Library Annual Reports

Information and Library Services

2013

Annual Report, 2012-13

Bates College

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Bates College Information and Library Services
Annual Report 2012-13

In the 2012-13 academic year ILS staff completed more projects and implemented more plans than in any single year in recent memory. Systems Development and Integration put at least one major system into production each month of the year. With expert project management services from Facility Services, the Library, User Services, Network, Mathematics and Statistics, and Writing staffs completed the planning of the library renovation to realize the vision of an integrated physical facility for library, technology, writing, and mathematics and statistics services. Network and Infrastructure Services completed a first phase of wireless upgrade in the residence halls, completed a full survey of wireless coverage on the campus, and, using the results of the survey, planned for the upgrade of wireless in the rest of the campus. We completed the transition to Google Apps for Education with an integration of the class schedule information from Banner into student and faculty personal calendars, and began training users of all types on the effective use of other Google features. Library staff from Colby, Bowdoin and Bates studied the future of our shared library service and decided to combine the library systems into a unified catalog and processing system, making future efficiencies possible and reducing the ongoing cost for all. And working with other Maine libraries we developed and implemented a plan to assure that we retain the research collections of the state for the future.

Progress this year was not always in a straight line. While we had been working on developing a "learning commons" for the campus, it became clear that plans for the library would need to be reexamined in the context of emerging plans for other facilities nearby. We reconceived the project to make only the changes in the library that are needed to provide seamless access to the services already in the building. Though this is a scaled-down project it will be a significant improvement in the facilities we devote to student learning. A water emergency resulted in the closing of Pettigrew Hall. Two major ILS groups (Systems Development and Integration and the Digital Media Center) relocated to alternate locations on campus. The plans for the renovation of Pettigrew hold promise for the future, but the achievements of these staff members have to be appreciated even more, given that major disruptions in their workflows became commonplace.

What follows is a brief summary of progress ILS staff made on the goals we set for 2013. For the strategic context of these goals, see: ILS Strategic Directions 2011-2016. As we prepare for new campus initiatives in teaching, learning and campus life, we are mindful that our work would not be so rewarding were it not for a campus environment that embraces continual change in technology and information. Our job is to help make this transition as smooth as possible, but we are grateful that we do not push forward alone, but rather in partnership with faculty and staff members, serving students who want to learn.

Respectfully submitted,

Gene Wiemers
Vice President for Information and Library Services and Librarian of the College
August 2013

Teaching, Learning and Research

- Conduct systematic outreach with the faculty, looking for opportunities to improve services and collections, and promote/support creativity, experimentation and innovation.
  - Technology staff consulted with more than 100 members of the faculty on technology projects, including Lyceum, Google Apps, GIS, video, classroom response systems, and specialized curricular and research applications.
  - Offered faculty workshop series with focus on Google Apps, including Sites and Docs
  - Library staff reached the highest higher percentage of first-year seminars (89%) with instructional activities, and more than doubled the number of sessions (146),
  - Library staff increased in the number of open workshops, especially with promotion of RefWorks (15), and conducted more than 70 classroom sessions.
  - Worked to strengthen connections between library and technology staff, and looked for opportunities for joint programming, including promotion of SCARAB and Etna secure storage system for research data.
  - Rolled out new library WordPress website with the new Bates web design. The focus is more outreach to users, more information on new services, and ease of access to all the scholarly information. Experimented with using in-library electronic sign as an alternative form of information delivery. Exploring use of this highly visible medium for all ILS news.
- Work with President Spencer and other campus leaders to create a faculty and staff team to explore ways to support and enhance innovative pedagogy at Bates.
  - Established more formalized relationships with Dean of Faculty's office with regard to technology support.
  - Worked with the President and academic deans on formation of new team for support of innovative pedagogy which will become more defined and active in 2013-14.
- Plan and implement renovation of Ladd Library for near term needs.
  - Completed library plan with focus on spaces for collaborative work, enhance access to electric power for users' electronic devices, and transparent access to learning services in the library, including Writing and Speaking Center and Mathematics and Statistics Workshop.
  - Rearranged audio and video collections to provide for open stack access whenever possible.
  - Installed A/V equipment in Ladd G28, provide viewing and listening space for up to 22 people. Completed the upgrade of AV equipment in all the viewing rooms, including connections for laptop computers and other mobile devices.
  - Developed new library signage to be implemented in the summer.
  - Redesigned and improved staff work spaces for circulation and interlibrary loan staff, and eliminated the physical barriers between these groups. This will enable the staff to design more efficient workflows as technology and information formats change.

- - Continued to enhance the Reserves collection to include items on [required reading lists](#) for bookstore sales. We reduced reserves to a single list to reduce confusion among library patrons, and reduce staff time required to process the materials. We continued to evaluate the effectiveness of this program, and made recommendations for changes in 2013-14.
- Test new course management systems to find next iteration of Lyceum, to account for end of Moodle 1.9x.
  - Migrated to new version of Moodle.
- Explore and potentially expand and extend use of "classroom capture" technology for instructional and administrative use.
  - Installed class capture in five additional classrooms and supported use by seven courses.

Technology for the entire campus

- Support [Campus Connect](#) communications project, phase 2: events scheduler, public calendar, integration of Banner course information and Google calendar, listserv revision/replacement, campus portal.
  - Implemented EMS scheduling software and prepared for rollout of new college master calendar in Fall 2013.
  - Banner schedule information fed to Google calendar for all faculty and students. All course information as well as physical education classes are fed (September 2012).
- Implement productivity/efficiency improvements:
  - EZproxy for Library (August 2012).
  - Degreeworks - degree audit for students and advisors. (September 2012).
  - Talent Management - new performance development system to replace Success Factors (October 2012).
  - Advancement Self Service Live including a view of event attendance (October 2012).
  - Banner Document Management System (BDMS). Electronic document management system for admission applications and related materials (November 2012).
  - Axiom data transfer tool for moving Common App information into Banner (November 2012).
  - Report Exec Incident Reporting System provides recording and reporting capabilities for Security and Campus Safety including federally mandated security reports (January 1, 2013).
  - Faculty Personnel System for promotions and tenure decisions (February 2012).
  - Secure [Electronic Transcripts](#) (May 2013).
  - Transitioned from R25 to Events Management System (EMS) (June 2013).
- Implement network and infrastructure improvements:
  - Implemented file backup solution for Apple computers.
  - Evaluated replacement for end-of-life voice mail system, and prepared for summer 2013 upgrade.

- Upgraded C911 with new hardware and software.
- Upgraded NetApp storage for campus-wide use, replacing all Netapp storage controllers.
- Computer room reorganization and power upgrade implemented in New Commons.
- Significant renovation designs for Chase Hall, Pettigrew Hall (following the water damage), Ladd Library (fiber and wireless).
- Upgraded network core ring to 10gb on Juniper EX stack switches.
- Upgraded backup systems Virtual Tape Library to new hardware.
- Upgraded server hardware in all virtual server clusters.
- Created 50+ new virtual servers to support applications across campus.
- Evaluated providers of off-site computing services and selected Oxford Networks.
- Implemented a new VPN system for remote access for college-owned computers.
- Increased network support for video streaming. This will now be an ongoing issue until network switches are upgraded in all campus buildings.
- Planned network upgrades for Carnegie and Dana Chemistry for implementation summer 2014.

- Support the ability of staff and faculty to use constantly changing technology.
  - Implemented a full-year technology instruction plan and delivered 48 courses for 425 faculty and staff.
  - Developed online data security curriculum for faculty, staff and student employees for Fall 2013 rollout.
  - Refined and extended live streaming service and supported streaming of over 100 athletic contests, inaugural events, academic activities and commencement
  - Expanded support for web-based conferencing and supported over 100 video conference calls across campus.
  - In the library, staff learned the new national-standard cataloging rules (RDA) and began providing access to Bates information content using RDA rather than AACR2.
  - Created computer output jobs to allow staff to do their work themselves without IT intervention.

Mobile connectivity on and off the campus

- Completed the wireless upgrade for the large dormitories that had not been recently built or renovated (Smith, Adams, the Village, JB, Rand, Page, 280 College, Parker), including in some cases wireless access points in individual rooms when signal strength required it.
- Conducted a campus-wide wireless coverage assessment. Adaptive Communications surveyed all brick buildings on campus and selected wood frame structures and provided recommendations for "N" standard wireless coverage throughout. Planned FY 2014 upgrades based on this information.
- Implemented multiple 10GB links to all 3 Aruba wireless controllers.
- Implemented new wireless portal for visitors to the campus.

- Implemented encryption solution for data-at-rest on Windows laptops. Macs will require more investigation.
- Worked with Bates Communications Office to explore options for mobile application developments, including websites with mobile view and web apps. Purchased Ellucian mobile suite for FY 2014 deployment.
- Changed to EZproxy for sign-on to library databases from off campus. Enhances users' ability to use library information regardless of their location.

Management and partnerships

- Refined [electronic thesis](#) submission process with faculty committee and faculty advisors.
- Extend use of digital repository ([SCARAB](#)) for academic and administrative documents and other digital assets.
- Assessed and revised budgets and schedules for technology replacement, software maintenance, network switch replacement, and cable TV/phone/Internet services. Worked with Finance on new budget model in response to this assessment.
- Re-examined the basics of [student printing](#) with environmental and student groups. Conducted cost-benefit assessment of current system of managing printing without charge to users and decided to continue with this model.
- Explored alternative technology platforms for CBB, NExpress, MaineCat and Maine archives connections with state and regional library partners, and MaineRen and I2 computing partners.
    - Worked with NExpress on assessment of future technology platforms for this collaboration. Decided to stay with current InnReach technology.
    - Decided, with Colby and Bowdoin, to move to combined CBB library catalog on Innovative Interfaces technology. Developed budget plans and implementation schedules for go-live date in early Winter semester, 2014. The new catalog will replace three stand-alone catalogs and the Aquabrowser CBB catalog service. Should result in service improvements and significant cost savings for all of us.
    - Developed [Maine Shared Collections Cooperative](#) with seven other large Maine libraries to agree to and record decisions on retention of printed books so that the research collections of the state are preserved for the future.
    - Implementing the Summon "discovery service" to extend access to the electronic content the library subscribes to. Implementation is a Bates version, with significant collaboration among CBB partners regarding options and the reasons for differences among the three.

Goals for 2013-14

Teaching, learning and research
- Support faculty experiments related to innovative pedagogy.
- Ensure successful user migration to Moodle 2 by means of scheduled consultations, workshops and one-on-one training sessions.
- Implement, with CBB Libraries, the merged CBB library catalog. Review all procedures and update all documentation in light of the merged catalog.
- Implement Summon, a significant new "discovery" tool for student and faculty research.
- Implement digital repository project(s)
  - Assess "selected works" module for Digital Commons (SCARAB) for access to faculty scholarship and other academic technology information
  - Conduct proof of concept for digital scholarship repository
  - Assess faculty projects already available for deposit
  - Provide faculty resume/vitae online in unified way
- Continue to investigate, test and install new technologies for teaching. Specific installations will depend upon planned network upgrades to academic buildings over the next several years. These technologies include:
  - wireless display to projector
  - "huddle" spaces
  - expansion of class capture
  - touch interfaces for computing
  - video chat in classrooms
- Evaluate a virtual desktop environment for students and/or lab implementation.
- Promote and expand use of Etna (online storage of research and classroom data, with backup), and provide an option for sharing documents with researchers located off campus.
- Develop strategies for supporting high volume video projects like the Dance Festival and provide for secure and sustainable data storage.
- Develop a more vigorous and effective way to maintain Library/ILS weblog and other communication and outreach channels.
- Use the newly remodeled Digital Media Center (DMC) in Pettigrew Hall as a launch pad for re-publicizing the work of the DMC.

Technology for the entire campus
- Support Campus Connect communications project, phase 3: public calendar (EMS Master Calendar), campus portal (Luminis), new campus directory.
- Implement Bates data security curriculum.
- Expand use of software to encrypt data-at-rest on college-owned laptops.
- Implement new grants management software.
- Implement changes in Axiom to integrate data in the Common App into Banner.
- Develop and implement online admission decision letters and award letters for financial aid.

- Implement online reader routing for Admission.
- Extend online document management capability from Admission to Financial Aid, Registrar, and Dean of Students.
- Replace SQL server datamart for Advancement.
- Update Report of Giving for Advancement.
- Implement new voice mail system including website.
- Implement direct deposit for accounts payable checks.
- Upgrade Maximo (Facility Services work order system).
- Plan computer room infrastructure upgrade, including adding redundancy for air conditioning and upgraded fire suppression.
- Develop full plans for rewiring Carnegie and Dana networks, a two fiscal-year project to be completed summer 2014. Start planning for Olin network upgrade to follow.
- Hydra Replacement (terminal emulation for Macs, e.g. access to EMS from a Mac).
- Build test offsite hosting environment – move website if possible.
- Implement required upgrades to campus-wide systems (e.g. Red Hat 6, Rome, York, VM nodes).

Mobile connectivity on and off the campus
- Continue with planned wireless expansion. Add access points (APs) to the areas of highest need identified in the FY2013 campus wide assessment, including outdoor APs.
- Enable campus event scheduling from off-campus (completed September 2013).
- Begin to implement mobile app suite for Banner functions.

Management and partnerships
- Develop a framework for a self-study of ILS for external review within the next twelve to eighteen months. Discuss with President and Dean of Faculty for implementation.
- Coordinate moves of ILS staff back to Pettigrew from their temporary locations when the renovation of Pettigrew is complete.
- Work with writing, math and statistics, library and technology staff to coordinate Ladd Library as integrated learning support environment (hours, room use policies, hours of service, level of service, knowledge of each other's services), not for uniformity but for deliberate coordination, in light of recent remodeling.
- Work with campus planners and facility services on Campus Ave housing and student life project to accomplish both the building technology needs and the needed upgrades to the campus technology infrastructure.
- Plan, with Facility Services and others, how Bates can complete the needed upgrades to the campus fiber plant within the campus facilities master plan. Many buildings that are not slated for renovation or major maintenance work need new fiber, including Pettigrew, Parker, Page, Olin, Village, 110 Russell, Alumni Gym, Chase Hall, Muskie, Merrill, Cutten, Underhill, Pettengill, Smith, Adams, JB, Hathorn, Lane, Libby, and wood frame houses.