

February 11, 2016

Dear Trinity Community,

### **Information Services (Library & ITS) Update**

The spring semester is well underway and we would like to share briefly some of the highlights of Library and IT initiatives that have taken place over the fall semester as well as insights to new projects.

#### **Library / IT Transition Advisory Committee**

The transition advisory committee spent much of the fall semester speaking with colleagues from other merged institutions to learn about their processes, what worked well, challenges and opportunities. Each organization was able to provide fresh insights and noted that like all groups, we will continue to evolve as services and demands change. This semester we expect to visit a few of these institutions to sit down for more in-depth conversations. Katie, Fred & I attended the recent Council on Library Information Resources (CLIR) conference which was focused on organizational structure for merged Library and IT organizations which seemed to be perfect timing as we think about ways in which we should be organized to provide the most effective services to campus.

#### **Staffing Updates**

We are excited to welcome Robert Jasek to our team as our Chief Information Security Officer. In this new role, which is jointly shared with Wesleyan University, Robert will be responsible for putting in place best practices for protecting Trinity information. Robert will be focusing on security awareness outreach, initiating an external security audit, conducting a policy review, and developing a closer Trinity - Wesleyan collaboration.

At the end of January we bid farewell to Yuksel Serindag, our Acquisitions Librarian, who decided to embark on a new journey at another institution. We will miss Yuksel, but wish him great success with his new endeavor.

#### **MISO Survey**

The Measuring Information Services Outcomes Survey will be launched on February 18<sup>th</sup> to all full-time & IDP students, faculty and staff. This industry-standard tool is used to measure how faculty, staff and students view Library and IT services. We thought this was an appropriate time to collect baseline information on how the campus rates Library and IT services and the value you assign to those services. This will help us set direction to ensure we are meeting the needs of the campus. We hope that you will all take the time to respond to this survey.

#### **Library Initiatives**

Katie Bauer met with the department chairs to initiate a conversation about Library Collections. Katie shared some data on the library's collection noting that the collection has been built carefully over many years, and its purpose has always been to support the teaching, learning and research at Trinity. The library mainly purchases

two types of material: digital and print. Since about 2010 the library has actually spent more on digital content than print, and we continue to see the amount needed for digital databases, journals and books increase, partly just due to inflation for digital publications. Because the collection budget has been relatively flat for a number of years and the library has had to adjust to the need for more digital content. That makes it very important that staff review what is purchased to ensure we adequately support faculty and students who need print monographs and journals. Our librarians have recently analyzed circulation data for all the books purchased between 2011 and 2015. We purchased 17,750 books, of which 5200 or 30% circulated at least once (reference books and other non-circulating material was excluded). The highest subject area was Education (50% of books purchased circulated) and the lowest was Military Science (20%). When a book doesn't circulate in the first five years it is owned it becomes highly unlikely it ever will circulate. Many other colleges and university are struggling with low circulation as well: Reported rates at other libraries include 45% at Cornell, 65% at Penn State and University of Illinois, and 25% at Seton Hall. Circulation is only one, albeit an important one, measure of collection use, but this circulation rate is low enough that we feel concerned that we are not making the best use of our print collection funds. Library staff will work on several fronts to increase use of the collection. In the coming months library selectors will review the classes taught and research interests in the departments they serve, and will adjust what they buy to meet those needs. By the next fall semester they will have consulted with every department and have written brief and public collection-development statements defining what they will purchase. Staff are also changing interlibrary loan processes. If you request a book not held here, Connecticut College or Wesleyan, the library will automatically buy it if possible, instead of trying to borrow the book from another library. We think this will be quicker for our users, will save staff time, and will insure that we purchase needed material for the collection. We are working on our search interfaces so that people will be better able to find appropriate material in the collection. Finally, we'll work on better marketing, for example doing more book exhibits in the library. If you have ideas about material you need the library to buy, please let us know.

The library has a rich and diverse collection, both physical and virtual. Sometimes the sheer size of the collection makes it difficult to find the article or book you need. Search in our traditional catalog does not work the way many users, who are accustomed to the ease of Google, expect. Finding articles can mean picking from the hundreds of research databases the library offers. This can create a confusing and frustrating search experience. The library's solution to this problem is a new discovery interface, WorldCat Discovery. You may already be familiar with traditional WorldCat, which the library has used to present an alternative search to the library's catalog which offers holdings of the Connecticut, Wesleyan, and Trinity library consortium. The main difference with WorldCat Discovery is that in addition to books it indexes millions of articles from thousands of journals, much like Google Scholar or Academic Search. With one search you can see what books and articles are available on a subject. If you only want to see journals, you can easily do that by selecting a facet for articles, or peer review if you only want scholarly material. Similar quick facets are available to narrow results to books or full text.

WorldCat Discovery will first appear on the library's home page as a beta test the week of February 8. After that the library will do a series of usability tests with students and faculty. Let us know if you would be willing to do a quick 15 minute test and give us feedback, or just try to the search and let us know what you think. We'll use the test results to refine our implementation of WorldCat Discovery, and aim to make it the default search on the library's home page by March 1. We invite you to try to search today: <https://trincoll.on.worldcat.org/>

This past fall the Watkinson Library staff gave 19 presentations to classes, including two from the University of Hartford and one (distance) to Indiana University. The Head Curator also taught two courses in the evenings using the collections--a First-Year Seminar on "the world of rare books," and an American Studies course on "museum and library exhibitions." Watkinson staff curated, facilitated, and staged events around five exhibitions, which included "Ten Decades of the Trinity Tripod," "Pieces of 8: Student Exhibitions," "Max Corvo," "Texts and the City" (for professor Jean-Marc Kehres), and "Greek Temples" (for professor Martha Risser). Peter Rawson, the newly appointed (August) Associate Curator of Archives and Manuscript Collections, is performing a detailed survey of the material comprising the extensive College Archives, and has implemented ArchivesSpace, an internal software management tool which will increase our ability to organize and provide access to that critical resource. Looking ahead to the spring semester, the Watkinson is pleased to announce the publication of "Letter from a Young Poet," a handsome book containing a 72-page autobiographical and literary letter written by Hyam Plutzik '32, to his professor and mentor Odell Shepard, in 1941--the original of which resides in the Shepard Papers. Finally, the Watkinson is applying for two grants related to the preservation and promotion of two important collections, and will be processing the gifts of the professional papers of two distinguished alumni.

The Research Education Program is excited to be collaborating once again with the Center for Teaching and Learning and the Center for Educational Technology on two events. We will hold the second in a series of panels about ACRL's *Framework for Information Literacy for Higher Education*. Entitled "Information Creation as a Process," the panel will take place on Tuesday, March 1 during Common Hour and include faculty, students and staff in a discussion about the complex interrelationships of format, process and content in the production and consumption of knowledge. We will also hold a half-day faculty workshop on *The Framework* on Tuesday, May 17. The workshop will provide faculty with the opportunity to incorporate some elements of *The Framework* into their teaching.

### **Educational Technology**

Educational Technology has been busy on several fronts this year, and are pleased to report on several ongoing projects. We have set up some of our new 3D printers in the Center for Educational Technology (LITC 105), which are available for use by the campus community. Nancy Wyshinski's Math 123 students will be using them to print various mathematical models. The portfolio program, which encourages metacognition and teaches students digital agency, continues to grow. As of the start of this semester, 158 student have set up Trinity Portfolios, and Health Professions Advising Program (HPAP) will be using portfolios as part of their advising program. We expect at least 35 students to present at this spring's portfolio showcase, planned for lunchtime on May 5th. Cheryl Cape's work developing online maps for Alden Gordon's research on the Marginy grand tour of Europe has been accepted for presentation at the ESRI Education GIS Conference.

Between October and the first week of March, Trinity will have run its first four courses on edX, taught by Henry DePhillips, Ralph Morelli, Kath Archer, and Dan Lloyd. The variety of courses offered suggest some of the flexibility of this platform: One course makes visible the material basis of art; another offers interactive, hands-on experience with programming; a third extends professional development opportunities to educators; and the last points up some practical ways to engage the philosophical tradition of phenomenology. Enrollments have been strong, ranging from about 1700 in the most focused course to around 16,000, and there have been

learners from over 175 countries. Faculty teaching in the courses report that the opportunity to engage with learners who are passionate and engaged in the subject matter is very rewarding. The ad-hoc edX governance committee is accepting proposals for the next round of development until February 24, and is also planning an event reporting out to the campus community later this spring.

The Student Technology Assistant program continues to grow and offer extensive support services for faculty and students as they incorporate technology into courses and assignments, as well as event support. They are now able to check out a small number of video cameras for projects of all types, as well as coordinate access to the 3D printers.

WITT will be Tuesday, February 23, at 1pm in the 1823 Room of the library. In addition to faculty presentations on Moodle, Evernote, security, ITEC grants, and more, please join us for a talk on incorporating digital scholarship in the classroom by Dr. Annie Swafford, assistant professor for interdisciplinary and digital teaching and scholarship at SUNY-New Paltz, where she founded the DASH lab to support digital scholarship and pedagogy. Dr. Swafford is also the head of pedagogical outreach for NINES, the scholarly organization devoted to connecting the material archive of the 19th century with the digital research practices of the 21st.

Do your students need some assistance with power-point, excel or maybe iMovie – try recommending the video based training provided through the campus-wide agreement with Lynda.com. Available to faculty, students and staff, Lynda.com provides around 3,000 training programs, on topics such as Microsoft Excel, WordPress, Photoshop, PowerPoint, Moodle, various programming languages and much more. This new service is a result of the collaboration between the Dean of Faculty Office, Human Resources, Career Development, Library and Information Technology. While more information will be coming very soon, Lynda.com is available to everyone immediately. You can find login information here:

<http://commons.trincoll.edu/trinedtech/2015/09/08/previewing-lynda.com>

### **Infrastructure Services**

Wireless connectivity continues to be an area of great concern. Over the last five years the computing industry has switched to a primarily wireless world. However, much of our current wireless infrastructure pre-dates this shift and is in need of updating. This summer we updated equipment in Wheaton, Funston, North Campus, Hansen and Vernon Place. During the winter break Jones, Park Place, Wheaton, and the 4<sup>th</sup> floor of Summit North and South were completed. We believe these changes have dramatically increased wireless service in the effected buildings. Over the next few months we plan to evaluate performance in upgraded areas as well as prioritize future upgrades. Our hope is to continue to upgrade the worst areas over the summer. We are also planning to evaluate the effects of personal access points in upgrading buildings. These “home routers” can create adverse effects for everyone in a dorm environment and may need to be limited.

We have begun a small scale pilot of Microsoft Skype for Business (SFB) to ascertain its ability to function as a next generation unified communications system. While this service shares the name (and look) of the Skype video conference software, it is a bit different. Skype for Business, and “unified communications” in general, is the convergence of traditional phones, voicemail, conferencing with the more advanced features common in

computer and smart phone applications. This limited initial proof of concept pilot will be used to evaluate the products fit into our future phone and communications options.

Last year we began implementation of a replacement Virtual Private Network (VPN) for off campus access to secure computer resources. As part of this shift we now recommend the use of EZ-Proxy for access to library resources from off campus. We have begun the process of contacting remaining users of the old VPN and helping them migrate to the new one. It is our hope to get everyone using the new system (instructions here: <http://www.trincoll.edu/LITC/its/computing/Pages/default.aspx>: and finally remove the old, ten plus year VPN, within the next six months.

Access Control lock system upgrades are continuing. Approximately 400 locks were installed since the summer including the Summits Suites, Austin Arts and Wheaton Medical Center and some additional external doors. It is our hope to complete resident hall installations this summer. We will then concentrate our efforts on administrative and academic buildings.

### **Administrative & Web Development Initiatives**

The new, remotely-hosted, enrollment management system (Slate) is “live” and being utilized by Admissions to evaluate applications for fall 2016 (incoming class of 2020). Decisions have been processed for 300+ Early Decision (ED1) applicants and the Admissions Office staff continues to read and make preliminary decisions for the Early Decision 2 and Regular Decision pools.

The Enterprise Applications team is working on logic and programming to build student data interfaces between Slate, PeopleSoft, PowerFAIDs and other administrative & academic systems. This past fall our PeopleSoft Financials system was upgraded to the latest release (Version 9.2). This platform provides greater opportunities for workflow efficiencies and improves mobile/tablet accessibility.

The Enterprise Applications team recently completed implementation of Perceptive’s ImageNow (document imaging/workflow) software for the Advancement department. More than 240,000 documents were migrated from the old imaging system into the ImageNow repository. Advancement Services and Donor Relations utilize the new system to scan and index additional documents which can be accessed by users across the department. Focus has shifted from Advancement to the Finance Group, where 900,000+ existing document images will be moved into the ImageNow repository. This effort is scheduled for completion in April and sets the stage for enhanced workflow routing and a more seamless integration with PeopleSoft Financials.

The newly defined Student/Nest relationships have been populated in our PeopleSoft Student Records application. In cooperation with the Dean of Students Office, this information will be leveraged in a number of Administrative and Academic applications, including the Mid-Term Progress Reports and the Faculty Advising portal.

Businesses across the United States have begun implementing the Affordable Care Act, a piece of legislation intended to ensure affordable health care for eligible employees. In tandem with Human Resources, Enterprise Applications has developed a solution to ensure Trinity is compliant with Federal requirements. All full time employees were systematically identified, according to the Affordable Care Act definitions, and offered benefits

if eligible. The project will conclude shortly by generating an additional tax form for each employee that describes their individual health coverage eligibility throughout the 2015 calendar year. This process will be integrated with the yearly tax reports delivered to all employees.

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.

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](mailto:Suzanne.Aber@trincoll.edu).

Sue Aber

Vice President of Information Services & Chief Information Officer