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Spring 2020

Information Services Spring Update 2020

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February 10, 2020

Dear Trinity Community,

Information Services Update

MISO Survey

This week faculty, staff (except for Information Services) and a sampling of students will receive the Measuring Information Services Outcomes (MISO) [survey](#). MISO is a survey designed to help us understand which library and IT services and products are working well and where improvements are needed. Your responses to the survey help set divisional priorities and enhance our services. We appreciate your participation.

In the last MISO survey, students expressed dissatisfaction with printing. In response, last fall we implemented a new print-release protocol, replacing the old system. We did a little fine-tuning during the winter break to address some issues that were identified after the roll-out. Print jobs now default to black and white and we retired the older, expensive color printer which was located on the B level. This allowed us to reduce the cost of printing color documents using the multi-function printer located on level A. We are working on getting a second such printer for the B level. The changes made during break also allow students to print select pages of a PDF, and let us support multiple paper sizes. Please encourage your students to ask for assistance at the IS service desk if they encounter any problems. During break we also moved the printers out of the alcove on level A to make space for a workroom for the Watkinson Library for document processing.

Events

This spring, Information Services is hosting a significant number of events. Announcements of events will be posted to Trinity Today, but some highlights include: celebrating Black History month with an Afrofuturism books exhibit; the "I'll make me a world": Creativity and Community in the Harlem Renaissance exhibit; and the transcribe-a-thon on Frederick Douglass Day, in collaboration with the [Colored Conventions Project](#). We'll be working on documents by the black feminist Anna Julia Cooper from 12-2pm in LITC 182.

On February 28th and 29th we host the [Connecticut Digital Humanities Conference](#) in partnership with Yale, Wesleyan, UConn, and Connecticut College. In March, in partnership with the Wadsworth Atheneum & the New Britain Museum of American Art, we will host an art+feminism Wikipedia edit-a-thon for the third consecutive year, followed by the second Day of Digital Scholarship celebration on April 2nd. The Watkinson Library is introducing a new lecture series: the inaugural Ostrom Enders Ornithology Lecture will be given by Scott Weidensaul, April 9th. The Spring Institute for Teaching with Technology is scheduled for May 14th, focused on open access and sustainability. Among other activities, there will be presentations by Paige Morgan (Digital Publishing & Copyright Librarian, U of Delaware) on open access scholarship, and Min Hyung Song (Professor of English, Director of Asian-American Studies, Boston College) on assignments of everyday practice.

New to Information Services

Please join us in welcoming Cait Kennedy to the Research, Instruction and Technology team. Cait holds the MLS degree from UNC Chapel Hill. She will be providing instructional technology and research support to the Arts & Humanities departments, replacing Luke Phelan, who departed Trinity in late October.

Information Security

Currently underway is an external cybersecurity review, an initiative that we have undertaken jointly with our colleagues at Connecticut College and Wesleyan University. The scope of the review includes: our information security architecture, security awareness programs, vulnerability assessment, penetration testing, and policy review. Joe Bazeley, our Chief Information Security Officer, has been coordinating the efforts, but a significant amount of time has been spent by our Networking & Systems, Enterprise Applications & Web Development teams supporting the effort. The findings from this review will help us set our priorities for security related projects, as well as identify additional safeguards we need to put in place to tighten our security protocols.

In the late fall, Ewa Syta, Assistant Professor of Computer Science, proposed a partnership with IS to create a Technology and Leadership internship for women to encourage more women to consider a career in technology. We thought this was a great opportunity for a student to get an understanding of the broad scope of opportunities and have launched the inaugural internship focusing on cybersecurity, policy development and networking.

We are working with the LITC (formerly ITEC) committee on the faculty roll-out of the "Securing the Human" cybersecurity Training (SANs). We have been running the program for staff for 3 years and with the roll-out to faculty we will introduce a new feature that allows you the opportunity to test out of the modules without requiring you to view each module.

As always, we encourage you to email security@trincoll.edu with any questions.

Collections

The JSTOR platform provides millions of students and researchers with full-text access to journal articles, ebooks and more. We are proud to have been chosen by JSTOR to be among a small group of institutions to partner with them in a new initiative designed to provide an additional discovery site for an institution's specialized digital collections, directly in JSTOR results. The detailed metadata created by us to describe our image collection items makes them a valuable addition to this JSTOR project. A dedicated landing page for both institutional and public access will be created for each of our collections, to be followed by a branded overall Trinity College collections page. JSTOR project staff are currently working to map the metadata of our first initial contributions totaling nearly 13,000 items, comprising: Hartford 19-20th Century photographs, Europe and California pre-WWI postcard views, 18-19th Century British theater playbills, and WWI documentary photographs. Providing these collections to JSTOR means our collection gets more exposure, and more scholars from around the world can benefit from the images and the authoritative metadata we provide.

In the Fall semester we added several full text resources requested by faculty: *African Historic Newspapers*, *Brill's New Pauly*, the *Detroit Free Press Archive*, and Proquest Dissertations and Theses (Humanities and Social Sciences). We were also able to add subscriptions for current access to the *New York Times*, *Washington Post*, *Wall Street Journal*, and the *Financial Times*. You should use the links from our web site to access these news sites. The *Wall Street Journal* and the *New York Times* require registration (which lets you use an app or access material off-campus), and additionally the *New York Times* subscription does not include the crossword or Cooking. Please let us know if you have any questions. We were able to cover the cost of new subscriptions with cancellations of a few low-use databases and journals. We thank faculty in departments who agreed to cancellations for understanding that with increasing costs of subscriptions we cannot afford some databases which are no longer central to curricular support.

In another effort to control costs we have successfully migrated to a new interlibrary loan service called RAPID for both books and articles. RAPID allows us to work with libraries from across the United States and makes millions of books and journals available to Trinity. In the fall semester 300 article requests were filled in, on

average, 15 hours. The speed and breadth of this service will allow us to discontinue much of the on-demand article services we have used in the past. While RAPID is not as fast as the immediate service from on-demand, we will save at least \$20,000 in FY20 using RAPID.

The library collection is very much strengthened by the CTW partnership. CTW helps with vendor negotiations, increases the resources we can provide to Trinity, and gives us invaluable information and help from colleagues. For example, when we were started to investigate providing better current newspaper access, we found out from colleagues at Wesleyan that the *Washington Post* was starting to offer better deals on subscriptions and put us in touch with a good contact at the paper. Acknowledging that CTW has been so important to us, and looking to a future with more stresses on budgets and journal pricing, we think that strengthening the CTW partnership is key to continuing to provide world-class library collections and related services to Trinity. Because of that belief, shared among the three campuses, we are embarking on a six-month strategic planning initiative for CTW. We are still in the initial planning phases, but we will be reaching out in the Spring semester for faculty input in this initiative.

Enterprise Applications & Web Development

The new online course evaluation system was used for the Fall term. Faculty could choose to opt-in the online system via the same mechanism they have used with the old system. The evaluation period started on December 3 and ended on January 12. A total of 417 courses used the online system, involving 201 faculty and 2141 students. Students accessed their evaluations directly from Moodle. The response rate was 95%. The new system was also used for the 11 courses offered during the J-term involving 13 instructors and 141 students. The response rate was 90%.

We completed the PeopleSoft Campus Solutions upgrade to version 9.2 in late November. Additionally, the underlying hardware and middleware were updated to the latest releases, improving security and allowing for the gradual transition to the new PeopleSoft Fluid User Interface.

The GiveCampus social fundraising and engagement platform is now live. It helps Alumni Volunteers solicit former classmates and Parents of Current Students/Parents of Alumni by providing access to current information and communication tools.

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 spring regarding the timeline for this anticipated new service from Parchment Solutions.

Partnering with Barnes & Noble, we are working to implement their new BNC Bookstore Adoptions Portal, expected to be ready for fall 2020. The goal is to leverage student and course enrollment information to provide a streamlined, personalized experience for faculty, administrative staff and students.

Watkinson Library

During the Fall semester, we acquired another Audubon letter, in which John James Audubon introduces the engraver Robert Havell to a colleague. Our copies of *Birds of America* are Havell's own copies. So, this is a most welcome addition to our Ornithology Collection. We acquired more artists' books, and signed first editions of Harlem renaissance poets. We acquired several books from the Troutmann Press including the *ABC's of Puerto Rico*. We also added more photos by Ungar and Disfarmer among others to our impressive and growing photo collection. Finally, we continue to build our born-digital collections, *Stories from the Summit* and *Voices of Migration*.

We are always working to preserve our collections. This includes monitoring their environment as well as making necessary repairs and ensuring the best possible housing for collections. Eric Johnson-DeBaufre has set

up a book cleaning project and Eric Stoykovich continues to preserve and process the college archives. We have prepared several items for exhibition loan to The Wadsworth Athenaeum as well as right here in Widener Gallery. The photo exhibition, "Change in America" opened on February 6th in the Widener Gallery.

We have added approximately 25 new finding aids to [ArchiveSpace](#) so that our archival collections can be more easily accessed by researchers. We are working to address our cataloguing backlog as well as our archival processing backlog.

For homecoming, we hosted a college archives open house and Cheryl Cape and Tess Meagher '20 debuted their mapping project with layered views depicting the college campus throughout our history on Summit St. We participated in the Celebrate History event at the Wadsworth Athenaeum. We hosted a book talk by Dan Boyne '82 where Eric Stoykovich assembled a pop-up exhibition about rowing at Trinity and Rose Beranis and Catherine Simpson put together a great pop-up library of Trinity authors. We also hosted a lovely holiday open house in December that was very well attended. Our Watkinson creative fellow, Abigail Waldron created an excellent exhibit using the Loftus Becker Science Fiction collection. Eric Johnson-DeBaufre created an exhibit featuring our Connecticut Collections and we featured some of our digitized Burges drawings in the Scheuch Atrium.

Our exhibition on artists' books from Latin America and the Caribbean will open in March and we are partnering with WGRAC to create an exhibit for Women's History Month for the Scheuch Atrium. We have also partnered with Professor Martha Risser's archeology class to create exhibitions for the cases on the 2nd and 3rd floor cases. Those will be installed in April. Professors Hilary Wyss and Tom Wickman and their classes will be creating an exhibition on Indigenous studies for one of our cases in the Watkinson Reading room in April.

We also have some new opportunities for research available, namely The Ostrom Enders Ornithology Research Travel Grant and The Latin American and Caribbean Studies Fellowship. All of our opportunities for research and instructions on how to apply can be found [here](#).

The Ostrom Enders Ornithology Research Travel Grant provides travel funding for students, faculty, or independent researchers to use our ornithology collection. Instructions on how to apply can be found in the link above. We have also partnered with the History department and the Center for Caribbean Studies to offer a fellowship for students to work with our Latin American and Caribbean holdings.

Research, Instruction & Technology (RIT)

On Monday, January 13, RIT hosted the Spring Institute on Teaching with Technology, featuring a keynote presentation on [new challenges in fake news, media disinformation, and social media](#) by Mike Caulfield, who runs the Digital Polarization Initiative. There were also presentations by [Kyle Evans](#), [Ryan Pellico](#), [Ed Fitzgerald](#), and [Joelle Thomas](#) about recent technological experiments, [a demo of learner analytics in Moodle and Kaltura](#) by Cheryl Cape and Amy Harrell, as well as a presentation by Katie Bauer, Amy Harrell, Mary Mahoney, and Joelle Thomas about a forthcoming [digital exhibit on fake news](#). Additionally, Angie Wolf compiled [a short video about recent projects](#) the Research, Instruction, Technology group has been working on.

A major initiative that the group has been taking on this year is [the development of a framework for the digital liberal arts](#). Modeled in part on the ACRL's framework for information literacy, as well as work in digital competencies at schools like Bryn Mawr and Hamilton, the DLA Framework is designed to shift the focus of workshops away from the nuts and bolts of particular tools, and toward a series of perspectives or lenses that one might use to inform, or even reflect on, one's digital work or play.

Related to the DLA Framework, we gave three presentations in the fall to students on these issues, one by Dave Tatem and Joe Bazeley on privacy; one by Mary Mahoney on productivity; and one by Joelle Thomas on having a healthful relationship with one's phone. [Resources from these workshops are available online.](#)

In October, Donna Lanclos, an anthropologist who studies libraries, presented on agency, privacy, and user experience in libraries.

Information Technology Infrastructure

There are always a lot of behind the scenes projects to keep our complex infrastructure up to date, reliable, and secure. We made a major upgrade to the software which controls our wireless network over the last few months. The new version was required to support newer wireless access points and devices as well as improve security and troubleshooting. We are also on the home stretch of switching our wired network electronics to Juniper Networks. We began investing in this technology over three years ago and are finishing up the last smaller buildings for a summer 2020 completion. The phone migration to VOIP project is also scheduled to be completed this summer.

Good cybersecurity is a group effort that requires the diligent effort of everyone. Over the last few months we've made a strong push to sunset older insecure services and improve documentation and workflows. These were critical first steps to the external cybersecurity audit we are now undergoing. The process has been time-consuming and sometimes disruptive, but critical to staying secure. The audit process will likely lead to additional recommended changes to our IT infrastructure in the future.

Every semester some focus is placed on technology infrastructure for Trinity's construction and remodeling projects. One of the larger projects this semester is the 1 Constitution Plaza space soon to be used by the InfoSys and MedTech Accelerator initiatives. This space has a lot of technology including a multi-screen art installation by Professor Dan Llyod.

We've been spending some time investigating new options for campus server and storage needs. It is our hope to begin moving production services to a new architecture this summer. Our current servers and storage are getting old and near end of life. The design goal for next system is to get something that allows us to grow capacity more quickly, has better failover to our backup datacenter, and is easier to support. We are also planning to migrate our user account authentication processes into Microsoft's cloud over the next few months. Lastly, we are investigating moving our new phone system from Skype for Business to Teams. While possible change is driven in part by Microsoft's product roadmap, it is our hope that this change will increase reliability and allow some additional features for those that want them.