

2015

## ITS & Library Fall Update 2015

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Dear Trinity Community,

### **Information Services (Library & ITS) Update**

It has been an exciting couple of months for the Library and Information Technology teams as we have begun the transition planning for our merged organization. There is a lot of positive energy in the building and we are excited to share with the community some work in progress and projects that have been completed.

#### **Library Transition Advisory Committee**

This newly formed committee had the opportunity to meet several times over the summer. The committee members are: Chloe Wheatley, Maurice Wade, Erin Valentino, Kellie O'Donnell, Jason Jones, Fred Kass, Katie Bauer and Sue Aber. Thus far, the committee has focused on developing an overall mission statement for the Information Services Division, which can be found on our website. ( <http://www.trincoll.edu/LITC/> ). Next on our list of activities is to talk with a few of our peers at merged organizations.

#### **Staffing Updates**

This summer we said goodbye to Doris Kammradt who retired after 26 years at the college. Doris has done much to foster the connection between faculty and the Library. She has been a wonderful colleague to all and we wish her the best in her retirement.

In a previous notice to campus we introduced Katie Bauer, Director of Library Research Services & Collections, who began on September 1<sup>st</sup>. To ensure our organizational goals continue to align with the academic mission, Katie's position has a dotted line reporting to Tom Mitzel, Dean of Faculty & VPAA, as well as being an integral part of the Information Services leadership team. Also new to our team is Peter Rawson, Associate Curator for Archives, who began on August 25<sup>th</sup>. Erin Valentino has been promoted to Head Librarian, Research Education, and Gretchen Ide has transitioned from weekend to night time hours managing the access services desk.

This past spring we welcomed Kellie O'Donnell, Access Services Librarian, and Kevin Sowa, Desktop Computing and Classroom Support Specialist, to our team.

#### **Focus Group Activity**

You will notice a few small changes as you come into the Library and Information Technology Center (LITC). One of our focus groups is examining the use of the physical space in the building in support of our new mission statement. This team is being co-chaired by Tom Zaharevich and Jason Jones. As an initial step we have removed the turnstile to create a more welcoming entrance way to LITC. Six out of the eight study rooms have been updated with vibrant accent walls & a gray wall with "Idea Paint" (custom dry erase whiteboard wall) to inspire creativity and collaboration. This color scheme of vibrant accent walls paired with gray Idea Paint matches the work that was done in the first year dorms, kitchens and common spaces. We also have a new tool to allow students to self-schedule one of our eight group study rooms. The resource, available at <http://libcal.trincoll.edu/rooms.php?i=11246> , allows one to more clearly see which rooms are available and

reserve a block of time. The study and media rooms will be accessible with a current Trinity ID, eliminating the need to checkout keys from the Circulation Desk.

Our focus group for User Experience, Assessment and Outreach, co-chaired by Kellie O'Donnell and Anne Marie Krupski has started to look at ways to make our service points more seamless. Initial work is being targeted on uniform training for our student workers and consolidation of check-out points for equipment. In addition to the circulation desk providing charging units for smart phones & tablets, they will now be the check-out point for webcams, tripods and voice recorders. Our Student Technology Assistants (in LITC 105) will be responsible for loaning of cameras and hard drives while MTS will continue to be responsible for more of the specialized equipment.

As part of their portfolio this focus group has begun working on the MISO Survey (Measuring Information Service Outcomes), an industry-standard tool used to measure how faculty, staff and students view Library and IT services. The survey will be released early spring 2016.

### **Educational Technology**

edX has been one of the key projects that Educational Technology has been spearheading this summer, in collaboration with MTS. Our instructional technologists have been working closely with the faculty members chosen to offer courses in the first year. On October 19, our first two classes will start: Henry DePhillip's "Science in Art: The Chemistry of Art Materials and Conservation," and Ralph Morelli's "Mobile Computing with App Inventor – CS Principles, Part1." As of Labor Day, Science in Art has 1,927 students register from 103 countries, while Mobile Computing with App Inventor has 4,907 students from 148 counties. Dan Lloyd's course on consciousness and phenomenology, and Kath Archer's course on teaching college biology, are also progressing well.

We also performed significant upgrades to the two main systems we support, Moodle and WordPress. The WordPress upgrade was a complete shift of platform and an enhanced server configuration that should allow us both to keep WordPress both up, and up-to-date, much more readily. We also upgraded Moodle from version 2.6 to 2.8, which includes several key new features: a new text editor, called Atto, that both supports auto-save (no more losing a post halfway through) and is significantly more accessible; a new math editor, that lets faculty and students incorporate TeX equations, a much more straight forward gradebook and grader report (including single-student and single-item views); as well as the ability to control more precisely when feedback becomes available to students. Also, we were able to implement a long-requested feature-the ability to give extra credit by entering grades above 100%.

This year we have also strengthened our ability to support screen-casting, by offering Camtasia on both the Windows and Mac operating systems. We can support up to 20 simultaneous users.

### **Classrooms and Labs**

We hope that everyone who uses the labs and classroom computers will be pleased with the change in performance this year. Windows and Mac startup times have been significantly reduced and overall performance improved as a result of installing solid state hard drives in all of the iMac and Mac Mini machines in

classrooms and labs LITC B02, 119 and Seabury 204. The B03 lab is now a Windows-only lab also with solid-state hard drives, and these machines have dramatically improved performance as well.

The Learning Space Committee also approved a variety of changes to the classrooms. New tablet chairs have been purchased for McCook 307 & LSC 138. We also worked with facilities to inspect & fix as necessary 550 wooden tablet chairs. The first floor dining area in Hillel house has been outfitted with classroom technology and can be scheduled through the registrar's office – seating for 28. The CUGS first floor seminar room also received new projection and instructor work station. The AV was also upgraded in McCook 225, 307 and English 103 & 106. We purchased an addition 17 document cameras, bringing the total up to 35 classrooms with this technology.

### **New Services and Initiatives**

#### Accessing Library E-Resources

Currently all off-campus users of library resources have to download and use a VPN client. This extra step will soon be obsolete. This initiative takes advantage of Trinity's new Shibboleth authentication server, a product called EZProxy, and a rewrite of our local web links to provide a smoother transition from our library discovery systems to the actual resources without ever needing to think about whether you are on the campus network. Testing will continue over the next months and we expect the new setup will be fully operational before the end of October.

#### Microsoft Office 365

One of the most exciting changes over the summer is the addition of Microsoft Office 365. Current faculty, staff and students now have the ability to download Microsoft Office for free, on up-to 5 computers. Your Trinity account also gives you access to use Apple iOS and Android versions of Office, as well as web-based versions of Office programs (much like Google Docs) for easy sharing and group collaboration. Your Trinity Office 365 account includes one terabyte of cloud storage on OneDrive for Business. For more information on this service check out our instructional webpage: <http://www.trincoll.edu/litc/its/computing/pages/microsoft.aspx>

#### Lynda.com

The college has recently signed a campus-wide agreement with Lynda.com to provide video based training for software and professional skills. Available to faculty, students and staff, Lynda.com provides around 3,000 training programs, on topics such as Microsoft Excel, WordPress, Photoshop, PowerPoint, Moodle, various programming languages and much more. This new service is a result of the collaboration between the Dean of Faculty Office, Human Resources, Career Development, Library and Information Technology. While more information will be coming very soon, Lynda.com is available to everyone immediately. You can find login information here: <http://commons.trincoll.edu/trinedtech/2015/09/08/previewing-lynda.com>

#### Outreach

Staff in Information Services are actively working to engage with the Trinity Community about technology, libraries, scholarly communication and other issues of importance to the academic community. The Research Education group will be working intensively in the coming academic year to introduce the campus to the new Framework for Information Literacy issued by the Association for College and Research Libraries this past

January. In collaboration with the Center for Teaching and Learning and the Center for Educational Technology, the Research Education Program has organized a panel of faculty and students to discuss the role of information in academic work. The panel, "Scholarship as Conversation," will take place on September 24 at Common Hour and will center on the opportunities in the Framework for teaching and learning. In another Common Hour event, Research Services and Educational Technology will cosponsor "Open for Collaboration" as part of the 2015 International Open Access Week, a global annual event that promotes discussion and awareness of Open Access publishing models. Academic publishing in the digital age has opened new channels for scholarly communication, but are those channels truly reaching those who can most benefit from your research? On October 22, we will host a Common Hour program featuring guest speakers who will address the status of the Open Access movement, and the ways in which it facilitates broader, collaborative scholarly discussions.

#### Eastern Academic Scholar's Trust

Trinity has joined 47 other academic libraries across the region participating in EAST: Eastern Academic Scholar's Trust. The intent of this three year Mellon funded project is to analyze circulating print book holdings across the group and to identify how we might formulate shared retention commitments. As member libraries continue with routine deaccessioning of unwanted items from collections they will be assured that books will always be held by a minimum number of libraries in the northeast region of the U.S. in their original format. The project formally launched in July 2015 and the first year will focus on data analysis.

#### Infrastructure Services

Late June Trinity hosted an Internet2 training session designed for Consortium of Liberal Arts Colleges (CLAC) institutions that were interested in implementing Shibboleth, an open-source federated identity solution used to connect individuals to applications within an institution or between institutions. This technology is used for providing unified secure access to cloud services, library systems and other applications like study abroad. As part of this process Trinity joined the Internet2 InCommon Federation and its certificate service.

This summer we installed nearly 900 of the Salto, card-only locks primarily in residential halls. Living spaces completed are Wheaton, Funston, North Campus, Hansen, Vernon Place, Olgiby, High Rise, Doonesbury and Stowe. We had a terrific group of student workers that made this possible by taking care of the general preparation, clean-up and removal of old locks, allowing our Access Control Technicians to focus on the installations.

As part of a comprehensive plan to improve wireless coverage on campus we installed over 100 new access points in residential living spaces. We have upgraded TrinAir Wireless in Funston, Vernon Place, North Campus and Hansen Halls. These buildings now support 802.11ac technology and have more than three times the amount of wireless access points as before, with an access point in every other dorm room. We hope to continue this effort across all dormitories as funds permit.

Over the last year, campus use of the Internet has increased more than two fold, saturating one of the gigabit Internet links. In order to accommodate the next jump in bandwidth we have upgraded campus firewalls and bandwidth shapers to prepare for up to ten gigabits of internet access and hope to augment what we currently

buy. Our network now often exceeds 10,000 concurrent devices. Over the next year we will be reconfiguring network designs and IP address allocation to accommodate this growth.

### **Administrative & Web Development Initiatives**

Enterprise Applications continues to implement the Perceptive ImageNow platform for use as Trinity's document repository and workflow tool. The migration/conversion of 52,000+ student record documents has been completed for the Registrar's Office. Additionally, they have manually scanned almost 20,000 pages from current students' paper folders into ImageNow, freeing up 18 filing cabinet drawers. Graduate Student records have also been scanned and are accessible to the Graduate Studies Office. Next up is the Advancement department. While ImageNow currently allows for easy and quick access to documents, subsequent releases will include workflow routing and a more seamless integration with PeopleSoft.

The Admissions Office has decided to rapidly implement a hosted solution for enrollment management called Slate. Enterprise Applications will provide resources necessary to build interfaces between Slate, PeopleSoft, and PowerFAIDs. Once the reading cycle has finished and enrolling students are matriculated, their data will be passed into PS Student Records and the documents related to those students will be imported into the Registrar's drawer within ImageNow.

### **Data Security**

Underway is a search for a Chief Information Security Officer (CISO). This new position is to be shared between Trinity College and Wesleyan University, reporting jointly to the college's respective CIOs. The CISO is responsible for establishing and maintaining an information security management program that meets compliance and regulatory requirements and aligns with the risk posture at each institution. The CISO will collaborate with functional areas to implement practices that meet defined policies and standards for information security

If you have any questions about any of these initiatives I can be reached at ext.2525 or email, [Suzanne.Aber@trincoll.edu](mailto:Suzanne.Aber@trincoll.edu).

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Vice President of Information Services & Chief Information Officer