Library Annual Reports

Information and Library Services

2015

Annual Report, 2014-15

Bates College

Follow this and additional works at: http://scarab.bates.edu/library_annual_reports

Bates College
Information and Library Services
Annual Report 2014-15

Staff in ILS and I knew that this would be a year of transition. We spent much of the summer of 2014 preparing materials for an external review of our operations which was conducted in the Fall. We had ambitious goals to complete major classroom renovations, upgrade the campus network in several of the large buildings on campus, complete the transition of the library management system to CBBcat, the shared catalog of the Colby-Bates-Bowdoin collaborative enterprise (CBB Libraries). I also knew that with my retirement date at the end of the academic year, it would not be a time for new directions, leaving that for a new VP for Information and Library Services.

We concentrated on making sure we had the basics covered. We knew that significant new software applications would be needed to support the faculty as well as ambitious new leaders in all of the college's administrative divisions. We knew that we would continue to need effective library services and fast delivery of electronic collections from all over the world and books from all over the region. And we knew that there is no version of the college's future that will not require high speed networking. We set about to get these things done.

Systems Development and Integration staff completed another year with more new systems deployed than ever before. With significant additional financial support at the end of the fiscal year, Network and Infrastructure Services was able to schedule and implement network upgrades for Lane, Libbey and Lindholm halls in addition to the work we had already scheduled for Carnegie, Dana and Olin, meaning that by early 2015-16, most of the large academic and administrative buildings will have cabling, switches and wireless that meets current standards. We also completed work on formalizing the agreements that have made CBB Libraries leaders in the collaboration among small colleges.

We begin 2015-16 with Katie Vale joining the college as the new VP. I hope that the work we have done this year has provided a stable platform upon which new services can be built and new directions launched. I know that the staff who have done so much for me and for Bates in the time I have served are looking forward to her work with enthusiasm.

Gene Wiemers
Librarian Emeritus and VP for ILS (Retired)
August 2015

Teaching, Learning and Research

Access Services and Collection Management staff expanded the Text Books on Reserve program to include all materials on the Bookstore required reading lists regardless of the price of the book.

Research Services staff conducted a series of instruction sessions and one-on-one consultations with users to transition to EndNote, reaching about 250 users with Bates computers and many others on their own devices. Staff created a series of customized import filters to assist in the translation of bibliographic references into EndNote format..

LibrarySearch+ (Summon) is fully integrated into our website now as one of the prominent search options, which now divide almost equally between LibrarySearch+ and CBBCat. Research Services staff continue to assist users in interpreting results and to expand LibrarySearch+ coverage of the most relevant subscription resources.

Staff members in Curricular and Research Computing continue to integrate digital and computational methods into multiple courses throughout the curriculum, and working with staff in Research Services, to expand research and data management support to the broader campus community.

Staff in Collection Management, Bibliographic Services and Research Services worked together to acquire, catalog and house Krista Aronson's research collection of childrens' books, the Picture Book Project, which is now available for on-site consultation, circulation and interlibrary loan.

CBB Libraries became among the handful of libraries across the country piloting a new ebook model in partnership with DeGruyter, Harvard University Press, Columbia University Press and Princeton University Press.

Collection Management staff acquired the Digital National Security Archive to support student research into primary sources related to national security, and the Burney Collection--1 million newspaper pages including 17th and 18th century newsbooks, Acts of Parliament, addresses, broadsides, pamphlets, proclamations from London, British Isles and the colonies.

Staff in access services completed shifting and re-arrangement of collections in Ladd Library in order to provide uniformly distributed growth space for printed collections throughout the building, set up a schedule to complete a full collection inventory by late 2015.

Collection Management staff, working with the Archives, library subject liaisons and staff in College Advancement wrote and implemented a new policy governing gifts-in-kind to the library.

Collection Management staff recognized that the Lewiston *Sun Journal* was no longer interested in microfilming the newspaper, so took the lead to take over collating, filming and distribution to participating Maine libraries. This included an MOU for the financial and business arrangements, and procedures to collect, film and distribute the content.

Archives staff implemented Preservica, a service that promises long-term retention of archives in electronic format.

Library staff implemented the link between NExpress and ConnectNY to allow Bates patrons to directly borrow from New York libraries.

Technology for the Entire Campus

Staff in User Services continued to take steps to Improve data security technologies on campus:

- Complete encryption of staff laptops and extend program to faculty laptops
- Enable FileVault for Apple laptops
- Roll out CrashPlan backup support for all Apple computer
- Re-emphasize the importance of Windows File Sync and remind users of procedures to use it.

Systems Development and Integration (SDI) staff supported administrative functions of the college with new technologies:

- All users: Selected, deployed and implemented Argos, a new reporting software system for the campus. Created production and development environments with security model. Offered training sessions taught by SDI personnel Developed templates for dashboards and reports
- Admission: Completed Admission Reader User Interface - a tool to allow readers of admission files to review pertinent information on applicant and record their notes and scoring of applicant. On-line Admission and FA decisions for January admits and Early Decision Round 1
- Advancement: Moved new Data Warehouse to production including information regarding gifts, pledges, prospects and summary tables. Redesigned Banner Advancement self-service systems to support new prospect management process including contacts entry and home page info
- Bookstore: Converted online store from Yahoo! Store to Shopify
- Dean of the Faculty: Made modifications to Course Evaluation system to accommodate new questions; rebuilt the Mount David Summit registration system, and implemented SmartGrant for Office of External Grants.

- Dean of Students: Completed the initial implementation of Starfish, and piloted it with faculty members in Short Term
- Facility Services: Deployed Maximo, an software package to manage physical assets and work orders. Installed a new version of Maximo on new virtual servers; installed and configured Maximo Anywhere for recording dorm damages, including transition to new android tablet input devices. rebuilt the system to integrate information on dorm damage between Maximo and Banner.
- Human Resources: Finished online total compensation statement; put approval processes of faculty contracts behind Garnet Gateway, with document management for these documents. Put staff pay letters behind Garnet Gateway. Implemented new systems for open enrollment of employee benefits. Implemented Ethics Point software for confidential incident reporting for HR and Title IX uses.
- Registrar: Implemented on-line student petitioning replacing a paper process, new first year registration processes, and modifications to processes for transcript ordering in order to aid in retention of students considering transferring. Completed NLSC 150% reporting updates to use Banner software, replacing a custom report.
- Student Financial Services: Redesigned Health Insurance Application to handle new SSN requirement and changed billing process

SDI and Network and Infrastructure Services made hardware and software enhancements

- Moved Banner from Red Hat 4 to Red Hat 6
- Applied Banner Database Extension Utility (DBEU) which required > 60 code changes
- Moved Banner from physical to virtual servers
- Migrated Banner Cobol compiler from Microfocus to Fujitsu Net Cobol
- Upgraded two dozen databases upgraded to Oracle 11.2.0.4, decommissioning all earlier Oracle versions.
- Upgraded Moodle to 2.6.4+ for Fall, 2.6.6 for Winter and 2.6.11 for short term. All Oracle database servers moved to fresh Redhat 6 servers
- All Oracle Servers, Weblogic Servers and SQL Servers moved from physical servers to virtual machines

ILS leadership worked with key constituents from administrative offices on campus to begin to develop a more robust method to assess the need for and prioritize new systems development projects.

Staff in Classroom Technologies and Event Support (CTES) developed a robust video serving system for next 3-5 years, including policies for   storage, use and retention, and continued to expand the web-based video conferencing into classrooms and presentation spaces on campus.

CTES staff implemented a 20-room upgrade plan over the summer and fall of 2014, continued to support and expand class capture (audio and video) for both curricular and event needs, and worked with Athletics to implement HD video streaming of live events.

Curricular and Research Computing staff explored expanded support of high performance computing via Amazon Web Services

Network and Infrastructure Services continued to upgrade the campus network

- Replaced 1990s cabling with new switches and upgraded wireless coverage:
    - Completed: Carnegie, Dana
    - In progress to complete early 2015-16: Olin, Lane, Libbey, Lindholm
- Replaced obsolete and unsupported Cisco network electronics throughout campus
- Upgraded fiber connections between buildings from 1gb to 10gb links where possible
- Continued project to outfit Pettengill computer room to handle all movable services from Commons computer room. Goal is to be able to operate from from either computer room in emergency and avoid campus-wide shutdowns for maintenance whenever possible

Mobile Connectivity on and off the Campus

Networking staff continued to increase wireless coverage around campus based on existing plans and student feedback. They contracted with an outside vendor to assess results of recent upgrades to determine if more is needed.

Working with Bates Communications Office staff, SDI staff remodeled www.bates.edu to make it more responsive/mobile friendly

SDI staff worked with Dean of Students, Communications and student representatives to develop the initial rollout of Bates Today, a student communication project to replace Announce

User Services staff promoted Google Drive as default storage solution for students enabling them to access file storage from anywhere.

Management and Partnerships

Working with colleagues from Colby and Bowdoin, and attorneys from all three colleges, library staff created the formal agreements related to the collaborative work of CBB Libraries. =

The ILS management team completed self-study materials and hosted an external review of ILS operations to help Bates leadership think about options for the future with the opportunity of a transition in leadership.

The Digital Initiatives group, comprised of staff from Research Services, User Services, the Archives, Bibliographic Services and administration continued to build collaborative relationships, completed a [website](#) outlining their activities.

Staff members in User Services worked with the Classroom Committee, Dean of Faculty, and STEM faculty leaders to develop active-learning classroom options.

Staff in Research Services actively pursued new Twitter followers with news of the Library, and updates on publications of Bates faculty members. @BatesLibrary now has 261 followers.