

2005

# Annual Report, 2004-2005

Bates College

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## ILS Goals 2004-2005

### Projects

- Continue to improve services for 'mobile' users. Deploy wireless in pilot project.  
*Deployed pilot project in Pettengill, tested and implemented Cisco Clean Access.*
- Develop and implement unified identity management system for computing access.  
*Significant progress made in developing full functional specification and project outline. Began implementation.*
- Implement Banner Self-Service Human Resources module, especially Web time entry and workflow.  
*In progress for completion Fall 2005.*
- Complete Re:Discovery implementation in Archives; begin in Museum, Slide Library.  
*Assessed Re:Discovery in terms of opportunity to join Archivists Toolkit and made the strategic decision to move toward the Toolkit while using Re:Discovery as the system of record for the time being.*
- Develop INNReach project with Northeast private academic libraries.  
*In process.*
- Upgrade systems for user authentication on computer network, including means to actively check for virus detection and software patch status.  
*Completed testing with wireless, and expanding to campus-wide rollout for Fall 2005.*
- Add NAS/SAN for personal storage for campus wide use.  
*In final testing phases.*
- Improve how course information is managed and integrated into College Catalog.  
*Completed.*
- Complete first phase of RS25 implementation (campus-wide scheduling).  
*First phase completed. Rollout on track for Fall 2005.*
- Extend streaming service for audio, including library, and explore streaming video.  
*In progress.*

- Automate the process of integrating Admissions Common Application data into Banner.

*Completed.*

- Revise ILS strategic plan coordinated with campus wide goals and 5-year budget.

*In process.*

- Work with Advancement to upgrade or replace Harris alumni community product.

*In process for January 2006 implementation.*

- Implement Electronic Resources Management for Innovative Interfaces library system.

*In process.*

- Integrate instructional offerings into First Year Seminars, including curriculum on plagiarism.

*In process.*

- Implement digital image management system for College and Media Relations.

*Technology in place, training underway.*

- Upgrade Xpower to ICMS current version.

*Completed.*

### **Initiatives**

- Develop a comprehensive strategy to deploy and control desktop software for college-owned computers, including software changes and quality assurance.

*Formed Desktop Support Group and in process of developing this strategy.*

- Develop comprehensive plan and practice for communication/publicity including internal ILS staff and external audiences on campus.

*This project still in conceptual stage.*

- Find better way to communicate and enforce policies on technology purchases.

*Developed clearer public policies and worked behind the scenes to reinforce our role. This is an ongoing need.*

- Make Help Desk Services an effective nerve center for ILS computing information.

*Ongoing.*

- Improve fault tolerance, redundancy, and reliability of core computing systems.

*Ongoing project. Developed strategy for integrating redundant server facilities into Campus Master Plan, and began implementation in context of major capital projects. Developed capital projects for first phase of core redundancy project, which is funded for 2005-2006.*

- Improve technical and 'soft' skills of ILS staff.

*Ongoing.*

- Develop more routine workflows for weeding/storage of library collections.

*Developed streamlined process for the second shipment of books to New England storage facility, and integrated weeding into the mix. Undertook major weeding project for general collection and government documents in summer 2004.*

- Develop and deploy comprehensive system for management of College-owned *software*.

*Ongoing.*

- Develop supportable 'training' strategy, especially for College staff.

*Ongoing.*

- Deploy project management system for Web, consider for ILS-wide use.

*Deployed for Web management, now in second revision. Used process based on this model for several other ILS projects. This is an ongoing project to address a significant need.*

- Continue to improve workspace and ergonomics for ILS staff.

*Assessed and redesigned workspace for Access Services in the Library. Assessed workspace for Administrative Computing. Work is ongoing.*

- Formalize systems architecture/database architecture function.

*Team formed.*

- Support faculty-driven bioinformatics initiative.

*Ongoing. Completed first year, with outside assessment as a central element of the strategy.*

- Develop better ways help faculty and staff members learn what their peers are doing.

*Tried several approaches, including the publicity and dissemination of the Collaborative Technology Development student participants. This is ongoing need which will require imagination and persistence.*

- Develop and deploy brief curriculum on privacy, confidentiality, and security. Include new services such as e-mail encryption.

*Brief curriculum developed. Implementation in process. Also undertook series of projects (ongoing) to eliminate insecure protocols by replacing them with encrypted ones.*

- Explore and promote ways to improve College business functions with automation.

*Completed project with Admissions. Data integration is a key element in the IModules project with Advancement. Other analysis ongoing.*

### **Goals 2005-2006**

- Complete campus wide scheduling project (R25/S25).
- Complete planning for cooperative collection development program with Colby and Bowdoin.
- Support implementation of iModules for online community.
- Complete planning for imaging center, and begin to develop services the center will offer.
- Build NExpress services and complete development of patron-generated unmediated delivery of articles.
- Continue classroom improvements.
- Work within Master Plan implementation process on ongoing project to improve redundancy and fault tolerance for network and telecommunications infrastructure.
- Continue to develop policy framework for expanded electronic services, including copyright and privacy policies and programs, intellectual property policies and copyright compliance.