Dickinson College
Division of Library and Information Services
Fiscal Year 2005 Goals

1. <u>Create an organizational structure for the new Division of Library and Information Services (LIS) and recruit a management team</u>. LIS was created in April 2004 by merging the former departments of the Library and Information Technology. The new division permits the College to bring resources to bear in an integrated manner to support the Dickinson College Strategic Plan. In this fiscal year, LIS will assemble the building blocks of the new organization: finalizing an organizational structure, hiring directors for the new departments, creating work spaces that support teamwork and collaboration, and communicating changes to the campus community.

   Status:
   - The organizational structure of the new division was announced on April 23, 2004.
   - All director positions filled by July 5, 2005.
   - New work space for User Services Department completed by August 20, 2004. Further modification made in response to staff requests are ongoing.
   - New divisional Web site operational by August 20, 2004. Web site is in the process of being modified in responses to faculty and staff comments.

2. <u>Evaluate the capacity of the campus administrative computing system, Datatel, to support the College Strategic Plan and recommend a strategy for its renewal or replacement</u>.   The College's primary administrative computing product, Datatel, was implemented in 1988. Recent studies conducted by a consulting firm indicate potential issues with this product that indicate a need to evaluate its capacity to support the College's business functions and the aspirations expressed in the Dickinson College Strategic Plan.   In light of these factors, LIS will facilitate an objective analysis of Datatel and a competing product relative to the functional needs of the College. This analysis will yield a recommendation either to remediate the existing Datatel product or to move to another product. This recommendation will include a project timeline, project organization, and budget.

   Status:
   - Smart Associates engaged in Summer 2004 to review adequacy of Datatel application.
   - Smart Associated engaged to compared Datatel and SCT Banner
   - Trustees approved recommendation to negotiate with SCT Banner in October 2004
   - Contracts with SCT Banner completed in December 2004
   - 1College Project to implement SCT Banner started in January 2005

3. <u>Evaluate the campus network operating system and recommend a strategy for its renewal or replacement.</u> The campus network presently uses Microsoft NT 4.0 as its operating system. Microsoft announced in 2001 that it would discontinue this product and in December 2004 it will cease normal support. Support will continue for an undefined period, but at increasingly levels of cost. Microsoft will at some point in the near future cease all support for the product, leaving the campus network exposed to an unacceptable level of risk. LIS will

begin to plan a migration to the successor product, Microsoft Windows Server System. This plan will include will include a project timeline, project organization, and budget with a view to completing a migration to the new product in FY06.

Status:
- Alternative strategies explored in the Fall of 2004.
- ITS Committee approves LIS recommendation of a dual track strategy, including migration to Microsoft Windows System, in March 2005
- LIS partnering with Smart Associates to complete migration by September 2005

4. <u>Reorganize the Help Desk as a single point of contact for all divisional services and install an online tracking system</u>. The organizational design of LIS positions the Help Desk as the initial point of contact for users experiencing issues while working with all campus information systems. To date the Help Desk has suffered from a remote location in South College, the absence of an effective issue tracking system, and insufficient staffing. LIS will move the Help Desk to the lower level of the Waidner-Spahr Library, identify and acquire a tracking system, analyze staffing levels, and consider extending hours of service.

Status:
- Help Desk operation analyzed in July 2004 with arrival of new director.
- Help Desk tracking software purchased and installed in August 2004.
- Second full time Help Desk staff member hired and hours extended in September 2004.
- Web based user survey implemented in January 2005.

5. <u>Implement the first phase of the campus wireless network</u>. Dickinson College lags behind its peers in deploying wireless computing technology. 'WiFi' is increasingly common, appearing in retail spaces such as Starbucks and many hotels, and is therefore becoming a service expected by students and faculty. LIS will begin its build out of wireless by installing the infrastructure needed to access the campus computing center and by installing WiFi service in the Waidner-Spahr Library and in The Quarry. These locations represent logical first steps for this service since they are located at the core of the campus. Future deployments in locations such as the Holland Union building will expand this core coverage.

Status:
- Wireless computing access points installed in theWaidner-Spahr Library and the Quarry in August 2004.
- ITS Committee engaged in discussions about future phases of wireless deployment.

6. <u>Library Service Point Reconfiguration</u>. The Waidner-Spahr Library has experienced dramatic growth in recent years as it has sought to integrate conventional library services and emerging digital technologies.

Status
- Expanded the Information Commons by 12 computers, bringing the total to 55. This expansion reaches the physical limit of this facility.

- Created five new student study rooms in the lower level of the library.
- Honored the Willoughby family by creating a new reading room on the second floor of the library in their name.
- Created office space for the User Services Department, including the Help Desk, adjacent to the Information Commons.
- Created a new music listening room on the main floor of the library in consultation with the Music Department.
- Created a second circulation desk on the lower level, installed a security gate, and opened the side door to the HUB on the lower level of the library.