2016

Information Services Annual Report 2015-2016

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The views expressed in this paper are solely those of the author.
Implement a cloud backup solution for enterprise system data to replace the antiquated tape system. The new system provides redundancy and offsite storage in the cloud, ensuring data protection even in a disaster situation.

Worked with Facilities Management to renovate the phone and networking systems in the Dean of the College's office suite in Fanning Hall.

EVENTS

Fall Weekend Open House, Linda Lear Center for Special Collections & Archives, Oct. 10, 2015


Artist Lecture: Niing Qiang, Feb. 16, 2016

Friends of the Library Event: Michael Blanding lecture on The Map Thief, Feb. 18, 2016

Artist Lecture: Huang Dewei, March 8, 2016

Friends of the Library Event: Gray Jacobik poetry reading, April 22, 2016

Alumni Open House, Linda Lear Center for Special Collections and Archives, June 3–4, 2016

EXHIBITIONS


(faculty exhibit) “Islamic Paintings from China,” Feb. 16–25, 2016

“Live in Landscape: The Paintings of Huang Dewei,” March 8–April 8, 2016

“Shakespeare at Connecticut College in Print and Performance: Marking the 400th Anniversary of the Bard’s Death,” March 28–May 18, 2016

(faculty exhibit) “Bad Art: Kitsch and Humor in Folk Photography,” March 31–May 1, 2016

“Master Paintings of Twentieth-Century China,” April 12–Aug. 15, 2016


NEW STAFF MEMBERS

Tyler Campbell, Network Security and Server Administrator (1/16)

Rose Oliveira, Linda Lear Special Collections Librarian (7/16)
Greetings  
The Information Services 2015 – 2016 Annual Report highlights important IS activities in support of the College community over the past year. This report is a companion to the Information Services Major Objectives completed this past spring and available at http://digitalcommons.conncoll.edu/annualplan/15. I will be happy to answer any questions about either effort. Please let us know how we can serve you better. Thank you, W. Lee Hise, Ph.D. Vice President for Information Services and Librarian of the College

The Information Services 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.

INFORMATION SERVICES STRATEGIC PRIORITIES 2015–2018  
- Build strong relationships with the diverse campus community through excellent service, communication and collaboration.
- Enhance teaching, learning, research and scholarship by building excellent collections, services, delivery systems and spaces.
- Optimize campus information and technology resources in a secure information environment to advance the College’s mission and strategic objectives.
- In collaboration with campus partners, strengthen the use of data for research and decision making, and to improve business processes, intelligence and analytics.
- Create vibrant physical and virtual spaces that enable IS to support the College’s mission and deliver excellent resources and services to the campus community.

Highlights  
SERVICES  
- Enterprise and Technical Systems
  - Began providing wireless access for College faculty, staff and students via Eduroam, a utility that authenticates our community members at thousands of colleges and universities throughout the world, enabled by College membership in the InCommon Federation.
  - In partnership with the Office of Advancement, implemented and integrated iModules Encompass, a new online alumni and reunion communication and management system.
  - In partnership with Institutional Research, implemented Activity Insight, which assists faculty in creating their annual reports.
  - Teamed with the Office of the Dean of Faculty to configure and implement the Faculty Administration and Tracking component of Banner to assist in managing tenure, appointments and sabbatical leaves.
  - Implemented IBM’s WebFocus 8 business intelligence architecture to provide improved and secure departmental access to institutional data.
  - Collaborated with Human Resources for system enhancements that support federal statutory reporting requirements for Affordable Care Act (ACA) compliance.
- Completed a multiyear project to design, develop and implement a Parent and Emergency Contact Information (PECI) system that supports campus emergency communications, along with providing mobile access to parent emergency contacts.
- Worked closely with the Office of the Registrar to complete the implementation and integration of DegreeWorks, an Ellucian degree audit and advising system.
- Successfully integrated a contract-services model Chief Information Security Officer into IS and College operations to provide high-level oversight of information security policies, procedures, infrastructure, compliance and monitoring.
- Completed an external Information Security Assessment identifying areas of risk and mitigation suggestions. Began a project to correct information security weaknesses in June 2016.
- Earned recognition from the National Cyber Security Alliance as an NCSC 2015 Champion for efforts in fostering a cybersecurity-aware campus. The effort included a lecture by a security expert, a poster campus and library digital displays. Additionally, gained NCSC recognition as a Data Privacy 2016 Champion for efforts in raising campus awareness about the importance of privacy and protecting personal information.

Instructional Technology  
- Formed a Digital Scholarship Advisory Committee, with key faculty members, to help plan and advocate for an expanded digital scholarship program at the College.
- Led workshops and seminars as part of the Teaching with Technology series and Camp Teach and Learn.
- Planned and delivered the 17th Tempel Summer Institute, offering hands-on instruction and advice on using instructional technologies in the classroom.
- In conjunction with the Office of the Dean of the Faculty, supported the second and third cohorts of the Technology Fellows Program, which models creative uses of instructional technology for the teaching and learning efforts at the College.
- Collaborated with Enterprise and Technical Systems to install and support EvaluationKit, a course evaluation software, administered by the Mankoff Center for Teaching and Learning.

Libraries  
- Created and awarded the inaugural Connecticut College Prize for Undergraduate Library Research.
- In collaboration with our CTW consortial partners, evaluated and selected a new integrated library system to be implemented in 2017.
- Installed a new microform reader that enables patrons to create digital copies of content from microformat materials.
- Created a new research-oriented blog, ResearchScapes.
- Participated in discussions and planning activities for two Pathways programs: Social Justice and Sustainability, and Global New London.
- Developed a campus art loan program to manage the effective, centralized tracking of campus art, and to promote the loan and display of artwork in departmental offices.
- Successfully completed a search for the new Linda Lear Special Collections Librarian.
- Multiple staff members from throughout Information Services served as staff advisors under the new advising program for first-year seminars.
- Established guidelines, new resources and related educational programming on copyright for the campus community.
- Presented at the Oberlin Digital Scholarship Conference (June 2016) about digital scholarship efforts in the Linda Lear Center for Special Collections and Archives.
- Continued to improve patron discovery and thus increase access to e-books and other electronic resources through the management of our existing CTW Consortium demand-driven acquisitions program, and other individual and collaborative collection strategies.

COLLECTIONS AND RESOURCES  
- Planned and implemented the first year of a multiyear project for the management and realignment of the materials budget to address the rising cost of serials and e-resources.
- Digitized and uploaded more than 70 years of the campus alumni magazine to Digital Commons.
- Selected and initiated the implementation of ArchivesSpace, a management system for special collection.
- In collaboration with the CTW Collections Group, continued a multiyear pilot project to conduct and evaluate an alternative model for the acquisition of newly released e-books from three university press publishers, Harvard, Columbia and Princeton.
- Processed the records of the College’s academic centers (Hollera, the Office of Volunteers for Community Service, Ammerman), the Office of Affirmative Action records, and the campus activism collections, as well as three College early history collections.
- As a member of the Eastern Academic Scholars Trust (EAST), a multi-library collaborative intended to ensure long-term access to scholarly books and journals, conducted a review and analysis of our collection holdings, and conducted a validation study of our holdings necessary for the libraries’ role in EAST.
- Implemented the OCLC WorldShare Metadata Collection Manager to streamline the existing acquisitions and processing workflow, and improve patron discovery of the College’s e-books and other electronic materials.
- Continued to implement the 360 E-Resource Management System to automate and streamline the management of e-resource databases and subscriptions, facilitating patron access to these resources.
- Completed year one of the Gladys Krieble Delmas Foundation grant for the continued in-house digitization of pre-1925 sheet music imprints from Greer Music Library’s collections.
- Processed a collection of more than 100 Connecticut broadsides dating to 1756; the correspondence of Nathan Belcher, a U.S. representative from New London in the period prior to the Civil War, and two Civil War collections: the papers of William Ingram, a Union infantry soldier, and the papers of Connecticut artillery officer Homer Curtis.

FACILITIES AND INFRASTRUCTURE  
- Relocated the primary campus data center to Shain Library, a move that provides greater physical security, power, cooling and fire suppression.
- Supported the maintenance and upgrades of more than 50 administrative systems and the data integration between systems such as Banner, Slate, Adirondack housing, Camel Card and DegreeWorks.
- Implemented the campus-wide Creative Cloud Enterprise license, enabling a wide range of Adobe products to be installed on any College-owned computer.
- Researched, selected and installed a new cable TV system for residence halls and public areas across campus.
- Added projection and videoconferencing capabilities to the Dilley Room.
- Collaborated with Verizon and Facilities Management to install, test and deploy a generator at Shain Library to support the Verizon cell tower and the new Shain Library Data Center.
- Replaced outdated load balancers to provide greater reliability and improved performance to campus applications such as Banner and CamelWeb, while providing distributed denial of service (DDOS) and cybersecurity defenses.
- Upgraded Moodle server hardware to provide added functionality, security and performance to the online learning management system.
- Contracted with Connecticust Educational Network (CEN) for additional bandwidth up to 350 Mbit/s to reflect current usage of the non-student network.
- Began a three-year project to upgrade the campus fiber data infrastructure to support