

2001

Annual Report, 2000-2001

Bates College

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

Recommended Citation

Bates College, "Annual Report, 2000-2001" (2001). *Library Annual Reports*. 16.
http://scarab.bates.edu/library_annual_reports/16

This Article is brought to you for free and open access by the Information and Library Services at SCARAB. It has been accepted for inclusion in Library Annual Reports by an authorized administrator of SCARAB. For more information, please contact batesscarab@bates.edu.

**Bates College Information and Library Services
Annual Report 2000-2001**

August 22, 2001

This report covers the first year of activity in Information and Library Services (ILS), an organization formed by the combination of the Library and the computing, media and telecommunications units that comprised Information Services. Almost a decade of close collaboration and experience in managing consolidated technology budgets, as well as team-based management of technology for the campus have made it possible to approach the task of building this combined organization in an organic and evolutionary way. My goal has not been to spend an inordinate amount of time on internal organizational issues, but rather to concentrate on completing projects, improving service, improving internal and external communications, and bringing organizational priorities in line with College priorities. We have provided more staff to accomplish user-oriented projects by internally reallocating several positions to roles which directly serve students, faculty and staff.

What follows is a brief summary of this year's accomplishments toward goals outlined in the *Strategic Plan for Information Technology and Library Services*, the College's goals expressed in the Goals 2005 planning process, and detailed objectives that relate to these broader goals. This is an extraordinary record of accomplishment, which has created its share of stress on the staff involved. Staff members in ILS demonstrate every day their ability to focus on work that aims at continuous improvement of service, and to work in a resource environment where there is no room for wasted effort.

This report also outlines goals for the coming year. In addition to the projects and activities outlined here, we face some organizational challenges. As we allocate additional staff to direct user services, we need to pay attention to the internal bonds among our staff so that those involved in less visible technical work do not become isolated or feel devalued. As we focus on cross-functional teamwork, we need to be sure that the services users associate with a strong "library," a functional "computing" service, or high quality "media" services do not get lost in an organization so complex or diffuse that it becomes impenetrable. We expect to face these challenges as we continue to build a track record of accomplishment and service for the Bates community.

Respectfully submitted,

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

2000-2001 Accomplishments

- Web management. We launched the new Bates Web site Reunion Weekend, including a Web “community” for alumni and new core technology to support easier maintenance. This project was a large-scale collaborative partnership with College Relations that included External and Alumni Affairs, Admissions, Development, Institutional Research, members of the Faculty, students and others. Staff in External and Alumni Affairs took the lead to create BatesNet, the alumni community, which we integrated with Banner to provide for regular two-way communication among the systems.
- Web hardware and software. We purchased Banner Web "faculty" and “staff” modules, and implemented the first phase of the Faculty module. Faculty submitted grades over the Web for the first time in December 2000. This first phase of implementation also provides Faculty members access to course schedules and enrollment numbers.
- Desktop equipment replacement program. We implemented four-year replacement cycle. To do this, we completed a full inventory of College-owned desktop computers, and developed a schedule for replacement of each. Funding for this program has been secured in the recurring budget. To keep a 4-year cycle, our staff will replace an average of one computer per working day throughout the year. This program extends to all computers owned by the College, including those in science labs and other areas that had previously not been managed or funded by the central computing operation. This program will help us identify critical needs on a campus-wide basis, and to plan for timely replacement of all College-owned machines.
- Banner improvements. We implemented the first phase of the Human Resources module in Banner, including payroll and position control. The HR implementation will be an ongoing process. Work this year also included detailed planning to upgrade Banner to a Web-based product in Fall 2001.
- We secured funding for and selected a new report writer, Brio, to help managers get information out of Banner. This had been identified as a critical need in the strategic planning process, so that management information to improve College decision making is more readily available in ways managers can understand it.
- AV equipment, computer lab and classroom upgrades. We upgraded several classrooms in 2000-2001, including rooms in Hathorn, Pettengill, Dana Chemistry, Carnegie, and Olin Arts center. With support from Development, we submitted and received a grant for \$100,000 for additional classroom projects in FY2002.
- Network upgrade. We completed first phase of upgrade of campus network with bond funds (faculty and staff side of the network). The last phase (student side of the network) is on track for completion Summer 2001. This provides a gigabit/second Ethernet connection on campus, with 10/100 switched Ethernet connections to each port. We also expanded the external Internet connection to more than 10 megabits/second as user demand for larger files continues to grow.
- Network service improvements. We installed NT file and print servers, which include redundant storage devices for more secure operation with fewer service interruptions. The plan includes RAID storage arrays on the major servers and storage area networks for Unix and NT servers.

- Developed new self-service routines for network registration. These will be tested over the summer and fully implemented in the Fall for new and returning students. This will allow more accurate and timely connection to the campus network for students, and will be less reliant on staff intervention.
- Dial-in service. We expanded dial-in capacity with a Verizon modem pool. A proxy server for off-campus (and worldwide) access to licensed Library databases was implemented in December.
- Training program. We reorganized computer and library training program into a single program, working with team from IS/Library, Human Resources and others to build training program. The group ran a pilot program for online tutorials and training in the use of office productivity software, and plans a fuller program for 2001-2002. New Student Orientation was revamped to provide the key concepts in library and information technology knowledge that incoming students need to know, more than doubling attendance at these important sessions for first year students. We completed work on defining core competencies for an expanded library and computing instruction program for faculty, students and staff.
- Improve print and electronic collections. We continue to expand the availability of electronic journals and books. In an effort that took more than six months of detailed work, Library staff implemented Maine Info Net for statewide borrowing of books in January. We added ScienceDirect, which greatly improved access to full-text electronic resources from Elsevier journals. The range and number of full-text scholarly databases continues to expand. The College continues to support the budgetary requirements of a strong collection development program for books, journals and other materials.
- Improve access to electronic information. Staff in Bibliographic Services developed new and streamlined procedures to incorporate bibliographic information on the wide variety of online full-text databases into the Library catalog. This will help users discover what resources are already available to them, in a way that integrates their access to the print and electronic collection. At the same time, interlibrary borrowing and lending of print materials continues to grow: Bates again is among the top 10 lenders of materials in New England, and a very heavy borrower as well. Our experience continues to demonstrate that access to information about library materials leads to increased demand for those materials.
- Explore electronic reserves. Continued to experiment with providing electronic reserves with a pilot program with Profs. Imber, Kelsey and Low. Based on experience with a limited number of documents, we continued to concentrate on linking to available online documents rather than scanning originals.
- Develop College Archives. The merger of the Muskie Archives and Special Collections was completed. A College Archives was established by the Board of Trustees. The staff in Archives and Special Collections is developing new outreach programs and exhibits. The Rediscovery software for Web access for Archives/Special Collections and the Museum was implemented for staff use, with Web access scheduled for Summer 2001.
- Complete Library renovation. Furniture plan will be implemented in 2001-2002, with improved seating and more network ports for laptop computers. We are exploring the idea of locating the computer help desk in the Library.

- Improve communication and management of IS and Library. We developed new organizational structure and made changes to positions of current staff. We continue to reallocate staff to direct user services. This included reallocation of 3 FTE to direct faculty technology support, and 1 FTE to user services in Media Services. Combining IS and Library into a single organization has provided opportunities for staff development, and has made possible some key reassignments that have resulted in improved service to users.
- Improve service to users. We began a review of service delivery issues aimed at improving all base-line technology services. New tracking and follow-up procedures in the help desk, new scheduling and support protocols for media services requests, and new routines to make sure installed equipment in classrooms and labs is functioning are all aspects of this effort. We extended scheduled Help Desk service to 100 hours per week. This will be an ongoing challenge, as expectations of users for prompt and effective service are extremely high.
- Begin to support non-Banner administrative systems. We began analysis of database and software needs for business specific purposes in Dining, Physical Plant and Security. This is part of overall effort to focus staff resources on user needs.
- Improve recycling and re-use. Identified necessary next steps to comply with new Federal regulations regarding disposal of computers. We continue to donate old-but-still-usable machines to non-profit groups who can support them. The Campus Safety Officer has identified a vendor to begin disposing of older equipment.

Goals for 2001-2002

Continue library organization and resource development

- Continue to assess needs for library staffing, in light of recent changes
- Conduct full review of print journal subscriptions in light of use and electronic journal access
- Investigate possible resources and procedures for a continual weeding program
- Develop College archives program with policies and schedules
- Plan for combined CBB library catalog
- Complete Library building project with furniture and networking
- Develop off-site storage plans

Continue to develop information and technology instruction program

- Analyze and begin to address learning objectives for students, faculty and staff
- Improve back-to-school help services for new students and faculty
- Develop ILS web site for self-help tools
- Implement X-Power training

Develop support program for integrating technology into the curriculum

- Improve support mechanisms for integrating technology into the curriculum
- Plan and publicize expanded efforts to provide direct help to faculty members
- Implement quality assurance program for base-line technology services
- Continue classroom technology upgrade program

Web

- Implement and refine new Web architecture and design for departments, programs, and offices
- Continue to develop Banner Web
- Refine Web services for alumni
- Implement “user personalization” Web features for admissions prospects
- Develop and implement faculty experts/expertise database integrated with Banner
- Assess new services and features for general Web implementation, including integrating the Web with Banner and other databases

Banner

- Implement Banner graphical user interface for all staff users
- Implement new reporting tool (Brio) for Banner
- Implement faculty personnel administration
- Development prospect management package for Development
- Modify course catalog for new codes
- Develop new interface for course evaluation

Other databases

- Security – analyze database and perhaps rebuild with new hardware and software
- Examine specialized database needs in Dining, Physical Plant, Special Projects and others

Administrative issues for ILS

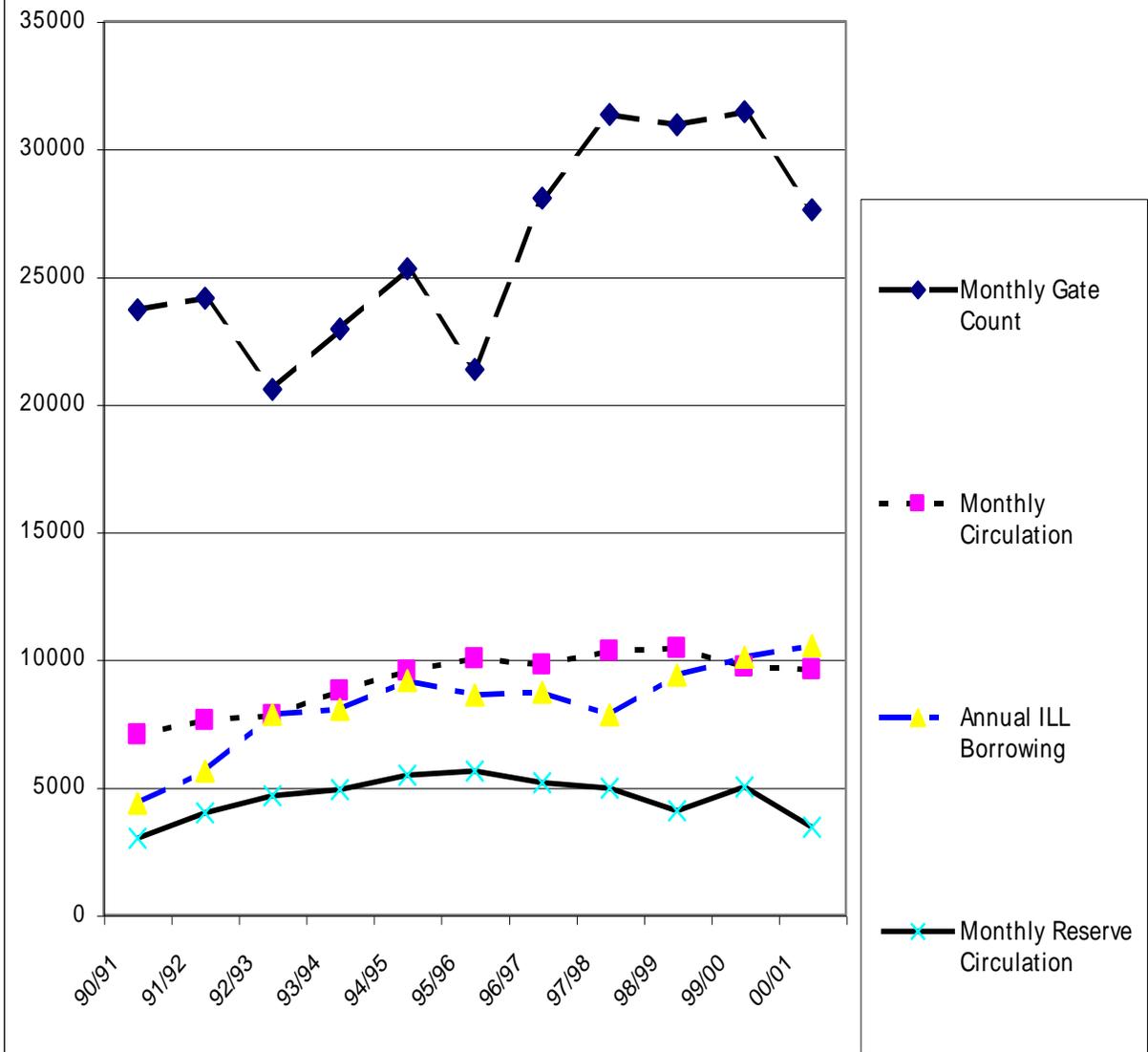
- Complete and implement disaster recovery and security plans and policies (some elements required for external audit)
- Review copyright, privacy, and trademark policies and make necessary changes

- Working with Information Services Advisory Committee and Teaching Development Committee, develop College-wide classroom improvement program
- Conduct full review of journal subscriptions and software licenses
- Consider consolidation of service points
- Continue to pursue solutions to space allocation and consolidation issues
- Select and deploy new help desk software (Magic) – in order to help people know what we're doing
- Consider a computer-based scheduling package for general campus use
- Pursue assertive fund raising program linked to capital campaign

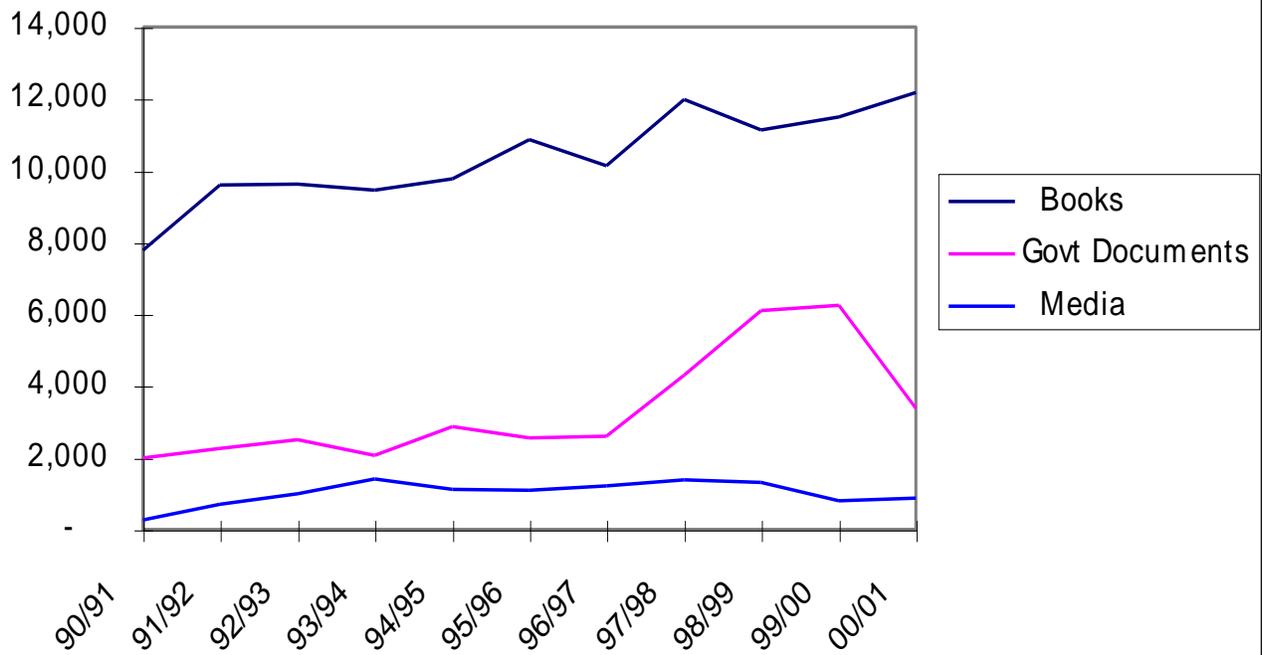
CBB

- Work to develop successor to CBB library and information technology coordinated program, including governance, goals and next project
- Plan for coordination of database practices to facilitate combined catalog
- Deal with storage and retention issues for journals and newspapers

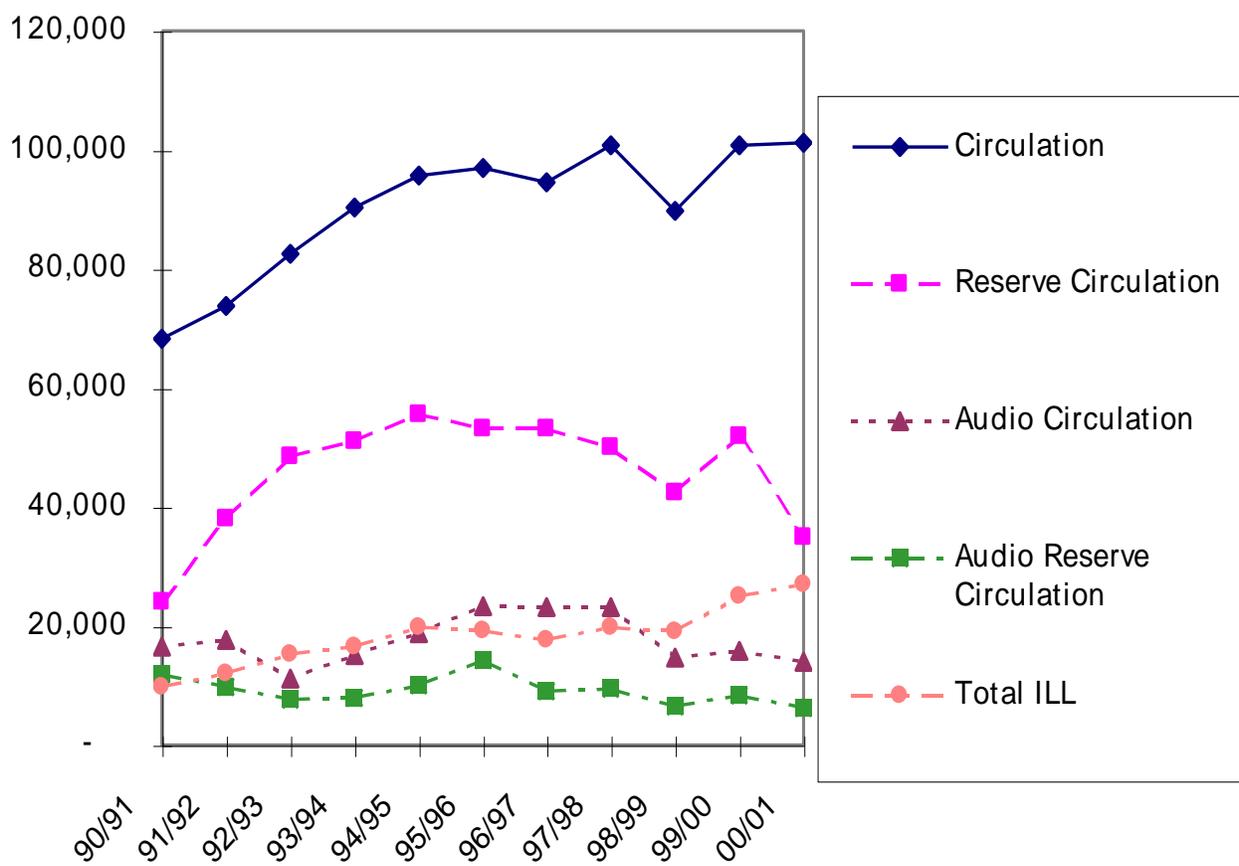
The George and Helen Ladd Library - Selected Use Measures



Bates College Library - Titles Added



Bates College Library - Circulation



Bates College Information and Library Services
 Help Desk Calls
 March - June, 2001 Inbound Calls Received

