

1994

Information Services Annual Report, 1993-94

Bates College

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I. Initial Goals

- Infrastructure

- to complete the final phase for wiring and electronics in administrative and academic buildings
- to complete the first phase of wiring and connecting residence halls to the campus network
- to complete a three year plan to upgrade Administrative desktop computers to micro computers with network connections
- to select and install new administrative hardware and software
- to upgrade the Library hardware system
- to upgrade the Academic hardware system

- Reorganization

- to develop a team approach to Information Services processes and services
- to define the organizational structure for Information Services allowing the management team to focus on some specific functional needs for the College
- to define the organization processes for Information Services
- to facilitate the development of cross functional teams focused on service to customers
- to work more closely with the Library
- to define areas where significant improvement to service or additional “important” services could be offered and make reasonable requests for personnel to move forward in these areas

II. Major Accomplishments

- Established a College wide Help Desk
- Established an Information Services cross functional Installation Team
- Began to define the Information Services functions

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- Began to define the Information Services processes
- Selected "Banner" as the new Administrative software system
- Began the Banner installation
- Installed an Economics Multimedia Classroom
- Completed Village Networking
- Completed 95% of the Administrative & Academic networking infrastructure
- Hired 4 temporary staff
- Implemented Perseus Software (Beta site for release 2)
- Completed major hardware upgrades for Academic equipment
- Established a Campus Wide Information System (CWIS)
- Established a Data Team
- Installed Library System upgrade
- Installed major hardware upgrades for Administrative equipment
- Combined the Information Services budgets and incorporated technology costs from the Library
 - Transferred material costs to the Library acquisitions budget

III. Disappointments

- Permanent staffing increases were downgraded to temporary
- Initial Course Evaluation progress was slow
- Personnel issues
- Budget Process (unclear & capital items)
- Continued awareness of information resource issues of the College

IV. Strengths

- Team approach to managing the organization
- Evolving team approach in developing services processes
- Technical expertise
- Evolving customer service orientation
- Partner with the Library in Information Services planning
- Evolving recognition as a College asset and service provider

V. Obstacles

- Identifying who to communicate with to provide various types of information
- Weak personnel policies and procedures

VI. Weaknesses

- Well articulated and communicated plans
- Slow approach to change
- Staff confusion and uncertainty about change and outcomes

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- Still more reactive rather than proactive
- Staff stretched very thin

VII. Major 94 - 95 Plans

- Phase II for residence networking
- Banner implementations for Finance, Alumni/Development,HR
- Introduction of office productivity tools
- Phase I upgrading of obsolete equipment
- Completion of three year plan to upgrade administrative office desktop technology
- Phone system upgrade
- Internet connection upgrade
- Standardize on minimum software and hardware installation
- Provide technology classroom design service
- Explore mechanisms for providing additional services (eg. curriculum support, research support, training, information access, etc.)