

REPORT TO THE BOARD OF TRUSTEES LIBRARY AND INFORMATION SERVICES DIVISION

May–September 2004

Library and Information Services Division Created

The services of our three former “sister information units” (Academic Computing, Information Technology & Services, and the Library) were formally integrated into a single organization effective June 1, 2004. The name of this organization is *Library and Information Services* (LIS). LIS consists of five departments led by one or more department leaders:

- *Research and Instruction* (RI): Kathy Ebert-Zawasky & Margaret Gardner
- *Resources and Access* (RA): Gloria Barker, Sue Cornacchia, & Tom McAuley
- *Technology Infrastructure* (TI): Matt Burch
- *Technology Support* (TS): Sue Morgado
- *Leadership and Organizational Development* (LOD): Terry Metz and Colleen Wheeler

Library and Technology Intersections with Learning and Teaching

In May, Zeph Stickney, *College Archivist and Special Collections Curator*, arranged for the purchase of six long lost diaries written by Eliza Baylies Chapin Wheaton. As you may know, Eliza urged Judge Laban Wheaton to found Wheaton Female Seminary to memorialize his recently deceased and much-loved daughter.

Wheaton hosted a three-day *Text Encoding Initiative* (TEI) workshop on June 2-4. The *Center for Educational Technology* (CET) awarded a grant jointly to Wheaton and Mount Holyoke colleges to underwrite this event. Planning is underway to hold a subsequent TEI event—a seminar in January 2005.

Wheaton academic technologists hosted the annual meeting of director’s of instructional technology from 17 New England liberal arts colleges in August.

Librarians, technologists, and faculty are considering how best to include aspects of *information fluency* in Wheaton students’ educational experience. A subcommittee of the *Library, Technology, and Learning Committee* (LTLC) is developing an information fluency plan to share with the *Educational Policy Committee* (EdPol). This plan relies on a *continuum model* that demonstrates the value of information fluency—from foundation courses to capstone requirement—for augmenting learning, teaching, and scholarship at Wheaton.

Journal articles received via interlibrary loan in electronic format are now being delivered to Wheaton borrowers electronically.

Library Space

As noted in our past two BOT reports—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. 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.

During the summer, library staff collaborated with seven academic departments to create weeding plans in their respective subject disciplines for the library’s circulating book collection. This ongoing project helps us assess the value of print resources for supporting curricular goals, in addition to providing some relief to our space constrictions in the underground stacks. Working with these seven academic departments

represents step one in a yearlong effort to involve all academic departments in maintaining a vital circulating book collection.

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 reports, 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>>. Our ILS vendor has advised us that—due to the age of our hardware and software—Wheaton is now ineligible to install routine software patches and upgrades. Funding to replace ELIZA or to join a consortium that shares ILS system costs is now a critical priority for our library.

Technology Operations and Productivity Improvements

Selected highlights:

- Web-based payroll time entry went into production for hourly and student payrolls in mid September.
- A Banner-derived online web directory of students, faculty, and staff became operational in mid September.
- We will upgrade Banner software to version 6.X in mid October.
- With the assistance of a creative loan arrangement from the *Finance & Operations Division*, we will acquire a new generation of hardware for our data center computers; replacements will occur during the winter holiday break.
- LIS has applied for a grant that, if awarded, would allow Wheaton to expand significantly its coverage of wireless connectivity across campus.

LIS Employee Highlights

- Bob Muttart, *Director of Media Services*, received Wheaton's *2004 President's Outstanding Service Award*.
- Sue Adler, Maryann Geppner, Judy Pulciani, and Mary Savolainen, collectively constituting the staff of the library's circulation unit, received Wheaton's *2004 Vision of Service Award*.
- Colleen Wheeler, co-leader of the *Leadership and Organizational Development Department*, was selected for and attended the 2004 EDUCAUSE Frye Leadership Institute.
- Kathy Ebert-Zawasky, co-leader of the *Research and Instruction Department*, served as part of a small team of Wheaton employees who traveled to Umtata South Africa this past summer. Kathy taught biology and provided some computer support for the Vela Winter School science and math enrichment program.
- The *Research and Instruction Department* hired one employee to fill a vacant position:
 - Chrissa Lindahl, *Research and Instruction Librarian*

Statistical Tidbits

- From mid April through mid September 2004, our *Technology Support Department* responded to over 3,300 calls for assistance (support via telephone). Approximately 130 of these calls requested assistance with computer viruses. Nearly 300 members of the college community required hands-on assistance to remove viruses from their computers.
- About 70 percent of Wheaton students bring personally owned printers to campus.
- With approximately 230 workers on our staff, LIS is the largest single employer of students at Wheaton.

Terry Metz

*College Librarian and Associate Vice President for
Technology & Information Services
September 30, 2004*