2006

Annual Report, 2005-2006

Bates College

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Information and Library Services
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September 2006

Information and Library Services staff took a leadership role in developing and implementing some significant improvements in campus information technology and library services this year. Together with leaders in the Dean of Students Office and the Office of the Registrar and Academic Systems, and with participants from all over the campus, we have been planning a new way to schedule spaces and events. This team completed the initial implementation of the R25 scheduling software in the Spring. Though use of the system is just beginning to grow, it promises to provide a way to reduce duplication of effort and overscheduling of campus events. Members of ILS are working with staff in Alumni and Parent Programs and in Advancement Services to implement a new online community to connect alumni, parents and friends of the College with each other and with Bates people, replacing BatesNet.

Two major initiatives in library services are well underway. We received a planning grant from the Andrew W. Mellon Foundation to work with the libraries at Colby and Bowdoin Colleges to plan to build library collections in a cooperative way. All three colleges have experienced a very high degree of user satisfaction with the extensive system of interlibrary borrowing and lending we have developed. We expect that a plan to build the collections in collaboration with each other will increase the depth of the collections by reducing unnecessary duplication, and increase user satisfaction at the same time. This year CBB Libraries worked with three Massachusetts libraries (Wellesley and Williams Colleges and Northeastern University) to create NExpress. NExpress is an interlibrary lending system much like the MaineCat system used to link CBB and other Maine libraries. In the first year, use of NExpress has become an essential tool for students and faculty at Bates. A quick look at the year-end statistics for interlibrary borrowing reveals that Bates's borrowing of books more than doubled over the previous year. These new systems allow us to accomplish this expanded service efficiently, with no additional staff. In addition, we have been working with NExpress colleagues to develop a more efficient way to process requests for journal articles and other so-called "non-returnables." Initial testing of this system has been completed, with predictable complications and some promising results.

We also made some significant advances in developing both service points and underlying infrastructure for ILS services. Working with members of the faculty and the Dean of Faculty's Office, we completed planning for the Bates College Imaging Center, a new facility in Coram Library designed to support research and teaching methodologies that rely on high quality visual output devices, database-generated images, and related technologies. With funding from a number of agencies and ongoing support from the College, this center will dramatically improve our ability to support a number of disciplines, including chemistry, bioinformatics, photography and other visual arts, and any of the disciplines using geographic information systems (GIS). Related planning was completed to provide for increased support for multimedia and motion picture technologies. The building programs of a new dining commons and residence hall allowed us to begin to implement the master plan for network and telecommunications infrastructure, a plan developed in concert with the campus master plan. With the overall goal of improving redundancy, fault tolerance and reliability of the campus network, this plan includes features that have been

incorporated into the building planning, including a new "main" computer room in the dining hall and emergency generators in both the dining hall and the residential complex. Our strategic work with members of the faculty, staff members from Physical Plant and the Office of the Registrar and Academic Systems to improve classroom environments continued, with such improvements as new technology, carpet, furniture or lighting in more than ten classrooms (see the summary at: http://www.bates.edu/x136077.xml).

Computing staff completed upgrades to the Banner software, implementing two major version changes (Banner 7.1 and 7.2) in rapid succession. We also completed a much-needed upgrade to the e-mail system, moving to a modern server and file storage system that provides much more robust and sustainable access for all users, and standardizing faculty and staff e-mail clients to a single recommended client (Mozilla Thunderbird) that offers the file access and security features we expect Bates people to use. We are particularly grateful for the cooperation of all Bates users in the e-mail upgrade, as it required attention and change from every user on campus.

We continue to develop a policy framework for expanded electronic services, including copyright and privacy policies and programs, intellectual property policies, and copyright compliance. We developed new guidelines [http://abacus.bates.edu/ils/policies/copyrightGUIDELINES.html] for copyright compliance for course reserves and the course management system (WebCT), and reviewed them with the Library Committee and the Information Services Advisory Committee, with faculty department and program chairs, and with area coordinators. In a related development, we worked with the Dean of Faculty's Office to transfer responsibility for preparing course packs to the Library, and to take on the more general responsibility for assisting members of the College community to obtain copyright permissions when they are needed.

These are only a few of the significant accomplishments of the year. We are fortunate that Bates is a place that values improvements in efficiency and is highly tolerant of change. We are also fortunate that the curriculum of the College requires students to utilize information in all formats and the technologies required to use them. The ILS staff is extraordinarily ambitious in its efforts to support and enhance the work of students, faculty and staff in this demanding environment. We are pleased that members of the College community are appreciative of our work. Below are some of the other highlights of this year's work.

Respectfully submitted,

Eugene L. Wiemers
Vice President for Information and Library
 Services and Librarian

Accomplishments 2005-2006

User Services

- Successfully implemented new security and virus control systems for student access using Cisco Clean Access Agent (C2A2), and redesigned student support services for beginning of school around these new systems. http://abacus.bates.edu/ils/backtoschool/indexOld2.html.
- Completed the Bates College Oral History Project. Includes 48 interviews with students, alumni, faculty, staff, trustees and presidents. Designed, created, and maintained a public website for the Bates College Oral History Project featuring full transcripts of interviews, select audio clips, summary sheets, then and now photos of interviewees, and other historic photos from the collection of the Archives http://abacus.bates.edu/oralhistory/.
- Expanded online presence of Archives and Special Collections http://abacus.bates.edu/Library/aboutladd/departments/special/collections.shtml.
- Renewed Language Resource center as a destination for faculty and students.
- Strengthened support and normalized administration for WebCT.
- Created an online housing application for first year students.
- Redesigned the course evaluation reports for faculty members with new look and user interface.
- Worked on online implementation of course planning tool for faculty departments and programs--"the grid." Beta tested an online system with Curriculum and Calendar Committee.
- Introduced "faculty talking about technology" lunchtime series.
- Explored shift to discipline-based contact and support model for technology support for faculty members.
- Strengthened Mac support in Help Desk Services, complementing planned enhancements in Mac labs in Hathorn and Pettigrew.
- Created reference subject guides in a new template to improve consistency and ease of use. http://abacus.bates.edu/Library/resources/subject/.
- Instructional activity. Conducted 76 sessions (902 individuals) with library instruction, reaching 85 percent of the first-year seminars. Conducted 97sessions (410 individuals) with technology instruction. Held first "iPod shuffle" for first-year students to introduce them to basics of library and technology services at Bates, reaching about 1/3 of the class.
- Brought up College Store online sales site http://store.batesbookstore.com/.
- Deployed new Webmail system.

Collections

- Implemented NExpress with Bates library staff serving in leading roles. http://www.wellesley.edu/Library/NExpress/faqs.html
- Acted as test group for beta version of NExpress non-returnable module. This was a new experience for all involved, and results were promising. We plan to implement this service in a more public way in 2006-2007.
- Completed planning effort for CBB cooperative collection development with support from the Andrew W. Mellon Foundation, and wrote a grant proposal to implement the plan.

- Conducted a record number of loads of electronic records, and continued to enhance access to electronic collections in a variety of ways. The redesigned Library Web site (www.bates.edu/Library) reflects some of these improvements.
- With implementation of Gobi II and Gobi Alerts from YBP, our major book vendor, we moved the bulk of selection activity for the collections to electronic media, eliminating most paper forms.
- We continued to improve physical and intellectual control of Archives and Special Collections.
  - Completed move of collection and created appropriate storage for artifact collection; purchased map cases and provided preliminary storage for oversize objects.
  - Added approximately 40 collection descriptions to Re:discovery, and prepared MARC-ready content for 53 collections to be added to the online catalog.
  - With help from a book conservation intern from the University of Texas at Austin, designed and implemented a book cleaning and boxing program, now implemented by professional staff and student assistants.
  - Upgraded or repaired HVAC in Muskie and Ladd special collections storage areas for more optimal and reliable performance.
  - Added over 100 linear feet of new Muskie materials from the estate of Jane Muskie.
- Wrote successful grant applications for two projects: a one-year extension to the Muskie Oral History Project; and a 15-month processing project to complete work on the Muskie Papers.

Technology

- Replaced core e-mail server technology and redeployed with new servers, clients and upgrades to all College-owned computers. Visited 482 computers to upgrade and convert e-mail.
- Completed the operational and systems work to lock down the production Banner database, separating development from production functions.
- Developed and implemented a code review process in Administrative Computing.
- Created a software inventory data base for Bates licensed software, and organized software media for easy and authoritative use.
- Enhanced the procedure for developing desktop images – we now have a single image for all Windows desktop models, one image for all lab computers, and a new one for Windows Kiosk computers.
- Continued refinement of Group Policy and Active Directory to manage Windows desktop computers on campus; implemented Apple Remote Desktop to manage software on Macs.
- Made significant progress on Directory, Authentication, Access Control, and Session Services (DAAS) project. Password management portion completed in August 2006 (http://abacus.bates.edu/ils/network/passwords.html).
- Added capacity and functionality for file storage (network appliance and storage array network enhancements).
- Extended Cisco Clean Access Agent authentication protocols to all campus student and open wireless jacks and wireless access points, in order to require active virus protection and up-to-date Windows software on all computers connected to the network.

- Continued to deploy SSL client certificates for secure e-mail.
- Developed component-based content management strategy (for future deployment in iCMS).
- Project work on the new Bates online community, deployed September 2006 (http://community.bates.edu).
- Completed work to put the Edmund S. Muskie Congressional Record finding aid online http://abacus.bates.edu/Library/aboutladd/departments/special/ajcr/.

Campus Planning and Infrastructure Improvements

- With help of a book conservation intern from the University of Texas at Austin, we updated and revised the collection disaster plan for Ladd Library and Muskie Archives.
- Worked with classroom committee to upgrade Olin 105, Wood St. Seminar Room, Pettengill G65, Pettigrew 200 and 300, Carnegie 111 and 321. http://www.bates.edu/x136077.xml
- Completed planning for Bates College Imaging Center, and moved to construction phase (for the facility) and implementation phase (for the Center's programming).
- We began planning for digital media center in Pettigrew Hall, focusing on multimedia and motion picture technologies.
- Completed shift of books in the Reference collection making space for enhanced user services and possible move of some tutoring activities to the Library.
- Developed and secured funding for replacement plan for network switches, routers and other edge devices. With this step in place, we have recurring funding for routine replacements of desktop and laptop computers, most servers, projectors and classroom peripherals, and network switches and routers.

Projects and Initiatives for 2006-2007

User Services

- Devise new instructional initiatives to support library and technology skills, and work with faculty members on team approach to support courses and other initiatives related to the new Bates curriculum.
- Put into place new procedures and information regarding copyright permissions, including new Library services in preparation of course packs. Establish procedures for obtaining copyright permissions for course-related materials in the course management system.
- Open and launch the program for the Bates College Imaging Center, launch revised program for the Digital Media Center in Pettigrew Hall, and work to coordinate the services and publicity of these new service points with the Language Media Center and other campus computing and library service points.
- Explore how to provide one-stop shopping options that allow student access to course related materials and information. Integrate services of reserves, e-reserves, Web CT (Blackboard) and library catalog, subject guides, style manuals, etc.
- Ensure a smooth roll out of the user-initiated NExpress article request function.
- Continue to make progress in upgrading ILS Web site as informational and instructional tool.
- Continue to work on ways to improve communication with our users and with each other on what we are doing, when we are doing it, and why.

Collections

- Implement plans to build the CBB cooperative collection development and management project.
- Complete the Muskie Oral History Project, including a Website for online and ready access to this resource. Develop Website as a model and template for online presence of other oral history projects.
- Begin Muskie archives processing project funded by National Historical Publications and Records Commission grant. This project will result in arrangement and description of 200 linear feet of accruals to the Edmund S. Muskie papers.
- Continue to develop new tools and strategies to organize electronic resources in Library for better presentation and use.
- With a new Archivist in place, begin to create and implement a records management function for the College.

Technology

- Support technical and procedural changes to put the new curriculum into place, including changes in the registration system, the course catalog, and the "grid" used by faculty members to plan the course schedule.

- Implement projects to upgrade core and edge switches on the campus network. Complete work on core, and implement first year of ongoing project to keep switches under vendor support.
- Complete second phase of improvement of Pettengill computer room and implementation of phases of network infrastructure strategic plan related to new dining and residence hall construction.
- Expand wireless services in residence halls and locations with high student traffic, and plan for expansion next year into rest of the academic buildings.
- Complete the upgrade of Banner to version 7.3.
- Complete upgrade of Magic (the technology ILS uses for incident reporting and help request tracking).
- Enhance the procedure for developing desktop images for Apple computers so that it is similar to the procedure for Dell computers. The goal is to have all computers deployed with an image, facilitating service and support and ensuring a standardized, reliable installation.
- Work with Human Resources to implement Web time entry for student workers' hours, and explore Web time entry for staff.
- Configure and install a test Linux cluster for possible future use for Banner.
- Continue to improve network storage, including expansion of capacities; improvements in access, use, and user education; and development of recommended process for storage and backup of College files.
- Improve reliability of academic technology installations by developing and deploying production servers for academic applications, and an agreed upon way to move from testing and experimentation to production services.
- Working with Advancement staff, launch the new Bates online community. Explore ways the services can be extended to faculty and staff members, and ways the technology can benefit other groups.
- Test and implement the Archivist Toolkit.

Campus Planning and Infrastructure Improvements

- Identify replacement for WebCT as learning management system, select system and implement for 2007-2008.
- Continue to develop and implement technologies related to the Directory, Authentication, Access Control, and Session Services (DAAS) project. Complete password manager rollout and set goals for next steps.
- Continue project to eradicate insecure protocols with secure replacements.
- Explore with relevant campus constituents the scope and requirements for campus-wide digital asset management systems. Examine technologies related to management of digital assets for instruction, and document imaging systems for administrative use. Include exploration of potential services for the Museum, the visual resource collections, library and archives collection.
- Begin long-range exploration of collection storage and service issues related to audio and video materials in the Library and their relationship to other media units in ILS and the needs of users.

The George and Helen Ladd Library
Selected Use Measures

Legend:
- Monthly Gate Count
- Monthly Circulation
- Annual ILL Borrowing
- Monthly Reserve Circulation

The George and Helen Ladd Library - Annual Use Measures

Legend:
- Total Circulation
- Total Reserve Circulation
- Total Interlibrary Loan
- Gate Count