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2010

Annual Report, 2009-2010

Bates College

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Annual Report 2009-2010

accomplishments | **projects & initiatives** | **statistics**

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 **long-term strategies** that guide and focus our work, including:

- Promote effective use of information and technology to enhance the teaching and learning environment.
- 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 a way 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, based on our annual goals for 2009-10. Of particular importance are our efforts in:

1. *Efficiency and cost containment.* We have long championed technologies that increase the efficiency of College operations. The current economic climate reinforces the importance of cost containment. Several of our activities were aimed at cost savings, including the full review of computer hardware and software usage, a full review of journal subscriptions in the Library, and new online processes for the Garnet Gateway and elsewhere, all detailed below.
2. *Collection building.* We continued to expand the CBB collaborative collection development program to enhance support of the curriculum and control costs, and reached significant milestones in development of the Archives.

3. *Printing services*. We have had particular concern about these in recent years, both about the reliability of the systems and the degree to which the services were inefficient and wasteful. A new "print release" system in Ladd Library, which became operational in May, will provide assured delivery of printing to the user and dramatic reduction in the amount of waste.

4. *Network reliability*. We completed the transition from one main computer room to two in secure locations with continuous power supplies and began replacement of core network infrastructure with new technology featuring redundant design and fail-over capabilities. Our strategic plans for the campus computing infrastructure were incorporated into the Campus Facilities Master Plan Update.

5. *Service delivery*. We reorganized technology services, creating User Services and Systems Development and Integration departments. This change reduces administrative overhead and improves internal and external communications for the first-line computer support functions (help desk, desktop, digital media and curricular support) as well as for our business analysis, programming and Web development functions.

I hope that this summary provides a glimpse into our activity. With it, I include the annual goals we have developed for 2010-11.

Respectfully submitted,

Gene Wiemers
Vice President for Information and Library Services and Librarian
September 7, 2010

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ACCOMPLISHMENTS 2009-2010

Cost Savings and Efficiency Improvements

Desktop/Laptop hardware review. Analyze opportunities to reduce the number of computers on campus.

- ILS staff consulted with academic and administrative departments to identify desktop and laptop computers that

are no longer needed. Reduced number of computers on replacement cycle by approximately 6 percent (125 units) at estimated annual savings of $500 per unit per year.

Serials and journal review. Cancel titles as needed, and explore alternative access options.

- Reviewed current journals list in electronic and print formats. Cancelled subscriptions for approximately $150,000 in savings per year. Initiated pay-per-view approach for Wiley-Blackwell titles with transparent access and large reduction in expense.

Software audit. Review software titles to identify any unneeded applications.

- Conducted review of academic and administrative software and adjusted license terms and number of seats for some packages. Developed strategy to control cost of SPSS.

Identification of automation projects to reduce administrative costs. Work with committee to prioritize Cost Savings Initiatives. Consider, for example, direct deposit of accounts payable, paperless payroll, course evaluations all online, paperless billing for students, paperless campus directory.

- Created "Web4Others" to allow students to grant Garnet Gateway view access to parents and other individuals (with special thanks to Rose-Hulman Institute of Technology for use of underlying code upon which this software was built).
- Launched e-bills in July 2010 for Fall 2010 billing cycle for student fees. There are no more paper bills at Bates.
- Designed and built an on-line report of giving including an authentication system.
- Implemented SmartCall Phonathon system, and configured an Advancement Call Center to improve efficiency of Alumni phonathon program.
- Moved course proposal system to Banner Self Service; this had been a stand-alone PHP application. This move will allow for better integration with other faculty services and with the online catalog.
- Created Advising review pages for faculty to review the information provided by students in the first year forms packet.

- At the request of the Faculty, we deployed online voting behind Banner Self Service for faculty elections.
- Created pages for incoming students to use Banner Self Service to find out who their roommates are.
- Created online way to review study abroad evaluations.
- Went live with CAPP (Banner's Curriculum Advising and Program Planning system) in September 2009. Provides online degree audit for general educations requirements.

Services

Provide print management for public printers. Develop print release stations and examine if we can reduce the number of printers.

- Implemented Print Release Stations for black and white and color printers in Ladd Library, dramatically reducing waste in public printing. Removed unneeded printer in the Instruction Room. We are exploring whether this solution makes sense in additional locations.
  See: **http://www.bates.edu/print-release.xml**

Improve call tracking and service resolution through Help Desk Services for all College computing services. Explore alternative forms of communication for service issues.

- Continued to develop service response and resolution standards in Help Desk.
- Improved call resolution performance.
- Ongoing improvements in desktop/laptop deployment and software imaging services for PCs and Macs continue to reduce hardware and software related trouble calls.
- Continue to expand use of Chat and Facebook services in Help Desk Services and in Reference.

Continue to build and publicize staff training program.

- Expanded staff training program throughout the year and during Staff Development Week.
- Implemented a highly regarded training program for Hyperion users with Super User and Beginner tracks.
- Promoted options for faculty through workshop series and new website: **http://axis.bates.edu/crc**

Automate computer account creation/deletion. For employees and students, make it automated and tied to Banner. Streamline account creation/deletion for guests.

- Continued to make progress on automated account creation, deletion and provisioning. Simplified account creation process for guests.

Improve proxy access to library online services.

- Continued to study this issue with incremental improvements. Will continue to look at this in the coming year.

Refine emergency communications protocol within ILS.

- Computing managers worked to clarify roles and responsibilities in emergency situations.
- Began to identify emergency Web service options.

Conduct full review of Library Web sites and make needed improvements.

- Engaged library intern to identify changes in Library Web presence, conduct usability testing and improve clarity and usefulness of the Library site.
- Produced updated **Subject Guides** using LibGuides.
- Implemented AquaBrowser CBB search pages, promoted CBB search, and integrated Bates catalog Web presence with CBB and Bates Library services. See: **http://abacus.bates.edu/Library/**

Redesign Archives Web site with aesthetic improvements, better searching, more comprehensive view of content, use of automatically generated content when possible.

- Complete; see: **http://abacus.bates.edu/muskie-archives/**

Plan for 25th Anniversary celebration of Muskie Archives.

- Organized panel discussions on the history of diversity at Bates and the 40th anniversary of Earth Day. See: **http://home.bates.edu/views/2010/04/29/muskie-may10-events/**

- Riverside Cemetery tours were scheduled throughout the year (six times).
- Worked with Bates Outing Club on their anniversary and oral history plans.
- Produced an Outing Club exhibit.
- Plans are well underway to coincide with Parent's Weekend in the fall.

Collections

Work with Physical Plant and contractors to support upgrade of HVAC systems in Ladd Library.

- HVAC project was completed with improved humidity controls.
- Worked with contractors to solve persistent problems related to temperature controls in the new system.

Continue to develop College Archives program.

- Made significant progress with records from Dean of Students' office, Office of the Treasurer, CMR and others. This is ongoing project and will result in pressure on collection storage space for the Archives as these valuable collections are brought into safe, dry, secure locations. For progress on records retention schedules, see: **http://abacus.bates.edu/muskie-archives/CollegeArchives/RDschedules.shtml**

Complete three-year project to improve physical and intellectual access to the Muskie collection and to withdraw unneeded materials.

- Completed efforts to deal with classified or restricted materials; weeded the collection of duplicates and materials without historical value; cataloged and re-housed the artifacts; arranged and described ca. 10,000 photographs. The updated finding aid for the collection is located online at: **http://abacus.bates.edu/muskie-archives/EADFindingAids/MC105.html**

Select vendor to support online thesis project for Honors theses. Develop plans in consultation with the Honors Committee to store and deliver Bates honors theses online. Look at digital asset management needs, including applications in archives, internet software services, curricular and research

computing; and identify whether this project has possibilities for other uses.

- Identified project requirements and selected software (Digital Commons). Developed a management plan with staff from the Archives and from Curricular and Research Computing. We are currently developing an implementation plan and identifying ways that this software can meet other needs on campus.

Continue to implement off-site storage program for lesser-used materials in Ladd Library.

- Reviewed the current state of off-site storage, examining cost, use, and performance of the systems already in place. Conducted a significant sweep for potential items for storage, and ultimately pulled 39,000 items from the book stacks for delivery to William B. Meyer facilities. This will set the stage for baseline measurements of collection storage needs in order to build a Learning Commons in the building.
- Archives staff also conducted an extensive survey of options in the region for secure, climate-controlled storage services for archives and special collections materials. Options have been identified.

Make improvements in Audio/Video area to enhance use and accessibility of collections.

- Installed display racks for browsing access. Tested several options and collected user feedback.
- Completed inventory and shift in the collections.
- Removed outdated equipment, including electronic distribution matrix, redesigned the desk, and upgraded carpet.
- Replaced A/V equipment for group viewing and listening in Group Rooms 1, 2 and 5. There is significant need for group viewing and listening space on campus.

Technology

Assess function and develop future organizational structure for Web technology support for the College.

- With the rapid expansion of the use of Web functions for all administrative and curricular uses, we found that a separate Web technology unit no longer makes sense. We reorganized services in new group called Systems Development and Integration by combining the functions of Internet Software Services and Administrative Computing. This is a major reorganization of enterprise technology services at the College which promises to reduce administrative overhead and improve efficiency of our services.
- Explored options with College and Media Relations for new support framework for official College Web sites.
- Tested Wordpress MU for department/program/office pages of **www.bates.edu**

Work with Classroom Committee to identify needed upgrades for classroom technology.

- installed new equipment in Pettigrew 101; Hathorn 106 & 306; Pettengill 257 & 312.
- Deployed troubleshooting and tracking software for AV hardware in classrooms, meeting rooms and computer labs. Began systematic measurement of room use. Found that during the academic year, faculty and students used technology over 11,000 times in the classroom with 135 reported requests for assistance.

Implement Core network upgrade, Banner upgrade, PBX upgrade, and improvements in data storage systems.

- Continued network redesign and core upgrade to increase redundancy and manageability of the network.
- Completed upgrade of PBX system.
- Completed upgrade to Banner 8 and Hyperion System 9.
- Reorganized computer rooms to improve performance.
- Working with various internet service providers, we upgraded the College's internet bandwidth and significantly reduced cost.
- Began replacement of storage environment for Digital Media Center Storage.

Develop College standards for data security for portable devices—develop training program for data security for laptop and desktop users.

- Continued research on hardware and software for encryption of data.
- Continued rollout of file synchronization services for Windows machines.
- Identified and deployed a file synchronization service for College-owned Macs.

Replace Cisco Clean Access Agent.

- supported rollout of new network access software (Bradford).

Find systematic way to improve support for technology needs in the Library and Archives.

- This effort was hampered by vacancies in technology positions. One of the goals of the reorganization of technology services was to begin to address this issue. Expect progress in the coming year.

Collaboration with others

Work with other offices on campus to implement changes mandated by Higher Education Opportunity Act of 2008, Office of Management and Budget standards for classification of race and ethnicity, and other mandatory changes.

- Completed.

Continue to build services within CBB and with other libraries, archives and historical societies.

- Expanded CBB cooperative collection development plan
- Worked with CBB Libraries to establish new and more formal organizational structure.
- Worked with NExpress libraries to assess opportunities to expand the consortium.
- Identified alternative software options for interlibrary delivery of journal articles in NExpress, settling on Rapid, which we implemented at Bates.
- Participated in a leadership role in development of a Maine statewide EAD-based search service for archival holdings, worked with University of Maine at Orono to propose grant, and to develop alternative funding models.

Make progress on the Learning Commons initiative.

- Worked with Learning Commons planning team to develop new organizational model. This will be a major initiative under *Choices for Bates* auspices in 2010-11.

Participate in Hedge/Roger Williams renovation.

- Completed planning. ILS staff took primary responsibility for specifications and design of AV systems for the project.
- Continue to participate in weekly project meetings as construction began.

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PROJECTS AND INITIATIVES FOR 2010-2011

Cost Savings and Efficiency Improvements

- Work with Finance and Dean of Faculty's office on software for tracking grant funding.
- Make online course evaluations a "paperless" service.
- Work with Human Resources to implement the online annual benefits enrollment process and online personnel action forms.
- Work with Finance to implement direct deposit of accounts payable checks.
- Implement Self Service module in Banner for Finance.
- Move to phase two implementation of the online course proposal system for faculty.
- Develop procedures to upload the course schedule "Grid" to Banner.
- Implement the Faculty Workload Module.
- Develop an online processing system for Admissions materials.
- Develop automated account creation and provisioning system for network and e-mail accounts. Improve guest network account creation and access options. Integrate authentication services (Oracle and LDAP).
- Work with faculty to control costs of SPSS under the company's new licensing system.
- Re-implement e-security systems to support building access controls.

- Finish Boss Cars Implementation for parking enforcement.
- Finish Volunteer system for Advancement volunteers behind Banner Self Service.
- Synchronize phonathon data with Banner.
- Complete Report of Giving Phase II.

Services

- Develop and implement a new plan for scheduled network maintenance.
- Overhaul the computing areas of ILS web site with the goal of improving delivery of accurate and timely information to faculty, staff, and students.
- Work with College Store to implement course "Texts" service, treating the Library's copies of required reading materials as reserve items.
- Develop and implement a data security curriculum for staff training.
- Develop and implement pilot of an e-portfolio service for academic uses with Mahara open-source software.
- Plan and implement events for 25th Anniversary celebration of Muskie Archives, including program to coincide with Parents and Family Weekend, exhibition on illustrated books at the Bates Museum of Art, and produce a publication to accompany exhibit with an essay about the history of the Archives and illustrated books at Bates.
- Finish transition from Internet Software Services and Administrative Computing into Systems Development and Integration. Ensure that Bates people are consistently receiving excellent service and responses.
- Continue to refine emergency communications protocols within ILS.

Collections

- Continue to make improvements in access to audio/video collection, including browsable collection display, replacement of VHS format, and improved viewing room facilities for group viewing.
- Continue to refine online library collection, considering cost, usage and availability.
- Conduct new baseline measures of collection storage space to inform Learning Commons and other Library planning.

- Continue to develop the College Archives program. Refine existing records retention schedules and build new ones based on office needs. Complete transfer of Treasurer's Office records and continue transfer of inactive student records from temporary storage areas.
- Work with Honors Committee for pilot phase of project to receive and store Honors Theses in electronic format.

Technology

- Provide technology support for the efforts of Communications and Media Relations staff to redesign the Bates Web site and develop other online media. Move WordPress MU to production for department and program Web sites.
- Implement Bradford "network access control" software to replace Cisco Clean Access.
- Find systematic way to improve support for technology needs in the Library and Archives.
- Improve proxy access to library online resources.
- Work with Advancement to re-implement core parts of the Advancement Module in Banner.
- Implement "Advancement Self Service," providing Web access to Banner records for use by Advancement fundraisers.
- Work with Advancement to assess future software needs for the alumni Online Community.
- Work with Security, CMR and others to develop and build an emergency Web presence for the College, including a fail-over hosting site in case of network outages.
- Complete analysis and implement a program to encrypt data on College-owned laptop computers.
- Explore new printing technologies for College offices, especially "multifunction printers" for print/copy/fax/scan services.
- Implement upgrades in the image data storage environment for the Digital Media Center and College and Media Relations.
- Work on internal operations in Systems Development and Integration to implement source control universally for software development. Update standards to include testing standards. Evaluate Application Express. Develop a consistent set of project documentation standards.

Collaboration with others

- Continue planning for Learning Commons. Consider physical changes to the ILL/Access Services area, ground floor and other library services to make this a success.
- Explore innovative approaches to assignments for first-year seminar sessions, working with Writing Program staff and others.
- Work with Physical Plant and others on major building projects (Garcelon Field, Hedge Hall, Roger Williams Hall) and next phases of Campus Facilities Master Plan.

- Continue to build CBB collaborative collection development program.
- Participate in statewide effort to provide searchable database for archival finding aids.

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SELECTED LONG TERM STATISTICS 2009-2010

The George and Helen Ladd Library

The George and Helen Ladd Library
Annual Use Measures

Legend: Total Circulation, Total Reserve Circulation, Total Interlibrary Loan, Gate Count

The George and Helen Ladd Library
Selected Use Measures

Legend:
- Monthly Gate Count
- Monthly Circulation
- Annual ILL Borrowing
- Monthly Reserve Circulation