

2017

# Information Services Annual Report 2016-2017

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The views expressed in this paper are solely those of the author.

**HIGHLIGHTS FOR 2016-17 — FACILITIES AND INFRASTRUCTURE:**

- Completed a multi-year project to upgrade the campus fiber data infrastructure to support the College's future data requirements, including speeds of up to 40Gb/s.
- Completed a project to mitigate risks identified in a 2015 Information Security Assessment.
- Planned and upgraded the residence hall wireless network with 300 new wireless ports providing faster and broader coverage.
- Developed a plan to improve technologies in classrooms, and upgraded the projection systems in six classrooms.
- Contracted with a new cable television provider for residence hall and common rooms, to improve channel selection and quality while controlling costs.
- Redesigned a firewall to enhance information security and prepare for multi-factor authentication for users of virtual private networks (VPN) and off-campus access.
- Revised and implemented the Eligibility for System Access Policy for provisioning and de-provisioning access to the College network and systems, to improve efficiency, accuracy and timeliness, and to minimize information security risks.
- Began a multi-phased upgrade of the ellucian Banner ERP system to its latest general software release, Banner 9.
- Supported the maintenance and upgrades of more than 50 administrative systems.
- Implemented security log monitoring and network scanning with a third-party service, EIQ Networks.
- Implemented a new data backup strategy using a cloud-based backup system.
- Researched and proposed a replacement for the outdated and unsupported Ocel voicemail system, and contracted with a new phone provider, TelServ, for on-call telecommunications services.

**KEY STATISTICS — FACILITIES AND INFRASTRUCTURE:**

Total Servers Maintained	Active Network Drops	Bandwidth
<b>163 (up 9.4%)</b>	<b>3,900 (up 2.6%)</b>	<b>2 gigabits per second</b>
Wireless Access Points	Banner Uptime Percentage	Computers Supported
<b>650 (up 1%)</b>	<b>99.99%</b>	<b>1,704 (down 2.3%)</b>



**Scenes from 2016-17**



**The Cyber Battlefield**  
OUR SHARED RESPONSIBILITY

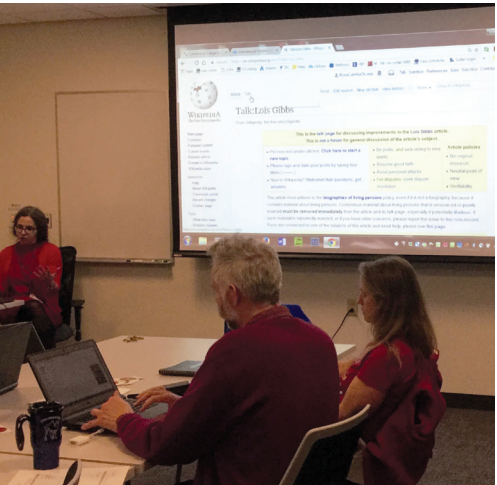
**Rebecca Rathbun** is a Cybersecurity Solutions Advisor and Manager of the Partner Program at GreyCastle Security. She'll speak about some of the common threats and attacks facing users today and how to protect yourself.

**Josh King**, Technical Director of Security at Atrion, is responsible for creating new security services leveraging partnerships with key vendors to solve critical business challenges for Atrion's clients. He enables Atrion to execute successful security focused engagements, as well as educating clients on the complex industry of Information Security. He'll speak about the evolution of his career in Information Security and what opportunities are available in today's workforce.

**Tyler Campbell** and **Steven Mailloux** from Connecticut College's Network & Information Security team will speak briefly about the rise in Ransomware attacks and how we protect ourselves at Connecticut College.

**Tuesday, Oct. 25, 2016 • 3:30-5 pm**  
**Charles Chu Room, Shain Library**  
Reception will follow

Co-sponsored by Information Services, Computer Science Department and Career and Professional Development



**CLOCKWISE FROM TOP LEFT:**

During fall 2016, four IS staff members (L-R, Special Collections & Archives Director **Ben Panciera**, College Archivist **Becky Parmer**, Librarian **Ashley Hanson**, and Networks, Systems and Security Director **John Schaeffer**) traveled to Chiapas, Mexico, in support of the College's Social Justice and Sustainability Pathway.

Numerous faculty and staff, including **Anthony Graesch** of the Anthropology Department, gathered in April for a digital scholarship planning event. The event was led by **Dr. Ashley Sanders**, a digital scholarship expert from Claremont Colleges.

In honor of International Women's Day, IS held a Wikipedia Edit-a-Thon in March to help fill in critical gaps in the website's coverage. The event was organized by librarians **Rose Oliveira** (pictured in photo at left) and **Becky Parmer**, and attended by librarians, faculty and students alike.

In June, Shain Library hosted a meeting and symposium of the Beatrix Potter Society of America. The event included a multi-level exhibition of Potter-related books and archival materials. Pictured are (L-R) **Meredith McClung**, dressed as Peter Rabbit; author and Beatrix Potter biographer **Linda Lear**; and **Fran Gray**, dressed as Beatrix Potter.

Enterprise & Technical Systems sponsored a panel in October 2016, in observance of Cyber Security Awareness Month. Speakers included cyber security experts **Rebecca Rathbun** and **Josh King**, along with **Tyler Campbell** and **Steven Mailloux** from the College's Network & Information Security Team.

CONNECTICUT COLLEGE  
*Information Services*  
**ANNUAL REPORT**  
2016 – 2017





Greetings

The Information Services 2016-17 Annual Report highlights important IS activities in support of the College community over the past year. This report is a companion to the Information Services Major Objectives completed this past spring; that document is available at <http://digitalcommons.conncoll.edu/isannplan/16>. I will be happy to answer any questions about either effort.

Please let us know how we can serve you better.

Thank you,

W. Lee Hisle, Ph.D.  
*Vice President for Information Services and Librarian of the College*

The Information Services Mission

Keeping you CONNected: Partnering with the College community to provide innovative, reliable and universal access to information resources in support of academic and administrative endeavors.

INFORMATION SERVICES STRATEGIC PLAN 2017–2020

FOCUS KEYS:

- Enrich the student experience
- Create and maintain an innovative environment
- Promote excellence in research and scholarship
- Enhance effective discovery and use of data
- Provide a secure and robust technical infrastructure

— Adopted May 2017

INFORMATION SERVICES–WIDE ACCOMPLISHMENTS, 2016-17

- Finalized the *IS Strategic Plan 2017–2020*, and shared the plan with the campus community.
- Redesigned the Information Services website for more intuitive functionality and improved presentation. Clarified IS staff oversight, management and updating policies. Developed a dedicated page for retired faculty and staff members.
- Organized regular meetings with SGA leadership to receive student feedback regarding technology and library issues; incorporated student suggestions into policies.
- Made significant contributions to the Connections curriculum, with numerous staff serving as advisers to first-year seminars. Further, multiple staff members traveled to Chiapas, Mexico, in support of of the Connections Sustainability & Social Justice Pathway program, assisting with technology, providing equipment, and helping to organize a museum collection.
- Planned and implemented CTW integrated library systems, Ex Libris’ Alma and Primo, to enrich access to materials and improve back-office procedures and operations.
- Restructured the IT Governance system to accommodate College administrative reorganization, ensuring that all areas of the College are invested in a successful information technology environment.

HIGHLIGHTS FOR 2016-17 — SERVICES

Enterprise & Technical Systems

- Collaborated with the Dean of the College to select plans for advising management, study away management and risk mitigation systems.
- Collaborated with Financial Aid, Payroll and Human Resources for the planning of a new student employment process, anticipated to be completed in spring 2018.
- Undertook several other key collaborations, including:
  - With Human Resources and Payroll, a benefits data mart
  - With Student Accessibility Services, the Accessibility Information Management (AIM) system
  - With the the Dean of Students and Campus Safety, the T2 Parking Management System
- Undertook numerous efforts — including a lecture, a poster campaign, social media and digital displays — to promote cybersecurity, for which we received recognition by the National Cyber Security Alliance as a 2016 National Cyber Security Awareness Month Champion.

Instructional Technology

- Advanced the planning of a Digital Scholarship Program at the College, including sponsoring a digital scholarship reading group and bringing in Dr. Ashely Sanders of The Claremont Colleges to help the College design a successful and sustainable Digital Scholarship Program.
- Researched and piloted Digication, a student e-portfolio program, to support the Connections curriculum and for general use within the College.
- Re-established the Classroom Improvement Plan to prioritize classroom upgrades and renovation, and to serve as an advisory committee on new types of classrooms.

Libraries

- In conjunction with the implementation of the new CTW integrated library system, planned a new interface for more streamlined searching across collections. Conducted usability testing with students and faculty, and made modifications based on user feedback.
- Successfully employed and integrated the new Linda Lear Special Collections Librarian into the operations of Shain Library and the Linda Lear Center for Special Collections & Archives.
- Reorganized the library’s Access Services Department to better serve patrons and streamline circulation and interlibrary loan efforts. Hired and trained a new reserves supervisor. Changed practices to control expenses.
- Awarded the second annual Connecticut College Undergraduate Library Prize for Undergraduate Research.
- Hosted the Beatrix Potter Society in America’s Annual Symposium, including organizing an exhibit that spanned three floors in Shain Library.

KEY STATISTICS — SERVICES:

Shain Library Academic Year Gate Count 392,332 (up 9.6%)	IT Service Desk Tickets Logged 6,902 (up 0.3%)	Visualization Wall Number of Courses Utilizing 23 (up 9%)
Special Collections & Archives Number of Instruction Sessions 69 (up 35%)	Lynda.com Certificates of Completion Awarded 129 (up 43%)	Students Attending an Instructional Technology Workshop 538 (up 20%)

HIGHLIGHTS FOR 2016-17 — COLLECTIONS AND RESOURCES

- Expanded Lear Center operations with the establishment of the Linda Lear Processing Room.
- In collaboration with our CTW partner libraries, developed and implemented a University Press Print Approval Plan Pilot. The program utilizes a shared print retention concept that expands access and reduces costs across the three campuses.
- Completed work on the grant-funded digitization of the Historic Sheet Music Collection and the L. Mae Stephenson Macintosh Collection.
- Processed several frequently accessed special and archival collections, including the Connecticut Botanical Society, Ammerman Center and Coeducation collections, as well as several historical collections, including the Conference on Women in Public Affairs, the Beatrice Fox Auerbach Foundation, the Institute of Professional Women’s Relations, and the papers of Elizabeth Wright.
- Digitized and uploaded all campus student publications from 1915 to 1986 held in the Archives to Digital Commons. Established a 30-year moratorium for making student publications available online.

KEY STATISTICS — COLLECTIONS AND RESOURCES:

Non-Reserve Print Circulation 40,868 (up 21%)	E-book Circulation 131,775 (up 12%)	Subscription Database Searches 219,623 (down 11%)
Print Book Volume Count 507,874 (up 5%)	E-Journals with Complete Content 13,484 (up 1.6%)	Per-Student Acquisitions Expenditures \$808.83 (down 2%)
Total Digital Commons Downloads 170,223 (up 12%)	Faculty Publications Added to Digital Commons 20 (up 122%)	Interlibrary Loan Requests Filled 4,623 (up 1%)

