

REPORT TO THE BOARD OF TRUSTEES INFORMATION SERVICES

February–April 2004

Library and Technology Intersections with Learning and Teaching

Librarians and technologists have begun discussions with members of the faculty *Educational Policy Committee* (EdPol) to consider collectively how information resources and technology tools can best support the curriculum's new *capstone* requirement. When Wheaton faculty approved a new set of curriculum requirements for students who began their enrollment in September, 2003 (i.e., class of '07), faculty legislation included the following requirement: *Each major shall require an appropriate Capstone Experience.*

The chair of EdPol has asked library and technology staff how they might serve as “capstone consultants” to assist faculty with helping students fulfill this capstone experience. We believe this is a fortuitous opportunity to introduce aspects of *information fluency* to our students' educational experience.

Planning and preparation for the annual May Faculty Library & Technology Workshop is well underway. This year's theme is “Communication and Collaboration: exploring social software in academe.” In addition, more planning is underway to organize and host a three-day summer *Text Encoding Initiative* (TEI) workshop on June 2-4. This event is underwritten by a *Center for Educational Technology* (CET) grant jointly awarded to Wheaton and Mount Holyoke colleges.

Internet2 (I2) availability at Wheaton made possible two enriching opportunities on campus this spring. The first was the second annual *Slide Heard Around the World* event that brought together trombone performers and instructors from several institutions including Brown University, Community College of Rhode Island (CCRI), East Carolina State University, The Eastman School of Music, Ithaca College, Penn State University, Scituate Public Schools, MA, University of Texas at Austin, Wheaton College, and Wichita State University. Associate Professor of French, Jonathan Walsh, organized the second event. Jonathan brought together via teleconference Wheaton students studying in Paris with resident Wheaton students studying French.

Library Space

At the current rate of growth, method of shelving, and space constraints, the library will exhaust all shelf space for books it owns during the summer of 2006. Short of expanding the current facility, we must consider other options for addressing our limited space for books—including a rigorous weeding program, reducing the rate of library acquisitions, transferring most of the circulating collection into compact shelving, or remotely storing portions of the collection off campus. In early April, we surveyed members of the faculty on this topic to gauge their preferences for these options. Wheaton will select and act on one of these options—or a combination of them—during FY 05 to meet both short-term space needs as well as projected needs over the next twenty years.

Replacing Integrated Library System

Our plans for upgrading the library's integrated library system (ILS), dubbed “ELIZA,” are on hold until sufficient funds are available to afford it. As noted in our previous BOT report, the library intends to acquire a newer version of this product, either by direct purchase or by joining the Rhode Island Higher Education Library Information Network (HELIN) <<http://www.ric.edu/library/helin.html>>.

Technology Operations, Productivity, and Cost-Avoidance Improvements

Selected highlights:

- We completed a year-long conversion of Banner reporting software (WebFOCUS) in early February.

- Certain types of files attached to email messages are now being blocked from delivery on campus to inhibit computer viruses from infecting our campus data network.
- A new security authentication system went into production early this month; this activity will eventually lead to one ID/one password services for the campus community.
- We have selected a new generation of hardware and a new hardware vendor (IBM) for our data center machine replacements; replaced will occur when funding is available.
- With the assistance of outside expertise, we have begun an overall risk analysis of critical IT systems and services.
- We have successfully completed renegotiation of a campus-wide photocopier lease. As an outcome, the college will gain additional new photocopier/printing devices at less overall cost.

Campus Network Upgrade

As noted in the Winter 2004 BOT report, we expect to complete a multi-year upgrade to Wheaton's capacity for conveying digital data before fall term 2004 begins. When finished, our new data network will provide for ongoing, scalable growth to meet anticipated demand for another decade.

Benchmarking

Our staffs have nearly finished preparing two lengthy documents intended for prospective students and their parents. The first is entitled *Wheaton College Information Technology Consumer Guide*. The second is *Consumer Guide to Evaluating Library Services at Wheaton College*.

Priority Planning

Two librarians and two technologists are serving on an *ad hoc* task force to collaborate with other staff from the Provost Division in crafting strategic priorities recommendations.

Statistical Tidbits

- During a typical week when classes are in session, the Wallace Library is open 110.5 hours:
 - *Sunday* 10:00 a.m. – 2:00 a.m.
 - *Monday* 8:30 a.m. – 2:00 a.m.
 - *Tuesday* 8:30 a.m. – 2:00 a.m.
 - *Wednesday* 8:30 a.m. – 2:00 a.m.
 - *Thursday* 8:30 a.m. – 1:00 a.m.
 - *Friday* 8:30 a.m. – 10:00 p.m.
 - *Saturday* 10:00 a.m. – 10:00 p.m.
- About 85-90 percent of Wheaton students bring personally-owned computers to campus. Roughly 80 percent of these personally-owned computers are Windows PCs. The balance are Macintosh computers. About 70 percent of personally-owned student computers are laptops. And about one-third of student-owned computers are wireless-capable.
- In the fourteen-week period between January and mid April 2004, the Information Technology & Services *Support Center* help line responded to over 2,759 calls for assistance.
- A separately identified \$60 technology fee is levied each semester for resident students. This fee funds a number of voice and networking services including: local dialing, 800 number calls, voice mail, high speed Internet access for each student in a residence hall room or campus house, and free printing and photocopying at the Kollett Academic Computing Center and the Wallace Library.

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