

September 14, 2017

Dear Trinity Community,

Information Services Update

This summer was especially busy for all of our teams with many projects completed and the welcoming of several new members to the Information Services Division.



Educational Technology's summer began with the hiring of Christina Boyles, who is the digital scholarship coordinator. Christina's role is to advise on research projects, continue her own cutting-edge research, and to implement innovative programming. To support her work, and to make more classroom space available for the campus, this summer also saw construction begin on the digital scholarship studio, a suite of rooms on Level 1 of LITC. The studio comprises: a 30-seat classroom overlooking Clement and the quad; a 12-16 seat Digital Scholarship Lab, a teaching and research

space for digital projects; a group study space; a room for digital imaging; and a recording space for faculty to prepare videos. The spaces should become available in the spring of 2018. In order to support all of this great digital work, we are also about to launch a new initiative, called Trinity Domains, that gives members of the campus community a virtual server of their own, which they will be able to control fully, and which will let us be much more flexible and experimental in our approach to digital projects.

We are also committed to supporting faculty and students' work with emerging technologies. 3D printing remains freely available in the Center for Educational Technology, as do virtual reality machines with a variety of applications pre-loaded. We also have a handful of VR phone cases that allow anyone with a smartphone to experiment with virtual reality. New this year are a collection of un-crewed aircraft systems ("drones") that will soon be available for faculty use.

As potentially exciting as new digital scholarship projects and emerging technology can be, however, classroom teaching remains a key priority. This summer, new projectors were installed in 39 classrooms: AAC 231 & 320; Clement 210; Hallden 121 & 123; the Blume Lab in LITC; LSC 131, 132, 133, 134, 135, 136, 137, & 138; McCook 102, 106, 205, 213, 303, 307, 309, 311, 313, & the Auditorium; MECC 220, 232, 246, 260, & 270; Seabury 128, 129, 201, 204, 205, and 217. This was a massive endeavor to make sure that projectors in the classrooms are sharp and bright and conducive to teaching. Additionally, the LSC first-floor classrooms got completely new AV programming and controls, paving the way for a future classroom standard. In addition to the classroom upgrades, our Media Technology Services team completed the replacement of the screen and projector in the Washington Room. The new setup includes a laser projector, providing a significantly brighter image for this large space. The new screen is also an improvement and has an aspect ratio of 16x9, the same as most computer monitors, HDTVs, and the majority of current movie releases. Audio improvements were completed in the Joslin 1823 Room in Raether, making the space more useful for larger meetings and conferences.

The portfolio program continues to grow, with 165 new portfolios created in the 2016-17 academic year. The Health Professions Advising Program has been using portfolios as a way for students to understand the new competencies-based approach to medical school admissions.

Last year saw the launch of several successful edX courses, with new offerings from Jack Dougherty on “Data Visualization for All” and Garth Myers and Mary Pelletier on “Sustainable Urban Environment,” as well as repeat offerings of Dan Lloyd’s class on “The Conscious Mind: A Philosophical Road Trip” and Ralph Morelli’s “Mobile Computing with App Inventor: CS Principles, Part I.” This fall will see the sequel to the mobile computing course, along with a course by Eric Galm on Ethnomusicology.

This fall looks to be an exciting one, with announced or planned events on: working with data; physical computing; claiming your digital identity—and many more! You can always find out more by visiting our recently redeveloped website: <http://commons.trincoll.edu/trinedtech>

Research Education

Research Services is excited to welcome the class of 2021 to LITC! In collaboration with the Center for Educational Technology, we hosted newly redesigned First-Year tours of the LITC during the first two weeks of the semester. Led by First-Year Mentors, the tours acquaint FY students with research resources and services and help mentors to develop peer leadership skills.

Furthering our application of learning goals based on the ACRL Framework, we have also updated our approach to research instruction for First-Year and Gateway seminars, to focus on the discovery and analysis of information and information sources. In our sessions, students navigate physical spaces and online databases to explore information possibilities in an undergraduate academic library. We are expanding our offering of COLL-220, *Research Methods and Information Resources*, a .5-credit course co-taught by instructional technologists and research librarians. The course will offered in both the fall and spring semesters. COLL-220 helps students to understand how research processes are constituted in the disciplines they are interested in majoring in. It also encourages students to recognize their valuable role as active producer of knowledge, providing them with opportunities to reflect on their research skills and understanding and to present their ideas with a variety of digital tools.

Research Librarians are eager to continue their research on faculty and student expectations of the research process. Building on our work with faculty over the past couple of years, we will be conducting a study of First-Year syllabi to see how faculty communication to students about the research process. The study will include in-depth interviews with faculty.

How do *students* conceptualize the experience the research process? This year, we will be conducting in-depth interviews with upper-level students on how they conceptualize the various aspects of the research process. We are interested in how they create strategies for finding relevant and credible research materials, synthesize the results of their research in service of their own knowledge production, and value their own capabilities as knowledge producers. In service of our desire to empower students in their research, we will also offer a pilot program for peer teaching workshops on research, in which thesis writers will familiarize peers with the resources and strategies fundamental to research in their major, drawing on their personal experiences with the research process.

Collection Development

The Library also now has a Digital Media Librarian, Amanda Bollacker, who will help move us forward in how we purchase or digitize, manage and preserve, many types of materials, including print, images and film. Prior to Amanda’s arrival staff worked with digitization partners at CTW to review our digitization equipment. Since Trinity’s equipment was starting to show its age, we made an investment in improved scanning technology which will let us do more high-quality scans and large-format materials such as maps. A big part of Amanda’s job

will be to help faculty with their use of these materials, so please contact her if you have a project that would benefit from digitized collections.

In response to complaints about difficult-to-use ebooks, we've made a significant change in these collections. We've added thousands of ebooks from JSTOR through a package deal with Connecticut College and Wesleyan University. With this subscription, we have gained access to the backlist (2014 and earlier publications) of some major academic publishers such as Princeton and University of California Presses. There are no download restrictions on these ebooks, so you will be able to read, save or print as many chapters as you would like in a single session. We are working on adding records for these books to our library search interface, but in the meantime, you can easily access these books when you search JSTOR or Google Scholar.

Over the past year the library has worked very hard to improve both the backend and search interface of the library catalog. The new interface is OneSearch. Major improvements include the ability to easily search the holdings of Trinity, Wesleyan and Connecticut College (the CTW consortium) at one time. From any record for the three schools you can order a book and have it delivered to the Trinity Circulation Desk. OneSearch also has records from Worldcat for material that we Trinity doesn't own. From these records you can select the Purchase Request option to ask us to buy the material. We hope that the search will make things easier for you, but we are still working on it. Let us know what you think or if you experience any problems with it.

Watkinson Library

In the past year three courses were taught by the Head Curator of the Watkinson using its original materials: a First-Year Seminar on "The World of Rare Books" (some of the students went to an auction in Deerfield, MA and helped bid on unique items for the collections), and American Studies courses on "Narrating America in New England" & "Museum and Library Exhibitions." In addition to this focused teaching, our curators routinely give 25-30 presentations per semester to courses in History, English, American Studies, Political Science, Art History, Classics, Language and Cultural Studies, Philosophy, Religion, Anthropology, Educational Studies, Studio Arts and International Studies (among others). The Watkinson also funded five (5) Undergraduate Creative Fellows who were awarded \$1,000 stipends to work on projects inspired by the collections ranging from online blogs and exhibits, to ceramics, to sketching and photography.

In late spring the College Archives, continued to work with administrative offices to arrange and describe records of lasting historical value to the College. This summer the Archives partnered with the Athletic and Advancement departments to properly store, catalog, and (selectively) digitize hundreds of film reels, videocassettes and DVDs which hold thousands of hours of Trinity football footage, dating from the 1940s to the early 2000s. The Archives has also employed students, interns and volunteers to help inventory and barcode over 200 cartons of College administrative records to an offsite storage facility (easily retrievable), utilized for such purposes since the late 1990s, to make room for incoming collections of greater research and pedagogical value. In the past Academic year, the Watkinson has acquired (by gift or purchase) nearly 20,000 items, including books, manuscripts, video and sound recordings, magazines, comic books, and printed ephemera. To make more space to store this material, we were granted one-time funds to install more high-density compact shelving in August 2017, which has increased our capacity by some 8,000 volumes (or 250 archive boxes).

Looking ahead, we anticipate the unveiling of a student-curated timeline of Trinity history focusing on diversity which will be installed in the lower level of Mather Hall, having assisted Tyler Wrenn '19 and the Dean of Students' office in their archival research over the summer. We are also excited to announce our fall exhibition, guest-curated by Leonard Banco, M.D., Trustee of the Watkinson and collector of rare Americana, who has given the library hundreds of hours of volunteer time since the spring of 2014 to author a series of ten (10) annotated, illustrated guides to our American periodical collection. The exhibition title is "*Easy Vehicles of Knowledge for an Enlightened and Free People*": *American Periodicals in the Watkinson, 1750-1950*, and will be on display from September 5th through December 1st.

Infrastructure Projects & Service Points

During the summer months, the activity at the helpdesk and circulation desk is significantly less, so we conducted a pilot this summer and staffed their services together at the Circulation desk for the months of June and July. Patrons appreciated the convenience of having their questions and issues answered in one location. The staff were able to learn what each desk experiences and conduct some cross-training, which should provide better experiences for the people they serve.

The temporary combining of our services points prompted us to conduct an analysis of helpdesk tickets, which showed that the largest group of tickets addressed by our helpdesk staff were for password resets. This was the impetus to make long overdue improvements to our password reset application and review our business practice. The new password reset policy that is now in effect requires new passwords to be at least 12 characters long, but the good news is the password will now expire in a year, a significant change from the prior 120 days expiration. The majority of the tickets were because individuals forgot their current password and needed assistance changing it, and so now there is a new self-serve feature that allows you to re-set your own password. In the first couple of weeks over 400 password resets were done through this process.

We moved all faculty, staff and students to Microsoft cloud email known as Office365. We managed this thanks to a lot of hard work from IS staff, and cooperation from our community. We still need to improve our account management processes, move Alumni and Affiliate accounts to Office365, and switch to the native spam and phishing security controls. We expect to tackle these over this next semester. By migrating to Office365 we are now able to provide increased mailbox sizes to 100GB with unlimited online archive and attachments up to 35MB. All administrators, faculty and student mailboxes have been migrated.

A quick reminder that if you are looking to share documents with colleagues, Office 365 is an easy way to accomplish this. Just go to portal.office.com, and enter your username@trincoll.edu to get started. Documentation can be found at: <http://commons.trincoll.edu/trinedtech/tag/microsoft-office/>. You can use this portal to download the latest versions of Office for work and personal devices, access web based versions of Office applications (which can be used somewhat like Google Docs), and a one terabyte personal cloud storage account on OneDrive.

We have a multi-year plan to upgrade the campus's network infrastructure, working in conjunction with a National Science Foundation grant. The first step of that upgrade came with the bandwidth upgrade in February. This replaced all our Internet facing equipment. Phase two was to replace the network router core with a faster redundant modular system which happened in June. The last part of the process involves replacing network electronics in each campus building. Over the summer The Nutt Center, Life Sciences Center, Clement Chemistry Center and Raether Library & Information Technology Center were upgraded. We hope to continue to upgrade other buildings around campus over the next year or two.

Last summer we completed the upgrade of wireless in residential spaces. This summer we concentrated on academic spaces. Wireless equipment was replaced in The Nutt Center, Life Sciences Center, Clement Chemistry Center, Raether Library & Information Technology Center, Downes & Williams, Seabury, McCook, Hallden, Austin Arts, 115 Vernon, Austin Arts and Admissions. Most upgraded buildings have at least twice the number of access points as previously installed which should help alleviate any wireless performance or reliability issues. We hope to complete the wireless upgrade of all academic and administrative spaces over the next six months.

In July, we replaced our aging Cable TV system. The new system has 80+ Digital HD channels as well as HBO and Cinemax. The new system should be a significant improvement in picture quality and channel selection. However, some older TVs may require a digital converter set top box to work with the new system. These improvements under the new contract actually cost Trinity College less than last year. However, we suspect the

days of buying traditional Cable TV are numbered. Our student surveys continue to show less interest in traditional cable and more desire for better Internet. This is also the trend outside Trinity College as more people cut the cable cord and subscribe to online content. Today we still pay more for Cable TV than Internet bandwidth, soon we will likely stop paying for Cable Television altogether.

Along with our normal summer computer software and hardware upgrade cycle we worked to finish removing any non-solid state hard disks in public computer labs. This included the replacing computers in the Financial Research and Technology Center and upgrading hard disks in many of the McCook labs. We also welcomed John Inghilterra to the Distributed Computing team this summer.

The new Crescent Center for Arts and Neuroscience was also a major focus of summer work. The building includes two new computer labs as well as many technologically advanced research and arts spaces with multi-media equipment. The building added almost 60 new computers, 11 wireless access points, and much more.

Backing up all your data is critical. Information Services continues to recommend all Trinity related work be saved on backed up campus file servers or OneDrive. Over the last year we have had the unfortunate situation of dealing with several community members who have lost critical files due to hard disk failure or computer virus or Crypto Ransom. If you do have need to keep important files on your desktop or laptop computer, Information Services has purchased some institutional CrashPlan licenses. Please contact the helpdesk for instructions on how to install it.

We plan to have complete our multi-year Access Control lock upgrade project by January 2018. This summer locks were replaced in Mather, Smith House, Hockey Rink, I house, The Mill, Tree House, House of Peace, Interfaith House as well as all new construction. We will be working on Ferris in September and still need to complete Facilities, Bistro, 86/88 Vernon and 129 Allen.

Next on the list of large projects is our phone system. It is 30 years old and badly in need of replacement. Over the last year we have rolled out a limited pilot of Microsoft's Skype for Business Unified Messaging system. The system includes desktop phones, but also has advanced conferencing, computer and cell phone apps, voicemail transcribed to email and other features. We hope to begin deploying these phones to other areas of campus as we upgrade the network infrastructure to support them.

Enterprise Applications and Web Development

The Enterprise Applications team is pleased to announce the addition of Christopher Lucas who joined the group as a Programmer/Analyst. Chris' primary focus will be supporting the Human Resources and Payroll Offices though his broad range of experience will prove beneficial to numerous other administrative areas.

The Enterprise Applications group continues to work closely with the Admissions Office to enhance our Slate Recruitment platform. Two new portals (Alumni Volunteer and Athletics) will be deployed shortly that will improve access and performance of Admissions volunteers and coaches assisting in the student recruitment process. The team also recently completed a major upgrade of our document management software Perceptive Content (formerly ImageNow) to the most current version (7.1.5). Additional features allow for centralized management of scanners, remote installations and the elimination of shared accounts. The Financial Aid Office has digitized more than 11,000 documents. They will be combined with additional external documents and consolidated to a single repository later this fall.

There is always some care and feeding of the first year portal, as we continue to refine the process. In addition, Media Technology Services worked with faculty and the First Year Program to assist with on-line advising sessions. Over 30 interactive sessions were held for incoming students, including several sessions specifically designed for members of the college's gateway programs. MTS also helped faculty members participate in

campus meetings despite scheduling conflicts by producing video of their presentations that were later shared with other attendees. We are also starting to work on several student advising initiatives as part of the conversations on strategic planning – these initiatives will provide additional communications concerning advisor assignments and important academic milestones.

While often summer is the time to tackle big new projects, this year for the enterprise team they have been focused on a number of issues or changes in business practices, such as changes in banking institutions, payroll, etc. Both the Enterprise application team and the web development team have been part of conversations around the new J-start program and identifying system changes starting out portal and other processes. The Enterprise team has also spent a significant amount of time has gone into preparation for the next PeopleSoft upgrade which is planned for late fall or the winter semester break. More details to follow.

The web development team recently developed a new web application to support the IRB Review process. The Trinity Online IRB Review website is a custom application which allows for the complete management of research applications submitted to the Institutional Review Board. Users from within and outside the Trinity Community can create and submit highly detailed project proposals to the IRB for assessment. They can list all personnel to be involved in the project and their respective roles, upload supporting documentation, and engage in forums-style commentary with IRB personnel. People who are affiliated to a research application can then login to the site to participate in the review process; their level of participation being determined by their role.

In January 2018, Information Services will host the annual meeting of the CTW Consortium, which includes the libraries of Connecticut College and Wesleyan University, along with Trinity's. We will hold the meeting in the new Liberal Arts Action Lab in 10 Constitution Plaza. Working with alumni relations, several tours of 10 Constitution Plaza are being planned for homecoming weekend.

Over the course of the semester, Information Services will be preparing for a spring 2018 launch of the MISO survey. The MISO survey measures faculty and student perceptions of library and information technology services, and supports our continuous improvement of them for the Trinity community. We last conducted the [survey in 2016](#).

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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