

**Division of Library and Information Services
Assessment of Initiatives, Fiscal Year 2010**

Divisional/CIO

Initiative	Status
1. Implement ITIL (Information Technology Infrastructure Library), Version 3, in selected areas, depending on FY09 study.	ITIL has been applied selectively. For example, the approach taken to assigning network accounts to users is now ITIL compliant.
2. Academic Commons master plan implementation.	Dependent on the outcome of HUB/Student Life study. LIS in FY11 plans to engage a consultant familiar with the division to map Academic Commons functions and services onto the physical space of the library.
3. Implement recommendations of student workforce study.	Dependent on the outcome of HUB/Student Life study.
4. Implement identity management strategy.	This Initiative evolved into a two part process. In the first part identity management has been folded into how users are added to the campus network through Banner and to Active Directory. In the second part LIS will as an FY11 Initiative codify this practice as part of the LIS Policy Framework.

Enterprise Systems

Initiative	Status
1. Analysis of administrative software portfolio in support of the division of Enrollment Management.	This analysis confirmed that the SCT Banner product in this area lacks key functionality. LIS will review the status of the product as it evolves with the Division of Enrollment and Communications again in the future.
2. Develop a next phase campus document imaging strategy.	The department implemented Nolib Version 6 during the fiscal year and extended it to Financial Operations and College Advancement.
3. Implement services to external individuals and groups based on identity management strategy.	This Initiative was superceded during the fiscal year by the decision to implement the iModules product.

Infrastructure Systems

Initiative	Status
1. Phase 2 of wireless local area network roll out.	Completed. This phase implemented wireless access in all student residences.
2. Implement service recovery and disaster recovery plan.	Partly completed. The department has diversified the physical location of servers between South College and the HUB, thereby achieving redundancy in the event of a major disaster. However, the full 'warm site' solution proposed to Planning and Budget in FY09 was not funded.
3. Implement server virtualization.	<p>Completed. Server virtualization allows LIS to run more than one application on a single physical server. This saves money, reduces energy consumption, and provides flexibility to create 'virtual' servers on existing equipment to meet changing needs.</p> <p>As of August 2010, the breakdown of virtual and physical servers is as follows:</p> <ul style="list-style-type: none"> • Development: 4 Physical Hosts with 17 Virtual Servers • Production: 10 Physical Hosts with 38 Virtual Servers <p>Put another way, server virtualization has obviated the need to purchase 41 physical servers.</p>

Instructional Technology and Services

Initiative	Status
1. Roll out new Learning Management System.	Completed. The college's use of Blackboard was terminated on June 30, 2010.
2. Consolidate Digital Collections infrastructure.	Delayed for budgetary reasons.
3. Enhance Video Services.	Delayed for budgetary reasons.
4. Implement GIS support across the curriculum.	In progress.

Library Services

Initiative	Status
1. Customize delivery of resources and services in order to respond to specific academic department needs.	<ul style="list-style-type: none">i. Because information literacy development is a multi-year process, and progress will vary from department to department, we adapted a “Capability Maturity Model” paradigm for tracking progress. A baseline of current status for information literacy in each department was established in February 2010, against which we will measure future progress. See the baseline spreadsheet on the P: drive.ii. Collection development and analysis is also a multi-year process. Progress of collections policies and plans for collection analysis are tracked using a version of a “maturity model.” The spreadsheet measuring this progress is available on the P: drive.

<p>2. Create a library “brand,” marketing the library’s resources and services through a consistent, coherent message, in order to increase awareness, visibility, and value.</p>	<ul style="list-style-type: none"> i. Standing Reference Marketing Team routinely meets at beginning of each term to implement ongoing marketing. Activities include “ASK!” campaign, table-tents, posters, ads in <i>Dickinsonian</i> and <i>Compass</i>, use of digital sign, and rotating images on website. ii. Standing Events & Exhibits Committee coordinates FaculTeas, book/film displays, and other special events and exhibits in the library. iii. Targeted emails are regularly sent to faculty from liaisons; notices on the library homepage news and RSS feed highlight new services and resources. iv. <i>Cartouche</i> newsletter is published twice per year in paper and on the website. v. Social media are integrated into our service and marketing mix (Gateway Channels, Flickr, RSS, Twitter, Meebo).
<p>3. Enhance access to and improve navigation through the library’s rich array of resources and services.</p>	<ul style="list-style-type: none"> i. Next Generation OPAC group was formed to identify features and functionality desired in our OPAC, identify which products (both commercial and open source) have many or most of these features, and identify the pros and cons and cost or benefits of adopting the product. The group completed an exhaustive literature review, performed site visits, attended online presentations, and reviewed peer library catalogs. The final report concluded that although our current hosted OPAC would not be able to provide the features wanted or needed to improve navigation and discoverability, there are two products that are promising and require further investigation – WorldCat Local and Summon. ii. Database Team assessed current del.icio.us approach, conducted user studies with faculty and students, and developed new database interface page on our website. iii. Research Guides and Course Guides have been created to bring together diverse resources for specific needs, and can be

	<p>linked from Moodle and other places to appear at the point-of-need. Use of LibWiki for more than half of our research and course guides facilitates collaborative editing.</p> <ul style="list-style-type: none"> iv. Seven manuscript collections have been processed among the special collections, comprising more than 25 linear feet of papers and photographs, with finding aids available online. v. Over 10,100 pages of printed nineteenth-century text were digitized and added to the <i>Slavery & Abolition in the US</i> online collection, and more than 2,300 pages of unique handwritten text were digitized and added to the <i>Their Own Words</i> online collection. vi. Five sets of photographs and maps were added to the special collections Flickr pages, comprising nearly 900 individual images.
<p>4. Assess Library User Satisfaction with resources and services</p>	<ul style="list-style-type: none"> i. A survey of faculty was conducted as part of the 10 year self-study; 93% of the 83 respondents said they were “satisfied” or “very satisfied” with their overall library experience. ii. In a survey of students measuring satisfaction with our research consultation service, all respondents said that the consultation was “helpful” or “very helpful,” and all but one respondent said s/he “would recommend the service to a friend.” iii. A new, online suggestion “box” has been implemented, along with more visibility for the physical suggestion box. iv. External reviewers met with faculty in April 2010 and reported back on their comments. v. As part of self-study, all evidence on library effectiveness and user satisfaction from a variety of sources was collected and examined.

User Services

Initiative	Status
1. Conduct Windows 7 Evaluation.	Windows 7 in the process of being deployed to PCs as they are replaced in the normal replacement cycle.
2. Computer Hardware Power Management initiative with Sustainability Initiative.	Staff met and coordinated with campus Sustainability Initiative. New computers being deployed in the course of the normal replacement cycle more energy efficient.
3. Laptop Data Security and Device location initiative.	A solution for laptop data security has been identified and is in the process of being deployed. Device location technologies found to be cost prohibitive.
4. Implement recommendation of evaluation of dual boot Apple computers for Smart Classrooms.	Dual boot machines have been implemented on a selective basis based on the needs of each facility.
5. Create comprehensive Media controller device deployment plan.	Pending additional information from Instructional and Media Services.
6. Environmentally friendly salvage equipment vendor evaluation with Sustainability Initiative.	Staff verified that existing salvage vendor met the college's criteria.