

January 30, 2017

Dear Trinity Community,

Information Services Update

We are excited to share information about some of the changes that are taking place in the Library and Information Technology Center and in the organization through re-alignment of staff to improve our services to campus. Last fall we wrote about the redesign of the Center for Educational Technology. The redesign of the space took a bit longer than anticipated, but has been extremely well received by our students. 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.

Another area of the building that has been transformed is the area behind the circulation desk. Besides the new paint and carpet you will notice that the cataloging and acquisitions staff have joined the access services team to provide a more collaborative approach to supporting Library operations.

During the past two years a number of positions have turned over due to retirements and individuals leaving for new opportunities. As these vacancies have occurred, we have taken a step back to reflect upon the stress points of the organization and think about areas in which we want to be able to grow our services. While the technical operations of the Library are critical to the effective operation, the work has changed over time, and the demands on the research librarians continues to rise. Thus we have reallocated a few positions to support these growing needs. Last semester we introduced Joelle Thomas as our new User Engagement Librarian. This semester we are pleased to announce the promotion of Kim Rinaldo to Research Services & Collections Librarian, a new position which is a blend of traditional research services support and support of the growing e-resources collections, working closely with Jennifer van Sickle. We have another position that we are at present holding for support of digital scholarship. Amy Harrell is taking on a new role that reflects the merged Library/IT environment. As Trinity's first Educational Technology Librarian she will be responsible for creating cohesive and streamlined academic support services that combine both library collections and technology.

In recognition of Erin Valentino's outstanding work I am very pleased to announce her promotion to Director of Research Services effective, February 1. With this promotion, Erin will join the Information Services leadership team. With Erin stepping up to fill this role, Katie Bauer will continue to have oversight of collections but her new role as the Director, Collections, Discovery and Access Services will encompass management of the Library technical services and circulation operations. Katie will be examining current operational practices and looking for opportunities for greater collaboration. Katie has brought a new energy to the Library and has helped us think more critically about the services we provide.

You may have also noticed during the fall that we installed new directional signage in the building with easier navigation through the building the goal. The committee that worked on the signage, also developed colorful posters that are prominently displayed on the ends of the stacks, making it easier to locate books.

Research Education and Educational Technology

The Research Education Program continues its instruction, consultation and outreach work with students and faculty. Through their ongoing outreach efforts they foster the close connection with faculty and students that drives our academic efforts. Every semester, we host pizza study breaks during finals week. Our new User Engagement Librarians has begun promoting new events and activities meant to delight students – puzzles, button makers and other whimsical activities convey the library’s concern for the comfort and please of student researchers. In terms of our more serious academic work, research librarians are keeping our programs in step with complex information networks and pedagogical trends related to information and research. For example, this past year, research librarians were excited to collaborate with instructional technologists to develop learning goals from a new information literacy framework produced by the Association of College and Research Libraries. The learning goals will provide a foundation upon which we can base a variety of interactions with students and faculty on their research. In conjunction with ACRL’s new framework, we also presented, in collaboration with the Centers for Teaching and Learning and Educational Technology, two faculty and student panels and a half-day workshop for faculty. These presentations introduced the Trinity College community to new models for understanding research, incorporating research into courses, and creating engaging opportunities for student research. In spring 2017, we will again present a workshop for faculty, this time in conjunction with the Spring Institute for Teaching and Technology (SITT). The workshop will last a full day and will cover workflows and research strategies to foster student engagement, scholarship, collaboration, critical reading and writing skills, and more. SITT is a collaborative effort between Educational Technology, Research Education, ITEC and the CTL and will be held on May 17, 2017, in the Joslin Family 1823 Room of the library. An agenda will be distributed later.

This spring will see the launch of several courses on edX. The first two to launch are re-runs of courses from last year: Dan Lloyd’s “The Conscious Mind: A Philosophical Road Trip” and Ralph Morelli’s “Mobile Computing with App Inventor—CS Principles, Part 1.” Next will be Jack Dougherty’s “Data Visualization for All,” followed by part 2 of “Mobile Computing with App Inventor.” Also in development include courses on ethnomusicology with Eric Galm, urban sustainability and revitalization with Garth Meyers and Mary Pelletier, and the Supreme Court and presidential power with Kevin McMahon. A little bit further out we will be developing courses on the history of wine with Jennifer Regan-Lefevre, and on queer cities with Jack Giesecking.

Last fall, Educational Technology was given a few Oculus Rift virtual reality headsets, two of which are available in the Center for Educational Technology. These headsets are available for exploration whenever the Student Technology Assistants are working. In addition to these high-powered VR consoles, we are also getting several Google Cardboard-compatible headsets, which allow smartphone users to turn their phone into a low-cost virtual reality headset. In addition to some of the much-touted uses of virtual reality as a way to explore inaccessible geographies, they also are interesting to consider from the point of view of perception and embodiment. We also continue to be able to offer small-scale 3D printing at no cost to faculty, staff, and students.

This semester, students from Trinity are using telepresence gear to take courses in Russian and in Spanish for Heritage Speakers from Connecticut College and Wesleyan University. In addition, we are expanding our ability to support virtual participation in classes by demonstrating a Kubi videoconferencing set, which gives remote

attendees to a class (for example, a speaker, an interviewee, a professor stranded by snow) a slightly more physical presence in the room by giving them control over a mobile camera.

Collections

Digitization

Library staff continued to digitize material from Trinity collections, concentrating on material that is rare or are needed for teaching, making them available through ARTstor and Shared Shelf Commons. Recently they digitized material from of British theater playbills, drawn from four hundred 18-19th Century British theater playbills given to Watkinson Library by Nathan H. Allen in 1916. Playbills functioned as advertising posters for theatrical performances at theaters in London and in towns including Bath, Leicester, Liverpool, Richmond, Scarborough, Swansea, and Tewkesbury. Some playbills were printed on both sides and may also have functioned as programs during a performance. The playbills display a wealth of information about upcoming productions, including play and music titles, roles and performers, and related information such as cost of seats and where to purchase tickets. For additional information regarding the collection, contact the staff of Watkinson Library.

“British Theater Playbills” is listed on our library Digital Collections page under “Image Collections in Shared Shelf Commons,” along with four other Watkinson and Trinity archival image collections. Links lead to the public Shared Shelf Commons collections. Currently, about 270 playbills have been uploaded, with about 130 more to be added as they are cataloged. Enhanced metadata have been added so that playbills can be searched by theater location, production title or genre, and sometimes also by playwright or actor if those were possible to confirm.

Reference Collection

During the fall semester librarians reviewed the large print reference collection of 18,000 items, with a goal of creating a better more targeted collection emphasizing material that is not available in digital form. So far they have identified 2700 books (15%) to stay in Reference. Other good materials have been designated to move to the circulating collection (10,000 books, 53%), and a remaining 5000 (28%) outdated materials will be withdrawn. There will be some complications interspersing these books in the circulating collection, so you’ll see the project moving forward in stages. The first moves have opened up space in the Reference area, and there are now: New books, CD’s & a listening station and coming shortly will be tables and soft chairs.

We will not withdraw books from the collection until August 2017. We invite any faculty to review these books, currently on C level storage, and to let us know if a book should be returned to the collection. A [full list](#) of all the books is available for review.

In addition to managing the print collection better, we have reviewed and sought to improve digital reference material. We have recently been able to add *CQ Almanac Online Archives* (coverage begins with 1944) <http://library.cqpress.com/cqalmanac/static.php?page=about&type=public>. If you have

requests for reference or other digital material, please contact [Kathleen Bauer](#). We'll be compiling a wish list for review during the spring to determine what we might be able to purchase.

Shared Print Plan

As you probably know we have a reciprocal borrowing agreement with our Connecticut College and Wesleyan University partners. This partnership makes it possible for you to borrow books from any of the three collections. In the past we've sought to reduce duplication in our three collections, but we've never purposely tried to coordinate what we purchase until now. We learned about a successful shared print purchasing plan for our colleagues in the Colby Bates Bowdoin library consortium upon which we've based a pilot program. The collections librarians in CTW have created a shared print plan that insures that one of us will buy one copy of every book published by a set of high-quality academic publishers, including Belknap/Harvard, Cornell, Duke, Johns Hopkins, MIT, NYU, Stanford, University of Pennsylvania and Yale. The plan is set up on a rotating basis among the three, so that one week Connecticut College will receive any books published by these universities, the next week Trinity will, and for two weeks Wesleyan will. (this reflects the relatively higher budget and larger collection at Wesleyan). The process is almost entirely automated, saving us time and insuring that we have covered all books from these academic publishers. If a Trinity faculty member feels that any of the books covered is important for us to have here we will gladly purchase another copy.

We think this is an important program for insuring that Trinity faculty and students have access to the highest quality print collection. We recognize that for it to be a success we must also provide fast delivery of books. To that end we've measured the time from order to delivery for CTW, and found that we could make some improvements. We are making changes to how books are picked up at Trinity and are adding a Saturday delivery that we think could lower our delivery time by close to one day. We will continue to monitor and try to improve delivery times. Please do let us know if you have an unsatisfactory experience with delivery of CTW materials.

New Library Software

The library has had the same suite of software running its catalog processes, acquisitions and circulation for over a decade. This Voyager system has reached its end of life and needs to be replaced. We have worked closely with our CTW partners to review the software available to us that would best fit our needs. We've selected the Alma and Primo search systems from Ex Libris, the leading vendor of academic library software solutions. Over the next six months library staff will work with CTW implementation teams to completely update our systems. This is a challenge, but it is a great opportunity for us to review our workflows and look for ways to work more efficiently. Because we have separate billing systems and patron databases at each institution we have to implement three separate instances of Alma/Primo, but we've adopted principles with our CTW partners designed to keep our systems as consistent and simple as possible. I thought I'd share a few of the principles we'll follow at each institution:

1. Policies, procedures and terminology will be as alike as possible.
2. The three libraries will share cataloging records whenever possible.
3. Alma and Primo configurations will be aligned. The systems will not be heavily customized.
4. Primo's ranking search result algorithm will be the same on the three campuses.
5. General training materials for staff and student workers will be identical, whenever possible.

6. Reports and analytics will be developed jointly, whenever possible.

During and after implementation, staff across CTW staff will be expected to organize, foster, and participate in regular meetings and conversations about best practices, policy development, and use of Alma and Primo to sustain these principles. Following these principles should reduce duplicate effort at each campus and provide the most consistent experience across the campuses. For our users, the result should be that it will be much easier to find and request material from any institution.

Library Space and Quiet Zones

We've started to study how students are using our spaces and furniture, so that we can better how to staff and equip the library. This fall we started recording where students were sitting in the library at set times of day. We'll continue this tracking in the spring semester, but we've already gotten ideas about where our library is busy and where it is not, where students congregate together to study, and where they like to study alone. One of the things we've noted is that students are not clear on where in the library they can work together and talk, and where there needs to be no talking. We are instituting clear zones where there should be no talking, where quiet group work can happen, and where students can expect a social area where more talking is okay. The library is naturally quieter at the top (third floor) and noisiest at the lower A and B levels. We'll start to reinforce this natural breakdown with signs and redrawn maps soon, asking students to not talk on Level 3, while allowing for quiet conversation and collaboration on levels 1 and 2.

Digital Scholarship

The library is embarking on an exciting collaboration with educational technology staff and faculty to explore how we can support digital scholarship. With the support and guidance of Dean Cresswell, we'll work with faculty in a series of meetings this spring, examining their own digital scholarship, what support they would like to see and how digital scholarship is supported elsewhere. By having faculty drive our planning we believe we can create a program that is uniquely designed to work at Trinity and will be aligned with Trinity's plans as it moves towards its bicentennial celebration. We would love to hear from you as well, and invite you to talk with us or with any faculty who will be working with us:

Faculty on the Digital Scholarship group: Janet Bauer; Jack Dougherty; Jack Giesecking; Alden Gordon; Mitchell Polin and Rebecca Tarsa.

Watkinson Library

The Watkinson Library celebrated its 150th year of service with an exhibition (September-November), and the launch of a series of occasional publications focusing on our American periodical holdings entitled "Opportunities for Research in the Watkinson Library." Head Curator Richard Ring also mounted a pop-up exhibition in Mather Hall to celebrate the launch of Trinity's new Center for Caribbean Studies, and the students in his American Studies course enjoyed a very successful opening of their exhibitions on December 14, collectively titled "Majestic 12." The staff gave presentations in over 30 class meetings--including distance courses at Simmons College and Indiana University, and visiting classes from the University of Hartford. The Watkinson also hosted public events during Family Weekend and Homecoming, including a talk by Ben Barber '65, who has given his professional papers (as a foreign correspondent for 40 years). The processing of two

manuscript collections (given by Jon Reynolds '59 and former Trinity President James F. English, Jr. H'89) was completed by an intern and a contract archivist (respectively), and the gift of the papers of local architect Roger Clarke (1936-2011) has come with the perfect volunteer to process it as well—the donor, Marjorie Clarke, of Collinsville. Finally, the Watkinson is digitizing a scrapbook compiled by Philip DeWitt Phair (Class of 1894) as part of a collaborative CTW project, which promises to grant a fascinating view of student life at our respective institutions.

Networking and Infrastructure Services

Big infrastructure changes take time, and the timing doesn't always sync with the academic calendar. In the last week or so of the fall semester, the amount of aggregate Internet usage brought per user speeds down to an unacceptable level. Trinity's demand for Internet bandwidth grows at a rate of roughly 50% a year and we knew timing was going to be close. Unfortunately, most of our current Internet equipment has a maximum capacity of 1gbit so increasing speeds requires a complete network redesign.

Over the last six months the networking team has been evaluating new vendors and solutions. The good news is the new equipment has arrived and during this semester we plan to upgrade our primary connection from 1gbit to 10gbit, and our secondary connection from .5gbit to 1gbit (with the ability to burst to 10gbit if our primary connection fails). This change, once complete, will dramatically increase internet performance and hopefully provide enough capacity for the next three to five years.

However, until we can fully test and switchover to the new hardware you may still experience slower than ideal speeds, especially during the evening hours. We have made some small tweaks and hopefully everyone won't feel too squeezed until we can get the upgrade in place.

This network redesign, in part funded by a National Science Foundation grant, includes not just the Internet but also internal campus core routers as well as higher speed wired equipment in The Nutt Center (MECC), Life Sciences Complex and the Chemistry building.

Even wireless networks need wires. Often our upgrades to each building's wireless requires the purchasing of significant wired switch equipment. It made sense for us to pause our wireless upgrade while we changed core routers and switch equipment. Once the Internet, core and science building upgrades are complete, we will resume upgrading wireless. Because of this other work, next on deck for wireless upgrades are the aforementioned science buildings (The Nutt Center (MECC), Life Sciences Complex and Chemistry) as well as the Raether Library and Information Technology Center.

We did however make one significant change to the configuration of our wireless network. On January 19th, we rolled out TrinGuest to campus. TrinGuest, unlike the previous "Guest" Network supports self-registration with an email address or text message to a cell phone. Guests from eduroam supporting institutions should still get registration free seamless access on that network. For more information, please see:

<http://www.trincoll.edu/LITC/its/computing/Pages/Wired.aspx>

The eduroam rollout for the fall semester went very well. For this semester Trinity users can continue to use either TrinAir or eduroam as they should deliver equivalent service. To reduce confusing and complexity, we will be removing the TrinAir network in the summer of 2017 and directing all users to eduroam.

We are starting to see the light at the end of the tunnel for our lock upgrade project. The project is under budget and ahead of schedule with an expected completion date of January 2018. Over the fall semester we upgraded all exterior keyed doors for lockdown purposes as well as full building upgrades in 66 Vernon Street, 70 Vernon Street, Trinfo Café, and 133/135 Allen Place. During the winter break we upgraded Clement Chemistry, Seabury Hall, Hallden Hall, Sculpture Studio, 66 Vernon Annex, Modular Arts Building, and 1283 Broad (Art Gallery). Over Trinity Days we plan to upgrade the English Building.

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.

Web Development & Enterprise Applications

We have worked closely with the Office of Residential Life with additional feedback from the SGA on approaches to move the housing lottery from a physical event in the Washington room to an online process. Based on feedback from the SGA we have an approach which retains much of the spirit of the housing lottery while reducing the real-time stress that it caused just before exams. The first test launch with over a hundred students will occur in February.

The Admissions Office has completed the application phase of their annual cycle in the SLATE (Recruiting/CRM) system for the Class of 2021! Ongoing improvements in the application reading & reporting areas were supplemented with an additional integration between our Financial Aid system and SLATE. It provides Financial Aid checklist data which can be accessed from within the SLATE applicant self-service portal. In addition, Financial Aid award letters will be available on the same site later this spring.

The newest phase of our document management/workflow implementation involves utilizing Perceptive Imagenow in the Financial Aid and Human Resources Offices. Paper files will be digitized and consolidated for easy management and retrieval. The system also provides mechanisms to create electronic forms, capture user-entered data and automate office workflows.

A project completed for the Career Development Center allows them to track the First Destination (employment) of students as they graduate. This information is used to generate statistics reported to NACE and will provide early employment data for young Alumni.

PeopleSoft Update – Year-end tax and regulatory updates were applied in late December which are required to produce various Tax documents and update 2017 tax tables.

Information Security

We have updated the acceptable use policy and developed an encryption policy with work on a data classification policy and data classification procedure underway. In conjunction with the new policies and procedures we will be introducing a new tool called iScan that searches for personally identifiable information (PII). This software replaces identity finder, which was introduced a few years ago. In addition, we will be offering updated online computer security training, Securing the Human, with customized content. We will be partnering with Human Resources on the rollout of this training. In the next month we will also be establishing a Security Awareness Group, comprised of members of the Trinity Community to assist us with

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.

Sue Aber

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