2004

Annual Report, 2003-2004

Bates College

Bates College Information and Library Services
Annual Report 2003-2004

In my 2002-03 report I characterized that year as one of planning. 2003-04 became a year of implementation. As the summary of accomplishments (below) indicates, the words "completed" and "on schedule" characterized our work for the year. This included the campus-wide electronic access project that we developed with our partners in Physical Plant and Security and Campus Safety, the upgrade of the administrative system to Banner 6 and Oracle 9i, the ILLiad interlibrary loan request system, the Library renovation project begun in 1996 and the ILS service relocation project begun in 2002, to name a few. Projects planned in 03/04 and completed over the summer include the replacement of the College's telephone system with a new system that is compatible with enhanced 911 emergency notification requirements, and the upgrade and automation of the editorial and production processes associated with the College Catalog.

Each of these was a major project requiring timelines, deadlines and coordination with many others on the campus. We have concentrated on project management and completion as one of our significant organizational goals, and our success in completing this complex work attests to the progress our staff has made. Each of these projects contributes to improved productivity, efficiency or service to the College, and all were completed smoothly with very few if any service interruptions. As we have worked to improve both the planning and execution of our work, we realize we still have a lot of work to do to improve how we communicate within our organization and with our users about our priorities and plans. We will continue to strive for improvement.

We also carried all our ongoing initiatives forward. The desktop replacement program begun four years ago has run through a full cycle, and we have refined the program to lengthen the anticipated replacement cycle of some computers and most monitors. The classroom project under the leadership of the faculty/staff Classroom Committee has been extremely successful in identifying and carrying out both the highest priority classroom upgrades and in taking care of routine requests for improvements. The transformation of the library buildings to support both print and electronic collections has achieved that objective as well as very high use and user satisfaction; and the transformation of the collection to mixed print and electronic formats has been marked by the physical removal of most of the journal volumes for which assured electronic access is available.

We have been tracking standard Library and Help Desk Services output statistics for some time, which are attached to this report. Library use, both in terms of building access and in terms of circulation, continue to be extraordinarily high, reflecting the degree to which the Bates curriculum relies on library and information use. We are beginning to track other output statistics over time in order to understand better the impact of our services. Here are some examples: Library staff conducted 84 instructional sessions reaching more than 1,000 users; Academic Technology staff conducted 58 topical courses serving more than 225 users; Classroom Technology and Event Support provided technical support to 815 events and loaned about 1,750 pieces of equipment. At this point there are no reliable long-term or comparative data to use as benchmarks for these activities, but we continue pay attention to the amount of this work and to assess its effectiveness.

Respectfully submitted,

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

September 30, 2004

ILS Accomplishments 2003-2004

Projects

- Complete electronic access project with Physical Plant and Security and Campus Safety
    Completed.

- Implement Innovative Interfaces Millennium software (new version of Library software)
    Completed and on schedule.

- Implement Banner 6/Oracle 9i (required new versions of operating system and application program, including functionality for Banner hours extension and Web catalog)
    Completed, and hours extended, backup now requires 15 minutes for 23.75 hours of accessibility per day.

- Implement ILLiad (Web processing of interlibrary loan requests and Web posting of results)
    Completed.

- Procure and deploy new phone system
    On schedule. Completed summer 2004.

- Implement Schedule 25/Resource 25 (campus wide room and event scheduling)
    On schedule.

- Complete BRIO conversion of focus reports and BRIO implementation
    On schedule; conversion 95 percent complete
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- Revise and complete RE:Discovery implementation and Web access (archives and manuscripts catalog)
    Definitions and design completed, framework for cataloging established.

- Implement plans for off-site book storage
    Plans complete, first shipment of 11,000 volumes sent to NELINET.

- Expand access to and reliance on electronic formats for journals
    Continued to add titles, integrate into catalog and withdraw paper copies when not needed.

- Redesign College catalog to make the Web the principal version and adopt a two-year print cycle.
    Implemented successfully in summer 2004 with significant improvement in accuracy and reduced cost of production.

- Continue deployment of "Octopus" and related systems that manage information about the identity of computer users and control their access to individual systems.
    Deployment continues.

- Implement streaming method for audio
    Implemented for course-related listening.

- Continue to expand WebCT availability, functionality and integration to curriculum
    WebCT used in 55% of all courses..

- Continue to renovate classrooms for better technology, physical facilities and learning environments
    Classroom Committee priorities completed include Dana 300, Pettengill 227/251 and Filene Room.

- Continue to enhance Web services for the College.
  Developed Course Runner to connect Banner with WebCT. Built ticketing system for Theater Department. Added SSL security to Webmail and Banner Web products, including Garnet Gateway. Developed online access to residence hall floor plans for housing selection. Developed secure intranet application for Advancement and explored expansion of capability for other departments and College-wide use. Developed online facebook for first-year students. Continue to work on upgrade of ICMS software.

- Complete library renovations
  Final deliveries completed in summer 2004.

- Complete ILS space reallocation and take advantage of new service locations
  Completed. 24-hour computer lab established in Coram; Help Desk Services moved to Ladd Library; Administrative Computing moved to Pettigrew; Academic Technology Services decentralized in Pettigrew, Pettengill and Coram.

Initiatives

- Continue to replace outdated desktop computers. Develop a comprehensive strategy to deploy and control desktop software for college-owned computers, including software changes and quality assurance.
  Completed the first 4-year cycle of computer replacements. All computers have been replaced or reviewed under this program. With attention broadened to include software management, we began to address organizational issues. More to come in 2004-2005

- Strengthen management and oversight of computer labs and classrooms
  Assigned computing expertise with internal reallocation of 1 FTE in CTES to provide additional expertise and consistent support.
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- Develop uniform and recommended e-mail servicess
  Developed and deployed upgrade for Webmail and simplified recommendations regarding clients. Webmail handled about 70 million hits in January – June period.

- Explore and promote ways to improve College business processes with automation and Web implementation
  Several projects completed or pending along these lines. Expect systematic look next year.

- Strengthen project management skills and build a project management culture in ILS.
  Framework established.

- Experiment with added late-night hours for the Library at the end of Fall Semester.
  Formal assessment indicated low cost/benefit; confirmed with discussions with Library Committee. Decided not to continue in future.

- Develop a strategy for mobile computing on campus, including wireless network access, PDA support, open network jacks and other means
  Explored and deployed technology for the President, planned wireless test instance for 2004-2005. Extended availability of open network jacks in Library and elsewhere.

- Investigate simpler and more uniform support mechanisms for 'on the road' users of technology
  Investigation continues.

- Continue to strengthen instruction program.
  Concentrated on instruction program and relation to First Year Seminars. Worked with Bates Office Professionals Network on computer skills training.

- Continue to strengthen external communications with users and internal communication within ILS
  Regular staff meetings, regular communications established. There is still a lot to do. Work on external communications will be focus of 2004-2005.

- Explore options to strengthen systems architecture and database architecture functions for the College
  Began to address personnel issues associated with this.