

September 9, 2016

Dear Trinity Community,

Information Services (Library & ITS) Update

As the fall semester gets underway we would like to highlight some of the Information Services initiatives that have taken place over the summer and late spring as well as offer insights into new projects. The division continually looks for opportunities to improve services to the campus. One change being introduced this fall to benefit our students is an expanded 24 hour zone to include levels 2 and 3 on the south end of the building. In response to student feedback asking for later access to our 30 senior thesis carrels, we have also relocated 16 of them into the new 24 hour space on Level 3. If this proves to be a popular option, we have enough space to move the others eventually as well.

We have engaged EYP Architects to help us reimagine how we can better utilize the space to expand public areas and provide new offerings and operational efficiencies. The top priority was the redesign of Center for Educational Technology, which we expect to be open late September. The redesign offers more space for collaborative and individual work, more coherent space for the Student Technology Assistants, and screen space for people working on intensive projects. As part of the space conversation, we are also beginning to engage in conversations around ways to expand our support of digital scholarship. Navigation through the Library and Information Technology Center can be a challenge, so we are investing in some new signage that we hope will make it easier for the Trinity Community to locate offices and offerings.

Reflective of our merged Information Services organization we have begun to modify the website with the goals of making it easier to find services and co-locating common information such as staff directory and campus updates. The library's home page is one of the most visited, visible web sites at Trinity, accounting for 124,000 page views in 2016. The website was refreshed to simplify display, highlight discovery, and to better incorporate the Trinity College web design. These changes were made based on feedback from students and faculty and Google Analytics data. We removed some sections of the web site receiving little or no use, while high-use options, such as Reserve a Study Space and My Accounts were moved to a prominent left-hand location. Where discovery search was buried down one level, it is now on the entry screen. Major sections of the web site, Watkinson Rare Books and Archives, Circulation and Reserves, Spaces and Technology, and Digital Collections, are linked through prominent rectangular images. We would be glad to get your thoughts on this refreshed site.

New Employees

We are excited to welcome two new employees to our team. Joelle Thomas joined us this summer in her new role as User Engagement Librarian. Joelle most recently was the User Experience & Media Technologies Librarian at the University of Connecticut Storrs. In that role Joelle was a leader in using evidence-based practice to improve user services, including an ethnographic study of undergraduate research practices and an observational study of how people used spaces in the main library. At Trinity, Joelle will provide research consultations and instruction in several First Year Seminars, serve as liaison to Language and Culture Studies, and as a selector for materials in Women, Gender and Sexuality. We'll also call on her experience with user studies and online interfaces to help us improve our library digital and physical services.

At the end of August, Julie Styles joined our team as our Access Services Librarian, a role in which she is responsible for oversight of our circulation desk, reserves and inter library loans. Julie joins us from the Connecticut State Library where she was responsible for professional development.

New Integrated Library System (ILS) Selected

The CTW consortium has signed a contract with Ex Libris, a Proquest Company, to purchase Alma and Primo to provide a more powerful and modern integrated library system to our campuses.

Over the past two years, CTW library staff thoroughly reviewed institutional needs and available products to replace the aging CTW Voyager system. Through this process it became clear that Ex Libris, the leading vendor in the library system product marketplace, offers a great number of benefits over our current Voyager system.

Primo, the discovery layer, will provide our patrons with a more unified materials search experience across CTW, across our various content sources, and will simplify requesting of materials from CTW and ILL. Alma, the back-end system, will reduce the number of systems CTW manages, reduce redundant work, streamline workflows throughout the libraries, and provide tighter integration with other campus systems and vendors. Alma's advanced analytics will enable library staff to use data for informed decision making.

Replacing our collection of existing systems with Alma and Primo will result in cost savings to CTW and the individual libraries, allowing us to provide more services to our campuses. The CTW consortium has built up a financial reserve over the past several years that will be used to fund this initiative. Implementation will begin this winter and take 6 months; we aim to go live in June 2017.

Classrooms

Instructor workstations and labs are now running Windows 10 and the current Mac OS. Other changes in classrooms include a new projector and AV Controller in McCook 12, HDMI connectivity was added to the audio-visual system in McCook Auditorium, we purchased an additional 5 document cameras and display and control system in Seabury T-302 & T-121 were upgraded with the addition of new flat screen displays. In addition, the Aetna Quantitative Center was updated with new flexible tables and chairs, new chalkboards were installed in Clement 210 and Clement 207 received a set of matching chairs to replace the mismatched furniture in the space. We are also beginning plans to modernize the displays in our classrooms, to bring them in line with modern digital standards and display ratios.

Research Education Services

In collaboration with the Center for Teaching and Learning and the Center for Educational Technology, the Research Education Program presented a panel and a half-day workshop for faculty on the new [Framework for Information Literacy for Higher Education](#), recently adopted by the Association of College and Research Libraries. The panel, "Information Creation as a Process," included faculty, staff and students that explored the new framework in connection with creative practice. In the workshop, research librarians and instructional technologists worked with faculty on understanding threshold concepts related to research cross the disciplines, presented tools for helping students to make sense of their research, and discussed how to address the complex process of synthesizing multiple and disparate types of sources in a single piece of writing. This past summer research librarians, instructional technologists, and Watkinson librarians together developed learning goals from

the framework that will guide new approaches in instruction, consultation, and outreach for students and faculty. They are all excited that our work with the framework has started new conversations about research on campus, and look forward to more.

Improvements to Chat Reference

Our Librarians provide service in person, via email and online chat. We received a few complaints about the reliability of the chat service, and discovered that there were times that users tried to use chat only to find that no librarian was available to answer questions. In response we've improved training for staff and have reworked the schedule to better ensure coverage of chat reference at the busiest times of day. You can see and access chat on library web pages Monday to Thursday 10am to 4pm and Friday 10am to 2pm.

Watkinson Library

This fall the Watkinson Library celebrates its 150th year of service with an exhibition and an article in the Reporter. The Watkinson opened on August 28, 1866 in rooms at the Wadsworth Atheneum with 12,000 volumes; in 1950 it had grown to over 130,000 volumes when it was conveyed to Trinity College. At that time the College Library was in Williams Hall and consisted of 225,000 volumes--a new building had to be constructed in 1952 to house both libraries, and both have thrived ever since. In the past six months the Watkinson has acquired nearly 700 rare books and manuscripts by purchase and four (4) archival collections by gift--the papers of Jon Reynolds '59 (who had a distinguished military career), the papers of Ben Barber '65 (a freelance foreign correspondent), the 19thC papers of the Wells family (of Hartford) donated by James English (former president of Trinity College), and the papers of Roger Clarke (an architect involved in historic restoration in Connecticut for 40 years). The curators and staff are busily processing all of this material with the help of students, interns and volunteers, and are looking forward to presenting to (and teaching) classes this fall using the collections.

Collections

Last year we increased spending on print over FY15 and are looking at ways to increase student use of the print collection. Librarian Rob Walsh widened our collection by adding a new graphic novel collection. This collection can be found near the Leisure Reading Collection in the Engelhard Reading Room. We are working on an initiative with partners at Wesleyan and Connecticut College to ensure that one copy of every book published by the major academic publishing houses (such as Oxford, University of California Press, etc) is purchased as soon as published and made available at one of our campuses through a pre-order system. Through our cooperation we hope to build a stronger joint collection and reduce the need to rush order books requested by faculty (we should automatically purchase these books as they are published), while also reducing unnecessary duplication. All books would be available to be borrowed at any CTW campus, regardless of where it resides. We are working now on the parameters of this plan, and hope to have a pilot started by November 2016. We think this system of pre-orders will be helpful, but we always want to hear from faculty if there is a book you think we should have in the collection. If you would like us to purchase a book please let us know.

Image Collections and Services

The Image Collections unit participates in broadening access to Trinity Library physical holdings. To support the needs of faculty and students for teaching, scholarship and study, staff digitize Trinity and Watkinson image and print holdings. Statistics have consistently shown heavy use of Trinity image collections. Three collections of

Watkinson Library images in Trinity's Digital Repository total only 932 images but recorded over 7100 downloads in FY2015-16 alone. ARTstor's Shared Shelf, host to nearly 60,000 Trinity images, reported 6,700 individual sessions initiated by Trinity users, with over 238,000 images viewed, downloaded, or printed. In addition, Trinity faculty have created over 100 course folders of image groups to share online with their students.

Along with growing the digital collection, In FY16 the Image Collections librarian collaborated with faculty to share a part of the Trinity College Art Collection online. After digitization staff created an online exhibit in Omeka of Haitian, Japanese, and Italian works of art in the Edith A Graham, Philip Kappel, and Samuel Kress collections.

Future Collection Initiatives

In conversations with faculty we've heard that the e-books provided for the library can be a source of frustration. Some of the vendors we work with require either that you log in with a separate login and password or use digital rights management software such as Adobe Digital Editions. In response to complaints, we have reviewed some of our current e-book subscription and are considering some for cancellation. As a replacement we are considering a newer service from JSTOR, Books at JSTOR. We would like input from faculty and students as we consider these changes. We will arrange a JSTOR trial and will ask you to try it and let us know what you think.

Educational Technology

Educational Technology is on the verge of re-opening its main space, the Center for Educational Technology (LITC 105). When the space re-opens later this month, it will have a new open concept floorplan, a mix of soft seating and tables, conference tables for group collaboration, and BYOD monitors for those times when you need a little bit more screen space. (There will also be plugs galore!) The 3D printers, still free of charge for faculty, students, and staff, will be across the hall.

A big change this summer is the creation of a separate server to support the portfolio program: <http://portfolios.trincoll.edu> will be the site where interested students compile selections of their academic work, documentation about their co-curricular, athletic, or work experience, and reflective writing about how these all fit together. There are over 100 students currently work on electronic portfolios in this way.

Educational Technology has also launched a "tip of the week" feature on its blog (<http://commons.trincoll.edu/trinedtech>), which every Monday highlights a feature or service that might be relevant to your work in a given week. We've also changed the way we offer workshops: students can now sign up for workshops on common topics (WordPress, Presentations, the Bloomberg lab) offered at convenient times, and receive a credential (linked to their Moodle account) that serves as proof of attendance. We made this change for two reasons: first, to free up class time for instructors to focus on course material rather than technology, and second, to help make visible students technological expertise as they move through the years at Trinity. You can find out more about these workshops here:

<http://commons.trincoll.edu/trinedtech/2016/08/18/fa16workshops/> As always, we will continue to offer specialized workshops to faculty who need them.

In addition to the standard Moodle upgrade this year, we also enabled a feature supporting a virtual programming environment within Moodle, making it possible for computer science and engineering courses to expand the range of assignments.

TrinityX, our partnership with edX, continues to move forward, with four new courses scheduled to launch in 2017, as well as repeat offerings of several of the courses from 2016-17. Please join the CTL and the ad hoc edX governance committee on October 6 for a Common Hour panel on "Bringing TrinityX Back to On-Campus Teaching and Learning," where Henry DePhillips, Ralph Morelli, Kathy Archer, and Dan Lloyd will share specific insights or practices they learned from teaching their MOOC that will prove useful on campus.

Infrastructure Services

It has been a busy summer for equipment upgrades and system changes. We have undergone the following changes:

Windows 10 – Almost all classroom instructor stations and computer labs (which previously had Windows 7) have been upgraded to Windows 10. The new operating system has been tweaked as much as possible to look like the old interface but is still a bit different.

Dorm Wireless – Last year, through surveys and conversation, students made it very clear we needed to improve our wireless network. Over the summer, Information Services upgraded every dormitory's wifi equipment. There are now more than three times the number of access points located in dorm rooms on every floor. As students return to campus, the new equipment needs to be fine-tuned to compensate for all the people and devices. We will continue to work on this process as well as a better way to troubleshoot potential problems and misconfigured clients. However, we believe students have returned to a vastly upgraded wifi experience.

EduRoam- In addition to TrinAir, you should also now see "eduroam" as a wifi option. Trinity College has joined the eduroam network, allowing the Trinity community to more seamlessly connect their devices at any eduroam institution around the world, provided that they have ever connected to the service at Trinity. This network will also allow guests from eduroam institutions to easily connect to our network. More information can be found on our website: <http://www.trincoll.edu/LITC/its/computing/Pages/Network/eduroam.aspx>.

Access Control Locks- Over the summer we completed the upgrade of the remaining residence halls' locks. All dormitories and cultural houses now use the new Salto lock system. The first group of academic and administrative buildings were also upgraded, including Trinity Commons, Admissions, McCook, Life Science Center, the Nutt Center, Clement and the Office of Residential Life. We are projected to complete the entire campus within the next 18 months.

Life Science Center Re-Wiring- The first stage of our two-year National Science Foundation grant to create a next generation network for researchers has begun. We replaced much of the data cabling in LSC to prepare for newer faster equipment which required better wires.

NSF Cyber-Team Grant- Trinity submitted a new multi-institutional National Science Foundation grant application along with Claremont McKenna College, Davidson College, Hamilton College, Harvey Mudd College, Union College, Vassar College, Wellesley College, and Williams College. This \$1.5-million-dollar proposal, if awarded, would provide three full time staff members, for three years, to help our faculty and researchers with high performance computing and data intensive research projects.

Server Firewalls- As preparation for our upcoming intensive external security audit we upgraded our server and administrative systems firewall. The new systems replaced aging equipment and more closely match our newer Internet firewall equipment.

Cloud Infrastructure- We have begun configuring and testing Microsoft's Azure Infrastructure as a Service. It is our hope that by hosting some of our servers in the cloud, we can offer a greater level of redundancy and scalability. We are now running a few limited test projects on this platform.

Library Computers- We replaced most public use computers in the library, including those in the reading room and library carrels. After exhaustive debate and analysis, we decided to offer Windows computers. Data showed many of the dual-boot iMacs were only used in Windows mode and primarily used as web browsers and word processors. The replacement machines have larger screens and were half the cost of new iMacs. iMacs can still be found in computer labs (Blume and B02) as well as outside the Blume Lab, in the Center of Educational Technology and on level A.

Construction Projects- We are continuing to work to assure network connectivity and appropriate technology for campus building projects such as the Athletic Fields, Mather Basement, and the new Crescent St Academic Building.

Future Infrastructure Plans

Academic and Administrative Wireless- Once residence hall wireless network fine-tuning is complete we will move on to academic buildings. It is our hope to begin replacing classroom building and library wireless equipment non-disruptively during the fall semester.

Guest Wireless- We are currently evaluating a new campus wide wireless guest network which supports self-registration. We hope to deploy this network during the Fall term as well.

Wide Area Network (Internet/Internet2)- The next phase of our NSF grant is to replace our Internet routers to ones which can accommodate 10gbit speeds as well as upgrade our connection to the Connecticut Education Network (CEN) to 10gbit. Our current 1gbit connection is ok for now, but does get fully utilized during peak hours.

Campus Network Switching- We are beginning the evaluation phase of newer network switch hardware. In the upcoming few years, with the NSF grant for science buildings, wireless changes and voice over IP phone solutions we will need to replace a significant amount of our old switch infrastructure. We are currently evaluating the right technology and vendors for the network hardware underneath many of these projects.

Administrative & Web Development Initiatives

Admissions is preparing their Slate system for the next cycle of applicants, the Class of 2021! The Enterprise Applications team continues to support their efforts and the ongoing evolution of interfaces between Slate, PeopleSoft, our Alumni network and Financial Aid. This year, the Financial Aid office will be utilizing functionality to enable applicants to view Financial Aid checklists within the Slate prospect/applicant portal. This simplifies things providing a single source to view all important information about their application.

The Perceptive ImageNow initial implementation has been completed. Our aging DocsOpen repository will be “retired” very soon, ending use of a currently unsupported system. The final office converted was the Finance Office. Images of invoices are now viewed by budget managers via PeopleSoft in conjunction with ImageNow. The next phase of the project involves the Financial Aid Office, while additional workflows developed for both the Registrar’s and Business Offices will result in increased efficiencies.

PeopleSoft Upgrade – There was a massive effort to upgrade the virtual servers and software underlying our PeopleSoft environment. 12 new servers were built using the latest Windows Server Operating Systems, Oracle middleware, Integration Brokers, Microsoft SQLServer and Webserver services. Unfortunately, these updates brought no tangible changes to the users other than a change in the PeopleSoft login page and some broken java widgets (used to select calendar dates). We are, however, positioned to take advantage of future functionality (mobile and workflow) in upcoming PeopleSoft releases.

Last spring, at the request of the SGA we developed a mobile-friendly application for students to track where the campus shuttles are located so they don’t have to wait in the cold. The application can be reached from the portal or the Trinity mobile site at: <http://m.trincoll.edu> located under the campus icon.

The First Year Program reimagined June Days this past summer and Media Technology Services contributed their creativity and skill. With the goal of providing incoming students with information traditionally gleaned during an on-campus visit, MTS produced several new videos. The videos featured Oscar-worthy performances from many familiar on-campus personalities, and focused on First Year seminars, registering for fall classes, health requirements and campus housing. MTS also supported faculty conducting on-line advising sessions. Leveraging MTS’s experience hosting virtual meetings, faculty members successfully held over 20 sessions with students from across the globe. The web development team also worked with the Writing Center to introduce a new writing center assessment process as well as making a series of modifications to other first-year portal applications to accommodate the transition to an all-online process.

Major Digital Purchases

The library has confronted rising journal costs through use of on-demand and pay-per-view services. In this model the library pays a fee (usually \$25-35) only when an article is accessed. We have found pay-per-view to be less expensive than package deals in which we pay for content whether it is used or not. The library monitors pay-per-view costs regularly and this year, in a few disciplines, article use became so high that it became more cost effective to buy the journal package. We added Elsevier journal packages in Neuroscience, Sociology and Psychology.

In addition to the Elsevier journal packages, we spent another \$100,000 on new digital resources at the request of faculty. We try to fill all such requests, considering a range of factors in decisions, including cost, importance to the curriculum, providing new resources in a range of subjects, and feedback from faculty and students. We added:

History and Political Science

- 20th Century Parliamentary Papers
- History Vault: Slavery & the Law
- History Vault: U.S. Diplomatic Post Records, Central America, 1930-1945
- Encyclopedia of the Supreme Court of the U.S.
- TRAC Reports

Humanities

- LGBTQ database Gale (Archives of Human Sexuality)
- Palgrave e-books for humanities and political science

Sciences

- Computer Science IEEE e-books
- DSM Legacy Collection
- MIT Cognet
- Springer e-books 2016

Newspapers and Journals

- HNP: Chinese Newspaper Collection
- African American Periodicals
- JSTOR 14 and 15. This completes the interdisciplinary JSTOR journal project. Trinity has purchased all JSTOR journal content.
- Opinion Archives (includes New Republic)
- Elsevier journal packages in Neuroscience, Sociology and Psychology
- National Journal online

If there is a digital resource you think the library should provide please let us know. You may also check out new resources we are trialing by visiting the Trial Databases section of the [Databases page](#).

If you have any questions or would like more information about any of these initiatives I can be reached at ext.2525 or email, Suzanne.Aber@trincoll.edu.

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