

Division of
Library and Information Services
Strategic Plan Fiscal Year 2013
Annual Assessment

Dickinson

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Annual Assessment

LIS Initiatives	
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Enterprise Systems Department

1. Banner Recruitment, Admissions, and Relationship Management	Banner Recruitment and admissions complete. Banner Relationship Management cancelled for business reasons and funds placed in reserve as alternatives are studied
2. New Content Management System	Complete. The Jadu CMS product was installed in 2013.
3. Project Management Office	Complete. A full time project manager joined the department and a Project Management Office was established in late 2012.

Infrastructure Systems Department

1. Wireless network expansion	Major expansions of service in the Waidner-Spahr Library, the HUB, and the ATC complete. Extension of service to the Allison Hall awaiting renovation of that facility.
2. Cloud based technologies integration	An opportunity to integrate cloud based solutions in the campus network did not arise during FY13.

Instructional and Media Services Department

1. Wiki Replacement	Complete. Staff now have a wiki within Wordpress and are no longer using MediaWiki.
2. Instructional and Media Services/Media Center identity	Complete. Department name changed to Academic Technology. Updated position titles accurately reflect current responsibilities. Departmental website updated.
3. Digital Literacy	In progress. Discussions continue with APSC and the ITS Committee.

Library Services Department

<p>1. Information Literacy program through collaboration</p>	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> • With APSC, develop a campus definition of “information literacy” for first-years and upper-class students. The American Library Association defines information literacy as “the ability to recognize when information is needed and to locate, evaluate, and use effectively the needed information.” To support a shared understanding of information literacy among faculty, we discussed this definition at department meetings, First Year Seminar faculty training, Department Chairs’ meetings, ITS and APSC meetings. • Re-imagine our approach to information literacy in the context of academic departments’ culture and curriculum. In the 2013 academic year, more than half the departments that offer majors invited a librarian to deliver information literacy instruction in one or more classes. Several majors have a structured information literacy program included in their curriculum, and this year Sociology was added to that list when information literacy became a component of the Qualitative Methods class. • Write a proposal and a grant request for a faculty-oriented “Information Literacy Fellowship.” This proposal was submitted but was not funded. • Investigate the possibility of moving the Academic Integrity tutorial from Moodle to CITI, make recommendations for improvement regardless of vehicle, and implement recommendations. It was decided to keep the tutorial on Moodle, and it was updated for Fall 2013. • Develop online tutorials for basic skills acquisition in collaboration with the Technical Services Team. <ul style="list-style-type: none"> ○ Developed a tutorial on the Library of Congress Classification System, to help students find books. http://lis.dickinson.edu/Library/tutorials/lctutorial/ ○ Developed three online tutorials teaching the use of LaTeX & BibTeX, a typesetting and bibliographic management programs widely used in Math, Computer Science & Physics. http://itech.dickinson.edu/libwiki/index.php/LaTeX_Tutorials • Perform a study of LibGuides vs. wiki-based research guides and make recommendations for improvement. Following evaluation, the library subscribed to the LibGuides content management system to create and manage our online research guides.
<p>2. Visibility of Information Literacy program through collaboration</p>	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> • Perform a literature review of collaboration between libraries and instructional media services.

	<p>Ferer, Elise. "Working Together: Library and Writing Center Collaboration." <i>Reference Services Review</i> 40.4 (2012): 543-557.</p> <ul style="list-style-type: none"> Collaborate with the Writing Center to perform an authentic assessment of research and writing skills across all class years. Dickinson librarians borrowed a methodology from the Writing Program to develop an information literacy rubric and then applied it to a sampling of student papers from across the curriculum. Implement recommended Writing Center/Library collaboration strategies identified in FY 12. A librarian is now a member of the Writing Center's advisory subcommittee, and librarians met with the Writing Center's co-head tutors. Resulting improvements are marketing one another's services, making cross-referrals, and offering tutorials on mutually beneficial tools such as LibGuides and RefWorks. Schedule 3 – 4 additional lunch meeting with departments and provide liaison with information needed to improve service. Librarians met with faculty from Neuroscience, Physics/Astronomy, Earth Science, Computer Science, and French. These visits resulted in plans for improved information literacy programming and assessment.
<p>3. Enhance discovery and access to library resources</p>	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> Implement additional JumpStart (Ebsco Discovery Service) customization based on recommendations identified in FY12. Conduct usability testing and analysis for JumpStart with faculty and students. In Spring 2013 we conducted a series of usability tests of the search interface with students and faculty. During FY14, we will be analyzing the results to inform future improvements to this service. Develop strategies for JumpStart instruction. Instruction has been incorporated into FY Seminars and other librarian taught classes. Examine the sustainability to maintain our current SaaS SirsiDynix ILS, and assess available options. A task force conducted an evaluation of OCLC WorldShare Management System as a possible replacement for SIRSI. The group submitted its final report and recommendations on Oct. 14, 2013. Study current options for providing access to our Databases. Revisit and update recommendations from the past Databases Interface Assessment working group. "Core" databases are now listed at the top of lengthy database subject list subsets. JumpStart (discovery service) inclusion is indicated for relevant databases saving users time if they have already searched JumpStart. A list of all databases was incorporated into the new LibGuides system. Assess the impact of our existing library mobile services available through Dickinson Mobile. Create a guide to existing available mobile services acquired with Library licensed resources. New information added to the website includes a directory of library-related mobile applications and websites (http://lis.dickinson.edu/Library/StudentServices/mobileinfo.html).

	<ul style="list-style-type: none"> • Complete enhancements to new Drupal-based Archives website and migrate information from older web resources; remove unnecessary older content from various web projects. ○ 1100 blog entries were added to the site. ○ Roughly 2300 scanned photographs to the Image section of the Archives website ○ An additional 400 items were added to the Documents section. ○ The Dickinsonian online resource is now complete, with all 3154 individual issues dating from 1872 to 2012 briefly described and tagged. ○ We developed a space for item-level descriptive cataloging of resources on the Civil War. One well-published researcher called the guide “probably the best archives resource I have seen anywhere.”
<p>4. Build strong, coherent collections of materials</p>	<p>Initiatives:</p> <ul style="list-style-type: none"> • Develop a collection analysis “toolkit” of techniques liaisons can use to assess existing collection strength in specific subject areas. <p>Efforts at wholesale retrospective collection analysis have proven time-consuming with little useful outcome. We have decided that emphasis on forward looking collection building using new models such as demand driven acquisition is a better use of our resources.</p> <ul style="list-style-type: none"> • Analyze data available from our Gobi alert/purchasing system and use results to refine our selection profiles and book alert service for faculty. <p>Over the summer a trainer from YPB/Gobi came for a day to work with librarians and technical services on refinement of our selection profile. Work on this continues into FY14.</p> <ul style="list-style-type: none"> • Develop a programmatic assessment approach to collecting, analyzing and acting on available use data. <p>A task force was formed and has developed an initial strategy based on the college’s 10 year departmental review cycle. A contract was signed with Ebsco for software that will help us harvest and consolidate usage data from multiple vendors and produce dashboard-style reports to aid management decisions.</p> <ul style="list-style-type: none"> • Where appropriate, increase application of best practices in collection acquisitions and budgetary management, including use of deposit accounts, vendor provided management services, consortial partnerships, and new service models such as demand driven acquisitions. ○ Implemented a “demand driven acquisitions” (DDA) program as a supplement to our standard book purchasing. Approximately 3,000 “discovery” records were added to our catalog during Spring 2013. Based on an average price per book of \$106, it would have cost \$318,000 (more than our annual book budget) to purchase all of those books “just in case”. Using the DDA program, the cost for the 24 books actually used was \$1,032. ○ A new “Amazon Prime” account is saving us substantially on shipping costs. ○ During FY13 we implemented an electronic resources management system (CORAL – an open source system developed by librarians at Notre Dame) to better track our many hundreds of online databases and journal subscriptions.

	<ul style="list-style-type: none"> ○ The number of individual acquisitions funds we were tracking was condensed from over 240 to 26. ○ A streamlined workflow for handling gift books was implemented, reducing our backlog of thousands of gift books by 85%. ○ Savings on journals spending was achieved by eliminating duplicate subscriptions (due to overlapping packages) and by cancelling unnecessary subscriptions identified in consultation with faculty. <ul style="list-style-type: none"> • Articulate a retention policy for print storage materials. Not completed. A draft JSTOR duplicate print retention policy is being finalized with feedback from our APSC Library Subcommittee. <ul style="list-style-type: none"> • Conduct a limited review of our existing Government Documents print collection, determining which items we should continue to receive, which items should be reclassified and relocated to the general collection, and which items are no longer relevant to the current curriculum. Librarians reviewed Government Documents for relocation into the main library collection, including any that had circulated in the past 10 years. Review of this collection will continue in phases, as there are over 20,000 titles. <ul style="list-style-type: none"> • Building on the 2009 review, critically examine the feasibility and value of remaining a government depository library into the future. A task force concluded that we should remain a depository for the benefit of the materials we do use, and for the access and status afforded us by the program. But we should limit our selections to the FDLP “basic” (required 20 titles), as well as “essential” (recommended) titles, and we should switch our desired selections to electronic format wherever possible. <ul style="list-style-type: none"> • Review all annual publications currently in the classified stacks for appropriate location in either the stacks or the journal collection, and update catalog records and other finding aids as necessary. In conjunction with this, review standing order and format status of each title. Not completed.
<p>5. Maintain and preserve audio and visual materials in accessible formats</p>	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> • Develop a set of selection and assessment criteria for various media formats. • Develop a set of migration/reformatting criteria and strategies. During the past year, staff from the Library and Academic Technology Services met to assess the institutional capacity for migrating and reformatting Dickinson-created mixed media collections in house. These are materials such as recordings of campus events, for which the college owns the copyright. In addition, we are in the process of articulating basic concepts and strategies to guide ongoing management of these materials. <ul style="list-style-type: none"> • Craft policies to guide the ongoing acquisition, preservation, and accessibility of all audio and visual resources.

	<p>Our determination was that, due to the limited nature of available technologies and staffing on campus, we would be better served by outsourcing our activities in this area when a higher preservation quality output is desirable and when time constraints are not an impediment.</p> <ul style="list-style-type: none"> • Complete review of the VHS collection and craft a policy, in consultation with IMS, specific to the continued preservation of this format. <p>A sampling of historic audio and visual materials to two different vendors in order to assess costs and quality of product. The quality of product from both vendors proved appropriate for our potential preservation needs, as well as for broader usage. The information gathered from this sampling will aid in planning for future preservation reformatting of Dickinson-created A/V materials.</p> <ul style="list-style-type: none"> • Review the LP collection and write a policy specific to the continued preservation of this format. <p>Not completed.</p>
<p>6. Develop a College Copyright Use Policy</p>	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> • Develop and document a Copyright Use Policy that provides guidance for exercising fair use rights and educational exceptions within the bounds of copyright law. <p>Completed and posted on College and Library websites.</p> <ul style="list-style-type: none"> • Expand our copyright education program, building on the successful session provided at the annual Willoughby Fellows Institute. <p>A guide including the policy, an FAQ, and educational materials on copyright was developed. http://libguides.dickinson.edu/copyright Educational presentations beyond that at the Willoughby Fellows Institute were delayed pending final approval of the policy by the ITS Committee, which occurred in October 2013.</p>
<p>7. Improve support for non-English language programs</p>	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> • Review, assess, and document all existing processes for acquisition of non-English materials. Identify and implement improvements identified during the assessment. ○ The library has multiple, established relationships with international vendors to provide monographs, standing orders, journal subscriptions, and databases. ○ We have established a contract with BackStage Library Works to catalog books and films published in languages that use non-Roman characters as needed. ○ We added several major non-English databases for Japanese and Chinese newspapers, as well as for Classical Studies in Greek and Latin. ○ We added a subscription to the FRANCIS bibliographic database, which provides multidisciplinary and multilingual coverage of humanities and social sciences scholarship. ○ We have identified international online library catalogs and a list of European publishers willing to lend materials to the US. This past fiscal year we were able to successfully obtain materials from new contacts in Israel, South Africa, Spain and France.

	<ul style="list-style-type: none"> Write a proposal and seek grant funding for an "International Programs Librarian Fellow" to provide expertise in multilingual collection development and information literacy support. This initiative was tabled following discussions with the East Asian department faculty.
8. Develop and implement process to explore alternatives to Sirsi	<p><i>Initiatives:</i></p> <ul style="list-style-type: none"> Establish small working group to develop functional requirements document for ILS, research existing alternatives through literature and peer experiences, and propose next steps for comparative review of functionality and price. <p>A task force conducted an evaluation of OCLC WorldShare Management System as a possible replacement for SIRSI. The group submitted its final report and recommendations on Oct. 14, 2013.</p>
9. New goal added: Scholarly Communication Awareness	<p><i>Initiative:</i></p> <p>The Library mounted displays, an online guide, and co-sponsored a Teaching Center Without Walls co-sponsored lunch "A Conversation About Open Access" on Nov. 29, 2012. As a result of faculty interest generated, an Institutional Repository is being implemented.</p>

User Services Department

1. Windows 8	The department evaluated Windows 8 and determined that any benefits offered by the product were outweighed by the disruption of moving to it. The product will not be implemented at the college.
2. Tablet Computer Strategy	This initiative has been cancelled. Campus users have been able to integrate their tablets and wireless devices without significant assistance from LIS.
3. Print Shop Pro software replacement	The department negotiated an upgrade to Print Shop Pro with Xerox when it moved to the new iGen printer. The upgrade will take place in FY14.
4. Desktop File Backup solutions	Complete. The department implemented inSync from Druva in the summer of 2013.

LIS Initiatives, Original Departmental Narratives, Fiscal Year 2013

Enterprise Systems

1. Banner Recruitment, Admissions, and Relationship Management

Complete the implementation of Banner Recruitment, Admissions, and Relationship Management to support the information management needs of Enrollment Management. (carried-over from FY12)

This includes the following activities.

- a. Assessment and optimization of business processes
- b. Design and testing of Banner Admissions, Recruitment and Relationship Management
- c. Design and testing of Noli Transfer for all external data loads
- d. Identification and development of custom solutions
- e. Identification and development of business intelligence dashboards and reporting
- f. Inclusion of mobile technologies to expand the information management toolkit

Outcome: With the retirement of Recruitment Plus slated for the fall of 2013, the information management systems used by admissions must be replaced. At the completion of this project, Banner will be the foundation information management system for the Enrollment Management division and all recruitment and admission activities will be managed through Banner.

2. New Content Management System

Complete the implementation of the Jada CMS to support the college's portal infrastructure.

Outcome: The Luminis portal platform will be replaced by Jada CMS to support the portal infrastructure requirements of the college. The revised portal will support the new visual identity of the college and provide for a contributed content environment. All authenticated services will be supported through the new portal solution.

3. Project Management Office

Establish a Project Management Office that utilizes portfolio and project management techniques to prioritize, plan and coordinate Enterprise Systems projects.

Outcome: The Project Management Office will develop a portfolio and project management methodology for use within Enterprise Systems. All activities and projects will be managed using this methodology. As the methodology is developed and applied, an enterprise class portfolio and project management solution will be selected and deployed for use throughout the department.

Infrastructure Systems

1. Wireless network expansion

Now the wireless networking is present in every campus building that has campus network services Infrastructure Systems will look to expand its use in outdoor locations and its use in extending the current infrastructure.

2. Cloud based technologies integration

Infrastructure Systems will develop a process for the evaluation and integration of cloud based technologies and services when we are looking to replace or upgrade systems on campus.

Instructional and Media Services

1. Wiki Replacement

Mediawiki has been the IMS wiki for the past 6 years. The wiki has been used for quick projects with low overhead for the teaching of the technology. We would like to replace it with a more full featured wiki that will allow for better user support and better spam prevention while improving usability.

Outcome: Identification and implementation of a new wiki.

This goal maps to: Goals 1 (Agility) and 2 (Learning) of the LIS Strategic Plan.

This goal maps to: “The Dickinson Student Experience”; Strategic Goal B; Objective 5.

2. Instructional and Media Services/Media Center identity

The time has come to find a new name for Instructional and Media Services. The new name will suggest a clear alliance with the departmental mission supporting teaching and learning at the college. In addition to adopting a new name, the department will look to integrate our web presence and printed materials into a common identity plan with a consistent look for all departmental functions. Over time, our web presence has been developed independently as the department has identified needs. We will evaluate all these disparate pieces to determine which can be integrated into a logical structure. This evaluation may coincide with the implementation of a new college content management system and will consider application accessibility on mobile devices.

- a. <http://lis.dickinson.edu/Teaching/>
- b. http://mc.dickinson.edu/?q=classrooms_and_labs
- c. <http://blogs.dickinson.edu/mediacenter/>
- d. <http://mc.dickinson.edu/node/add/merci-reservation>
- e. <http://blogs.dickinson.edu/mediacenter/training-catalog/>
- f. <http://blogs.dickinson.edu/willoughby/>
- g. <http://blogs.dickinson.edu/gis/>

Outcome: A cohesive identity for the department.

This goal maps to: Goals 2 (Learning) and 3 (Mobility) of the LIS Strategic Plan.

This goal maps to: “Human and Financial Resources”; Strategic Goal D; Objective 2 and “The Dickinson Student Experience”; Strategic Goal B; Objective 5.

3. Digital Literacy

As the campus definition of digital literacy evolves, it will be useful to quantify the extent to which students are already exposed to digital literacy in the curriculum. Following a model developed by the Center for Sustainability Education, we will conduct a feasibility study to identify classes which incorporate digital literacy components. The future outcome we envision would provide a mechanism for students to discover classes during the registration process in which they can expect to encounter the use of digital technologies.

Outcomes:

The feasibility phase will produce the following deliverables:

- a. A list of classes in which digital literacy is already embedded.
- b. A plan for providing a digital literacy annotation for the course registration lists. This will involve collaborating with Enterprise Systems and the Registrar’s office. Other stakeholders, including APSC, will be identified in this plan.
- c. A recommendation to move forward or table the plan.

This goal maps to: Goals 1 (Agility) and 2 (Learning) of the LIS Strategic Plan

This goal maps to: “The Dickinson Student Experience”; Strategic Goal B; Objective 5.

Library Services

1. Enhance and promote delivery of the Information Literacy program through collaboration with internal and external partners. [Coordinator: Chris]

Description:

The College's Strategic Plan III recognizes that the library staff has made great strides in forming a foundational information literacy program, but now must “include coordination and re-imagination of existing information literacy programs.” Building off the solid base of our first-year information literacy program, and with information literacy solidly embedded in several majors, the library staff will seek campus consensus on issues surrounding information literacy, increase awareness of information literacy options in under-served departments, form partnerships with other offices that may help us streamline delivery of services.

Initiatives:

- With APSC, develop a campus definition of “information literacy” for first-years and upper-class students.
- Re-imagine our approach to information literacy in the context of academic departments’ culture and curriculum.
- Write a proposal and a grant request for a faculty-oriented “Information Literacy Fellowship.”
- Investigate the possibility of moving the Academic Integrity tutorial from Moodle to CITI, make recommendations for improvement regardless of vehicle, and implement recommendations.

- Develop online tutorials for basic skills acquisition in collaboration with the Technical Services Team.
 - Perform a study of LibGuides vs. wiki-based research guides and make recommendations for improvement.
2. Strengthen the visibility and effectiveness of the Information Literacy program through collaboration with internal and external partners.

Description:

The College values partnerships and cooperation both internally and externally, as evidenced by successful efforts such as our robust study-abroad program, our participation in peer consortia, and our continued funding of student-faculty research projects. In addition, The Association of College & Research Libraries' (ACRL) *Standards for Libraries in Higher Education* states that libraries must “engage the campus ...through multiple strategies in order to advocate, educate, and promote their value.”

To that end, the library staff will partner with other campus offices where opportunities can be identified to meet common goals, and efforts to teach and analyze and disseminate information can be combined.

Initiatives:

- Perform a literature review of collaboration between libraries and instructional media services.
 - Collaborate with the Writing Center to perform an authentic assessment of research and writing skills across all class years.
 - Implement recommended Writing Center/Library collaboration strategies identified in FY 12.
 - Schedule 3 – 4 additional lunch meeting with departments and provide liaison with information needed to improve service.
3. Enhance discovery and access to library resources to support student and faculty information research. [Coordinator: Maureen]

Description:

Two of the five LIS strategic goals for FY 2011-2014 are to achieve “visibility and cohesion in the realm of learning, teaching and research”, and to provide services through the growing number of mobile devices owned by our users. In order to provide information resources to support these goals, it is essential that we ensure that materials we have available are findable, usable, and relevant to the needs of our faculty and students. In addition, our wide array of library-sponsored resources, services, and collections must be arranged in a manner that is reasonably logical to the community.

Initiatives:

- Implement additional JumpStart (EDS) customization based on recommendations identified in FY12. Conduct usability testing and analysis for JumpStart with faculty and students.
- Develop strategies for JumpStart instruction.
- Examine the sustainability to maintain our current SaaS SirsiDynix ILS, and assess available options.
- Study current options for providing access to our Databases. Revisit and update recommendations from the past Databases Interface Assessment working group. (*Note: carried forward from FY12*)
- Assess the impact of our existing library mobile services available through Dickinson Mobile. Create a guide to existing available mobile services acquired with Library licensed resources.

- Complete enhancements to new Drupal-based Archives website and migrate information from older web resources; remove unnecessary older content from various web projects.

4. Build strong, coherent collections of materials relevant to Dickinson’s curriculum and basic research needs.

Description:

The Library’s collections policy states: “The Waidner-Spahr Library of Dickinson College exists to enhance the educational experience of students, and to facilitate the research activities of faculty members. Materials purchased for the library collection must be supportive of our rigorous liberal arts curriculum, and should encourage student learning beyond the minimum requirements of the classroom.” It is also necessary that Library collections meet changing curricular needs and take advantage of appropriate technological delivery options.

Initiatives:

- Develop a collection analysis “toolkit” of techniques liaisons can use to assess existing collection strength in specific subject areas.
- Analyze data available from our Gobi alert/purchasing system and use results to refine our selection profiles and book alert service for faculty.
- Develop a programmatic assessment approach to collecting, analyzing and acting on available use data.
- Where appropriate, increase application of best practices in collection acquisitions and budgetary management, including use of deposit accounts, vendor provided management services, consortial partnerships, and new service models such as demand driven acquisitions.
- Articulate a retention policy for print storage materials.
- Conduct a limited review of our existing Government Documents print collection, determining which items we should continue to receive, which items should be reclassified and relocated to the general collection, and which items are no longer relevant to the current curriculum.
- Building on the 2009 review, critically examine the feasibility and value of remaining a government depository library into the future. *(Note: carried forward from FY12)*
- Review all annual publications currently in the classified stacks for appropriate location in either the stacks or the journal collection, and update catalog records and other finding aids as necessary. In conjunction with this, review standing order and format status of each title.

5. Maintain audio and visual materials in formats that are readily accessible to our user community, and carefully preserve those materials to ensure continued usability.

Description:

The Waidner-Spahr Library maintains, among its cataloged resources, LPs, cassette tapes, VHS tapes, CDs, and DVDs. The Archives and Special Collections Department within the Library includes materials in these formats, but also holds film reels and reel-to-reel sound recordings in various sizes and formats. Obsolescence and deterioration threaten the continued usability of these resources by the Dickinson community. In order to ensure that those materials deemed of greatest potential use and value are preserved and maintained in a usable manner, strategies and policies are needed to provide ongoing guidance. The Library strives to optimize and assure access to non-print, audio-visual materials in our collection.

Initiatives:

- Develop a set of selection and assessment criteria for various media formats.
- Develop a set of migration/reformatting criteria and strategies.

- Craft policies to guide the ongoing acquisition, preservation, and accessibility of all audio and visual resources.
- Complete review of the VHS collection and craft a policy, in consultation with IMS, specific to the continued preservation of this format.
- Review the LP collection and write a policy specific to the continued preservation of this format.

6. Develop a College Copyright Use Policy

Description:

One of the five LIS strategic goals for FY 2011-2014 is to develop a coherent policy framework for the use of information resources at Dickinson. One such policy area is appropriate use of copyrighted information. While much information and guidance about copyright is already provided on the LIS website, there is a need for a more clearly and formally articulated policy document.

Initiatives:

- Develop and document a Copyright Use Policy that provides guidance for exercising fair use rights and educational exceptions within the bounds of copyright law.
- Expand our copyright education program, building on the successful session provided at the annual Willoughby Fellows Institute.

7. Improve support for non-English language programs

Description:

Dickinson has established itself as a leader in global education with a commitment to providing students with a “21st Century skill set” including competence in a foreign language. Our limited number of liaison librarians challenges us to find creative ways to effectively build collections that support the 13 non-English languages taught at Dickinson.

Initiatives:

- Review, assess, and document all existing processes for acquisition of non-English materials. Identify and implement improvements identified during the assessment.
- Write a proposal and seek grant funding for an "International Programs Librarian Fellow" to provide expertise in multilingual collection development and information literacy support.

8. Develop and implement process to explore alternatives to Sirsi

Description:

The Library has used the Sirsi system for its ILS for many years. During the past seven years we have implemented many new releases, added enhanced catalog records, and contracted with Sirsi to host our catalog. Due to increasing costs for the service (amounting to ten percent per annum), and the availability of both open source and enhanced alternatives, it is appropriate to explore options.

Initiatives:

- Establish small working group to:
 - Develop functional requirements document for ILS.
 - Research existing alternatives through literature and peer experiences.
 - Propose next steps for comparative review of functionality and price.

9. New goal added: Scholarly Communication Awareness

Description:

Develop educational displays and events to raise awareness and promote faculty discussion of scholarly communication issues in general, and open access in particular.

Initiative:

The Library mounted displays, an online guide, and co-sponsored a Teaching Center Without Walls co-sponsored lunch “A Conversation About Open Access” on Nov. 29, 2012. As a result of faculty interest generated, an Institutional Repository is being implemented.

User Services

1. Windows 8

Microsoft has released the beta version of their Windows 8 operating system. Just like Windows 7 we need to be prepared to evaluate and test Windows 8 in order to understand the benefits it may provide. Currently we have approximately 52% of our Windows workstations deployed with Windows 7 and expect that number to climb rapidly with our upcoming summer 2012 workstation refresh cycle.

2. Tablet Computer Strategy

More and more tablet computers are arriving and connecting to our Dickinson College network. Currently our position has been to treat these devices as personal items and we provide no support. The iPad pilot conducted by IMS has triggered further discussion about providing and supporting these types of devices. As a division we must come together to determine the extent of our involvement with the purchase, configuration and support of various table devices. A cross discipline team needs to evaluate the pros and cons of our current position and recommend a short term strategic direction for these devices.

3. Print Shop Pro software replacement

The Print Shop has been using a software tool called “Print Shop Pro”, unfortunately this software is out dated and ineffective. It is designed to allow the clients a means to request print shop services. An evaluation needs to be conducted for a suitable replacement product. Most important with this evaluation is the definition of requirements criteria which will be the foundation of the product evaluations. One important criteria is the need for a seamless and convenient technique for clients to request print services.

4. Desktop File Backup solutions

Once again the topic of desktop computer file backup services needs to be evaluated and a final strategy developed. Several products have surfaced that offer sufficient storage and ease of use. Some of these tools are cloud based solutions. Another product recently released is called “Crash Plan”. Clients today are utilizing tools such as Drop Box which permits the storage and access of files from various locations and systems.