

2003

Annual Report, 2002-2003

Bates College

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**Bates College
Information and Library Services**

Annual Report 2002-2003

For many in ILS, this was a year of planning new initiatives and projects. We developed a coherent plan for use of our department's space (we have units of various sizes located in eight campus buildings) to optimize the deployment of our services to the College. The "vision" behind these moves is to try to use our decentralized situation as an organizational strength rather than a weakness. We plan to center support for the academic programs in the center of the campus, including Ladd Library, Coram, and Pettengill; to center support for administrative offices in Pettigrew, convenient to the large concentration of administrative staff in Lane Hall and Libbey Forum; and to use decentralized spaces we occupy on the main part of the campus for user support functions. The coherence of the process might be lost in the shuffle, as we planned to move more than a third of our staff. In the process of planning, we learned how important it is for students to have access to a 24-hour computer lab that is not cleared each morning for classroom use. We learned that staff enthusiasm for locating computer help, library reference and library access services in the same place needed to be explained and promoted before some users were able to catch the spirit and the potential benefits of this change. We learned we could accomplish some focused renovations at relatively little expense.

Space planning can absorb a tremendous amount of organizational energy. Our goal throughout this process was not to focus on our own needs, but rather to focus on how we can deploy our services in ways that make sense to users, and how we can create communications links among the staff to overcome the inherent difficulties of locating people who must work together in places where they do not run into each other by accident.

Here is a summary of the work we have been able to do, and the goals we have for 2003-2004. Readers will note a direct relationship between the planning activities of the current year and a very ambitious implementation schedule for the year to come.

Respectfully submitted,

Eugene L. Wiemers
Associate Vice President for Academic Affairs,
Director of Information Services and Librarian

ILS 2002-2003 Accomplishments

User Services

- Conducted a user survey of library services by participating in LibQual+, which showed the high degree with which the Library meets user expectations and needs. The survey also pointed to some significant areas of potential. We also developed and implemented a Help Desk Services survey for client feedback.
- Completed planning for moving Help Desk Service into the Library, and the optimal use of existing ILS spaces, including media development and administrative computing services in Pettigrew Hall, 24-hour computing lab and instructional services in Coram, academic technology managers dispersed in locations close to faculty. Completed the first phases of the move.
- Collaborated with Colby and Bowdoin for successful MANE grant for plagiarism resource web site and faculty development project.
- With a new manager for Classroom and Event Support (formerly called Media Services), we began a major overhaul of this service, with the goal of improving service, setting realistic service goals and providing assured availability of service and equipment. We developed and refined a support level agreement, and began to examine ways to improve support of computer labs and teaching spaces.
- Help Desk Services completed a first full year of comprehensive logging of calls. They processed 7,142 inbound calls in FY 2002 – 2003, which was 2,573 less than the previous year. This probably reflects more the combined effects of more accurate counting and the ongoing effect of the computer replacement program in eliminating older more troublesome equipment.
- Continued to refine and expand Help Desk Services reach. We installed and implemented on-Line “Live Support!” an instant-messaging service. Also began to provide first line support for telephone related calls.
- We revised the student hiring practice in Access Services in the Library, reducing the number of student workers and assuring two regular staff members will be on duty at all times. This will be important for security and for consistency of service.

Library Collections and Bibliographic Services

- Made significant steps to institutionalize the use of electronic journals including:
 - Incorporating bibliographic records into catalog and up-to-date lists
 - Integrating government documents processing into Bibliographic Services routines
 - Conducted a full review of journals holdings, especially with regard to retention format, and planned details of electronic retention and offsite storage options.
 - Continued expansion of links to electronic articles in reserve lists.
- We completed review of remote storage options for the Library and began first steps of implementation.
- The Archives made significant progress in processing of College records, including processing of papers of the President’s Office, Alumni Affairs, and the Dance Festival.

- Purchased Millennium software from Innovative Interfaces (in collaborative purchase with Bowdoin and Colby) and began planning for conversion of Circulation, Cataloging, Acquisitions, and Serials.

Technology Projects

- Academic Technology and Infrastructures staff implemented a Linux lab for Physics and Astronomy, and deployed an academic Linux server for just-in-time faculty requests.
- Academic technology staff continued integration of WebCT with standard faculty technology support program. WebCT was used by 715 students in 20 courses by 18 faculty in the first full year of use.
- Completed first full academic year of Classroom Committee, including upgrades to Carnegie 225, 339; Dana 119; Hathorn 104, 314; Pettengill G54; and Pettigrew 200. We developed a basic GIS facility in Carnegie B25, and identified staff to support GIS.
- The Web technology services staff extended and revised Web-based event registration system, and developed a module for Special Project and Summer Programs.
- Developed and deployed a Web-based system for new course proposals for the faculty, incorporating workflow for administrative approval and committee review
- Web development, library and academic technology staff developed a pilot project for streaming audio. This system will be expanded to full production for course reserves in 2003-2004.
- We made significant progress in developing robust user-authentication system for Web and for core computing services and applications (Octopus and Keyrack). The user authentication was integrated into WebCT, Event Registration, Course Proposal and Drupal systems.
- Implemented coding standards and version control in Web Technology Services.
- Continued expansion of Storage Array Network for enhanced backup capabilities.
- Converted server virus protection from Command to SOPHOS, and began transition of desktop virus protection from Command to SOPHOS.
- Completed major hardware upgrades for Banner and III servers; removed Vines print servers and replaced with NT; replaced Paris file server for campus-wide shared storage.

Technology and Campus Planning

- Staff from ILS led and participated in the security and access project, reviewing campus security procedures and policies, and implementing an electronic access system for the campus.
- Selected Schedule/Resource25 as campus-wide scheduling software.
- At request of Dean of Admissions, ILS staff conducted a workflow analysis of internal processes with an eye to use the Web to improve efficiency of admissions process.
- We created a new College-wide committee to coordinate Banner “Web for” (now called “self-service”) modules, and plan for their deployment.
- ILS staff continued active participation in campus planning, with membership on campus center planning team, the master planning committee, the Classroom

Committee, the First-Year Seminar Committee, the Curriculum and Calendar Committee, and the Educational Policy Committee.

ILS Goals 2003-2004

Projects

- Implement Schedule 25/Resource 25 (campus wide room and event scheduling).
- Implement Innovative Interfaces Millennium software (new version of Library software).
- Implement Banner 6/Oracle 9i (required new versions of operating system and application program, including functionality for Banner hours extension and Web catalog).
- Implement Illiad (Web processing of interlibrary loan requests and Web posting of results).
- Complete BRIO conversion of focus reports and BRIO implementation.
- Implement plans for off-site book storage.
- Redesign College catalog to make the Web the principal version.
- Continue deployment of Octopus and related systems (identity and authentication management).
- Revise and complete RE:Discovery implementation and Web access (archives and manuscripts catalog).
- Procure and deploy a new phone system.
- Implement a streaming method for audio.
- Continue to expand WebCT availability, functionality and integration to curriculum
- Complete electronic access project with Physical Plant and Security and Campus Safety.
- Complete library renovations.
- Complete ILS space reallocation and take advantage of new service locations.

Initiatives

- Strengthen project management skills and build a project management culture in ILS.
- Develop a strategy for mobile computing on campus, including wireless network access, PDA support, open network jacks and other means.
- Explore and promote ways to improve College business processes with automation and Web implementation.
- Investigate simpler and more uniform support mechanisms for on-the-road users.
- Develop uniform and recommended e-mail services.
- Develop a comprehensive strategy to deploy and control desktop software for college-owned computers, including software changes and quality assurance.
- Strengthen management and oversight of computer labs and classrooms.
- Continue to strengthen external communications with users and internal communication within ILS.
- Explore options to strengthen systems architecture and database architecture functions for the College.



