2018

Information Services Fall Update 2018

Sue Aber

Trinity College
HARTFORD CONNECTICUT

Dear Trinity Community,

<div align="right">October 16, 2018</div>

<div align="center">Information Services Update</div>

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

Welcoming Information Services Staff

We are delighted to welcome Christina Bleyer to Trinity as the new director of special collections and archives at the Watkinson Library. She brings to Trinity a wealth of knowledge and experience managing special collections, and most recently served as the head of special collections and senior archivist for the Benson Latin American Collection at the University of Texas at Austin. Christina earned a Ph.D. In philosophy from Southern Illinois University at Carbondale, where until 2016 she managed the institution's manuscript collections. She is fluent in Portuguese, Spanish, and German, and also has a reading knowledge of Latin, French, and Russian. Christina received a B.A. In philosophy from Loyola University in New Orleans and a B.A. in Russian language and literature from Tulane University.

Also new this summer is Mary Mahoney, the Andrew W. Mellon Postdoctoral Fellow in Digital Humanities. In May she earned her Ph. D. In History from the University of Connecticut, where she studied the history of bibliotherapy, or the use of books as medicine. She is delighted to be returning to Trinity, where she completed her undergraduate degree in History and English in 2009. She is a digital scholar who specializes in digital storytelling and has experience in podcasting, audio storytelling and the creation of digital exhibits. One of her projects, Audio Shelfie, which works with community partners to collect stories about readers' relationship with books, has been funded by the UCONN Humanities Institutes and the John Templeton Foundation as an example of work that creates empathy through storytelling.

Rob Levesque joined the team this summer as a System Administrator. He joins us with a number of years in state and local government as well as public education environments. Rob will be focusing primarily on a portion of the backend server infrastructure.

Jon Slosser also joined our team this summer as a Systems and Security Analyst. Jon is a recent graduate of University of New Haven in Cyber Systems. He has several industry certifications and extensive internship experiences.

Greg Klebart joined our Enterprise Applications team late August as a programmer/analyst. Greg has a number of years of experience in higher education and in healthcare environments and most recently worked at St. Josephs University. He will be primarily focused on Advancement/Alumni Relations and the upcoming Bicentennial Campaign.

Organizational Changes

While some of this was announced last spring we just wanted to remind you of a few organizational changes. We have now merged our ITS helpdesk, ID card office and circulation desk into a single service point, the Information Services Desk. Our merged Information Services point is located on level A at the former "circulation desk" and is being led by Ann Marie Krupski, who now reports to Katie Bauer. Our hours of operation have been modified as well, but the building continues to be available to the Trinity Community 24x7.

The research librarians and educational technology staff now report to Jason Jones, director of educational technology. This change in reporting lines is the result of Erin Valentino's departure. Our Distributed Computing team and MTS are joining forces under Jason Luis' leadership. Please see our updated organizational chart.

New/Updated Technologies and Services

- Kaltura replaces Trinflix as the platform for streaming course video. Among the enhancements Kaltura brings is that all films will have user-selectable closed captioning, as well as the ability to easily create and embed clips from longer movies. Many Trinflix films have been transferred to Kaltura but some video may still need to be processed and loaded on the Kaltura servers. Requests should be made through the IS ticket system on the reserves form at https://ishelp.trincoll.edu . Faculty will access Kaltura films via Moodle, from the left course navigation menu, under Kaltura Media Gallery. Students can either be directed to that menu, or faculty can embed the video in a particular course week.
- With the completion of the access control project and the closing of Central Services, we have been able to reduce some costs and fees. The replacement ID fee has been reduced to $20, and the allocated Free Print Dollars has increased to $30. The transitioning to the outside print services continues and we continue to post updates to the print services link on the portal. For students we have updated their poster printing link on the portal to reflect the change in process. The costs of the posters will be either billed to the department or to the students' accounts. Posters are being printed by the University of Hartford Print Services and can be picked up in the post office.
- A change was made to the way documents are shared in Office365. The default option is to only allow sharing to specific named users. You can still create a link which anyone can edit or access, but it is no longer the default.
- We have made a number of upgrades to our network this summer. We discontinued the TrinAir and Enternet wireless networks. All devices that have a web browser should connect to the eduroam network. Mydevices.trincoll.edu can be used to view the devices that you have registered, remove/add a device, or extend a registration.
- Course reserve requests are now submitted through the IS ticketing system: https://ishelp.trincoll.edu . Under "request type" select "Library" then "course reserves". Email requests, syllabi or paper forms will no longer be accepted. Please note a separate purchase request form is not needed for any reserve items Trinity does not own. Just indicate purchase may be needed on the reserve request form.

- This summer we moved to an entirely new installation of Moodle. When you log in, you will only see fall courses, but previous years' courses are available for import at moodleprior.trincoll.edu. The instructional technologists are available to help with this.
- Trinity now supports PollEverywhere for faculty who want to use a modern audience-response system with their students. The members of Educational Technology are able to help with this.
- Spam quarantine is no longer used – check the Junk folder in Outlook (drag items out of junk folder to teach Microsoft what you consider good email and what is junk).
- Microsoft continues to push out changes and upgrades to Office365 at an aggressive pace. Many members of campus might be interested in these recaps of presentations about Skype for Business, a relatively straightforward videoconferencing tool (closer to WebEx than to Skype), and Bookings, a flexible tool for allowing people to sign up for appointments.

Classrooms

This summer saw two major changes to the classrooms:

- Because Apple has not updated the Mac Mini for many years, we were forced to explore different options for adequately supporting classroom teaching. In the classrooms in Seabury and LSC, as well as in McCook Auditorium, we no longer support a dual-boot environment. Instead, we installed new Windows computers, partnered with an Apple TV. The Apple TV allows users with a Mac laptop or iOS device to project, and anyone can of course use the Windows machine. (Data in previous years suggested that over 90% of classroom instruction was done in Office [Word/Excel/Powerpoint] or a web browser. These are all available on Windows and Mac alike.)
- The other main change is the way we deliver the image (the package of software and preferences) to classroom and lab computers. Whereas in the past the installation of the image had to happen by hand, we've adopted a technology called SCCM, which allows updates and software installation to happen remotely. This should improve security in the classrooms and labs, and also will make it easier for us to install software for faculty. Three consequences of this change are: typically faculty and students will not be able to install software on these computers; you will probably have a better experience if you use your own login rather than trinlab/trinity; and Google Chrome is now available on Windows and Macs.
- We also upgraded the audio-visual equipment in Seabury 128, 129, 130, 201, 204, 205, and 217, as well as McCook Auditorium and McCook 205, 303, and 305.

Educational Technology and Research Services

In addition to the items mentioned above (PollEverywhere, Moodle, classrooms, and the various Microsoft events), our group has been supporting a wide variety of projects for faculty. A few highlights are below:

- Kevin McMahon's edX course, The Presidency and the Shape of the Supreme Court, certainly coincided with a lively time in the future history of the Court! The course is still open for discussion of current events.

- The Mellon grant that has brought us Mary Mahoney is also currently funding four faculty fellows in the digital humanities. Serena Laws, Dan Lloyd, Aidali Aponte-Aviles, and Mitch Polin will be spending the year working on coding as an exploratory heuristic for research and creativity. In November, Tony Veale, co-author of the new book, *Twitterbots: Making Machines That Make Meaning* (MIT P, 2018), will be speaking with them.
- Mellon has also helped fund speakers: On November 5, Kathleen Fitzpatrick, professor of English and director of digital humanities at Michigan State, and previous associate executive director of the Modern Language Association, will present on "Generous Thinking: Working in Public." On October 1, Haverford's Brook Danielle Lillehaugen presented on "Digital Scholarship and Collaboration with Stake-Holding Communities: Ticha, a Digital Text Explorer for Colonial Zapotec."
- An online reading group in the summer, "Digital Humanities in/of the Public," used the annotation tool hypothes.is to discuss a series of articles. This project drew participation from several dozen scholars, librarians, and technologists from around the world.
- More than 300 students participated in Laser Tag in the Library, an event held the Saturday before classes start.
- Mary Mahoney and Jeff Liszka attended the Bucknell University Digital Scholarship Conference on October 5-6. Mary and Luke Phelan will attend Harvard's Sound Education conference the first weekend of November. Luke, Mary, and Jason are presenting on November 12 at Connecticut College's Digital Scholarship and Pedagogy in the Liberal Arts Symposium. Jason is co-offering a workshop on "Edu-Hacks" at NERCOMP on November 13.
- The first installment of our newsletter will (finally) go out on October 25. You can subscribe here: http://eepurl.com/di_S8X.

Enterprise Applications and Web Development

The Enterprise applications team worked on a number of new projects over the summer and into early fall. A new software system was installed in the campus Post Office. The NeoPost Web Tracking System provides an all-in-one parcel receipt/tracking solution that can accommodate modern messaging strategies for students/staff. The team also implemented a centralized portal for the Student Accessibility Resource Center to meet the accessibility requirements of students and staff. The software (called AIM) allows students to request accommodations, and allows the Center to manage requests, maintain supporting documentation and schedule exams/proctoring. The AIM system utilizes a secure communication platform, streamlines the accommodation process and provides robust tracking.

Career Development's Handshake system went live in late June. It replaced the Synplicity Careerlink product in use since 2014. To date, 40% of our current students have logged into the system. That number increased significantly after the Career Development Handshake Launch event at the start of the semester. Students can establish information in their Handshake profile, such as their desired employment industry and geographical location.

2,000 employers are part of the network and 900+ jobs are posted, almost double the number of jobs in the old system. Handshake provides the ability to set up virtual sessions with companies and post events for recruiters on campus. The access to Handshake by Alumni has been improved. Alumni of Trinity now have the ability to log into Trinity's Handshake system to find jobs by using their own self-maintained email and password, once their request is reviewed/approved by Career Development.

Enterprise Applications and the Accounting Office are working on the update of the Nelnet Student payment processing system, which is expected to go live later this fall.

The web development team was primarily focused on the deployment of the new college website. A substantial team effort ensured seamless interaction between the new web pages and the existing SharePoint site. As part of this project we also replaced the EMS Master Calendar with LiveWhale for publicizing events.

Watkinson Updates

The Watkinson Library and Trinity College Archives have had a very busy summer and beginning of Fall semester. This summer, we subscribed to LibraryHost to make our ArchivesSpace finding aids accessible to the public. We are still in the process of adding more finding aids to our repositories but archival and manuscript collections can be accessed and searched here: http://trinitywatkinson.libraryhost.com/ We have begun the processing of the college archives to the folder level to increase their access and usability. We are also in the process of setting up long term digital preservation for our born digital and digital collections. This should be operating by the beginning of December.

This summer our students created two exhibits for the cases on the 2nd and third floors and Sally Dickinson curated and prepared The Birds of Shakespeare: Paintings by Lavonia Stockelbach. This will be up until December 21st.

In the next few weeks, the Music Corner will open. This will be a space where people can listen to vinyl and shellac records in addition to recordings on other media. To create more space in our stacks, Henry Arneth and students weeded our collections of vinyl and shellac records. We kept the rare recordings in the stacks but are putting the rest in this music corner for the listening pleasure of the Trinity community.

The Watkinson Library and College Archives will be pursuing a **Humanities Research for the Public Good** CIC (Council of Independent Colleges) grant in collaboration with The Hartford History Center, The Public Humanities Center at Trinity and CHER to process, preserve and make the Hispanic Hartford Archive accessible.

We are also working with Trinity Communications, Advancement, and Women's Leadership Council to celebrate the 50th Anniversary of Co-Education at Trinity. We will be collecting, preserving and making accessible oral histories/interviews with Trinity Faculty, Staff, and Alumni who experienced this change. We plan to build a portal where the Trinity Community can submit their own 2-3 minutes stories in audio, video or written form. This will launch during Women's History Month in March. We will also be hosting several white glove events to commemorate this anniversary.

The Watkinson Library and college archives have acquired some new rare books as well as some new archival collections. Please see the list below for some highlights.

Resist Additions

H. Job ornithology journals

A collection of artists books from La Impresora in Puerto Rico

The Books and Papers of Dr. Joel Grossman, an archeologist who uncovered pre-Inca gold in Peru, as well as leading digs at West Point to reveal Civil War history

Alice Beckmann's Collection of Civil War poetry

Artist books by Rick Meyers, Delphine Bedient, Ian Van Coller, Terri Warpinski

Security

Continuing our work to increase the security of our networks and systems, we are working to make our network work more like your home network, which restricts unsolicited inbound traffic to our private internal systems and networks to protect them from internet-based attacks. We started with the student networks in October, and plan to complete the protection of the remaining networks by the end of the year.

We will be enhancing our email security in two ways on Wednesday October 24th. First, by re-enabling Microsoft's SafeLinks product, which scans and can block malicious links and attachments that we receive via email. Second, we will enable automated alerts that will notify (not block) users if the system thinks that you shared restricted data via email, which is not a secure medium (e.g., social security numbers).

Collections and Services

Through careful review of our subscriptions and endowed funds the library was able to make significant additions to the collections to meet faculty and student requests, including the Vogue and Women's Magazine Archives, the Financial Times, Japan Times Archive, China Academic Journals, the JSTOR Hebrew Collection, Swank streaming video, and IEEE document Delivery. While we had to reduce overall print purchasing, through our partnership with CTW we were able to reduce duplication and add more unique monograph titles from major academic publishers.

The merger of the Help and Circulation Desks has been both a lot of work but also a great opportunity to review our services and staff training. There have been some hiccups along the way, but we've been able to streamline some services and reduce time for completing requests like reserves and video digitization.

A major initiative, with support from the Dean of Faculty, is to support faculty in possible adoption of Open Educational Resources. These resources are usually low or no cost, and give faculty more freedom to reuse, modify and share content. Applications from faculty for one of six $1500 stipends are now available at http://courseguides.trincoll.edu/oer .

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

Sue Aber

Vice President for Information Services & CIO