2019

Information Services Fall Update 2019

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Trinity College
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Dear Trinity Community,

September 20, 2019

Information Services Update

As the semester begins to find its rhythm, we would like to share a number of projects completed and planned, and introduce new members of our team.

Organizational Updates

We have many new faces in the organization that we are delighted to introduce. Joe Bazeley, joined our team early August as our Chief Information Security Officer, a position we continue to share with Wesleyan University. Joe most recently was the Assistant Vice President for Security, Compliance and Risk Management at Miami University in Ohio. Joe is a Certified Information Security Professional. Joe's initial focus will be managing our external cybersecurity review being conducted this fall. Please continue to report any security issues or concerns to security@trincoll.edu.

The Watkinson Library has two new staff members. Late July, Eric Stoykovich, College Archivist and Manuscript Librarian joined the Watkinson Library team. Eric has a range of archival and library experience, including work in special collections at the University of Maryland's Hornbake Library and the Main Reading Room of the Library of Congress. Eric has a Ph.D. in American History from the University of Virginia, and a M.L.S. from the University of Maryland's iSchool. Eric Johnson-Debufre, Special Collections Librarian, joined us at the beginning of September. Prior to this, Eric was the librarian for the Robbins Library of Philosophy at Harvard University. Before becoming a librarian, Eric taught English literature at Luther College, Fairleigh Dickinson University, Drew University, and Boston University. He has an MLIS degree from Rutgers University and a Ph.D. in English from Boston University.

We are in our second year of having a merged service point for Information Services under the leadership of Ann Marie Krupski and are quite excited about the team that has been created to support the combined services. Bradley Shulda, Information Services Coordinator joined our team last March. Bradley previously worked at Deerfield Academy in a variety of roles - ITS support specialist and Instructional Technology Specialist. Our newest member to the IS Desk Team is Josef Riccio, Information Services Assistant. This past summer Josef worked as a part-time Library Assistant in the Watkinson Library.

New to the technical support team is Kara Giarrantana, who joined us late May as a Distributed Computing Specialist. Kara earned her B.A. from the University of Connecticut and previously worked at Apple and Encore. Clare Willis joined the Enterprise Application team late June as a Programmer/Analyst whose focus is supporting the Advancement Office.

And last, but not least is Yolanda "Yoli" Bergstrom-Lynch, Research, Instruction and Outreach Librarian who joined us at the end of June. Yoli has an MLIS from Valdosta State University and a M.A. in Sociology from University of Michigan. Yoli will be sharing support of the social sciences with Rob Walsh extending our ability to serve these departments.

In addition to spending a fair amount of time recruiting and interviewing staff we started the summer with a division retreat focused on Organizational Change and Customer Service, which was led by an outside consultant. It was an opportunity to reflect as a group and plan our course for the next academic year, while fine-tuning our customer services skills.

Library and Information Technology Center Improvements

Each year as we work on improving our offerings we also spend time on enhancing the physical space to make it more functional and welcoming. This year the big changes are on level 1 in the Englehard Reading Room. We replaced the worn, stained carpet, added a few new tables and re-oriented the furniture to be more inviting. We are extremely pleased with the outcome and already we are experiencing increased usage of the space by our students. In addition, through the generosity of the 2018 graduating families we were able to convert the northwest alcove in the Englehard Reading room to a 12-seat seminar room – room 174. The B02 lab now has new carpet, is freshly painted and has updated computers. B03 got a fresh coat of paint and is scheduled for upgraded hardware and new carpet next summer.

While it is not available yet, staff have been working with the Communication office to create a better, merged IT and Library web site. The content of the two formerly separate sites have been reviewed, some content merged, and a new combined navigation scheme has been proposed. While we work over the next few months with a mock up site from Fastspot (who designed Trinity's new Web site) we hope to get input from many of you as we try to get a more usable and integrated web site.

Collections and Library Services

We've continued to review our digital resources, and working with faculty in affected departments we've made some strategic cancellations of low-use digital and print resources. With the funds these cancellations gave us we've been able to add resources that faculty have requested, including the Financial Times, Oxford ebooks, Punch Historical Archive, and the Wall Street Journal (coming in October). We've also arranged a few one year subscriptions that are extended trials and invite your feedback: Adams Matthew Explorer, Access World News and the Yale Art and Architecture ePortal.

In addition to digital collections we've worked on improvements to the print collection. We freed up some space by removing duplicate copies of some titles, and were able to find good homes for these through a partnership with Friends of Kenya Libraries. In changes to the physical stacks, you'll notice a new built in display for new books in the A level 24-hour zone, and expanded the leisure reading area. We created a small collection for wellness books covering meditation, diet, sexuality and general adjustment to college life, and have started to feature that collection in a pop up library at Mather on alternate Wednesdays. We rethought the collections in the Engelhard Reading Room. By removing very low use journals and their shelving, we were able to improve study space. We've also helped to preserve the physical collection content through some digitization projects. This summer we completed the digitization of 330 unique films on obsolete VHS format, which are now available on Kaltura to the Trinity community. We are also working on digitizing unique material which Trinity has committed to retain in print for the Eastern Academic Scholars' Trust, thus making it available to the world through the Trinity College Digital Repository. Finally, we've featured some material that is unique in our collection, pulling together all our material pertaining to Connecticut (including history, films, fiction, and science titles). This collection is available in Level A in the Reference Section.

The Information Services Desk has gotten off to a strong start this semester. A Few weeks ago we were able to give all student workers training in both library and IT support issues during the intensive Boot Camp. Course reserves processing has been significantly streamlined, and requests have been finished faster than previous years. We've also kicked off a new service for Interlibrary Loan called RAPID. RAPID is a consortium of libraries, including Bowdoin, Bates, Boston University, Colby, Middlebury College, Swarthmore, Tufts, Williams, and UMASS Amherst. In RAPID we've been able to fill 96% of patron requests within an average of 11 hours, a significant improvement over past years. After one year of merged services we can see that staff are better trained and more comfortable with the range of library and IT services that they are tasked with supporting, and we think the coming year will give us more opportunities to further strengthen support for Trinity.

Infrastructure Updates

Our last MISO survey indicated public printing was the thing students liked least about our services, so we switched vendors this summer. The new system allows for printing from any device to any public printer. It also adds a level of privacy as users can only see and print their own jobs. As part of this process we also installed a new multifunction device in the A level 24-hour zone. This device supports color as well as black and white printing and includes collation, stapling, copying and scanning. Pricing for printing of the documents remains the same.

We continue to roll out the new phone system across campus in individual buildings as well as to move over analog telephones to the new system. As we switched systems it became obvious to us and the business office that our billing methodology was not correctly aligned. Historically Trinity charged departments per phone line, but the largest cost is not in the quantity of lines but adds, moves and changes. The new system drastically reduces the costs for adds, moves and changes but has a significant fixed cost. For this reason, the business office has decided to fund phones directly and not charge departments per phone line. We are also beginning to work with Microsoft to understand the transition from Skype for Business to Teams, with a hope of transitioning our system in the Summer of 2020. We have had several requests for training on Skype for business, so are updating our documentation and making plans to hold training sessions later this semester.

Information Services enabled Shibboleth Single Sign On (SSO) for a handful of new services over the summer. We continue to believe the best way to secure and unify information services is to bring them together into a single authentication method. This year we hope to migrate many of our single sign on services over to Microsoft Azure. Microsoft's cloud platform which is a bit more robust than our on-campus Shibboleth solution and will hopefully make connecting new services easier and less staff intensive. Consolidating SSO into Azure will also help pave the way towards more extensive use of multifactor authentication.

As we do most summers, many behind the scenes infrastructure upgrades were performed. We upgraded the operating systems of our core switches, routers and firewalls. We replaced many aging network switches around campus. We replaced outdated wiring in the President's House and Mather Hall.

This is the last year of our current cable TV contract. Cable TV continues to be one of the more expensive services we provide, and our surveys have shown its use on campus has decreased substantially over the years. For this reason, we plan to discontinue service in the summer of 2020. We

recommend students looking to watch cable TV in the resident's halls consider one of the many internet streaming options. We also stopped providing Virtual Desktop (VDI) services this summer. The current hardware and software under this service reached an age where it was no longer supportable. We are in the process of evaluating cloud-based alternatives to traditional VDI and hope to have a solution in place for next semester.

Following up on the network changes last year, we continue to make upgrades to and changes to our infrastructure to improve our cybersecurity posture. Trinity has contracted with an outside cybersecurity firm to perform a comprehensive review of our procedures and technology during the fall term.

Research, Instruction, Technology (RIT)

Completing another summer of extensive classroom upgrades: In addition to the new classroom in the library, we deployed another 25 Apple TVs across campus, providing wireless options for connecting to classroom A*V systems* via iOS, macOS, or Windows. There are now 59 Apple TVs in officially supported learning spaces. 43 classrooms got new Windows computers, and new projectors or AV systems went into: the Admissions Grand Room; the Goodwin Theater in Austin Arts; Clement 213, 215, and 210; LITC B03 and B02; the Watkinson Library Seminar Room; McCook 102, 106, and 311; Trinity Commons 142; and the Writing Center. New paint, carpet, or furniture went into: Clement 210, LSC 131-138, McCook 303, 305, and 307. And 70 Vernon Street got a new mobile display to support group work.

We have created StoryLabs—dedicated spaces for recording audio and video, with good microphones and editing tools. They are great for recording podcasts, interviews, or other forms of digital storytelling. The first StoryLab was installed at the Trinidad campus in August, and two more will come online in September on Level 1 in the library, near the Center for Educational Technology. These will be available to the Trinity community as part of the 24-hour zone.

The Blume lab now features the Adobe Creative Cloud suite on the Mac side of all the computers.

Faculty Jumpstart returned as a daylong event, bringing nearly 40 faculty members through level 1 of the library for individual appointments with research librarians and instructional technologists, as well as group presentations on accessibility, Moodle, digital scholarship, digital participation with Hypothes.is (for annotation) and PollEverywhere, "making" as an assignment, and creating a web presence with Trinity Domains. Handouts from Jumpstart are available: Jumpstart 2019 - Trinity College Educational Technology

As a pilot program in 2019-20, we are offering Peer Research Assistants in LITC A35 from 7-10pm Sunday-Thursday. Modeled on the STA program, Peer Research Assistants will be able to support students in finding resources for their papers and will support research instruction in a variety of ways.

A few things to save the date for: WITT will be held on January 13, and will feature Michael Caulfield on information literacy in the age of social media; SITT will be May 14. On November 14, Donna Lanclos will give a talk about agency and user experience in the library. And on Feb 29, Trinity will co-host a conference on digital humanities: https://ctdh.io

In general, the always-updated calendar for RIT events is available on our website (https://edtech.domains.trincoll.edu) or via this direct link: Event Calendar - LibCal - Trinity College

Information Services This year, in addition to the usual array of events, we are experimenting with webinar-style short sessions, which can be found on that page as well.

Watkinson Updates

This summer, The Watkinson partnered with Professor Aidali Apontes-Aviles, CHER, and The Hartford History Center to preserve and grow our Voices of Migration Oral History Project. This oral history project documents the stories, contributions, and experiences of the Latino/a/x community in Hartford. Three Trinity students conducted interviews with members of the Latino/a/x community in Hartford. In addition to conducting interviews, uploading them into our Voices of Migration Oral History Archive, and creating a database of community members to interview, the students also created pop up programming to highlight the contributions of members of the Latino/a/x community in Hartford to the Hartford community and beyond. These portraits will play a special role in the opening of the Hartford Public Library's Park Street Branch. Projects like this are possible because of the collaboration with the Research, Instruction, Technology and Media Technology Services groups.

In addition to this project, Master's student and Watkinson Creative Fellow, Abigail Waldron worked at The Watkinson this summer with the Loftus Becker Science Fiction Collection. Besides helping to inventory and describe the collection, she created a stunning exhibition that is on display now in The Watkinson.

In May of last year, Christina Bleyer traveled to Trinidad and inventoried over 400 videos that document the Trinity in Trinidad program. The videos were on VHS tapes and on mini DVs and were recently digitized in Trinidad. We have just received the 400 videos and are in the process of making them accessible in our video archive.

Our Stories from the Summit Oral History Archive continues to grow. Please contact Christina Bleyer or Eric Stoykovich if you are interested in telling us your story for the archive.

In addition to acquiring these born digital collections, The Watkinson has acquired new artist books from Nicaragua and Ethiopia. While at Rare Book School this summer, Christina Bleyer acquired a copy of Harriet Beecher Stowe's *Uncle Tom's Cabin* published in Mexico in 1853 in Spanish. It is one of four copies held in the U.S. and Europe.

Enterprise Applications and Web Development

In partnership with the Dean of Faculty Office and the Library and Information Technology Committee (formerly ITEC) we selected a new platform, Evaluation Kit, as a 3rd party faculty evaluation solution, which will be rolled out this fall. Primarily for IT security reasons we needed to replace our current home-grown solution, which has served the college well, but has come to the end of its useful life for a number of technical reasons. Primarily being that it contains at its core an open source software package that hasn't been updated in a very long time and the software must be run on a version of the server operating system that is no longer supported by Microsoft. Another project underway with the Dean's office is a system to simplify the application process for applying for external grants. An online transmittal form and workflow application process has been developed and will be available soon.

This summer we worked with Accounting Services on the roll-out of the UniMarket e-Procurement portal, which is used by various departments around campus to buy office supplies and other

goods/materials. The invoice process for several vendors (WB Mason and Dupli) has been automated (paperless). Information flows directly from UniMarket into our PeopleSoft Financials system, reducing the time and effort required to process payments. Another project with accounting services was implementing an additional feature to our Nelnet Campus Connection system (student e-billing and payment processing). With this enhancement refund transactions can now be initiated via the online system and directly deposited into client accounts electronically.

Work continues on updating our PeopleSoft applications, including upgrading the student/alumni system to the latest version, Campus Solutions 9.2. Additionally, the underlying hardware and middleware will be upgraded, improving security and allowing for the gradual transition to the new PeopleSoft Fluid User Interface. Partnering with the Registrar's Office, we will be implementing a new e-transcript system that provides students and alumni with the option to order transcripts online and receive official e-transcripts. Expect further news this fall regarding the timeline for this anticipated new service from Parchment.

While putting the finishing touches on the update, the much awaited amazon lockers arrived and are being installed on the southwest exterior of Mater Hall. This initial installation is a set of 42 lockers, assuming they will be popular we will investigate placing additional lockers on campus. It will take 1 -2 weeks to have them activated, but soon you will see an option to deliver directly to the locker when placing orders through Amazon.

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

Sue Aber

Vice President for Information Services & CIO