

2019

# Information Services Spring Update 2019

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Dear Trinity Community,

March 12, 2019

### **Information Services Update**

As usual, we have a number of projects and updates on the organization that we would like to share with the community.

#### **Organizational Updates**

We have had several changes in the organization this year. First, we are pleased to announce that Fred Kass was promoted to Assistant Vice President of Information Services & Associate CIO. This promotion is in recognition of Fred's leadership, partnership and collaboration.

Summer 2018 was the official start of a merged service point for Information Services under the leadership of Ann Marie Krupski. We had several network issues that combined with a new support structure created some early challenges for the team. But we are confident that we are now moving in a good direction. As a result of her willingness to embrace the new opportunities in this merged operation, Rose Beranis was recently promoted to Assistant Director of Constituency Services. We also welcomed Catherine Simpson to the team as a public services specialist. In the end of March we will welcome Bradley Shulda as our Information Service Desk Coordinator.

Summer 2018 was also the official start of the merging of Educational Technology and Research Services on an interim basis. Effective, March 1<sup>st</sup> the change became permanent with a new organizational name of Research, Instruction, Technology under Jason Jones's leadership.

In February, Johnny Inghilterra was promoted to the position of Systems and Security Analyst working in the Networking and Systems group. He is in the process of transitioning his Distributed Computing duties and learning more about Trinity's network and server infrastructure. We will be relisting his Distributed Computing Specialist position very soon.

We are sad to say goodbye to Antonio Crespo, who left the college on March 8<sup>th</sup> for a new opportunity as a Chief Information Officer. The Chief Information Security Officer position is shared jointly with Wesleyan University, and we anticipate opening up a search shortly. Please continue to use email address [security@trincoll.edu](mailto:security@trincoll.edu) to report any IT security concerns.

In recognition of the significant number of organizational changes that have occurred, we have engaged with a consultant to work with us on change management to help us become the best organization that we can be.

#### **Research, Instruction, Technology**

Research librarians and instructional technologists have partnered with faculty members on new forms of digital scholarship. Four faculty fellows are learning about coding in Python to better understand how to work with large masses of data, and others piloting Trinity Domains, a new service that allows faculty and students to create any form of online presence they wish. Research, Instruction, Technology has also been formulating a new set of integrated learning goals around research, instruction, and technology that will help Trinity students position themselves well for future employment, graduate school, or self-expression.

There are a number of events coming up this semester. April 9<sup>th</sup> is Digital Scholarship Day. Students and faculty are discussing born-digital assignments with the community from Noon to 2pm in the digital scholarship studio. The group is sponsoring [a 3D design and printing contest this semester](#) and they hosted a “getting started with Bloomberg” session mid-February.

Two end-of-the-semester dates to look forward to are Thursday, May 2, when the research librarians will host a drop-in coffee from 9-11am to hear feedback from faculty who teach in the First-Year Seminar program, and Thursday, May 16, which is the date for the Spring Institute for Teaching with Technology. Full details to come.

Thanks to the Mellon Foundation, grants are available for faculty interested in attending the [Digital Humanities Summer Institute](#) (June 3-7 or 10-14, 2019 in Victoria or [Humanities Intensive Learning and Teaching](#) (June 3-7, 2019 in Indianapolis). Check out the [Bantam Bytes](#) newsletter to learn more about these initiatives and others.

### **Infrastructure Updates**

Our technology infrastructure is always evolving to keep up with community needs. Some of these changes are evident to the community and many are not. We continue to deploy new Skype for Business VOIP telephones, with the expectation that we will retire our old phone switch in 2020. We have completed LITC, Admissions and Trinity Commons. Over the next few months we will be upgrading Downes/Williams and the Nutt Center. Over the summer we plan to continue making progress in other buildings as well as replace the systems under many of the analog phones (classrooms, hall phones, elevators, emergency phones, etc). In order to support the new phones and other devices we are also upgrading the equipment in building network closets. We have completed about one third of this work to date and plan to do another third in the next three months.

Another ongoing project is embracing the use of Microsoft’s Azure Cloud for disaster recovery and business continuity. We have begun the process of setting up many base level infrastructure services in Azure. Our goal is to maintain a “server room in the cloud” so base level services will continue to work in the event of a campus network failure, as well as begin to backup critical on campus servers into Azure.

In December we switched our preferred Windows Desktop/Laptop manufacturer from Hewlett Packard to Lenovo. After extensive negotiations we found we were able to get more advanced machines at a lower price from Lenovo. This summer most of the classrooms not upgraded last year will get new Lenovo Windows 10 computers.

Last year’s MISO survey showed one of the services students liked least from Information Services was our public printing system. We take community feedback very seriously and began evaluation options. Information Services is in the early stages of implementing an improved print management system which we hope to roll out over the Summer of 2019.

CableTV continues to be one of the more expensive and under-utilized services IS provides to students. Many students no longer use the services, but some still feel strongly about it. IS will continue to provide Cable TV for the 2019-2020 year but plans to discontinue all Cable TV service in July of 2020.

### **Collections and Library Services**

Over the past year library staff have worked to review many of our major journal and database subscriptions, looking at factors such as cost per use, uniqueness, and importance to faculty. Based on those analyses and conversations with faculty we made some targeted cuts so that we could realize a budget reduction in fiscal year 2019. One of the biggest challenges facing the collection budget at Trinity and all academic libraries has been

inflation in our annual subscriptions, usually between 4 and 6% for digital resources. Beginning with the 2020 budget year the collections and ITS contracts budgets will receive an increase to cover these costs, which will be a huge help in avoiding further cuts. We've prepared an [online guide](#) to show the cuts that were made last year, how the library collection budget is apportioned, and some other trends impacting the Trinity College Library.

One of those trends is that we continue to see growing demand for videos for classroom instruction. Associated costs are also rapidly growing: in particular we spent 100% more on the Kanopy streaming service than we did one year ago. Kanopy charges a flat one-year subscription fee for each film accessed, and to control costs we plan to move to a mediated service in place of the unmediated access we now offer. Faculty will need to request films and then we will turn them on for use. We are not entirely happy with moving to mediated access, but Kanopy will not work with us on other models that might help us contain costs. We would be glad to talk to faculty about any concerns and what this new model will look like.

In another development in media, we have started digitizing unique material in the large VHS collection currently stored on the library's C Level. VHS is officially an obsolete format, giving us more rights to digitize and store films not available to us in other formats. We currently are checking every title, but if you have particular titles in the VHS collection that you want us to be sure to either digitize or purchase in DVD format, please let us know. Once we are sure we've digitized all unique material we will withdraw the VHS tapes from the collection in June 2019. The [VHS list](#) is available for review.

In a final note about media, the staff from the Library and Educational Technology worked together to migrate from Trinflix to the new Kaltura streaming video server. For the most part Kaltura worked well, but there were some hiccups along the way. Now that we've had almost a semester and a half to use Kaltura, we are hosting a Common Hour on April 18 in the Digital Scholarship Studio, where we invite you to bring us your concerns and ideas about the Kaltura service.

Along with media, another area of growth has been in our document delivery services, in which we pay a fee for every article accessed at Trinity. Fees can range from \$15 for an article to over \$100. In many cases we've been able to avoid expensive subscriptions with these services, while still providing convenient service. Unfortunately the fees associated are outstripping our budget's ability to cover the costs. Starting in January we've partnered with the Oberlin consortium of academic libraries to roll out a service called RAPID. In RAPID, we agree to provide digital versions of articles and book chapters at no charge within 24 hours, and our partners promise the same to us. We are starting slowly while staff are trained in the service, and by the end of the semester plan to have RAPID fully operational. Trinity faculty and students will use the same request form for articles they've used in the past, but now will have a better expectation that they will see the article within a day, delivered to them digitally. It may not be completely as convenient as document delivery services, but it is a good example of how libraries can work together to provide good service while containing costs.

One outgrowth of RAPID is that we are reviewing our journal licenses to see how we are allowed to share content. We are putting that information into the library's catalog, which you will start to see in records with a "Show License" icon. The example below shows the type of information you will see for the resource, including whether you can put articles in print or online course packs (this is an example from JSTOR, which has some of the most generous access rights of any of our licensed content).

The screenshot shows a JSTOR journal entry. At the top left is an icon of an open book. To its right, the text reads: "JOURNAL Science progress in the twentieth century. London, England : Science Reviews 2000 Ltd. 1919". Below this is a link for "Online access >". On the left side, there is a vertical navigation menu with the following items: "TOP", "VIEW ONLINE", "TOOLS", "DETAILS", and "LINKS". The main content area is titled "View Online" and contains a "Full text: JSTOR Arts & Sciences XIV" link with an external icon. Below this, it states: "Full text available from 1919 volume: 14 issue: 53 until 1933 volume: 27 issue: 108". There is a "HIDE LICENSE ^" button. Underneath, a section titled "License Terms" lists: "Course Pack Electronic: Permitted", "Course Pack Print: Permitted", "Course Reserve Electronic Copy: Permitted", and "Course Reserve Print: Permitted".

Definitely the high cost of academic journals has impacted Information Services, but it has also impacted our students. Information Services is very aware of that impact on students and are trying to help out with the issue. With financial support from the Dean of Faculty, we have offered stipends to several faculty members to explore using Open Education Resource textbooks that are high-quality but also free or very low cost, either to use as is, or to create or remix new versions of. This is an exciting development, both because it helps with affordability, and also because it helps students begin to think of themselves as knowledge producers. We've also tried to increase the number of high-cost required texts we make available through reserve services, and were able to purchase several texts through the support of the Student Government Association.

We are working with ITEC to get faculty feedback on three projects. The first, the VHS digitization, was described above. Second, staff are freeing space by removing older print journals which are available on JSTOR. We have supplied the list of titles to JSTOR, and they are going to use some of our print volumes to improved scans/holdings they have for these titles. JSTOR also will work with Harvard to store these volumes. We think that JSTOR and Harvard are better equipped to provide good, long-term storage and preservation of the print. We propose to give JSTOR/Harvard the titles they want and deaccession those titles they do not need (due to holdings from other libraries and full digital coverage). However, we are making the list of titles available to faculty so that you can request we keep the print here on campus. The third project we would like feedback on is a new ebook package we can license from Oxford University Press. OUP has offered a deal to the CTW libraries whereby we gain access to 4000+ titles (most from 2016-2019) for one year. At the end of the year we may apply the funds used to pay for access to purchase ebooks from the collection. This model is very similar to ebooks we license from JSTOR. The cost is relatively modest, and because Oxford is offering a consortial arrangement. We have provided the title list, and would like to hear from faculty their thoughts on licensing an ebook package from OUP. [Descriptions of these projects and links can be found online.](#)  
<https://courseguides.trincoll.edu/budget/overview/projects>

## **Watkinson Updates**

The Watkinson has initiated several projects to preserve its collections and make them more accessible to researchers. Our manuscript and archives collections are now available and cross searchable in ArchivesSpace. They can be accessed via this link: <https://trinitywatkinson.libraryhost.com/> In addition, we have established long term digital preservation through Preservica. This allows us to collect, preserve and make accessible digitized collections as well as born-digital collections that we acquire. One collection for which Preservica will be especially apt is the Trinity in Trinidad Archive that The Watkinson is working to digitize, preserve and make accessible.

To celebrate the 50<sup>th</sup> Anniversary of Coeducation at Trinity, The Watkinson has partnered with colleagues in Educational Technology (Research, Instruction, Technology) to record interviews with some of the first members of the coed class as well as creating a portal for all members of The Trinity Community to share their Trinity Stories in various ways. These stories will be preserved in Preservica for the long term. This portal can be accessed via this link: <https://dsp.domains.trincoll.edu/50coed> and we hope you will share your story with us! The Watkinson is also partnering with Trinity's Hispanic Hartford class to collect oral histories from the Latinx community in Hartford. The Hispanic Hartford Archive was transferred to The Watkinson in the Fall of 2018 to be archived and preserved for the long term. In addition to these new ways of growing our collection, traditional collecting practices are alive and well at the Watkinson. We have acquired through donation and purchase several new archival and manuscript collections as well as new artists' books and rare books. We continue to process and preserve the college archives and are actively preparing for Trinity's bicentennial celebration.

In and through exhibits, teaching, and offering new ways to engage with our collections, The Watkinson continues to foster the creation of new knowledge. To encourage the Trinity and Hartford community to explore our rich music holdings, The Watkinson established the Music Corner where patrons can listen to vinyl and shellac records and can even digitize records they choose. The Watkinson gave over forty presentations in the Fall semester to courses in History, English, American Studies, Political Science, Art History, Classics, Language and Cultural Studies, Philosophy, Religion, Anthropology, Educational Studies, Studio Arts and International Studies (among others) and several classes met at The Watkinson to use primary source materials throughout the semester. The Watkinson created several exhibits and programming around them that were well attended by the Trinity community and beyond. Our creative fellowship recipient, Maria Tuckler's exhibit in the Mather Art Gallery was no exception.

## **Enterprise Applications and Web Development**

Working with the Career Services Center the [Bantam Career Network](#) launched in January, providing an online platform for Alumni, Parents and Students. Since its deployment in January, hundreds of Alumni and Parent volunteers have registered to participate. The platform facilitates connections between alumni (and parents) and students providing opportunities for career advice, networking, and more.

Enterprise Applications and the Accounting Office upgraded our online Student Bill presentment and payment platform this fall. The Nelnet Campus Connection Enterprise application handles student bill presentment, payment and payment plan processing. The updated application provides a modern interface that includes text messaging for students/parents.

In conjunction with the Dean of Faculty Office we will begin investigating the selection of a 3<sup>rd</sup> party solution to support faculty evaluations. Our current home-grown solution has served the college well, but has come to the end of its technical life. We anticipate being able to roll-out a new solution fall 2019.

The Student Research Application Tracker received a major upgrade with the addition of a new module managing the Public Humanities Collaboration (PHC) program. Students can submit applications to conduct research with various outside organizations, which can then be reviewed by their Faculty Supervisor and the selected organization's representative (Community Partner). These reviewers can reject, request a modification, or approve applications to which they have been listed. They then rank their approved applications, giving priority to the ones they wish to be funded first. Lastly, PHC administrators review all approved applications and distribute funding accordingly.

## **Security**

Early in the spring semester, we kicked off security awareness training for staff and are targeting students next. In the areas of data security, privacy, and compliance, we will be releasing updates to our [Data Security and Privacy Protection Policy](#) and updating our [GDPR information website](#) to be more transparent in support of the European Union's General Data Privacy Regulation, or "EU GDPR." Additionally, we enabled automated alerts that will notify users if they accidentally share confidential or restricted data via email, which is not a secure medium.

To increase the security of our network, we are continuing our focus on restricting inbound traffic to our network from the internet by changing our network to work more like your home network, which restricts unsolicited inbound traffic to the computers and systems on our internal faculty networks to protect them from internet-based attacks. This was completed for our staff and student networks and we are targeting the faculty networks over spring break.

Email scams are on the rise at Trinity. Scammers and Hackers are now attempting to collect phone numbers to both circumvent our email communication protections and to use for additional password reset. Recent phishing scams have looked like you received an email from the President - [President\\_Joanne@gmail.com](mailto:President_Joanne@gmail.com) or department chairs - [yourdepartmentchairorVP@my.com](mailto:yourdepartmentchairorVP@my.com) asking for urgent assistance because they are stuck in a never-ending meeting? (and absolutely unavailable via phone!) Our advice is to remember that email is an open and insecure medium. Transactions involving sensitive information or financial transactions should not be conducted via email or text message and any emailed request for urgent action should be confirmed in person or over the phone if you are familiar with the individual. More information about common email scams is available here: <https://commons.trincoll.edu/security/phishing-examples/>

As always, please send any information security related concerns you may have to [security@trincoll.edu](mailto:security@trincoll.edu).

Please let us know if you have any questions about any of the initiatives.

Sue Aber

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