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Annual Report, 2008-2009

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**ILS Annual Report 2008-2009
October 2009**

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 six 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. In 2008-09, this included participation in the Learning Initiative sponsored by the President.
2. We completed the process started under the auspices of the Classroom Committee early in the decade to equip all classrooms scheduled by the Registrar with technology (computing, display and AV systems).
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, and initiated an online process to gather information from students enrolling for the first time, improving both the speed and the accuracy of enrolling first-year students.
4. We continued our efforts to provide redundant and secure campus networking, servers and file storage capacity, and to build these ideas into the Campus Facilities Master Plan.
5. With partners in Human Resources we began to implement a new approach to staff training, which augments our already robust library and technology services for faculty and students.
6. We completed the first full year of the Colby-Bates-Bowdoin cooperative collection development plan.

I hope that this summary provides a glimpse into our activity. With it, I include the annual goals we have developed for 2009-10.

Respectfully submitted,

Gene Wiemers
Vice President for Information and Library Services and Librarian

ACCOMPLISHMENTS 2008-2009

USER SERVICES

- *Continue to sustain and grow support of the faculty for development of media rich teaching and learning resources.*
Continued to build services in Curricular and Research Computing and in CTES classroom technology initiatives. Completed faculty project showcase: <https://ats.bates.edu/crc/>.
- *Update Library reference and instruction tools and analyze their use.*
 - Developed a database-driven solution to highlighting E-Resources.
 - Purchased and configured of LibGuides as a substitute for our manually updated Subject Guides. See: <http://libguides.bates.edu/>.
 - Configured Google Analytics for usage statistics.
- *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.*
Developed initial offerings for new staff training program and new employee orientation. Conducted sessions on technology skills for staff, participated in Staff Development Week, and built a full schedule of training offerings, based on needs surveys among staff, for 2009-2010. Conducted a full series of training sessions for Microsoft Office 2007/2008 for administrative staff.
- *Strengthen the Student Technology Team in Help Desk Services via professional development opportunities, hiring talented individuals, and other learning opportunities.*
Continued to build leadership skills among student workers. Sent team leaders to professional conference to enhance their management skills.
- *Work on instructional opportunities related to the curriculum, particularly in collaboration with Learning Commons partners.*
Worked with Learning Commons team to publicize a series of offerings to prepare students for Mount David Summit.
- *Strengthen classroom technology and event services by providing more consistent approach to services.*
 - Implemented outsourcing process for event taping.
 - Completed project of standardizing touch panel interfaces and adding support via help screens on touch panels
 - Completed process with Classroom Committee to equip all classrooms scheduled by the Registrar with installed computing, projection, AV support and controls.

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.*
Implemented office-by-office roll out of this technology, along with instructional sessions for each office on how this works and why it is needed. Continued to look for systematic options for Mac users.
- *Finish testing and implement rollout for Office 2007 (Windows), Office 2008 (Mac), and Vista.*
Completed for Office 2007/2008. Decided not to implement Vista.

- *Implement Hyperion System 9 (aka Brio).*
Hired new business and reporting analyst and began development of new training and support program for Hyperion.
- *Extend Banner and Banner Self-Service and other transactional Web services.*
 - Upgraded to Oracle 10g in August 2008.
 - Performance Development System implemented in Success Factors (hosted solution).
 - Deployed online study abroad program evaluation including the retrospective survey.
 - Implemented an on-line registration system for PE classes.
 - Implemented an on-line registration program for suite housing lottery.
 - Rebuilt the existing housing lottery process.
 - Built self services pages for department chairs to allow them to review all majors and minors in their department/program.
 - Built a first year student self service page which includes all the tasks a first year needs to do. This page links to on-line forms which accept data formerly submitted on paper:
 - Housing and roommate selection
 - Course preference selection
 - Add/Drop
 - Review housing assignment
 - Specify who will pay your bill
 - Update personal information
 - Get E-mail address, username and password token (accepting computer use policy)
 - Financial Aid forms
 - Apply for a parking permit
 - Upload a photo for Bates faces – a small facebook
 - Tell us to whom we can release information – both from CMR and from Registrar
 - Complete advising questionnaire
 - Express interest in participating in a poetry reading and talent show
 - Tell us your religious affiliation
 - Take alcoholEdu (pass through from our self service)
 - Complete health insurance waiver
- *Develop 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.*
Developed and deployed the PVE (new Web hosting environment) that allows different services and servers to appear as if they are one.
- *Implement new technologies to provide fair access to Internet bandwidth.*
Completed.
- *Continue to make improvements in storage and system-level file backup technologies.*
Completed.
- *Upgrade wireless to improve performance, provide redundancy and “guest” access.*
Completed. BatesGuest deployed for authorized guests of the College; completed investigation of network connections for college-owned mobile devices.
- *Continue to advance the Identity and Access Management initiative. Implement automated account creation, maintenance and deletion, and plan for additional improvements.*
Continued to make progress.

COLLECTIONS

- *Extend CBB joint collection development plan to include standing orders, periodicals, and electronic databases and journals.*
We continue to explore these options as the CBB approval plan takes hold. CBB approval plan is a major contributor to the Library's ability to control costs in an economic downturn.
- *Implement joint CBB library catalog view and related features (AquaBrowser).*
Implementation is behind schedule, will be available Fall 2009.
- *Explore automated link between library management system (Millennium) and Banner to process invoice payments and student fines.*
Continuing to explore.
- *Continue process of making Archives collections accessible on the Web.*
 - This is ongoing process, with most of the finding aids now online, and many full collections online. Notably, the Muskie Oral Histories received the 2008 Elizabeth B. Mason Major Project Award from the Oral History Association for the Muskie Oral History Project in October 2008. This is the most prestigious award in the U.S. given to an oral history project. See: <http://www.oralhistory.org/award/previous-awards/>
 - Created and/or updated and published online 71 finding aids for college archives and manuscript collections.
 - Completed the creation of MARC records for all processed manuscript collections and archival record groups; these records are pending approval and vetting by catalogers at Ladd before being added to OCLC and Innovative.
 - Completed the online publication of finding aids so that at least collection level information is available for all manuscript holdings; most archival record groups are now represented as well, with the remainder of the work scheduled to conclude in FY10. See: <http://abacus.bates.edu/muskie-archives/Collections/ArchivesMss.shtml>.
- *Develop pilot records retention and disposition schedules with key offices. Raise awareness of the Archives with other College offices.*
 - Began transfer of inactive records of the Offices of the Dean of Students, Finance, and the Dean of Faculty from storage areas.
 - Visited 10 offices to discuss records and records management.
 - Developed pilot records retention and disposition schedules with the following offices: Registrar and Academic Systems; Institutional Planning and Analysis; and Finance/Accounting.
- *Continue reprocessing, arrangement and description of Muskie materials including identification of private and confidential records.*
Completed the second year of a three year project to improve intellectual and physical access to and control over the Muskie Papers, the keystone collection for the Archives:
 - Assessed the quality and completeness of existing microfilm; determined that previously filmed clippings could be discarded.
 - Reviewed and improved narrative portions of entire collection description and updated finding aid.
 - Wrote a detailed outline of the re-processing work that has been done on the papers, with proposed prioritization for future work.

- Reprocessed Series V.A. (Senate Washington office), V.C. (Senate and committee staffer files), V.D. (Senate career summary files), and I (Personal and family records).
- Continued to weed collection reducing its size by 10-15% or 250 to 400 linear feet.
- Identified the majority of private and confidential records within Muskie Papers; sought and received legal advice on how to move forward with these materials; contacted Information Security Oversight Office of the National Archives (ISOO) as necessary; and updated RE:discovery and finding aid to reflect restrictions and/or the submission of material to the ISOO for mandatory declassification review.

CAMPUS PLANNING AND INFRASTRUCTURE IMPROVEMENTS

- *Continue work with Web Oversight Group to re-envision the online environment for College.*
Ongoing work. ILS staff members were deeply involved in recruiting for new VP in the area of communications and enrollment, helping to set the administrative structure for future Web development at the College. Supported project in Communications and Media Relations to update the top levels of the Bates Web site.
- *Make continual progress to implement Technology Infrastructure Master Plan.*
 - Completed move out of Coram computer room
 - Installed backup power at 110 Russell St.
 - Reconfigured Internet 2 connection through the University of Maine
 - Worked with Campus Facilities Master Planning Committee to incorporate technology infrastructure planning into general campus facilities planning.
- *Continue active support to plan and implement a Learning Commons.*
Ongoing. ILS staff were active in Learning Commons planning and the Learning Initiative.
- *Complete review of intellectual property and computer use policies and move to implementation of both. Begin to develop privacy policy.*
Completed. New policies are at: <http://abacus.bates.edu/ils/policies/computingPolicy.html> and <http://www.bates.edu/x208397.xml>. Discussion of privacy policy issues underway.
- *Begin specifying needs for campus-wide document imaging product.*
ILS staff are working with Admissions for document imaging project for admissions folders, a project that is funded for FY2010-11. This will automate a key process and provide excellent learning opportunities regarding more complex imaging projects.
- *Develop a plan to address systematically electronic records management and digital preservation needs of the College.*
Began investigation.
- *Complete planning to move classroom technologies, media services, and related AV services to central location.*
Moved these services to Digital Media Center in Pettigrew Hall. Locating these in a single location has led to efficiencies in staffing, and, along with more robust tools to manage classroom technologies, better service throughout the campus. See: <https://ats.bates.edu/dmc/>.
- *Work with Physical Plant and outside contractors to complete replacement of Ladd Library HVAC system to provide temperature and humidity control.*
Work should be completed in 2009-10.

PROJECTS AND INITIATIVES FOR 2009-2010

Cost Saving

- Desktop/Laptop hardware review. Analyze opportunities to reduce the number of computers on campus.
- Serials and journal review. Cancel titles as needed, and explore alternative access options.
- Software audit. Review software titles to identify any unneeded applications.
- Work with committee to prioritize CSI initiatives. Here are some examples, all of which would make sense, but which ones would we do, and in which order?
 - Direct deposit of accounts payable
 - Paperless payroll
 - Course evaluations all online
 - Paperless billing for students
 - Paperless campus directory

Services

- Print management for public printers. Develop print release stations, and examine if we can reduce the number of printers.
- Automate computer account creation/deletion. For employees and students, make it automated and tied to Banner. Streamline account creation/deletion for guests.
- Improve call tracking and service resolution through Help Desk Services for all College computing services.
- Continue to build and publicize staff training program—develop training program for data security for laptop and desktop users.
- Select vendor to support online thesis project for Honors theses.
- Refine emergency communications protocol within ILS.
- Publicize rollout of “CBB search” for libraries.
- Improve proxy access to library online services.
- Implement Banner self-service for Advancement.

Technology

- Find systematic way to improve support for technology needs in the Library and Archives.
- Look at digital asset management needs, including applications in archives, internet software services, curricular and research computing.
- Assess function and develop future organizational structure for Web technology support for the College.
- Core network upgrade, Banner upgrade, PBX upgrade. These will be large and expensive projects that, if successful, will be largely invisible to users.
- Begin document imaging project for Admissions.
- Develop College standards for data security for portable devices.
- Replace Cisco Clean Access Agent.

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.
- Continue to build services within CBB and with other libraries, archives and historical societies.
- Make progress on the Learning Commons initiative.
- Participate in Hedge/Roger Williams renovation.

SELECTED LIBRARY USE STATISTICS

