

REPORT TO THE BOARD OF TRUSTEES LIBRARY AND INFORMATION SERVICES DIVISION

October 2005–January 2006

Strategic Planning

Last fall President Crutcher requested that each division of the college submit a 3-year operational response to his *Wheaton 2014: Transforming Lives to Change the World* draft strategic plan. LIS submitted its operational response to President Crutcher on January 17. A copy of that response is available on the LIS web site: <http://www.wheatoncollege.edu/LIS/about/>.

Web Presence Initiative

Planning efforts to improve Wheaton's web presence began in earnest in mid November. The work underway to date includes identifying the right set of tools (hardware and software) to better manage our web site and allow the college to create a more dynamic, interactive, and engaging web presence. Led by Director of Institutional Research, David Caldwell, this work is being done by a group of web and technology leaders from several college divisions and should result in a proposal to President Crutcher by mid March on the "tools" needed to improve and maintain Wheaton's web site.

At the same time, staff members from every division of the college, organized by Director of Communications, Michael Graca, conducted an extensive, comprehensive review of content on the college's web site during January. The purpose of this content review or "audit" was to update information now available online and identify any critical information that may be missing. This effort will result in some immediate improvements to the college's web site and help to prepare for transitioning to a new web system this summer.

LIS Program and Space Planning

In mid November President Crutcher requested that LIS prepare to hold discussions this winter with representatives of William Rawn Associates (WRA) <http://www.rawnarch.com/firm.html>. WRA is the architectural firm selected by President Crutcher to update the college's master plan through the middle of the 21st century. The purpose of the LIS and WRA discussions will be to determine, in general terms, the future of Wheaton's library as it relates to the college's master plan.

In preparation for the WRA discussion, LIS has embarked on a goal-setting initiative for space and program requirements for the Wheaton College Library—and by extension the LIS division as a whole. LIS has conferred with representatives of Ann Beha Architects in Boston, MA <http://www.annbeha.com/> to assist with this planning exercise. In particular, we have been focusing on these topics:

- how our library and technology programs and spaces should inform the campus master planning process
- how to redesign or renovate Wheaton's library to: (1) support students, faculty, and staff and the programs and services required for new millennium teaching, learning, and research, and (2) potentially house most of our LIS division
- "best practice" planning techniques for accomplishing the outcome described above

Library and Technology Intersections with Learning and Teaching

• Liaison Activity

LIS relies on a "liaison model" arrangement for providing much of its support for learning and teaching at Wheaton. Each librarian and academic technology "liaison" serves as subject specialist who supports the research and curricular needs of particular academic departments in a variety of ways. Faculty and students can contact their librarian liaisons to ask a reference question or make an appointment for a research consultation. Academic technology liaisons work with faculty and students on diverse applications of software and instructional technology.

During fall 2005, librarian liaisons, including the College Archivist, collaborated with faculty to teach students research skills in

- 58 courses, including 24 first-year seminars
- 84 class sessions
- 291 research consultations for students, representing a 25% increase in activity compared to fall 2004 and continuing an upward trend over several years

Combined faculty technology and librarian liaison activity data for fall 2005 reflects a breadth and depth of research and technology skill infusion throughout the curriculum, with particular focus on class instruction and consultation activity in history, art, economics, and psychology, in addition to FYS:

- 127 class sessions
- 405 student consultations
- 221 faculty consultations

Last fall was the first semester that *both* librarian and technologist liaison activity has been tracked so no comparisons with previous years are possible.

- **Archives and Special Collections**

In addition to classes for Wheaton students, Archivist and Special Collections Curator, Zeph Stickney, taught the “Teaching Art at Wheaton” class for the Masters in Art Education students from UMass Dartmouth on November 21.

The Archives accepted an additional 13 cartons of the papers of the late Professor of English Emeritus, Curtis Dahl, bringing this collection to a total of 23 cartons and 3 boxes.

Marjorie Gelb Jones '62 and her husband visited the library to deliver their gift of several hundred biographies of women. Most of these titles will be added to the Historical Collection on Women.

- **Faculty Development and Support**

Technologists and librarians sponsored two workshops in a LIS faculty luncheon series focusing on productivity and pedagogy: (1) resources, technology and services especially for newer faculty in September; and (2) creative classroom applications for *RefWorks* and *ARTstor* in November.

Librarians participated in the Music Department review through meetings with the Music Department Visiting Committee.

Technologists and librarians provided support for two Teaching & Learning Workshops: (1) “PowerPoint in the Classroom,” in October, and (2) “Collaborative Learning” in the Kollett Center in November.

Technologists implemented “MDID” (the Madison digital image database), a software tool that makes the college’s digital image assets more widely available across campus. MDID stores images for in-class presentations as well as for student study.

LIS supported ten videoconference class sessions over Internet2 (I2) for the Virtual German Collaborative. Participating institutions included Colgate University, Lafayette College, Vassar College, and Wheaton College in the U.S.—and the Universities of Freiburg, Berlin, and Bonn in Germany. Visiting Associate Professor of German, Reinhard Mayer, teaches Wheaton’s German Theater and Culture course which is included in the NITLE-sponsored German Liberal Arts Collaborative.

- **Intellectual Community, Exhibits, and Events**

- *Beautyway: Navajo Healing and Ceremony*

Located in the library and held in conjunction with a visit to campus on October 24 by Dr. Lori Alvord, the first Navajo woman surgeon. Library hosted reception and book signing with Dr. Lori Alvord following her talk in Hindle Auditorium. Exhibit sponsored in collaboration with Professor Derek Price, Coordinator of Curricular Infusion of Race and Ethnicity.

– *A Celebration of the Life of Eliza Wheaton*

Located in the library to commemorate the 100-year anniversary of Eliza Wheaton’s death.

- **College Learning Center**

The Kollett Center’s new experimental teaching space is being used by Professor of Physics John Collins in his Introduction to Physics course, by other faculty conducting writing exercises, as well as for a genome annotation project. LIS collaborated with College Learning Center (CLC) staff to reconfigure this space.

Grants

Various LIS employees routinely collaborate with Corporate and Foundation Relations (CFR) staff in developing grant applications. Most of our recent efforts have focused on transforming some of the college’s teaching and learning spaces by adding or upgrading technology. We learned last fall that a grant application submitted to the Alden Trust was awarded, but that an application to the Davis Educational Foundation was declined.

Library Collections and Space for Them

As noted in all previous LIS BOT reports—at the current rate of growth, method of shelving, and space constraints—the library will exhaust most shelf space for books it owns before the end of the current decade. Short of expanding the current facility, we are considering 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.

Library Support for Students

Wheaton students again responded enthusiastically when the library remained open around the clock through three consecutive days prior to last fall’s mid-term break period and again through five consecutive days in early December immediately prior to the end-of-term exam period.

Replacing Integrated Library System

Wheaton library staff are intently occupied with the process of migrating from the college’s current integrated library system (ILS), dubbed “ELIZA”, to the ILS provided by the Rhode Island **H**igher **E**ducation **L**ibrary **N**etwork (HELIN) <<http://library.uri.edu>>. Other HELIN members include: Brown University, Bryant University, Community College of Rhode Island, Johnson and Wales University, Providence College, Rhode Island College, the Rhode Island health sciences libraries, Roger Williams University, and the University of Rhode Island.

Membership in HELIN provides the ability to offer more advanced library services and technology for Wheaton students and faculty, as well as for our library employees. For example, HELIN membership offers convenient access, via a shared catalog, to nearly 5 million items held by HELIN libraries. Following a planned summer 2006 transition to HELIN software and technology, Wheaton students, faculty, and staff will be able to submit online requests for circulating items from any HELIN member library. They will receive these items via a courier service running among HELIN libraries. Most HELIN libraries also allow visitors from any member library to use their collections and facilities on site.

Desktop Technology Support

In the past several months, Sue Morgado, Director of Technology Support (TS), has been considering how the college might embark on a laptop computer initiative. That is, she’s been contemplating how the college might: (a) lease laptop computers for all students, faculty, and staff—and how this might affect the ways in which these groups get their work accomplished, (b) require all Wheaton students to own a laptop computer, or (c) have the college purchase laptop computers and issue them to all students. She’s also sketched out various scenarios that combine two of more of these possibilities. More and more colleges and universities are considering or adopting such leasing arrangements or are becoming “all laptop” campuses.

This planning remains theoretical because lack of funding prevents Wheaton from implementing any of these options. Today about 69% of the college's desktop computers are over four years old and out of warranty. Scores of these computers are over eight years old. One of the disadvantages of maintaining an aging population of desktop computers is that more staff time is required for troubleshooting and maintenance than with more modern equipment, and user productivity diminishes when these old computers fail to operate reliably.

Technology Outreach

LIS offered another successful professional development series for Wheaton's community last month. January's *Community Learning Garden* offered 25 learning sessions (45 hours) and handled 264 registrations. The LIS *Leadership and Organizational Development (LOD) Department* coordinates *The Garden*, which is a collection of sessions and gatherings dedicated to technology education, awareness, and collaboration.

Benchmarking

- The LIS section of the *2005-2006 Vital Signs* appears on pp. 73-77 of that publication.
- LIS has arranged for the Wheaton campus community to participate in a web-based quantitative survey designed to measure the use and effectiveness for students, faculty, and staff of the services and resources of merged library and technology units on their respective campuses. This survey instrument is dubbed the *Merged Information Services Organization (MISO)* survey.

LIS Staffing

- LIS hired Katherine Freedman for a temporary, part-time position of *Reference and Special Collections Associate*. Under the direction of Zeph Stickney, Kate has developed an exhibit and event program for the year, much of it based on the college's special collections as well as *infusion* and other curricular initiatives. Kate participates in evening *Information Desk* shifts and will also prepare finding aids for manuscript collections in preparation for Electronic Archival Description (EAD) tasks and the preparation of catalog records.
- David Tice, *Systems Administrator*, resigned from the R&A Department on October 21. The position is vacant and a search is underway.
- John Furfey, *Systems Librarian*, resigned from the R&A Department on January 6. That position is vacant. A search may begin later this spring or the position may be used elsewhere within the LIS division.

Miscellaneous Highlights

- During the first six months of FY06, *Media Services* supported 666 activities spanning at least 2,082 person hours of support.
- The LIS *Banner Team* (staff supporting the college's administrative computing system) completed 14 projects requested by campus users and applied 17 software updates. In addition, the LIS *Banner Team* is preparing to migrate to Banner software version 7.X in October.
- The college post office expanded its range of student mailboxes to accommodate the unusually large number of January first-year students.

Terry Metz
Vice President for Library and Information Services
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