings together in a redundant fiber ring with 10Gb/s connectivity. This allows for more bandwidth going to the individual buildings. As the utilization arose in the buildings so did the demand for bandwidth (see diagram).

Starting this year the additional bandwidth should be really helpful for those who use it for study, research and to relax.
— John Schaeffer

Advancement Salesforce Implementation Project

BY NOVEMBER 2019, College Advancement will be using Salesforce for all business processes. Salesforce is the world's #1 CRM (Customer Relationship Management) platform. This was a large and ambitious project intended to revolutionize the important work of Advancement at Connecticut College. At the kickoff meeting in May 2019, the project team was excited but nervous to take on such a monumental change. Kim Verstandig, Vice President for College Advancement, coined the slogan for the project, "It's Possible!"

Previously, Advancement used disparate systems for constituent management, fundraising and communication. These methods were inefficient, outdated, and not integrated. Their business practice became one of time-consuming work-arounds and never-ending manual effort. It was high time for a change. Advancement and Enterprise & Technical Systems partnered with Cloud For Good to tackle the implementation. Rainer Weissenberger and Laurie Gardner spearheaded the effort from the Advancement side. Laurie Schaeffer and Mike Matovic from ETS concentrated efforts on the integration with college systems.

The Salesforce platform is a cloud solution that provides a single source of truth for Advancement. It will consolidate their efforts, make operational business processes more efficient and allow them to easily and conveniently access and report on real-time data. Salesforce for Advancement has an intuitive, modern user interface that provides the ease of use and browser and device agnostic access that staff and users expect in this day and age.

Excitement builds within the project team as they see the new CRM built out to meet their needs.
— Laurie Schaeffer

Electronic Resources Upgrades Include Open Access Finder, New Databases

FOR THIS FALL, the library has made an upgrade to OneSearch that significantly improves researchers' ability to find open access versions of unsubscribed journal articles. We are also newly subscribing to two databases that provide primary sources for a wide array of disciplines and research topics, and that expand our library users' access to legal, governmental and news resources.

OneSearch

When a user searches on OneSearch and the results include an unsubscribed title, the record in the catalog offers the option to "Look for Open Access Version." The system will then search through the web to find a version of the article that is openly available. This feature on OneSearch is powered by Unpaywall (*unpaywall.org*), which aggregates searches of more than 50,000 publishers and repositories to find open access content.

Hein Online

One of our new databases is Hein Online, a database for finding and accessing legal, governmental and historical documents. A significant resource for primary as well as secondary sources, it contains more than 173 million pages and 270,000 titles; resources typically consist of scanned images. The database provides coverage of thousands of law journals, U.S. statutory materials, U.S. Supreme Court reports, and federal and state case law. Specific holdings include the entire Congressional Record, the Federal Register, and Code of Federal Regulations. Hein's interface is intuitive and easy to use. By default, researchers can search by keyword, but it's also possible to search by citation or case law, or to browse a collection of materials on a specific subject. Such topics include religion, slavery, constitutions, international trade and treaties, among many others.

Access World News Research Collection

Another database, Access World News Research Collection, consists of lots of news resources — in fact, it covers more than 11,000 local, regional, national and international outlets. As such, it can be a valuable resource for primary material for nearly any subject area. The interface features the usual keyword search, but it also provides users a quick way to search the Hartford Courant, as well as Connecticut-based resources. Researchers can also filter by broad topic, including environmental studies, health, business and economics, education, social issues, science and technology. Further, a database user can click "More Search Options" and then click a map or use a menu to find sources by continent, and then drill down by country.

Library users can access either of these new databases as they would with other similar resources. Perhaps the simplest way is to go to *http://libraries.conncoll.edu*, and then, under "Quick Links," click "Databases." Databases can either be accessed by title or subject.
— Fred Folmer

New IS Employee: Kate Bengtson

MY NAME IS KATE BENGTSON, and I am thrilled to be joining the IS team at Conn as the Instructional Technology Specialist! I am looking forward to supporting you in your ventures with Moodle, Digitcation, and all things instructional technology. Before joining the team here at the College, I studied psychology at Yale University and received my MLIS from San Jose State University. My previous work was in public libraries in a number of different capacities, but I am excited to be back on a college campus. When I'm not at work, I'm often reading, geocaching, cross-stitching, or enjoying time with my family.

Academic Building Wireless Upgrade

TWO SUMMERS AGO the network team upgraded wireless access points in all of the residence halls. This past summer academic and administrative buildings were targeted for a refresh. Over 300 Aruba model AP-305 access points were purchased from Aruba to replace the older 105 models. This project was implemented by Atlantic from Niantic, CT. On the software side programming changes have been made to accommodate more IoT (Internet of things) devices.

The AP-305 access points have improved coverage and higher throughput than the older 105 models. It also brings the administrative and academic buildings up to the 802.11AC standard. These dual band Access Points can support up to 1,300 Mbps in the 5 GHz and up to 400 Mbps in the 2.4 GHz. The Aruba system operates in an Enterprise mode which allows the college to access "eduroam" and provide encrypted secure connectivity.

Software changes that were made over the summer pertain to IoT devices. When connecting to the wireless network you will see two new broadcast SSIDs. These networks are called IoT-Faculty and IoT-Student. Connect your smart device to the network that reflects your user status. Any device connected to these networks will not have internet access until you 1) register the device properly at *clearpass.conncoll.edu/guest* and 2) provide the network password. These networks have been specially configured to work with IoT devices and allow us to better support devices such as: Sonos speakers, Amazon Echoes, and various streaming devices. Though this does not guarantee every IoT device will work, it will help to resolve problems related to connectivity.

Overall the Aruba wireless system that the college uses has been a great fit. There may still be some coverage areas that we will need to address, but for the most part it works very well. If you do have spotty coverage or an issue connecting a device to the wireless network please enter a ticket into Web Help Desk for assistance. Semester startups can be quite busy for the network team and certain issues do take priority, so please be patient.
— John Schaeffer

Banned Books Week and Our Freedom to Read

THERE IS A centuries' long history of governments and communities banning books. The restriction of access to the written word has been a common tool in the shaping of cultural norms. Everything from the New Testament to Mein Kampf to Lolita has at some point found itself under restriction.

In the United State, because of local control over schools, classroom curricula, and public libraries, the banning of books is frequently localized. Proponents of free speech and intellectual freedom have constant arguments with school and library boards over who has the right to decide what is read. There is clearly ample room for healthy argument. But each year the American Library Association maintains lists of the books that are being challenged across the country. ALA sponsors a Banned Book week. Many are unaware that the banning of books still occurs. So last year, for the first time, we had a day in which we had public events on the banning of books. We had a table full of books from our collections, lists of books that have been banned, giveaways, "I read banned books" buttons, and much more. Central was a community read of the book that has been most frequently banned in the United States, To Kill a Mockingbird. Staff, students, and faculty read from the text from 9am to 4pm.

This year, we celebrated Banned Books on Tuesday, September 24, 2019. And in celebration of the 20th year of its publication, we read from another heavily banned book, J.K.Rowling's "The Prisoner of Azkaban."
— Caroline Kent

Changes in IS Organization

LISA DOWHAN has been promoted to Interlibrary Loan (ILL) Supervisor in the Shain Library Access Services department. Lisa has been with the College over 12 years, working in technical positions in Collections and Resource Management and in Access Services. Her new position offers her the opportunity to oversee both CTW and regular ILL bringing potential efficiencies to both. She will also be responsible for the continued development and use of our new and speedy ILL system, RapidILL.

ARIELA MCCAFFREY has been promoted to the position of Assistant Director of Research Support, Instruction and Outreach. Ariela has been with the College for nearly two years, coming from a similar management position at the Johnson & Wales University. In her new role, she'll oversee the Reference Desk operations, as well as librarian support of research skills instruction in First Year Seminars and other courses. Ariela also handles most of the graphic design and publications in Information Services, including this edition of "Inside Information."
— W. Lee Hisle

FEB 28-29 2020

ctdh.io

Connecticut Digital Humanities Conference
Trinity College, Hartford CT

Free and open to all; co-organized by Connecticut College, Wesleyan University, Trinity College, Yale DH Lab, and UConn

Keynote by Jacqueline Wernimont, Distinguished Chair of Digital Humanities and Social Engagement & Associate Professor of Women's, Gender, and Sexuality Studies

Introducing CCAlert

CONNECTICUT COLLEGE cares about the health and safety of students, faculty, staff and visitors. The College has put in place a new system to respond faster and communicate more effectively before, during and after campus emergencies. RAVE has two components:

1. RAVE Guardian – A mobile safety app available to the campus community. With a push of a button, you can access important information, resources, safety functions, emergency contacts, and call Campus Safety.

2. CCAlert - If the campus is facing a serious threat, all community members who have registered their contact information will receive a message through the CCAlert system. Built-in redundancies ensure staff, faculty and students are notified by email, cell phone or other preferences.

On October 3, there will be a test of the new emergency notification system.
— Jean Kilbride

Rapid-R Implementation

SHORTLY BEFORE THE fall semester, the College's interlibrary loan service implemented Rapid-R for books. Rapid-R has reduced the wait for a book through ILL to three days. Additionally, book chapter and article requests filled via Rapid ILL have continued to drop to an average turnaround time of twelve hours.

Prior to implementation, ILL staff worked with the post office to set daily workflows. The interlibrary loan office closely monitors shipping costs and outcomes, balancing contractual obligations for lending turnaround time and 20% shipping cost savings by using the post office instead of a courier.

Using Rapid ILL for book requests as well as articles and book chapters increases the flexibility and responsiveness of the College's resource sharing abilities and provides timely access to a full spectrum of research and teaching materials.
— Emily Aylward

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

"SUPERIOR IN ITS BASIC LEARNING CONDITIONS:" MAKING CONN COED
AUGUST 23-NOVEMBER 21, 2019
Shain Library Exhibit area

Fifty years ago this fall, Connecticut College admitted its first male students, part of a wave of coeducation that saw mixed gender education become the norm in private northeastern colleges. This exhibit looks at the decision-making process put in place by President Shain, reactions from students and parents, and the first few years of coeducation, including the introduction of intercollegiate athletics.

OBJECTS FROM THE SHIMBACH DELFT POTTERY COLLECTION
AUGUST 26-JANUARY 15, 2020
Linda Lear Center

The Shimback Delft Pottery Collection contains over 40 rare pieces of Dutch pottery from the 17th to the 19th century. A sampling of items from the collection is on display including vases, jugs, tankards, bowls, and decorative objects.

JARRETT J. KROSOCZKA ART EXHIBIT
AUGUST 19-OCTOBER 14, 2019
Linda Lear Center

Original artwork by the author/artist Jarrett J Korsoczka, writer of the One Book One Region choice, "Hey Kiddo: How I Lost My Mother, Found My Father, and Dealt With Family Addiction."

THE FIRST YEAR EXPERIENCE AT CONNECTICUT COLLEGE
NOVEMBER 2-FEBRUARY 15, 2020
Shain Library Exhibit Area

Professor Karen Gonzalez Rice and students in her First Year Seminar, Everyone's a Curator, will be exploring the College Archives for photographs, documents, and memorabilia that shed light on the first year experience at Connecticut College and the ways that it may have evolved.

THE WIZARD OF OZ AFTER L. FRANK BAUM
FEBRUARY-APRIL 2020
Shain Library Exhibit Area

L. Frank Baum is remembered for the Wonderful Wizard of Oz, but many people don't know that in the subsequent two decades, Baum wrote sixteen best-selling sequels to the work. For decades after Baum's death, reader demand for new Oz books prompted his publisher to turn to a series of authors to produce additional novels and before long these books outnumbered those actually written by Baum. This exhibit will feature the work of these now forgotten authors who kept the Oz legend alive into the 1970s.