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Fall 2022

### Information Services Annual Report 2021-2022

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

## Enterprise and Technical Systems

- Replaced and upgraded Fortinet firewall technology eliminating edge routers, and implemented Software-Designed network components for a more resilient network.
- Upgraded the Unified Communications phone system to use fiber optic SIP connections instead of aging copper T1 lines. This change improves call quality and redundancy in the phone system.
- Repaired much of the emergency phone infrastructure, including installing three new blue light towers: Admissions, North Parking Lot, and Bill Hall.
- Acquired Fortinet Zero Trust Network Access (ZTNA) to protect College data in the flex and remote work environment.
- Implemented new Banner 9 Self-Service components, including personal pronouns, preferred name, and faculty grading.
- Modified Identity and Access Management system to comply with new baseline InCommon requirements for trusted access preserving access to eduroam. The Identity and Access Management (IAM) system and Personal Information Form (PIF) were modified to operate with the Ellucian Banner Enterprise Identity System (BEIS) and Banner 9 Self-Service.
- Implemented electronic transcripts using Ellucian eTranscripts and EVisions Transcript Solution.
- Upgraded WebFocus reporting software used with Banner and DegreeWorks systems.

## Enterprise and Technical Systems - Key Statistics

<b>6,145</b> ↑2%	<b>225</b> ↓3%	<b>4,700</b> ↑4%
IT Service Desk Tickets Logged	Total Servers Maintained	Active Network Drops
<b>850</b> ↑24%	<b>99.95%</b> =	<b>3</b> =
Wireless Access Points	Banner Uptime Percentage	Gigabits per Second Bandwidth

## Special Collections & Archives

- Revised the Lear Center website to streamline and update information, list an index of collections with informational links, and provide search boxes for collections.
- Curated several exhibits:
  - ▶ Understanding our Obligation to the Community: The Honor Code at Conn.
  - ▶ Allow Me to Illustrate.... and Consequently We Insist: Student Protest for Inclusion and Respect for the class of 1971, including a gallery talk.
  - ▶ Looking Good: Voyeurism, Surveillance, and the Invisible: Selections from the Nicholas Osborn Collection of American Vernacular Photography
  - ▶ Continuity and Constant Change: Student Life at Connecticut College in Turbulent Times
  - ▶ The Chinese Ink Art of Marian Bingham
  - ▶ What Does Chinese Art Tell Us?
  - ▶ Rarely Seen Paintings from the Chu-Griffis Collection
- Re-processed and updated holdings in ArchivesSpace for: Frances Perkins Collection; Belle Moskowitz Collection; Alice Hamilton Collection; and multiple accessions added to the Beatrix Potter, Rachel Carson, and Linda Lear collections. Processed Tasha Tudor collection into Special Collections.

## Scenes from 2021-2022



Information Services Retreat 2022



The Chinese Ink Art of Marian Bingham



Undergraduate Library Research Prize Winner



Tempel Summer Institute 2022

In August 2022, Information Services staff gathered at the Mystic Seaport Museum for the annual retreat. Activities included creativity workshops, a paper airplane contest, tours of the Museum grounds and a presentation by guest speaker and lead facilitator, Dr. Rodman King.

In Spring 2022, The Linda Lear Center for Special Collections and Archives displayed *The Chinese Ink Art of Marian Bingham*. The exhibition featured contemporary American artist Marian Bingham '91 and her unique journey studying and creating Chinese ink paintings spanning decades and continents.

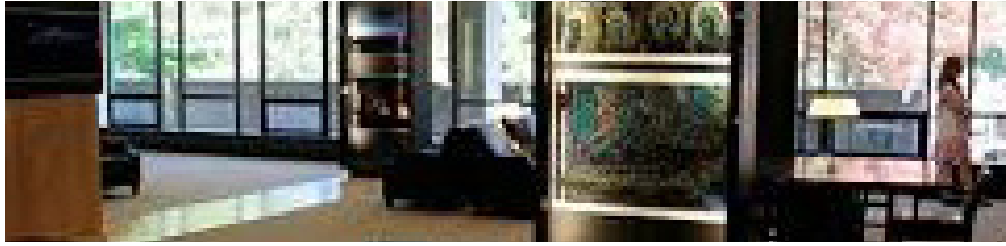
Binh Vo '23 won the \$500 Connecticut College Prize for Undergraduate Library Research for her paper "CRISPR-Cas9 System In Vitro and DNA Modifications Using Homology-Directed Repair Mechanism." Thank you to her supporting faculty in the Biology Department, Deborah Eastman.

In June 2022, faculty and Information Services staff gathered for the 21st annual Tempel Summer Institute. Faculty participated in group discussions on pedagogical challenges and teaching and learning goals, and learned about instructional technologies to support students in their courses.

# CONNECTICUT COLLEGE *Information Services* ANNUAL REPORT 2021-2022



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## Greetings

The Information Services 2021-2022 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/22>. I will be happy to answer any questions about either effort.

Please let us know how we can serve you better.

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

## 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.

## Strategic Priorities 2021-2024

- Maintain strong relationships with the diverse campus community through excellent service, communication and collaboration.
- Enhance teaching and scholarship by developing excellent research support and instruction services.
- Sustain acquisition and maintenance of library collections, administrative applications and academic software resources.
- Optimize campus information and technology resources in a secure and sustainable environment.
- Assess programs and develop staff to enable IS to support the College's mission and deliver excellent services to the campus community.

## Major Accomplishments 2021-2022

- On the retirement of the AVP for Enterprise and Technical Systems, eliminated the position and created an Associate CIO for ETS. That position, along with the Director of Networks, Servers, and Security, the Director of Computer Support Services, and the IT Procurement and Asset Manager, now reports directly to the VP for Information Services and Librarian of the College.
- “[This Week at Shain](#),” Information Services’ interactive newsletter, highlights activities, announcements, programs and resources related to libraries and technology on campus. Typically, 1,315 students, 220 faculty and 244 staff view the site weekly, reaching a majority of the campus population.
- Resumed the high number of class sessions, over 50, in the Linda Lear Center for Special Collections and Archives, especially for the First Year Seminars.
- Surveyed campus art collection to update condition reports and ensure the location is accurate and conducive to the safe storage and display of works of art.

- Completed the AAC&U Institute for Open Educational Resources (OER). Administered a textbook student survey, secured annual funding for the OER Grant Program, developed the SGA's Resolution on OER, and garnered support for a faculty statement in support of OER, approved in May and now included in IFF.
- Selected LUNA Insight to house and share Connecticut College campus art collections and created and organized digital collections now openly available.
- Established an internship program for library school students. Wrote and published “[Library and Information Science Internships at Shain Library](#).”
- Expanded the library instruction program and instructional technology support with a focus on asynchronous online materials:
  - ▶ Developed online tutorials and published them on Kaltura
  - ▶ Wrote and published an interactive OER, “[Library Research, The Basics](#)”
  - ▶ Collaborated with multiple offices to create Technologies You'll Use @ Conn, a Moodle module developed for first-year seminars.
- Moved to Druva Phoenix cloud backup system, which reduces the impact of a successful ransomware attack and prevents backups from being encrypted.
- Enhanced wireless access networking in the residence halls by adding more than 100 hotel-style Aruba access points at key locations in all residence halls.
- Worked with the new Data Governance/Stewardship Committee to establish a new Data Storage Policy and create storage usage guidelines.
- Provided technical support to the COVID Testing Center for daily operations and assisted with several relocations of the Center during the year.
- Delivered information security training to new employees, to users with access to Personally Identifiable Information (PII), and to conduct simulated phishing campaigns. Over 110 staff and faculty completed training.
- Developed strategies for open-access computing, including providing academic software in a locally-developed cloud.
- Continued the IS strategic priority to move systems to cloud environments:
  - ▶ EMS Events Management System
  - ▶ Live Whale Calendar System (replacing EMS MasterCalendar)
- Planned, budgeted, negotiated and initiated a project to move all Ellucian systems, including Banner, Self Service, and DegreeWorks, to the cloud by June 2023.
- Implemented a process to onboard, provide network credentials, and de-provision College contractors/affiliates/interns (i.e., non-payroll employees).
- Successfully completed the IS Collection Management Project to reduce and shift the Shain and Greer collections, creating space for ARC expansion and future campus needs.
- Worked with partner institutions (Wesleyan, Trinity, Middlebury, Brandeis, and the University of Vermont) to plan for a new consortium that will feature a shared integrated library system.

## Collections and Resources - Key Statistics

<b>1,379,719</b> ↑12%	<b>253,046</b> ↓5%	<b>448,000</b> ↓9%
E-book Count	OneSearch and Database Searches	Print Book Volume Count
<b>127,836</b> ↑9%	<b>\$646.00</b> ↑2%	<b>6,588</b> ↑4%
E-Journals with Complete Content	Per-Student Acquisitions Expenditures	Non-Reserve Print Circulation

## Library Collections, Access and Discovery

- Researched cloud-based authentication solutions and began the implementation of the OpenAthens system.
- Continued the collection inventory shelf-reading project and delivered several conference presentations about the project in person and online.
- Facilitated a webinar on best practices for ILL Assessment at an OCLC event.
- Revised the Shain/Greer Emergency Operations Manual.
- Hired and trained a new Assistant Manager for Access Services.
- Expanded electronic collections with acquisitions in numerous areas and subjects, including primary sources, African American studies, newspapers, business, statistics, streaming video, e-books, social science reference, theater, and national security.

## Research Support and Curricular Technology

- Upgraded A/V equipment in four classrooms and planned for and purchased new equipment for five additional classroom renovations, including three hybrid classrooms.
- With ETS, researched vendors, consulted references, and negotiated a contract with Moodle US for Moodle cloud hosting services. Planned and implemented the project in August 2022.
- Supported important and complex campus events, including two commencements, reunion weekend, and the annual all-college symposium.
- With Trinity College, developed the Connecticut Digital Scholarship Exchange, expanding professional development for faculty and staff.
- Initiated the Data Mining Interest Group to explore methods and technologies.
- Successfully introduced Google Sites as an alternative to Digication and assisted Pathways and Centers in transition to the new platform.
- Launched “Inspired by the Book” interviews with students, staff, faculty and alumni to build community and promote a love of reading.
- Organized the first annual local Frederick Douglass Day celebration and transcribe-a-thon event on February 14 that captured media attention.

## Research and Instruction - Key Statistics

<b>52</b> ↑108%	<b>859</b> ↑336%	<b>2,230</b> ↑8%
Special Collections & Archives Instruction Sessions	Special Collections & Archives Total In-house Patrons	Number of Students in Research and Technology Instruction Sessions
<b>150</b> ↑19%	<b>165</b> ↓10%	<b>1047</b> ↑59%
Research and Technology Instruction Sessions for Students	Research Support Consultations for Students	Questions answered at Reference Desk

