

**Division of Library and Information Services  
Assessment of Initiatives, Fiscal Year 2012**

**Divisional**

1. Academic Commons Feasibility Study	This Initiative has been carried forward to FY13. The consultants retained to work with LIS on this project visited in January 2012 and captured information necessary to move to a detailed schematic description of the Academic Commons. LIS staff plans to accompany the consultants to the headquarters of Steelcase in Grand Rapids, Michigan in the fall semester to view proposed office layouts.
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**Enterprise Systems Department**

1. Banner Admissions and Relationship Management	Completed. The cutover to Banner Admissions and Relationship Management occurred in June 2012.
2. Analysis of portal strategy and software platform	Completed in the spring of 2012.
3. Complete mobile computing strategy	This Initiative was subsumed by Enterprise Systems Department Initiative 2.
4. Upgrade Moodle LMS to version 2.0	Delayed due to staffing constraints until FY13.

**Infrastructure Systems Department**

1. Support for Banner Admissions project.	Completed.
2. Upgrade campus Internet infrastructure and connection	Completed in September 2011.
3. Replace tape backup system	Completed in January 2012.

**Instructional and Media Services  
Department**

1. Pilot Digital Literacy Apprenticeship Program	Completed. STAR (Student Technology Academic Resource) program initiated in August 2011.
2. Implement Ensemble video storage solution	Completed. Service became available in Fall 2011.
3. Pilot tablets and e-readers	Completed. Pilot involved five members of the faculty in the fall and spring semesters.
4. Upgrade Moodle LMS to version 2.0	Delayed after analysis of benefits offered by new version.

## Library Services Department

<p>1. Implement program to librarian classroom teaching skills</p>	<ul style="list-style-type: none"><li>• By August 2012, three CPC meetings will have taken place. The first featured Trudi Jacobson in August 2011. The second was held in December 2011 and involved member librarians sharing resources. During the third in August 2012, librarians will demonstrate newly-incorporated active learning techniques and create lessons based on Char Booth's "USER" method of library instruction. Following the last session, the organizers will write a summary article recounting the experience and results.</li><li>• Librarians reported that their teaching skills have improved as a result of peer observation. General themes that emerged in regard to constructive criticism include: scaling back the amount of material covered in one session, stating an agenda or syllabus at the beginning of each session, speaking more slowly, and providing more opportunity for discussion and to practice new skills. Librarians reacted to suggestions by taking the following steps: communicating session goals before commencing with the lesson, reducing the amount of material covered in any session in order to maximize discussion and hands-on time, putting extra emphasis on the availability of help outside class, providing pre- and/or post- assignments when the professor consents, and speaking at a slower pace. Librarians continue their own learning arcs by soliciting feedback from students after most sessions. Because our 2012 staff includes 2 new librarians and one who has been with Dickinson for less than a year, the focus of observation in the coming year will be on them.</li></ul>
<p>2. Enhance discovery and access to library resources</p>	<ul style="list-style-type: none"><li>• Kirk, Maureen &amp; Theresa formed an ad hoc group and completed essential customizations in August 2011.</li><li>• Kirk worked with Ebsco on our "Content Questionnaire" and identified problems and questions. Kirk and Le worked on documenting and resolving the various issues with Ebsco.</li><li>• The JumpStart team (Kirk, Elise, Krista) conducted user studies and completed two rounds of customization. An FAQ site was developed for JumpStart. The team also made extensive branding improvements, including development of a logo for JumpStart. JumpStart was integrated</li></ul>

	<p>into the into our local JSTOR interface as part of an Ithaka pilot program. The team presented their final report which recommended additional usability studies, additional marketing, and development of teaching ideas.</p> <p>a. In response to the JumpStart team final report, the Library management team determined that work of managing and maintaining JumpStart going forward could best be operationalized within the Library Technical Services unit, with responsibility for day-to-day work assigned to the Electronic Resources librarian.</p> <ul style="list-style-type: none"> <li>• We implemented the new EZ-Borrow system in March of 2011. We are now collecting and analyzing use data. We have taken a leadership role in the consortia and are working with consortia and vendor to improve discovery interface.</li> <li>• SIRSI OPAC e-Library upgrade was completed. Maximized configuration options to improve search results.</li> <li>• This goal was deferred to FY 2013. Revamping our Databases list interface is going to be a significant job, requiring multiple library staff and technical support from outside the Library. We also should investigate alternative systems before investing time in revamping the “home grown” system. Immediate, essential improvements to the current Database list were made with assistance from Instructional Media Services.</li> <li>• Le, Krista, and Don worked together with Jim, Malinda, and Ryan to design and build an improved Archives and Special Collections website using Drupal. The new website features very much improved searching and browsing capabilities, and co-locates the majority of descriptive information within this single site. A formal launch of the new website is expected around September 1, 2012. This project met a specific goal of Krista’s, who wished to enhance the discoverability and searchability of Archives and Special Collections resources as part of her Friends of the Library internship.</li> </ul>
<p>3. Build coherent collections relevant to college curriculum</p>	<ul style="list-style-type: none"> <li>• “Collection Review &amp; Inventory Policy” guidelines were prepared in June 2010. Inventory procedures developed. Extent of implementation has been subject to time available by individual liaisons. Specific areas of progress were made in reviewing the following sections of the collection: (a) the</li> </ul>

DVD collection (450 titles reviewed), (b) all books in the stacks that had “non-circulating” status (1600 titles reviewed), and (c) oversized atlases (40 titles reviewed). The Technical Services team also developed a workflow for ongoing review of all volumes needing repair.

- The e-book marketplace is in flux, with publishers offering differing acquisitions models to libraries. Rather than form another special task force, plans are to have collections and technical services staff follow-up on use statistics analysis, as well as longer range acquisitions and budget implications of e-book purchases. The MISO survey conducted in Spring 2012 provides e-book user study data (final results were received in July 2012 and are being analyzed). As part of routine collection development, we have been purchasing e-books both for new, individual monographic titles, as well as digitized versions of older, primary and secondary source collections (e.g., Nineteenth Century Collections Online Archive). Workflows have been established for ordering and cataloging both individual and large collections of e-book records. MARC records for all e-books and e-book collections are added to the library catalog, and this year the number of e-book records in the catalog surpassed the number of records for print titles. In January 2012, we also purchased two Project Muse e-book collections of newly published scholarly monographs, and we will be able to assess use of these in the future.
- A Journal Review with extensive faculty input was completed during the Spring 2012 term. These reviews are conducted every 2 to 3 years to align our subscription contents and formats with the current curriculum and faculty research needs. The result of the review has a direct impact on our collection management and budget. While final savings achieved from the spring Journal Review will not be available until FY13, we have achieved savings of \$46,130 from various journals and databases cancelled during FY12. Much of this savings resulted from eliminating duplicate formats, not from losing access to content (e.g., cancelling redundant print subscriptions when online full-text access was available). Savings are being used to subscribe to new journals and electronic resources content. Over 20 significant new online collections and databases were added during FY12, in addition to a number of new journal subscriptions requested by faculty. The review has also prepared us for a future comprehensive management

	<p>review of how we purchase serials (commercial jobbers, consortial deals, direct, pay-per-view).</p>
<p>4. Strategy for presenting added online information literacy instruction</p>	<ul style="list-style-type: none"> <li>• This goal was deferred to FY 2013. The new Electronic Resources librarian is expected to take the lead on this project with help from our Friends of the Library Intern.</li> </ul>
<p>5. Maintain and preserve AV materials in appropriate formats</p>	<ul style="list-style-type: none"> <li>• Census has been started, with completion expected in fall 2012.</li> <li>• Selection and assessment criteria to be developed upon completion of census.</li> <li>• VHS policy will be developed in consultation with IMS, which is considering the “VHS Sunset” across campus.</li> <li>• If determined to be a need, the development of migration/reformatting criteria and strategies may follow in FY13.</li> <li>• A limited review is being conducted. Review for DVD replacement is conducted upon patron request. Access Services marks requested VHS tapes from T.S. w/”storage” tape. Most of those have been relocated to Circulation Services.</li> <li>• Regarding the VHS tapes in T.S.: Reviewing the 1164 old VHS tapes in T.S. for replacement is not a priority, given the trend toward streaming possibly making even DVD versions obsolete soon. It is a questionable use of resources to purchase DVD versions of all past VHS acquisitions, and most of these commercial VHS tapes may not merit preservation efforts.</li> <li>• Review of LP collection has been deferred. In a meeting with the Music Department in March 2012, faculty affirmed that the LP collections still hold importance to them for teaching, so any review will require consideration of this.</li> </ul>
<p>6. Participate in Academic Commons Feasibility Study</p>	<ul style="list-style-type: none"> <li>• Eleanor, Maureen, and Jim participated in several meetings and online discussions with fellow cross-functional team members, providing information and opinions on how best to move forward with the Academic Commons concept.</li> <li>• Information has been furnished to consultants regarding specific library</li> </ul>

	space and service needs.
7. Develop a College Copyright Use Policy	<ul style="list-style-type: none"> <li>• A policy draft has been completed, and is being reviewed by the LIS team (Theresa, Maureen, Jim G., Todd). It will next be presented for review by the General Counsel, and we anticipate it will be ready for review by the ITS Committee early in the fall 2012 term. Following approval by the General Counsel and ITS Committee, the policy will be made available on the College website, along with an FAQ and supplemental links to relevant copyright information. Policy development has followed the identified “best practice” of writing a relatively brief, broad policy statement, supplemented by an FAQ with specific examples pertinent to local practice. The policy statement is relatively stable; the FAQ serves as a “living document” that can be added to as new situations arise.</li> <li>• All existing copyright information on the LIS website was reviewed, updated, and consolidated in January 2012. A revised version of the educational PowerPoint “Copyright: A Brief Primer for Educators” from Aug. 2010 was posted on the Library website in January 2012. Several significant cases this past year have dealt with copyright in higher education, requiring this PowerPoint to be revised again. The revised version will be presented at the 2012 Willoughby Fellows Institute, and updated on the website in August 2012.</li> </ul>

### User Services Department

1. Campus printing strategy	<ul style="list-style-type: none"> <li>• Completed. Higher Information Group was selected after a competitive Request for Proposal process with implementation beginning in the summer of 2012.</li> </ul>
2. Technology promotion	<ul style="list-style-type: none"> <li>• This is an ongoing effort. The multi-year and continuous nature of this effort may indicate that it does not fit the criteria for an LIS Initiative.</li> </ul>
3. Network home folders	<ul style="list-style-type: none"> <li>• Delayed to FY13.</li> </ul>