

**2008–2009 Annual Report
Division of Library and Information Services**

Overview

The overarching effort of Wheaton’s LIS division for fiscal year 2008–2009 (FY09) remained the same as the two previous years: to align our work as closely as possible with the college’s current strategic plan while providing a rich array of services and resources to the campus community. Midway through the year, as the global economic crisis and its concomitant impact on the college’s finances became clearer, LIS began preparation of future reduction scenarios of the operating budget. With diminished financial resources and vacant personnel positions now “frozen,” LIS will undoubtedly need to adjust its near-term focus for FY10.

Strategic Planning and LIS

Strategically, LIS is responsible for helping the college remain on track toward accomplishing the overall outcomes laid out in *Wheaton 2014: Transforming Lives to Change the World*. The worldwide economic downturn, its impact on the college as a whole, and the planning work of drafting scenarios for a reduced FY10 operating budget conspired to prevent our division from achieving its FY09 milestone. However, a modified FY10 milestone can be accomplished, if it were revised to read: “Wheaton will have plans for new, sustainable library and technology initiatives for the next three years.”

<u>Goal</u>	<u>FY09 Milestone</u>	<u>FY10 Milestone</u>
2.2 <i>Expand library and technology infrastructure</i>	<i>Baseline FY08 library/IT requirements are prioritized and prospective initiatives selected</i>	<i>Wheaton will have plans for new, sustainable library and technology initiatives for the next decade</i>

Library and Technology Intersections with Learning and Teaching (sampling)

Activity Data

- During FY09, library and technology liaisons participated in:
 - 353 class sessions (24% increase) in 132 courses (2% increase), including 35 first-year seminars (3% increase)
 - 835 student consultations (35% increase)
 - 799 faculty consultations (49% increase)
- The total number of consultations held by technologists and by librarians was about equal (825:809); while technologists’ consultations were overwhelmingly with faculty (603) and librarians’ with students (613).
- Librarian/technologist instruction activity, measured by number of courses in which these LIS employees were requested by faculty for course presentations, was greatest in the following academic departments: English (15), psychology (13), art history (10), biology (10), and sociology (9).
- The number of student/librarian research consultations was greatest in psychology (100), art history (91) and sociology (65). The number of faculty/technologist consultations was greatest in physics/astronomy (221), art history (69), and biology (62).

Teaching

- As was the case during FY08, this past year’s instruction data reveal a relatively new development in our LIS instruction role. Four of our members have become “teaching assistants” or “co-teachers,”

who prepare and teach components of every, or nearly every, class session during a semester-long course. Those who did this during FY09 were Faculty Technology Liaisons Gary Ahrendts, Ken Davignon, Jenni Lund, and Archivist and Special Collections Curator Zeph Stickney:

- Gary Ahrendts co-taught *Astronomy 305: Observational Astronomy* with Professor Tim Barker and *Physics 110: Electronic Circuits* with Professor Xuesheng Chen.
 - Ken Davignon developed a lab section for Professor Claudia Fieo's *Art 250: Graphic Design I*.
 - Jenni Lund, with Professor John Grady, co-taught *Sociology 262: Mapping Society*.
 - Zeph Stickney co-taught *History 302: The Junior Colloquium*, *History 232: Women in North America to 1790*, and *History 340: Gender and Work in the 19th Century U.S.* with Professor Kathryn Tomasek; *Art History 398: Exhibition Design* with Professor Leah Niederstadt; and *Art History 399: Modernism at Wheaton* with Professor Tripp Evans.
- In June 2009 students in the Summer Institute for Literary and Cultural Studies (SILCS), a four-week summer program funded by the Andrew W. Mellon Foundation and led by Professor Paula Krebs, came to Wheaton for the second of a three-year grant period. SILCS is designed to encourage students of minority backgrounds to apply for doctorates in English studies, and to support them in creating application essays. The group made extensive use of the library, which extended open hours into the late evening most weeknights and some weekends, requiring additional hours of student employee support. SILCS funding paid for this additional student staffing this year, rather than LIS, as was the case last year. SILCS students were issued temporary Wheaton IDs, with most of the associated privileges, including borrowing privileges through HELIN loan.

Samples of Student Research

- Students in Professor Susan Dearing's first year seminar (FYS), "Whose Language Is It Anyway?" pursued language-related themes through book, archival, and periodical sources. From their two visits to the library, students learned to navigate the library, and to utilize its resources, both on-site and off, to achieve mastery of identified goals for the FYS library component.
- Students in the capstone senior seminars in both anthropology and sociology worked closely with faculty and librarians to craft research questions from topics of interest; engaged in the challenging, iterative process of information discovery and critical review; and collaborated in lively and reflective discussion on the pursuit and creation of scholarship.
- "The Art of Collecting," FYS held class sessions in the archives to introduce students to the college's archival, book, and manuscript collections. Several students collaborated on original research in a daybook kept by Wheaton Female Seminary founder Laban Morey Wheaton in his Norton general store.

Technology Literacy

Under the leadership of Jenni Lund and assisted by Library Public Services & LIS Student Employment Coordinator Joanne Yauger-Amin and Pamela Jordan Coordinator of Technology Support, LIS conducted a technology literacy pilot program with a subset of LIS student employees. In cooperation with Academic Advising, a library-based software tutor taught Microsoft Office productivity software skills to the library's Public Service Assistants (PSAs) in the fall. Jenni developed assessment tools and learning resources and various student employee supervisors integrated this learning opportunity into work responsibilities. We deemed the pilot successful and student employee enthusiasm was high. We intend to continue and broaden the scope of the program in fall 2009.

General Faculty Development

- In FY08 Wheaton was awarded a NITLE grant to host a text encoding initiative (TEI) workshop. LIS hosted that workshop at Wheaton on October 10–12, 2008. Brown University co-sponsored the event with assistance from an NEH grant they have received on this same topic.
- Along with Stonehill College, LIS co-sponsored a NITLE workshop in January 2009 entitled, "Teaching Science in the Digital Age." LIS also hosted another NITLE workshop in January entitled "Learning to Write in the Digital Age: Encouraging Student Scholarship."

- Our Research and Instruction (R&I) Department launched a weekly lunchtime series called *Tech' N Talk*. These informal learning sessions usually featured at least one faculty presenter (often more) and a discussion of technology's impact on teaching, learning, and research at Wheaton. Sample topics included: Facebook, collaborative writing, video lectures, podcasting, onCourse, mapping software, and scholarly communication. For more information on this series, which we plan to continue next year, SEE: tnt.wheatoncollege.edu

Course Transformation Grants, Funded by LIS

Faculty teaching Psychology 202, *Quantitative Research Methods (QRM)*, received an LTLC-sponsored, LIS-funded course transformation grant in the Spring of 2008 for the multiple sections of this “linchpin for the major” course taught in academic year 2008-09. As a first step toward building a “knowledge-building community of practice” for the pivotal course in both the writing and infusion programs in psychology, Jenni Lund, Faculty Technology Liaison for the Social Sciences, and Margaret Gardner, Assoc. Librarian for Research & Instruction, worked with three faculty members employing technology to consolidate the 202 curriculum and pedagogy in two units of the course, psychological literacy and factorial research design. Despite acknowledged challenges throughout the year, meaningful progress toward the goals was achieved with the consolidation, digitally and physically, of shared teaching materials, “...put[ting] us in good position to enhance via technology the interactive capacities of the units.” In particular, work done for the literacy unit “now assures that all students by fall of their junior year have a shared set of skills to find, read, discuss, and write about the scientific literature in their fields.” Strengthened working relationships between faculty and staff help ensure realization of all identified goals next year.

Blogs and Wikis

- Blogs are becoming an established technology amongst faculty, including Professors Jonathan Brumberg-Kraus, Domingo Ledezma, Sherry Mason, Julie Searles, Katie Sjrursen, and Gabriela Torres. While each of these faculty members used blogs in very different ways, each also found that this tool enhanced students' learning.
- Professor Scott Shumway (with the help of Faculty Technology Liaison Diane Demelo) used wiki technology to publish a botany reference guide, while Professors Claire Buck, Lisa Lebduska, and Josh Stenger used them to encourage collaborative writing among students, and to demonstrate the principles (and pitfalls) of socially constructed knowledge. Claire's students published the results of their work on *Wikipedia*.
- Interest in *GoogleDocs* as a platform for collaborative writing and data collection is growing. Prominent users include Professors Betsey Dyer, Lisa Lebduska, and Kathryn Tomasek. Several academic departments have expressed interest in using *GoogleDocs* for administrative collaboration (in lieu of, for example, sending emailing attachments back and forth).

Digital Audio and Video

- Professors Vicki Bartolini and Marge Werner's students uploaded videos of children at play and commented on them using *VoiceThreads*—an online tool using video footage and oral commentary; Vicki subsequently presented this work at international conferences.
- Several faculty members required students to create digital narratives. Professor Tommy Ratliff had students in his FYS make documentaries using *iMovie* about Hurricane Katrina. Betsey Dyer had her students create audio podcasts about their fieldwork for her class on bacteria. And Jennifer Zoltansky, visiting associate professor of sociology, used *iMovie* to create a documentary on art and sociology.

Digital Images and Portfolios

- The demand for digital images is increasing as the Art History Department continues its transition away from photochemical slides. Popularity of use of digital images by other academic departments increased, too. Visual Resources Curator Chris Hyde and Art Image Cataloger Jessica Kuszaj

worked assiduously in the slide library to digitize over 9,000 images, primarily serving the Art History Department, but also working with the Classics, English, German, History, Studio Art, Anthropology, Music, and Psychology Departments. Chris and Jessica also collaborated to digitize images of materials from the college's art collections and from Wheaton's Archives and Special Collections. They also cataloged these images and put them in a web-based digital image database that is available to students and faculty and now contains nearly 30,000 images:

mdid.wheatonma.edu

- Chris Hyde and Research and Instruction Librarian for the Fine Arts and Humanities Elliot Brandow initiated a blog for keeping track of various web resources available for faculty and students to use as a source for digital images: **blogs.wheatoncollege.edu/visual_resources**
- LIS helped several faculty members create digital portfolios. The Education Department's teaching portfolios (which are required by the state for accreditation) have been the primary focus so far, and Faculty Technology Liaison for the Humanities Patrick Rashleigh helped students this year use *PowerPoint* to create digital versions of their portfolios. Several library and technology liaisons also participated in conversations organized by Claire Buck about how portfolios (digital or otherwise) could be used at Wheaton in the future.
- Senior Faculty Technology Liaison Jenni Lund prepared and co-delivered class presentations for Professor Russell Williams' *Economics 222: Economics of Race and Racism* course. Her presentation enabled students to observe evidence of racial differences via satellite images.
- Jenni also helped Professor Phoebe Chan increase student comprehension of multivariable functions through 3-D visualization. Jenni assisted with a solution design and the selection of the software platform. She also field tested Phoebe's instructional materials and held office hours to assist students with their assignments. Test scores indicate that the intervention improved student comprehension.
- Gary Ahendts continues to support various efforts in the Physics/Astronomy Department. He developed ways to display emission spectra and acoustic waves in classrooms. And he supported Professor John Collins' continued use of CPS (clickers) in his Physics classes for instant gauging of comprehension. Gary has also begun investigating alternatives to this method because cell phones and other mobile devices may replace clickers in the future.
- Gary and Faculty Technology Liaison Jeanne Farrell used video conferencing technology via *iChat* and *Skype* that enabled faculty to occasionally conduct their classes remotely, and also for Professor Reinhard Mayer's German language classes to connect with a technical school in Germany. Professor Kirk Anderson's students used *Skype* in one of his courses to interview and record native French speakers.

New Learning Management System (onCourse)

Approximately 50 to 55% of Wheaton courses and 65 to 70% of our faculty relied on the Blackboard learning management system (LMS) last year. During FY10, LIS will transition to a new LMS we have dubbed *onCourse* (known internationally as the open source product *Moodle*). LIS successfully piloted *onCourse* throughout FY09. By January 2010 all new courses that require LMS functionality will rely on *onCourse* rather than Blackboard. On June 30, 2010, LIS will cease all Blackboard service and support. Because Moodle is an open source product (i.e., it has no annual subscription fee), this transition will save the college about \$17,000 annually in licensing fees, while also providing more sophisticated functionality than Blackboard now provides.

New Digital System for Library Subject Guides

Elliot Brandow and Systems Administrator for Curricular Support Rosalyn Metz collaborated to select, install, and test an open source solution for creating and maintaining web-based dynamic library subject and course guides. *SubjectsPlus*—the name of the software selected for this service—allows librarians to develop and maintain more easily a wide array of discipline-specific subject guides for Wheaton students and faculty. Librarians will create guides for their liaison departments before fall term begins.

Technologically Improved Learning Spaces

- Gary Ahrendts worked throughout the year to help Professor Jason Reiss establish his research lab.
- LIS technologists and media services staff will update classroom technology in two Science Center classrooms (SC243 and SC246) before fall term.
- All computer equipment in Rolf Nelson's psychology research lab will be replaced during the summer of 2009.
- Diane DeMelo and Senior Systems Administrator Brian Gibson installed a Virtual Network Computing (VNC) service in certain electronic classrooms. Jenni Lund promoted the use of VNC to improve access to expensive licenses that are housed in computer labs with limited hours. VNC allows students and faculty members to use software packages like *Stata* and *ArcMap* from their residence hall rooms and offices, or from any computer with Internet access. With the help of Director for Technology Infrastructure Tom McAuley, Director of Technology Support Sue Morgado, and Systems Administrators Brian Gibson and Ben Burrage, LIS has begun investigating software that may allow us to do this more securely and on a larger scale.

Institutional Repository

Wheaton's institutional repository (IR) effort currently exists as a pilot program within a larger *DSpace* NITLE initiative. In spring 2009, we invited all thesis students to submit their theses to Wheaton's *DSpace* IR. We strongly encouraged thesis advisors and thesis authors to consider the benefits of depositing theses there, referring them to a web page listing the benefits and considerations for posting in *DSpace*. After permission decisions were made and permissions granted, we asked students to submit an electronic copy of their thesis to Science Librarian Mason Brown for upload into Wheaton's Honors Theses *DSpace* Community. This process of modified permissions and deposits still yielded a lower number of theses than hoped, perhaps an indication that students and faculty advisors remain uncertain about key repository issues, e.g., levels of access, copyright, quality, digital copy requirements, self-archiving, and intellectual property. We will need to bring these issues to the greater community in the months ahead.

Library, Technology and Learning Committee

During FY09, Library Technology and Learning Committee (LTLC) was composed of Professors Tim Barker, Domingo Ledezma, and Kathryn Tomasek (chair) along with Associate College Librarian for Research and Instruction Margaret Gardner and Director of Technology for Research and Instruction Scott Hamlin. Among other work, the committee helped:

- prepare portions of the self-study for Wheaton's upcoming decennial NEASC reaccreditation
- sponsor the *Tech' N Talk* "Creating an Engaged Library at Wheaton" and planned other *Tech' N Talk* sessions
- explore potential linkages between contiguous spaces in the library and the new science center that could enhance collaborative learning through space repurposing in the library's underground Stacks Level
- arrive at decisions about prioritizing office/lab computer placements
- advise LIS regarding plans to migrate from Blackboard to onCourse
- See the *Annual Report of the Library Technology and Learning Committee*, May 2009, for further details and goals for FY10.

Library

Library Circulation

General circulation of items borrowed from the Madeleine Clark Wallace Library was 37,158, representing less than 1% increase over last year.

Library Reserves

During the year, our staff added 1,647 new documents to electronic reserves (4.9% increase) and placed 1,691 physical items on traditional course reserve (18.5% decrease.)

HELIN Borrowing/Lending

- Wheaton borrowers received 3,977 items (12% increase) from other HELIN libraries:
 - 2,697 for students (1% increase)
 - 1,022 for faculty (61% increase)
 - 258 for staff (16% increase)
- Wheaton lent 6,501 items to users at other HELIN libraries, an annual increase of 2% .
- HELIN institutions Wheaton borrowed materials from most often:
 - University of Rhode Island, Rhode Island College, Providence College, Roger Williams Univ.
- HELIN institutions Wheaton lent materials to most often:
 - Brown University, University of Rhode Island, Providence College, Rhode Island College

Interlibrary Loan

- During FY09, our interlibrary loan unit identified the following request and usage patterns:
Wheaton academic departments that generated the most requests:
 1. psychology 462
 2. English 420
 3. history 226
- ILL borrowed from 746 different libraries. Institutions Wheaton borrowed materials from most often:
 - Bridgewater State College
 - UMass Amherst
 - Boston College
 - Smith College
 - Davidson College
- ILL lent to 666 different libraries. Institutions Wheaton lent materials to most often:
 - Bridgewater State College
 - Rhode Island College
 - Stonehill College
 - Quincy Public Library
 - Simmons College
- Demand within the Wheaton community for conventional interlibrary loan materials decreased 5% when compared with FY08. Specifically, ILL borrowed three fewer book items as compared to the previous year and journal article requests decreased by 105 requests.

Library Collections

- Our library staff continued its efforts to inform and advise the college faculty and administration on how best to manage the college's print collections. A key topic LIS and faculty must jointly address with more specificity is the future role of the library's print collections towards accomplishing Wheaton's mission. Two options include putting more of these collections in compact shelving or housing significant portions of them off campus—lesser used books and archival materials. The steps in this work include:
 - conducting a collection development policy review and analysis—informed by faculty and student input
 - assessing the impact of HELIN consortium membership on use of library print materials
- We added 6,008 cataloged items to the library's collections and withdrew approximately 1,165.
- We made these major electronic resources purchases during FY09:
 - Accessible Archives
 - Aluka
 - Brill ejournals

- Encyclopedia of Popular Music Online
- Haworth Press ejournals (part of InformaWorld)
- Literature Criticism Online
- Oxford Music Online
- Repère Online
- Times (London) Digital Archive

The Wallace Library now provides access to over 36,000 subscribed and/or freely available ejournals.

- Library staff removed (discarded and/or recycled) 4,327 bound reference indexes volumes from compact shelving in the underground Stacks Level. This project generated 9.44 tons of discarded material and three dump truck loads of recyclable material.
- We continued our multi-year project, begun in FY02, to both review subscription for all print reference materials and to reduce the size of the print reference collection on the library's main floor. We cancelled another 126 reference print subscriptions and withdrew another 1,045 bound reference volumes.
- Library staff completed a multi-year review of serials subscriptions in all formats and took the following actions base on what we learned from that review:
 - cancelled 166 print titles
 - cancelled 41 microform titles
 - cancelled 6 ejournal titles
 - converted 73 subscriptions from print to electronic format
 - added 1,587 "paid" ejournals titles
- This summer library staff shifted:
 - five years of print periodical materials from the library's Periodicals Level to the Stacks Level (compact shelving)
 - the entire reference collection to consolidate these volumes into fewer shelves; empty shelves will be disassembled and removed to make room for more quiet study space on the library's first floor

Library Exhibits

LIS mounted and/or hosted the following exhibits in the Wallace Library during academic year 2008–2009:

- *From the Sublime to the Ridiculous: New Acquisitions in Special Collections* (August–October 2008), Zeph Stickney, curator. Running the gamut from London maps to wedding fashion, bibles to Victorian board games, this exhibit included highlights of the most recent acquisitions in Archives and Special Collections.
- *My God, This is a Hell of a Job! – Campaign Buttons through the Years* (October–November 2008), Emily Hammond '09 and Mell Scalzi '09, co-curators. Inspired by the hype and competition of the presidential election, this exhibition of campaign memorabilia originated from the collection of the late Wheaton College Research Librarian Marcia Grimes. Her collection, primarily campaign buttons, provides insight into campaign promotions past and present, and reminds us that even the smallest pin can represent the largest ideas.
- *The Art of Collecting*, (21 November 2008–February 2009), students in FYS A20, co-curators. Each student displayed a collection they gathered and studied for their final project in this FYS co-taught by Professors Leah Niederstadt and Toubia Ghadessi Fleming.
- *What Lincoln Read*, (12 February–May 2009), Research and Instruction Librarian Judy Aaron and Research and Instruction Librarian/Technology Specialist for the Social Sciences Carina Cournoyer, co-curators. This exhibit included books from Wheaton's circulating and Special Collections chosen from "What Abraham Lincoln Read—An Evaluative and Annotated List," compiled by Robert Bray: www.historycooperative.org/journals/jala/28.2/bray.html
- *Wheaton Women Throughout Time* (Women's History Month, March–May 2009), Tessie Snow '11, curator. Photographs from the Wheaton College Archives.
- *Making it Modern: Wheaton College and the International Style*, (March 18–April 16, 2009, Beard and Weil Galleries, Watson Fine Arts Center) co-curated by students in *Art History 398: Exhibition Design*, Leah Niederstadt, and Zeph Stickney. During the fall 2008 semester, Zeph Stickney co-

taught *Art History 399: Modernism at Wheaton* with Tripp Evans, which resulted in a catalogue to accompany the exhibit in the spring semester. (Zeph also wrote one of the catalogue essays.) During the spring 2009 semester, Zeph Stickney co-taught *Art History 398: Exhibition Design* with Leah Niederstadt. Within seven weeks, students in this course designed and installed a major exhibit of archival documents and images, including most of Walker Evans' 1940–41 photographs of Wheaton, portraying the development of Wheaton's built environment, culminating in Modernism and Post-Modernism. An online version of the MIM exhibit and Walker Evans photos was being prepared during the summer of 2009.

Library Programming and Space

- LIS continued evaluating space and program requirements for the Wheaton College library—and by extension the LIS division as a whole. In particular, we have focused on these topics:
 - how our library and technology programs and spaces should inform the campus master planning process
 - how to redesign or renovate Wheaton's library to: (1) support students, faculty, and staff and the programs and services required for new millennium teaching, learning, and research; and (2) potentially house most of our LIS employees
 - “best practice” planning techniques for accomplishing the outcomes described above
- As noted in both previous LIS annual reports and Board of Trustee reports—at the current rate of growth, method of shelving, and space constraints—the library will exhaust all shelf space for books it owns within the time span of the college's current strategic plan. Short of expanding the current facility, LIS is considering other options for addressing our limited space for books—including a rigorous weeding program, reducing the rate of library acquisitions, transferring most of the circulating collection into compact shelving, or remotely storing portions of the collection off campus. In late January of 2009, LIS and faculty representatives visited Bentley College in Waltham, MA to learn more about their recent, innovative uses of technology and library space.
- This year we began conversations with science faculty about how library spaces and services might further enhance student learning and forge connections that strengthen campus-wide priorities and projects, most immediately the planned new science center. We are continuing to assess student needs and most recently have partnered with key science planners, faculty at a December *Tech 'N Talk* (“*The Engaged Library*”), and Filene Center for Academic Advising & Career Services staff to consider how repurposing a library underground stack area for student work might jointly strengthen science center, LIS, and Filene Center program goals.

Library Hours

Wheaton students remain enthusiastic about the library's Night Owl offerings. Night Owl is an extended hours arrangement in which the library remains open for 24 hours through several days during the mid-term exam period and again through the days immediately preceding the end-of-term exam period. During both the fall and spring semesters we offered a total 13 days of 24-hour overnight service for the mid-term and finals period, for a total of 26 overnights during the academic year. Overnight hours scheduling and communications are coordinated with staff in the Filene Center for Academic Advising.

Sustainable funding for Night Owl student and adult staff is a continuous challenge for LIS, but it is particularly so in a time of budget reductions. Usage statistics, costs, and cost projections for FY10 were presented to President's Council in March 2009; President Crutcher has asked LIS to continue providing some form of Night Owl service, using LIS funds to support it. A group of library public service employees reviewed staffing and budgeting needs for Night Owl and determined that:

- annual night owl expenses amount to about \$11,000–\$12,000
- historical use of the library during mid-semester Night Owl offerings (as measured by library gate counts and hourly building head counts) does not justify offering an extended 24-hour library schedule at mid term. These hours were eliminated in the fall of 2009, with no public outcry, as there are 24-hour study spaces in Kollett Hall, where the Filene Center for Academic Advising is housed.

Records and Information Management (RIM)

- President’s Council appointed representative staff from various offices to serve on a Records and Information Management Committee. The RIM Committee was formally established in October, has met several times since early November, and adopted an official charge. The Records Manager (Associate Archivist Deanna Hauck) chairs the committee, with assistance from the Archivist and Special Collections Curator.
- The RIM Committee submitted a *Wheaton College Records and Information Management Policy and Procedures* document for approval to the Board of Trustees Audit Committee. This document will satisfy new IRS Form 990 requirements.
- At the October All Staff Meeting, Deanna joined members of the Administrative Technology Committee (ATC) in a presentation on Massachusetts’s new data security laws.
- The RIM committee created the *Wheaton College Records and Information Management Policies and Procedures* document that was approved by President’s Council in June.
- Deanna met with various departments to introduce employees to the concept and general methods of records and information management.
- Deanna worked with Finance Department staff to create a records retention schedule for that unit. She will help them implement that schedule and train them on how to better manage both their paper and electronic records.
- RIM and ATC jointly sponsored the “Shred It @ Wheaton” day on July 24, 2009.

Web Planning and Development

- The campus-wide Web Team (WT) reports to the Vice President for Finance & Operations. The Web Coordinating Team (WCT), formed in 2008, is an internal working group of LIS that focuses on LIS web development and publishing, and also collaborates with the WT. The WDT’s primary effort during FY09 focused on the objective of modifying the content and navigation of our LIS unit’s web presence to make it more “user centered.” LIS will unveil a completely restructured, consolidated interface to all technology content in early August 2009: www.wheatoncollege.edu/technology
- We plan to roll out a new Archives web site in early August 2009 in conjunction with the fall 2009 issue of the *Wheaton Quarterly*. The new web site will provide resources for alums, students, faculty, and outside researchers. An expanded online exhibits section is another new highlight of the new Archives web presence.
- Rosalyn Metz began serving on a newly created campus-wide committee tasked with overseeing the renovation of the entire Wheaton college website this summer.
- The LIS-administered 2009 MISO Survey gap analysis indicated that the library web page needs revision.

Technology Support

New Experimental Efforts toward Technology Efficiency: Green Seats

In early March our Technology Support staff initiated a pilot computer workstation service in the library that we refer to as “Green Seats.” This workstation cluster, acquired from a firm called N’Computing, is more eco-friendly than conventional computers because it uses one-twentieth the electrical power than a comparable deployment of typical computers. And they are more economical to acquire because deploying ten of them cost \$7,800 as opposed to \$26,635 for ten conventional devices. The lower costs

are possible because each workstation relies on a single, central processor that provides electricity, software, and file space.

To date, the pilot Green Seats have proven highly popular for students and require very little maintenance support. Assuming the pilot is assessed as successful as we close FY09, LIS will be able to stretch its technology dollars further by deploying more Green Seats in other locations on campus, especially as computers in other lab locations age and require replacement.

New Potential for Technology Efficiency: Virtual Computing Labs

LIS maintains over 200 specialized computer lab workstations throughout campus and annually purchases licensed rights to over 100 different discipline-specific software packages.

LIS is exploring options for using VNC functionality (described earlier in this report) to create *virtual computer labs* to increase availability and access to these software packages. A virtual lab is a concept or array of services rather than a physical location. In effect, the virtual lab constitutes a suite of discipline-specific, college-licensed software packages that can be accessed remotely over the Internet.

When using the virtual lab from a personal computer in a residence hall room, office, or home, the experience one has is as though one were sitting in front of a workstation in a campus computer lab—complete with the most frequently used computer applications. Essentially, a virtual lab would allow students and faculty to work with specialized software tools from any location, at any time, with a high-speed Internet connection. Another way of thinking about this functionality is as a “just-in-time” specialized software service.

Not only could the virtual lab concept provide increased convenience, it might also prove to be an opportunity to reduce or even eliminate the need for physical computer laboratories at Wheaton—and the costs associated with establishing and maintaining them.

Other Technology Support Highlights

- Organized a month long Cyber Security awareness program held in October. TS provided weekly data and hardware security facts to the Wheaton community. TS staff participate and presented in a Staff Council All Staff meeting on this topic sponsored by ATC.
- Hosted over 20 high school students from Norton Public High School, Taunton High School, Bristol-Plymouth Vocational, Somerset High School, BMC Durfee High School, Cumberland High School, and Bishop Stang High School in a job-shadowing program. The students spent a day working alongside TS technicians and visiting other IT departments on campus.
- After conducting research and testing a variety of products, TS elected to replace our current antivirus and malware protection software suite with a new product: ESET NOD32. New Massachusetts data security regulations prompted this effort. ESET NOD32 software deployment will begin in early August 2009.
- Researched, implemented, and gathered feedback from students on a pilot program designed to study the value of using N’Computing access workstations.
- TS staff presented about its experience research, implementation, and using N’Computing technology in May for the Norton Public Schools and again in June for a NERCOMP SIG (Special Interest Group).
- Along with Technology Infrastructure (TI) staff, began researching a variety of open source alternatives to our current calendaring/scheduling software to better meet the needs of desktop and mobile users.
- With TI staff, conducted research on a variety of personal digital assistant (PDA) mobile devices that would meet the needs of users to access email, calendaring/scheduling, GPS (traveling) directions, web, and telephone service with these devices. Identified Apple’s iPhone as a proposed standard.
- Actively participated in the overhaul of the IT website.

- Worked with HR in redesigning Wheaton’s employee computer purchase program.
- Proposed charging students for repairs to their personally-owned computers to generate extra revenue for the college. President’s council approved the proposal. Worked with Finance Office staff to developing business processes for this effort that will go into effect on July 1, 2009.

Activity Data

- During FY09, Technology Support staff provided the following routine assistance:
 - Responded to approximately 16,035 calls for assistance as compared to 15,589 such calls in FY07—a 3% increase over last year.
 - Completed 299 computer placements. The total includes 71 *placements* (newly deployed devices added to the base computer inventory) and 228 *replacements* (swapping new devices for older, previously deployed devices). These 299 placements represent a 39% decrease over last year’s total of 492.
 - Upgraded 27 computers (i.e., installed more current operating system software or RAM) as compared with 71 in FY08—a 62% decrease. This reduction reflects that our current inventory of “college standard computer hardware” is better able to run the current “college standard computer operating systems and software” without needing to be upgraded.
 - Offered various technology training classes to faculty and staff with an overall attendance of 175.
 - Held 34 individual technology orientations sessions for newly employed faculty and staff.
 - Held 8 technology training sessions for LIS student employees with overall attendance of 27. In addition, 8 TS student employees successfully completed our internal TS professional development training.

Technology Infrastructure

Ubiquitous Wireless Network Access

Financed by a \$450,000 2008 Reunion gift from Adrienne Bevis Mars ’58 and John Mars, LIS rapidly expanded wireless Internet access throughout campus during the summer of 2008. Our highest priority objective for this project was to install wireless network access for Wheaton students in their residence halls and campus houses. We established wireless access in residence halls throughout the summer and completed this task by late August before students returned for the fall term. Wireless service to all campus houses used as student residences was extended by the end of the first week in September. The second highest priority for this project is to extend wireless network access to other academic and administrative buildings that do not yet offer wireless service. We completed this work in mid-October.

Over the past several years, Wheaton students report that they place a very high value on untethered network access to information resources and services. More information about Wheaton’s wireless network, including current deployment, is available at: wheatoncollege.edu/IT_S/net/connecting.html

New Potential for Copier/Printer/Scanning Efficiency

Wheaton’s current 5-year copier/printer service lease with Konica-Minolta expired at the end of February. LIS representatives have negotiated a new lease with Konica-Minolta which, if entered into by Wheaton, would:

- increase service copier/printer/scanning functionality levels and access across campus
- very likely reduce the amount of paper and toner consumed with these functions
- allow Wheaton to ration the amount of copying and printing done on campus should we wish to do so

Administrative Technology Committee (ATC)

In addition to its normal activities, the ATC made progress on two important initiatives:

- *Raising Awareness of Importance of Data Confidentiality and Security*
ATC commenced its second year of a multi-year effort to heighten awareness of the need for the entire Wheaton community to become even more aware of data security and confidentiality. To

celebrate October as national “Cyber Security” month, ATC presented an educational program for the October all-staff meeting entitled: “Confidentiality and Security: Why Should I Care about My Personal Information?”

- *Records and Information Management (RIM)*

ATC began collaborating with RIM Committee on ensuring that Wheaton is complying with Commonwealth of Massachusetts Data Breach and Data Security Standards Compliance legislation.

In FY10, ATC will take up a multi-year effort to improve copier/printer/scanning efficiency in both deployment/location of equipment, as well as support and management operations of these devices.

Other TI Highlights

- Revised technology renewal plan in response to budget planning for FY10
- Crafted various “what if” budget reduction models
- Revised several information security practices in response to Massachusetts information security law
- In conjunction with the Associate Archivist, submitted a draft grant application to the federal government to study long term preservation of Wheaton electronic records

Administrative Systems

- Installed Banner version 8.x in test environment in anticipation of October 2009 implementation
- Implemented additional Banner hardware and backup services for Banner 8.x
- Implemented additional *insideWheaton* functionality that supports trustees and student applicants
- Created Moodle (onCourse)/Banner/*insideWheaton* interface test environment

Data Center Operations

- Upgraded data center servers for hardware version levels
- Began work on data center electrical power upgrade
- Completely replaced data backup system
- Wrote and implemented archive system to capture and manage all incoming and outgoing email and archive it for two years
- Researched virtual machine (VM) technology and systems as a potential cost avoidance solution to server, computer lab, and desktop computer replacement
- Created an electronic attachment process for handling large attachments outside of email
- Installed Moodle (onCourse) test server and interfaced with identity management process to create single sign on through Inside
- Priced Google email against current practices and prepared a white paper on the results
- Created a Wheaton administered Google Applications site with Wheaton IDs and an interface to the Wheaton’s identity management process so that password changes are communicated transparently to Google
- Created an email encryption system in compliance with the new Massachusetts information security law
- Participated in a selection committee to procure a new one card system; installed system in a development environment; working toward porting existing data from old system
- Worked with Technology Support (TS) to research and select a new virus software platform. Installed software in test environment. Planned implementation for August 2009

Telecommunications and Data Networking

- Installed wireless infrastructure in residence halls and student houses thus completing all in-building wireless
- Installed a new voicemail system
- Renegotiated cell phone contract with existing vendor and concluded contracts with two additional vendors

- Completed one-half of network edge upgrade (“core” was replaced in 2007)
- Began new science center voice and data planning with RISE consultants

Media Services

- Supported 1,628 *events*, which represents a 7.8% decrease from FY08. The total number of Media Services person hours required to handle these events was 3,709—a 6.6% increase from last year.

Campus Mail Services and Copy Center

- Obtained bids from three vendors for contemplated next copier lease agreement; previous copier lease agreement expired in March 2009
- Executed copier buyout and negotiated continuing service contract since lease replacement has been put on hold

Information Technology Renewal Plan

LIS began scrutinizing major technology service categories (e.g., telecommunications, data network, central file services, Banner, course management functionality, web presence, personal computing, Media Services, smart classrooms, etc.) to propose renewal plans for each service separately.

LIS will use these plans to educate President’s Council and other primary stakeholders, especially the Administrative Technology Committee (ATC) and the Library, Technology, Learning Committee (LTLC), about the strengths and weaknesses of Wheaton’s capabilities in each of these categories. Then the college community can help prioritize which technology services merit the greatest need for funded replacement plans.

Benchmarking

- LIS participates in about a half-dozen national benchmarking surveys. Most of these surveys are conducted annually. A few are conducted biennially. LIS has participated in the EDUCAUSE Core Data Survey for all seven years of the survey’s existence. The 2008 Core Data Survey—the most recent version for which results are available—shows Wheaton College comparing unfavorably with other NITLE liberal arts colleges in the areas of replacement of technology. We lag behind in establishing a replacement plan, in funding it, and in the rate of desktop computing replacement.
- As we did during the winter of 2006, LIS administered the MISO (Merged Information Services Organizations) survey once again this past February to a representative sample of Wheaton’s student, faculty, and staff community. The MISO survey is a multi-institutional effort conducted by well-known liberal arts colleges that operate combined library and technology units. Administered via the web, the survey is designed to identify areas of LIS strength as well as areas that may need attention. As we did three years ago, LIS plans to compare results with about a dozen other similar colleges and use them to improve services to Wheaton.

The first time Wheaton administered the MISO survey, the Wheaton community provided us with valuable information that motivated the SGA, the college administration, and the college’s Board of Trustees to make significant changes. Some of the most popular changes have been the establishment of wireless Internet access throughout campus and increased opportunities to borrow laptops and digital video equipment.

An initial review of our most current MISO survey results indicate various constituencies are most concerned about improving or providing enhancements to these services:

<ul style="list-style-type: none"> ▪ <u>Students:</u> <ul style="list-style-type: none"> - library information on the LIS web site - wireless access on campus (performance) - wireless access on campus (availability) - quiet work space in the library 	<ul style="list-style-type: none"> ▪ <u>Staff:</u> <ul style="list-style-type: none"> - Banner - VPN (virtual private network)
<ul style="list-style-type: none"> ▪ <u>Faculty:</u> <ul style="list-style-type: none"> - technology in meeting spaces/classrooms - WINDOW (Banner self-service) - VPN (virtual private network) - access to online resources from off-campus 	

- LIS collaborated with the Reaccreditation Steering Committee, the Director of Institutional Research and Assessment Audrey Adam, and the Office of the Provost in preparation for our contribution to the NEASC reaccreditation self-study effort.

Finances

Budget

- During FY09, through the LIS operating budget, the college allocated \$200,000 (\$150,000 of this was one-time) for desktop computer replacement. This funding arrangement mirrored desktop computer funding for FY08. This influx of funding enabled LIS to replace and upgrade a significant number of our aging population of deployed desktop computers.
- To date, Wheaton does not allocate sufficient annual operating budget dollars to establish a formal replacement cycle for all college owned computers.
- During the past year, LIS expended its \$36,100 divisional for the following:
 - security gate to enclose archives materials in Doll's House
 - onCourse server
 - development server for academic support
 - library carpeting replacement in selected locations
 - repair and replacement of some library furniture
 - expanded electrical outlets for study spaces on library second mezzanine
 - N'Computing "green seats"
 - plumbing for library coffee machine

Cost Reductions and Containment

LIS has identified a number of FY10 operating budget reductions to contribute toward the college's goal of containing costs. These reductions include (not a comprehensive list):

- Reduce by one-half the amount of student labor hired for non-academic portions of the year (i.e., January and the summer months)
- Reduce by half the professional development and travel budget for LIS employees
- Reduce by one-half the LIS supplies budget
- Reduce by one-fifth the amount the college spends on academic software licenses
- Reduce by one-sixth the amount the college spends on first class postage and package delivery

Overall, LIS will reduce its overall non-personnel operating budget by \$243,000, or about 7.85% for FY10.

LIS is initiating some future cost containment initiatives as well as exploring options for others:

- migrating away from the Blackboard LMS to onCourse
- charging students for repairs to their personally-owned computers
- monitoring and managing more closely the quantity of paper printing on campus

- exploring opportunities to gain workforce efficiencies through more sophisticated digital document management
- potentially migrating to a Google calendar/scheduling system
- potentially migrating students to Google Gmail

Grants

- On behalf of Wheaton, Mount Holyoke, and Dickinson Colleges, Scott Hamlin prepared a jointly-submitted Collaborative Planning Grant proposal to the National Leadership Grant program of the Institute for Museum and Library Services entitled, “Publishing TEI Documents for Small Liberal Arts Colleges: Planning a Service, Building a Community.” If funded, this \$87,000 grant would begin in October 2009 and allow project participants to work with a wider constituency of liberal arts colleges to achieve a solution for displaying and preserving text encoding initiative (TEI) documents. The proposed solution includes a centralized, shared service that a community of colleges would maintain and use. (Note: grant was funded, September 2009.)
- On behalf of the campus-wide Preservation and Stewardship Committee (PaST) and the college’s 175th anniversary celebration, College Archivist & Special Collections Curator Zeph Stickney, along with Kathryn Tomasek and Leah Niederstadt, co-wrote a National Endowment for the Humanities (NEH) Interpreting America grant proposal, entitled “Building New England: Economy, Education, and Architecture in Norton, Massachusetts.” This grant proposal, for a maximum of \$40,000, would foster partnerships with local schools and historical agencies as a means of improving public knowledge about and access to the history of Wheaton’s built environment. (Note: NEH notified us in early August that they declined our grant proposal.)
- On behalf of the Records and Information Management (RIM) Committee, Associate Archivist Deanna Hauck and Director of Information Infrastructure Tom McAuley prepared a National Historical Publications and Records Commission grant proposal: “Creating a Solution for Permanent Electronic Records at Wheaton College.” If funded, this \$75,000 grant proposal would begin in October 2009 and support long-term preservation of Wheaton’s electronic records.
- Wheaton received an \$11,300 NASA Space Grant to study Transient Lunar Phenomena in collaboration with Dr. Arlin Crofts of Columbia University. Tim Barker, Professor of Astronomy, Gary Ahrendts, and two student researchers are the grant’s principal investigators.

Strategic Partnerships

To leverage our ability to meet the division’s mission, LIS routinely engages in cooperative activities with over two-dozen consortia, agencies, and organizations. Examples of these partnerships include: HELIN, NELINET, NERCOMP, the Oberlin Group, CLAC, EDUCAUSE, The Boston Consortium, The New Media Consortium, OSHEAN, NITLE, CLIR, and Internet2.

LIS Staffing

Hosting Internships

The Archives hosted a Library and Information Studies intern from Simmons College in fall 2008. The intern completed processing the Elizabeth Stoffregen May Collection and produced an *encoded archival description* (EAD) finding aid using Archivists’ Toolkit. We plan to host another Library and Information Studies intern from either Simmons College or the University of Rhode Island during FY10.

LIS Staffing Changes

- Carina Courmoyer accepted the position of *Research and Instruction Librarian/Technology Specialist for the Social Sciences* effective July 28, 2008. She succeeds TJ Sondermann who resigned from his position in December 2007.
- Rosalyn Metz accepted the new position of *Systems Administrator for Curricular Support* effective July 16, 2008. This position was created after Sue Cornacchia, *Director of Library Technology and Public Services*, resigned effective February 28, 2007. LIS deferred the search for her successor while

other searches were underway. During this time, we conducted an extensive staffing needs analysis in R&I. As a result of this scrutiny, we completely revamped this 1.0 FTE position and transferred it to R&I.

- John Gaynor left his position of *Supervisor, Campus Mail Services/Copy Center* effective September 20. LIS began a search for his successor and hired Phil Zawasky as a temporary, part-time employee to help while the supervisor position remained vacant.
- Judi Pulciani, who had worked as a part-time *Circulation Assistant* since October 2001, passed away unexpectedly on November 17, 2008. Permanent replacement for this position is frozen due to economic conditions.
- Jen Vigorito Turner '03, accepted a temporary, part-time position in the library's Circulation unit effective December 11 through mid-May. She carried out some of the duties formerly done by the late Judi Pulciani through spring term. Jen has prior work experience in our library
- Fran Weldon accepted the position of *Supervisor, Campus Mail Services/Copy Center* effective January 5, 2009. This is Fran's third position since arriving at Wheaton in 2000 as *Administrative Assistant in Corporate and Foundation Relations*. Most recently, she was the *Faculty Assistant for the Humanities* in the Office of the Provost.
- Gloria Costello, who had worked as part-time *Cataloging Assistant* since June 1979, retired on June 1. Permanent replacement for this position is frozen due to economic conditions.
- At the close of the fiscal year, the LIS Division was comprised of 61 staff employees, approximately 55 FTE positions.

LIS Student Employees

- LIS remains the largest single employer of student labor at the college. During academic year 2008–2009, i.e., excluding January and summer student employment, LIS employed 326 student employees for a total number of 39,426 hours. Total funding expended for this labor pool was \$335,005—\$222,883 (66.53%) from Federal Work Study dollars and \$112,122 (33.4%) from Wheaton Work dollars. PSAs and Safety & Security student assistants in the library were ably managed throughout the year by Joanne Yauger-Amin. Technology Support Specialist Jessie Durand managed TS student employees.

LIS Reporting Relationship Changes

In August 2001, Wheaton hired an overall leader for its library and information technology operations, who, along with dedicated staff members, has worked to establish a unified vision for information services across campus. Since that time, Wheaton has progressively integrated the separate operations, funding, and administration of three previously separate entities: the library, Academic Computing, and Information Technology & Services. Effective June 1, 2004 the college administratively united these entities, naming the new structure Library and Information Services (LIS), and effective January 2005, Wheaton formally recognized LIS as an independent administrative division of the college. Most recently, as of July 1, 2009, LIS and the Division of Academic Affairs were formally re-connected, with a secondary connection to the Division of Finance & Operations. This most recent move reflects our evolving understanding of how best to achieve Wheaton's strategic goals.

Terry Metz

College Librarian and Associate Vice President for Information and Technology Services

August 28, 2009