2008

Annual Report, 2007-2008

Bates College

ILS Annual Report 2007-2008
September 2008

According to our mission statement, "Information and Library Services is committed to supporting the mission of Bates College by planning, developing, implementing, and maintaining reliable and responsive information resources, services and programs to meet the evolving needs of the College community." We do this by providing excellent day-to-day service in all areas for which we are responsible and by developing and implementing the following long-term strategies that guide and focus our work:

- Promote effective use of information and technology to enhance the teaching and learning environment at Bates.
- Provide outstanding service to students, faculty and staff.
- Look for and implement projects and programs that reduce unnecessary labor, increase efficiency and improve effectiveness of the faculty and staff of the College.
- Strive to improve reliability of our services through redundancy in technology implementations.
- Seek and support partnerships, inside and outside the College, that advance our mission.
- Manage our resources in an environment that encourages accountability, imagination and cost-effectiveness.

We use annual goals and objectives to implement our strategies. What follows is a summary of our work in the last fiscal year. All our work is intended to make Bates a better place to work and study. Of particular strategic importance are our accomplishments this year in five areas:

1. We worked with partners throughout the College to develop and plan a Learning Commons, an effort which is already bearing fruit in increased collaboration among people who directly provide student academic support services.
2. We made great strides in equipping learning spaces with technology, helping users develop ways to use technology to improve teaching and learning in the classroom and on the job, and in using technologies to expand the reach of our library and archival collections.
3. We implemented a large number of enhancements in our administrative systems and the Garnet Gateway to streamline processes and reduce workload for faculty and staff.
4. We took a major step forward in providing redundant core network support with projects completed under the facilities master plan.
5. We implemented the first major action steps to link our library collection development practices to those of Colby and Bowdoin colleges.

I hope that this summary provides a glimpse into our activity. With it, I include the annual goals we have developed for 2008-2009.

Respectfully submitted,

Gene Wiemers
Vice President for Information and Library Services and Librarian

ACCOMPLISHMENTS 2007-2008

USER SERVICES

- Work with others in academic support areas of the College to conceptualize and build a Learning Commons.
  Worked with partners from writing, math and student support services staff to build a nascent Learning Commons program. Worked with architectural support from Physical Plant to develop conceptual plan and budget for organizing the main floor of Ladd Library to incorporate a Learning Commons. This has been very productive and rewarding work that will build a program as we implement space ideas over the next several years.

- Continue to identify areas of the curriculum where involvement from library or information technology specialists will improve student performance.
  Continued to work with first year seminars for both technology and library support. Provided 23 focused workshops on individual technologies and on Lyceum. Continued effort to provide instructional services in support of faculty at the key moments in the curricula of the departments and programs: 95 instructional sessions in Ladd and Muskie, reaching 1,694 students and faculty members.

- Coordinate efforts of and work to publicize the Bates College Computing and Imaging Center (Coram), the Language Resource Center (Hathorn), and the Digital Media Center.
  Began this work with focus on development of media rich teaching and learning resources. This is an ongoing effort.

- Improve access to library materials in Audio/Video. Review circulation status of audio and video materials and consider making the collection directly available to users in open stacks.
  Implemented. There will be continuing work to make more AV materials easily accessible.

- Develop a strategy and plan to integrate technology instruction for College staff into regular operations of ILS.
  Made significant progress in developing this strategy, working with an employment manager and others in Human Resources. ILS did pilot training programs such as:
    - *Excel workshop for Physical Plant.*
    - *Office 2007 focus group (12 week series)*
    - *Thinking about and planning for a revised New Employee Orientation*

- Create pro-active solutions for keeping faculty and students up to date on resources and services such as RSS feeds for new books.
  Implemented CBB new books service. More experimentation with RSS feeds is on the way.

- Improve responsiveness for Help Desk trouble calls for computer labs.
  Shifted responsibility for these calls to Desktop Support Group with excellent results.

- Continue to streamline computer desktop imaging processes for Windows and Mac to improve reliability and reduce cost of service.
  Made considerable progress with both Windows and Apple images.

- In Help Desk Services, continue to focus on customer service, including trends, technologies, and methods of delivery. Reinforce the role of Help Desk Services as Single Point of Contact for ILS technology support, and increase our First Call Resolution percentages.
  The complexity of our organization and its dispersed location around the campus make this effort critically important and difficult to achieve. We keep working on it.

- Strengthen the Student Technology Team in Help Desk Services via professional development opportunities, hiring talented individuals, and other learning opportunities.
  Focused attention on training of lead workers among the student staff and shifted responsibility for supervision of student staff to enhance their effectiveness.

TECHNOLOGY

- Install new server cluster and migrate Banner to Linux with associated storage.
  Completed March 2008; tightened system security and increased system responsiveness.

- Add storage capacity and improve redundancy.
  This is ongoing. Bringing new computer room into service and providing alternative paths to the Internet have been major steps this year.

- Bring up new Banner backup processes to make system available virtually 24 hours per day.
  Completed March 2008.

- Implement Track Studio (project tracking software).
  Completed.

- Work with Human Resources to implement Cyber Recruiter.
  Completed.

- Deploy Web Time Entry for staff.
  Completed Summer 2007.

- Implement the ConnectEd (emergency notification system).
  Completed September 2007.

- Enhance Garnet Gateway.
  - Major/Minor/Concentration Declaration Form.
    Completed April 2008, go live September 2008.
  - Online winter housing application.

Completed November 2007.
- o Event registration system for on-campus events.
  Completed May 2008.
- o Collect scholarship recipient data information behind the Garnet Gateway.
  For deployment September 2008.
- o Develop and deploy Semester Abroad Evaluation.
  On track for deployment Fall 2008.

- Continue to increase and improve technology-equipped classrooms and presentation spaces.
  - o *Upgraded technology in Pettengill G21, 116; Hathorn 208; Carnegie 113, 225.*
  - o *Installed new equipment in Carnegie 204, Pettengill G10, G50; Skelton Lounge; Pettigrew 300.*
  - o *Installed digital signage in Lindholm House and Carnegie Science Building.*
  - o *Worked with Classroom Committee to analyze need and meet demand for additional technology-enhanced classrooms.*

- Extend data storage to support media editing systems in Pettigrew 121 and Hathorn 208.
  Completed. This provides the high volume and high speed data storage needed for media production.

- Complete deployment of Lyceum (Moodle) course management system and retire WebCT.
  Completed. By this year, Lyceum was used in 40 percent of College courses.

- Work with Department of Art and Visual Culture to implement Luna for the slide library.
  Completed.

- Redesign Library catalog.
  Implemented design changes in index displays and record displays, making important information easier to see. Implemented new functionality that generates content-specific links from the catalog displays to outside resources.

- Develop a process to allow users to search across multiple records of archival holdings.
  Implemented.

- Continue implementation of Windows Synch program to provide automatic backup of desktop/laptop hard drives. This will eventually be required on all staff Windows computers and will be part of the standard desktop/laptop images.
  All preparation work completed. Will be implemented for Windows computers in Fall 2008.

- Implement Sun Identity Manager for automated account provisioning.
  On track for completion Fall 2008.

- Research, recommend, and purchase/implement a new remote support tool to replace BLive.
  Completed. Deployed Bomgar solution in Short Term. Able to provide remote access to off-campus computers.

- Work with security to install closed circuit TV for Olin Museum and New Dining Commons.
  Completed. Worked with Security and Campus Safety to develop new policies for video cameras for Web and security. Additional security cameras will be handled in a routine way.

- Expand wireless network and provide system redundancy for greater reliability.
  Implemented redundant core technology for continuous service; plans underway to implement guest network in Fall 2008.

- Implement upgrade plan for edge switches on the campus network.
  Implemented with recurring budget support.

- Continue to replace servers and consolidate using server virtualization.
  Virtualization is well underway.

- Implement Internet 2 connection.
  Implemented. Upgrade completed summer 2008.

- Negotiate and implement a campus-wide cable TV contract.
  Completed. Considerable collaboration among Dean of Students office, student government and ILS to provide cable TV service in dormitory lounges. In process of installing in classrooms.

COLLECTIONS

- Continue to work on CBB Mellon plan for cooperative collection development.
  Completed first phase of plan implementation, including unified approval plan for most liberal arts subjects for CBB libraries. This will be the core around which we build subject, format and other complementary plans to share responsibility for collection development.

- Continue to work with the Reference staffs of Bowdoin and Colby to cooperatively manage and house some of our common reference series.
  Continuing work related to cooperative collection development efforts.

- Encourage additional faculty members at Bates and elsewhere, especially at the Muskie School, to include work in the archival collections as part of academic assignments.
  Reference questions up by 40 percent; classes up by 25 percent. Resident scholar from Muskie School during the Winter semester (Joel Goldstein, St. Louis University School of Law). Co-sponsored Muskie Environment Lecture.

- Complete the online publication of finding aids for manuscript collections so that at least collection-level information is available for all manuscript holdings.

Completed for all previously produced finding aids, and created, as necessary, for other manuscript collections.

- Continue to develop online archives and special collections using digital library software, including adding to the Historic Photos database.
Added additional photos to historic photos database. Developed online exhibit of Muskie life and legacy. Worked with University of Maine and Bowdoin staff on statewide search system for archival finding aids. Began to digitize Prof. Walter Lawrance records related to water quality in Androscoggin River. This will be a growing area for archival development.

- Complete remainder of work to be done as part of the National Historical Publications and Records Commission (NHPRC) grant for the Muskie Papers, and implement plan to reprocess and weed the collection.
Completed NHPRC grant project. Began major reprocessing project to reorganize Muskie Papers. Should allow Archives space to be better utilized through elimination of unneeded materials. Continued to work with the Federal Information Security Oversight Office regarding handling of documents in the Muskie collection with real or suspected national security classification identifiers.

- Increase access to electronic books.
Devised process that will allow the Library to systematically add large sets of records for electronic books to the Library catalog.

CAMPUS PLANNING AND INFRASTRUCTURE IMPROVEMENTS

- Continue involvement of key ILS staff in campus facilities master planning.
Ongoing.

- Continue review of intellectual property policy.
Conducted outside review. Expect full campus review in 2008-09.

- Continue work with Web Oversight Group to re-envision the online environment for College.
Ongoing.

- Assure involvement of ILS staff in campus-wide planning efforts.
ILS staff members have been involved in all campus-wide planning efforts. This helps us provide routine services as the campus changes, and to plan for major technology and information support efforts as new ideas emerge.

- Complete work on New Dining Commons building and integrate its services into other ILS services.
Completed.

PROJECTS AND INITIATIVES FOR 2008-2009

USER SERVICES

- Continue to sustain and grow support of the faculty for development of media rich teaching and learning resources.
- In Help Desk Services, continue to focus on customer service, including trends, technologies, methods of delivery, SPOC (Single Point of Contact) and increasing First Call Resolution percentages.
- Continue to work with Human Resources to develop a strategy and plan to integrate technology instruction for College staff into regular operations of ILS and the College.
- Strengthen the Student Technology Team in Help Desk Services via professional development opportunities, hiring talented individuals, and other learning opportunities.
- Work on instructional opportunities related to the curriculum, particularly in collaboration with Learning Commons partners.

TECHNOLOGY

- Implement Windows File Synch program (automatic backup of hard drive) on all staff computers and make available to faculty members. Investigate automatic file backup options for the Mac.
- Finish testing and implement rollout for Office 2007 (Windows), Office 2008 (Mac), and Vista.
- Implement Hyperion System 9 (aka Brio).
- Implement Finance Self Service.
- Implement Advancement Self Service.
- Create Grant tracking system using Workflow and self-service modules for Banner Finance and Advancement.
- Implement Boss Cars (parking management system).
- Develop a software architecture to serve as a guide for process and technology related decision making within an Integrated Knowledge Environment (aka the Web) for the College.
- Implement new technologies to provide fair access to Internet bandwidth.
- Continue to make improvements in storage and system-level file backup technologies.
- Upgrade wireless to improve performance, provide redundancy and "guest" access.
- Continue to advance the Identity and Access Management initiative. Implement automated account creation, maintenance and deletion, and plan for additional improvements such as: authentication unification (one username/password); web single sign-on; white pages with extended user-manageable profile attributes.
- Eradicate remaining insecure protocols.

COLLECTIONS

- Extend CBB joint collection development plan to include standing orders, periodicals, and electronic databases and journals.
- Implement joint CBB library catalog view and related features (AquaBrowser).
- Explore automated link between library management system (Millennium) and Banner to process invoice payments and student fines.
- Publish in online form the record-group information for all College archives materials, similar to project completed for manuscript collections in 2007-2008.
- Develop pilot records retention and disposition schedules with Registrar's office and Institutional Planning. Continue to visit other College offices to discuss records and records management.
- Continue reprocessing, arrangement and description of Muskie materials including identification of private and confidential records; resolve issues around National Security Classified Information; continue to weed collection reducing its size by 10-15 percent or 250 to 400 linear feet.

CAMPUS PLANNING AND INFRASTRUCTURE IMPROVEMENTS

- Continue work with Web Oversight Group to re-envision the online environment for College.
- Continue active support to plan and implement a Learning Commons.
- Complete review of intellectual property and computer use policies and move to implementation of both. Begin to develop privacy policy.
- Begin specifying needs for campus-wide document imaging product.
- Develop a plan to address systematically electronic records management and digital preservation needs of the College.
- Complete planning to move classroom technologies, media services, and related AV services to Ladd Library and to make optimum use of other ILS space.

SELECTED LIBRARY USE STATISTICS

**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