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Dear Trinity Community,

February 1, 2018

Information Services Update

This past fall was especially busy for all of our teams with many new initiatives underway, projects completed, the opening of the digital scholarship studio and the addition of new Information Services colleagues.

New Team Members

We are excited to welcome Antonio Crespo to our team as our Chief Information Security Officer. In this role, which is jointly shared with Wesleyan University, Antonio will be responsible for putting in place best practices for protecting Trinity information. In the near term, Antonio is focusing on security awareness and education, conducting an internal security review, and improving the ways that we manage technological vulnerabilities on campus.

To support these initiatives, we will be partnering with Human Resources and ITEC on the rollout of online computer security training called Securing the Human by SANS. We will be convening a Security Advisory Committee to discuss security initiatives, policies, and procedures across the college. And, we will be working with constituents across the college to improve security in the areas of software updates/patch management, remote access, and the security of our critical applications and systems. Please send any information security related concerns you may have to security@trincoll.edu.

The library work is very much a melding of digital and print worlds. One of the challenges facing the library has been that long-established departments and workflows do not work as well for this type of rapidly evolving, hybrid environment. To ensure that we can adapt more quickly to change and continue to provide excellent service we did some staff reorganizations in Access and Technical Services so that staff could start to collaborate across what were, in the past, rigid departmental lines. To get there, we've created two staff lead positions. In Technical Services, which includes all the backend processing we do to purchase and describe material, we promoted Bronzell Dinkins to a lead position. Bronzell has been a valued employee of the library for many years, and has shown initiative in working in a new environment that demands more technologic savvy, collaboration and communication. We also repurposed a position as a lead in Access Services, and are pleased to announce that Rose Beranis has started in this job. She is a library student and a former manager of the hotel desk at a resort. She will help us to reexamine our practices, provide better training for student workers, and in general establish a renewed commitment to patron service. These two positions will work closely together so that we can align our work in these units and move material more quickly from request, to purchase, to description and finally to the patron. Julie Yulo-Medeiros has also joined Access Services staff as a part-time Public Services Representative. She has a strong background in library service and has worked in public and school libraries as a librarian and teacher.

We're also pleased to be able to report that a new instructional technologist has been hired to support the arts and humanities. His name is Luke Phelan, and he comes from the 5 Colleges, where he's been working on a grant-funded Blended Learning program. Previously, he worked on MIT's Open Courseware Project (a precursor to edX). Luke's first day will be February 19.

MISO Survey

Starting February 15, Information Services will be emailing a survey about Information Services to sampled populations of students, faculty, and staff to help us understand how our services are perceived and how we can improve them. A high response rate is critical to getting us useful data to compare to the previous MISO [survey in 2016](#), so anyone selected to participate is strongly encouraged to fill out the survey!

Digital Scholarship



We are pleased to announce the opening of the Digital Scholarship Studio. The newly-renovated area (to the right of the central staircase on level one of the library) features a 30-seat classroom overlooking the quad, the digital scholarship studio itself, featuring collaboration tables and screens for long-term project work, a group study space, and a meeting room. It also features the library's new digitization space, and, launching soon, a one-button studio allowing for the automatic creation of greenscreen videos. This space is available to faculty and students.

Educational Technology and Research Services

This coming spring, Research Services will pilot a peer-to-peer learning model that builds on the foundational research skills introduced to students in their first year by focusing on research in a specifically disciplinary context. Through this new program, senior thesis writers will lead informal panel discussions to talk about the nuances of doing research in their majors. The intended audience is sophomore and junior students who have recently declared, or who are about to declare, their majors

In collaboration with Research Services, Educational Technology will be participating in the 2018 Fembot Wikipedia Edit-a-Thon, in collaboration with the University of Maryland Libraries, the Maryland Institute for Technology in the Humanities (MITH), and the African American History, Culture, and Digital Humanities Initiative, and the Fembot Collective. This activity, which will take place just before spring break, helps contribute to open, accessible knowledge, as well as working to make Wikipedia more gender inclusive and anti-racist. For more information, contact Christina Boyles or Erin Valentino.

A major initiative that Educational Technology is piloting this year is a Domain of One's Own, which gives faculty and students control over server space which they can use to develop their own web-based projects of almost any complexity. Nearly 60 faculty and students have already started to explore this new initiative, despite the fact that we have been rolling it out quite slowly as we learn more about it. For more information, visit the Trinity Domains website (<https://domains.trincoll.edu>) or contact your instructional technologist or Jason Jones or Christina Boyles.

On February 14, Educational Technology is organizing a Douglass Day transcribe-a-thon, in collaboration with the University of Delaware's Colored Conventions project. This will involve transcribing records of 19thC black political activism in order to make them more accessible to scholarship and teaching. The Douglass Day activity will be in LITC 182 from 12-3pm. For more information, contact Jason Jones or Christina Boyles.

Thanks to the recently-announced grant from the Andrew W. Mellon Foundation, Educational Technology has some funds to send faculty to workshops or conferences related to digital humanities, such as DHSI, HILT, or other programs. For more information, watch your email, or contact Jason Jones or Christina Boyles.

We continue to be actively involved in edX: Dan Lloyd's *The Conscious Mind: A Philosophical Road Trip*, launched its third iteration on Jan. 25, and is still open for registration. March will see the launch of Eric Galm's course on ethnomusicology, as well as another running of Ralph Morelli's course on mobile computing with App Inventor. In April, Jennifer Regan-Lefebvre's course on the global history of modern wine will launch, and in May, Kevin McMahon's course on the supreme court and presidential power will go live. Also, we expect this semester to issue a call for proposals for further edX courses that might run in 2019 or 2020.

In addition to our regularly-posted hours for the STA program, Cheryl Cape has been able to make some STAs available for work by appointment, in order to support faculty and student projects of all sorts. For more information, contact her or visit the STA page on our blog (linked below).

We continue to be able to provide 3D printing for faculty and students—last semester, for example, the STAs designed trays to hold specimen collectors for Michelle Kovarik in Chemistry, and we continue to explore ways to support 3D printing in the classroom. In addition to 3D printing, we can also support virtual reality programs on the Oculus Rift platform. David Tatem also has earned his license for piloting “drones,” so in an experimental way we are able to support the use of drones in pedagogy. For more information, contact Dave.

To keep up with new offerings in educational technology and digital scholarship, please subscribe to our newsletter http://eepurl.com/di_S8X (launching this month) and/or read our regularly-updated blog, <http://commons.trincoll.edu/trinedtech>

Collection Development

The library continues to work to improve both physical and virtual collections. The fall semester saw both some major e-book purchases and rearrangements to improve access to the print collection. Building on the success of the new area on A level for New Books, we have now moved the Leisure Reading and Graphic Novels to the same area. The Reference Collection has been updated and is on the same level but slightly back behind the new area for Leisure Collection. We have gotten some great suggestions from students for additions to these collections, and we'd love to hear your ideas too.

ebooks

In response to faculty complaints about ebooks (e.g., difficulty downloading because of digital rights management restrictions (DRM) put in place by publishers) we changed our ebook purchase model. We discontinued two DRM-restricted ebook collections, and purchased a new JSTOR collection, which makes 30,000 DRM-free ebooks available at Trinity. Due to the success of the JSTOR collection, the library has recently added another similar ebook package from Project Muse which will be available soon. Also DRM free, the Project Muse package includes other publishers and more current material, so it is a good complement to JSTOR. Other additions to the collection included IEEE Articles on Demand, and the online Dictionary of Caribbean and Afro-Latin American Biography. We make these purchases based on faculty requests and availability of funds, and we welcome your purchase suggestions.

Video Streaming Services

Last spring and fall the library talked with faculty about how we provide streaming video for classroom support. We heard unequivocally from faculty the need for continued support of streaming video, and we've made some important decisions to help ensure that we will be able to improve streaming video. It had become apparent that the hardware and software in place to support Trinflix was coming to a point where it could become unstable and start to fail. We knew it was nearing the end of its expected technical life, and so in collaboration with Educational Technology, we started an examination of what new services existed that we could adopt at Trinity. After testing and vendor demonstrations IS has licensed a new platform, Kaltura, for sharing video content both within the campus community and with our external constituencies. Kaltura has a long-standing reputation in higher education, is widely used by our peer institutions, and will significantly improve faculty's ability to teach with film. Hosted in the cloud, Kaltura lets students and faculty upload content or watch videos from anywhere and any device. It integrates with Moodle, lets users create film clips, and it comes with an easy screen capture tool and robust captioning options. Video and caption quality from Kaltura will be superior to the quality delivered by our current streaming configuration, resulting in a better experience for students. Kaltura will also serve as our new platform for Trinflix reserve video services beginning Fall 2018. The current Trinflix service model will remain unchanged: staff will continue to provide course-specific online access to films that are not otherwise available via Library digital subscription packages, such as Kanopy (<https://trincoll.kanopystreaming.com/>) or Films on Demand (<http://courseguides.trincoll.edu/filmsondemand>).

IS staff will make every effort to ensure a seamless transition to the new platform and will provide regular communication with faculty who are Trinflix users. During the spring, the library will continue to digitize and stream films on the old Trinflix set up. During that time, staff will also work on preparing Kaltura for the fall semester. This will involve moving unique content from the old server to Kaltura. Other material that is not high-quality may be redigitized and moved to Kaltura. A common hour on this topic is being planned for later in the spring, date TBA. If you have questions or would like an introduction to Kaltura, please contact Katie Bauer Kathleen.bauer@trincoll.edu

Digitization Efforts

The library continued to have a productive collection digitization program. A growing body of Trinity and Watkinson Library archival images, now totaling over 9,000 items, is available to researchers and the public in the Digital Public Library of America. Supported by major foundations, educational and cultural institutions, the DPLA provides access to 18 million items from cultural heritage institutions. Trinity's contributions include archival photos, postcards, playbills, ornithology lantern slides, and Renaissance manuscript illuminations. Use of digitized objects in the Trinity repository increased 13% to 277,000 downloads.

In major projects, the team successfully completed a collaborative project undertaken with partners from Connecticut College and Wesleyan University. The group elected to document the lives of college students from different eras as exemplified by student-created scrapbooks, one scrapbook from each school. The project was accomplished using the open-source software Scalar, with each school digitizing, creating metadata, and uploading their scrapbook pages to the shared platform. The project was presented at the annual CTW retreat in January at Trinity's new Liberal Arts Action Lab and is publicly accessible: <http://scalar.usc.edu/works/ctwscrapbooks>. Within Trinity, we worked with Felice Caivano, Curator of Collections, to digitize and publish important photographic works for access by the Trinity

community. A selection of these photos has also been added to an online Art Collection exhibit: <http://tclibrary.omeka.net/exhibits/show/trinity-college-art-collection>

We are very excited about the Digital Imaging Studio within the newly built Trinity's Digital Scholarship Studio, which houses state-of-the-art digital capture equipment in support of digital scholarship projects and the ongoing digitization of archival and library collections. High quality flatbed and overhead digital capture will enable digitization of all types of material including fragile or larger items. Amanda Bollacker, in the newly-reconfigured Digital Media Librarian position, will oversee workflows and collaborate with the Digital Scholarship Studio coordinator, staff, and faculty. As we open the new facility and work on our service model for the space, we welcome input from faculty and parts of the collection that we should prioritize for digitization.

Watkinson Library

The search for a new Director of Special Collections and Archives is underway. The committee is reviewing resumes and "skype interviews" are scheduled for early February, with on-campus interviews anticipated for late February.

The Watkinson Library was privileged to receive several wonderful gift collections this year. We *accepted the donation of a fine and extensive private collection of science fiction novels and pulp magazines*, acquired over the course of sixty years, given by Lofty Becker of West Hartford, CT, a professor (emeritus) at the University of Connecticut specializing in constitutional and criminal law. Another addition came from an anonymous donor of almanacs spanning 300 years. The Watkinson received a gift of over 100 modern photographs through the efforts of Fine Arts Professor Pablo Delano. The Watkinson was a logical home for this collection because it can provide easy access for classes and students of photography. Highlights include a vintage albumen print c. 1855 by Edouard Baldus, images by Henri Cartier-Bresson, and documentary photographers Leonard Freed and Louis Stettner.

As the Watkinson has added these and other new collections it has also had to struggle with space restrictions. We sent over 200 boxes of materials off-site this summer, and to free up more space we are re-arranging and re-organizing existing collections. We are in the process of removing duplicate materials, putting similar materials together, creating basic information about collections, and improving the overall efficiency of our storage space and accessibility to collections. This is in addition to work done to process previously donated collections, such as the Ben Barber collection of papers, completed this year.

We are excited to announce the Watkinson Library has been awarded a grant from the National Endowment for the Humanities! The preservation assistance grant of \$6,000 will help care for a growing collection of American almanacs. Under Sally Dickenson's guidance, the award will be used to purchase preservation-quality supplies to rehouse 1,700 almanacs, predominantly published in the 19th century. The almanacs are unprocessed and fragile, which limits their use by researchers. Once they are properly housed and processed they will be available for education, research and general viewing. For over two centuries the almanac was one of the most commonly printed items in America, reaching more readers than any other secular publication. Most towns of a certain size in the early years of the country had a printing establishment and the yearly printing of an almanac was a good way of covering some of their expenses. The almanacs provide a glimpse into American cultural life from all strata of society. Contents from the New England Almanac of 1844 include a list of officers of the U.S. government from the founding of the Republic, a table of roads from Boston to Concord & Portland, a list of American warships (with the number of guns); populations statistics, poems, anecdotes, interesting facts, puzzles,

a math problem, rates of postage, and distances, weights and measures mentioned in the Bible. It was a compendium of useful facts and a source of entertainment.

The Watkinson staff do not simply build collections, they also help students and scholars to find and use material. They teach students in classes about primary sources. For example, showing students in History 354 U.S. Civil War the U.S flag flown over the Trinity campus during the war and an original copy of Frederick Douglass' autobiography. Later in the spring we are planning a similar project with AMST 203 for material from the 1820's. To further highlight the collection, the Watkinson prepared a new exhibition, "Easy Vehicles of Knowledge for an Enlightened and Free People: American Periodicals in the Watkinson, 1750-1950," opened with a panel discussion and reception. All of this great work happened under the leadership of Rick Ring, who has left Trinity for a new position with the Rhode Island Historical Society. Rick will be greatly missed, but these collections and outreach efforts which he shepherded will continue to grow.

Infrastructure Projects & Service Points

Once again we will be combining our helpdesk and circulation desk service points during the summer months (June and July). We ran a successful pilot last summer and will build upon that experience this summer. Patrons appreciated the convenience of having their questions and issues answered in one location. The staff were able to learn what each desk experiences and conduct some cross-training, which should provide better experiences for the people they serve.

During the summer and fall semester we migrated all users to Office365 email. Now that all users have been moved, the last step in this process is to move our spam filtering and email gateway over to Office365. We are planning this move now and hope to schedule it for February. This change will mean filtering will be user context aware, work more seamlessly with Office365, and move mail gateways into Office365.

Office365 offers us a lot of tools besides just email and the traditional Microsoft Office applications. Some departments, groups and community members seem to have really taken advantage of tools like Teams, OneDrive, Bookings, and Planner. We are now working to help develop more ways to learn about some of these new tools.

As exciting as starting new big projects can be, it is important to mark their closure as well. This January is the end of our 3+ year Access Control lock replacement plan. This project included the replacement of 3500 aging electronic locks with a new more reliable and secure system which requires far less work and cost to manage. Over the next few months we are replacing the last remaining locks and decommissioning the old servers.

February 2018 is also the completion date of our \$340,000 two-year National Science Foundation grant. The grant funded rewiring of Life Sciences, replacement of network electronics in our large science buildings (LSC, Nutt, Clement), and an upgrade to our Internet/Internet2 connection. It also added some equipment to let us better monitor and prioritize high speed scientific use of our networks. As the installation and configuration part of this grant winds down we are now working on the fine tuning and final report. If you have experienced improved performance in your scientific research computing work flows, we really want to know about it for the report. More importantly, if you haven't seen improvement, we definitely want to know about that! Your experiences will help us fine tune things. Please email Fred Kass (frederick.kass@trincoll.edu) with any comments.

With the completion of the access control and NSF grant projects we are now setting our sights on the much-needed phone system replacement. Our focus at the moment is on the configuration of servers and backend equipment to run the new phone system. Once the backend systems are ready and tested, we will begin the user migration process. In the upcoming semester we plan to pilot the new system in the Library, Admissions, and Trinity Commons. If things go well, we hope to migrate a large part of the campus over the summer of 2018.

For redundancy, capacity and negotiating purposes, Trinity contracts with two different Internet Service Providers (ISPs). Last year we upgraded connectivity on our Primary provider (Connecticut Education Network) to 10gbit/s. Our secondary provider also needed to be upgraded to provide reasonable service during an outage. After extensive bidding from multi-providers we selected Level3/CenturyLink to be our new secondary provider. This new connection is both much higher capacity and lower cost than our previous secondary provider. We are currently in the process of configuring this connection and hope to have it live soon.

A quick reminder that if you are looking to share documents with colleagues, office 365 is an easy way to accomplish this. Just go to portal.office.com, and enter your username@trincoll.edu to get started. Documentation can be found at: <http://commons.trincoll.edu/trinedtech/tag/microsoft-office/>

Enterprise Applications and Web Development

The upgraded version of our document management/workflow software (Perceptive Content) has provided additional features for centralized management of scanners, remote installation and the elimination of shared accounts.

The Financial Aid Office is the most recent beneficiary of the software/system. Virtual folders are being compiled and managed for applicants. More than 18,000 documents have been imported and 41,000 documents imaged (with the help of Admissions) for the incoming class of 2021. Another 69,000 documents are in the process of being imported to support current academic classes bringing the total number of documents across all departments to more than 1.6 million. Our efforts to digitize/streamline processes will shift to the Human Resources department next.

Work has concluded on the deployment of a pair of additional portals in our SLATE Admissions/Recruiting System.

- The Slate Portal for Volunteers allows Alumni/Admissions Volunteers to 1) review requests for interviews from prospective students in their geographic area, 2) arrange for such interviews with the student, 3) submit interview meeting notes to Admissions about the interview.
- The Slate Athletics Portal allows Trinity Coaches to review the checklist status of their recruited athletes. Once decisions have been released, coaches can also view the Portal to see their respective athletes' decisions. Data concerning recruited athletes is transferred regularly from the Athletics ARMS system.
- Next of the list of SLATE enhancements is the integration of IDP applications with PeopleSoft.

We have collaborated with the Analytics and Strategic Initiatives group to deploy Automated Data Warehouse and Analytics Reporting systems/software used to prototype future data warehouse(s) and securely deliver BI/analytical content. We also worked with the College Secretary on the implementation of a new board portal – Boardeffect, which replaces the sharepoint site that had been used for a number of years.

During the spring semester the group will be working with the Career development office in replacing their current career advising system with the new system “handshake”. The team is also working with the office of accessibility services in selecting a system that will streamline their operations for scheduling of appointments, test and general record keeping.

Our web development team has worked on a number of custom applications this semester – they began the fall semester with the release of the new password reset program, which has greatly reduced the number of helpdesk tickets that tend to peak at the beginning of each semester. They also developed a new tracking system for the IRB process and a student research submission tracking system – both of these efforts streamline the processes. In support of the new J-Start program they also worked on a number of modifications to accommodate these students that are beginning their academic careers in January. In preparation of the conversion of the current website from sharepoint to wordpress they have been learning more about the advanced features to support the integration with PeopleSoft.

CTW Retreat

In January, Information Services hosted the annual meeting for the CTW Consortium at our new downtown campus at 10 Constitution Plaza. In his keynote presentation, “A New Vision for Libraries at MIT,” Dr. Greg Eow, Associate Director for Collections at MIT Libraries, discussed MIT’s 2016 “Institute-wide Task Force on the Future of Libraries Preliminary Report” and plans for implementation. He also addressed obstacles and opportunities for realizing the vision illustrated in the report, and reflected on ways to adapt some of the report’s recommendations to the context of a liberal-arts college.

If you have any questions or would like more information about any of these initiatives I can be reached at ext.2525 or email, Suzanne.Aber@trincoll.edu.

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