

**REPORT TO THE BOARD OF TRUSTEES
LIBRARY AND INFORMATION SERVICES DIVISION**

May–September 2005

Library and Technology Intersections with Learning and Teaching (sampling)

- **Curricular Support – Sciences**

After Wheaton received a congressional earmark grant for the sciences last spring, Provost Woods designated \$50,000 from the grant to augment science computing. LIS technologists used this \$50,000 to acquire new computers for science faculty and for Science Center classrooms and labs.

To better support faculty and students in the natural sciences and math/computer science, we interviewed science faculty to assess their support needs and then analyzed LIS research and instruction offerings across all science departments. We have concluded that, given the current number of liaison librarians within our *Research & Instruction Department (R&I)*, LIS is unable to provide viable liaison support to all science departments. We continue to seek solutions to meet this need.

- **Curricular Support – Social Sciences**

Assistant Professor Russell Williams and instructional technologist Jenni Lund attended the NITLE (National Institute for Technology in Liberal Education) GIS (Geographic Information Systems) Urban Studies workshop in June.

- **Curricular Support – Humanities**

In July, Associate Professor Kathryn Tomasek, instructional technologist Scott Hamlin, Ted Holleran '06, and I represented Wheaton at the third annual Council on Library Information Resources (CLIR) Scholarly Communication Institute held at the University of Virginia. The institute's theme was developing digital scholarship in the humanities. Other invited teams represented Emory University, Indiana University, and the University of Virginia.

- **Faculty Development**

R&I Department technologists and librarians will offer an LIS faculty luncheon series this year focusing on ways our services and resources can be used to enhance pedagogy and personal productivity. The first luncheon is scheduled for September 20.

- **College Learning Center**

LIS collaborated with College Learning Center (CLC) staff to plan for new use of space for collaborative learning and tutoring, as well as for experimental teaching in physics. These activities will commence this week in the newly named Kollett Center for Collaborative Learning (KCCL), which was formerly known as the Kollett Academic Computing Center (KACC). Associate Provost Kersti Yllö and her staff envision the KCCL as a prime location for students to take advantage of the CLC's writing and quantitative analyses programs, as well as for research and technology skills building offered by LIS.

- **Space for Technology**

This summer LIS created a second technology-enhanced instructional space in the library—the Stacks Level Electronic Classroom (SLEC). This newly reconfigured space (formerly the Multimedia Listening and Viewing Room) is designed to meet growing demand for instruction courses taught by librarians and technologists in support of the curriculum. The SLEC will also serve as an additional drop in public technology cluster when not in use as a classroom.

- **Technology Planning**

R&I Department staff anticipate working with the Library, Technology, and Learning Committee (LTLC) early this fall semester to produce a new comprehensive document for technology applications in the curriculum. The committee is prepared to develop a plan that will guide us in creating an environment where students are

able to analyze and critically evaluate text, images, graphics, audio, and video representations of information as well as to communicate about ideas and new knowledge in all of these formats.

• **Other major accomplishments during FY05 include:**

- developed the Music and Computers lab in KCCL 103 which was successfully used by Assistant Professor Ahmed Madkour in spring of 2005;
- increased use of Internet2 for instructional purposes, primarily for videoconferencing;
- expanded use of and upgraded the Blackboard course management system to version 6.2;
- concluded the current Davis Educational Foundation grant for supporting faculty technology projects.

Grants

Various LIS employees are actively working with Corporate and Foundation Relations (CFR) staff to develop grant applications for the Alden Trust, the Davis Educational Foundation, and other potential agencies. Most of this effort is focused on transforming some of the college's teaching and learning spaces via technology upgrades.

LIS is collaborating with several other northeast liberal arts colleges on a grant funded project entitled, "Ethnographic Approaches to Information Access and Design," to enable Wheaton to plan more thoughtfully for the learning space needs of students. The NITLE CET (Center for Educational Technology) regional office awarded this grant in June.

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 between FY07 and FY08. 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 were wildly enthusiastic about an experiment in which the library remained open for 24 hours through three consecutive days prior to last spring's mid-term break period and again through five consecutive days in early May immediately prior to the end-of-term exam period. In addition, LIS employees solicited feedback from Wheaton students during spring term on the adequacy of library and technology services available to them.

Replacing Integrated Library System

In July, Wheaton officially became a member of the Rhode Island Higher Education Library Information Network (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.

Joining HELIN will provide Wheaton's library with access to an advanced integrated library system (ILS) for Wheaton students and faculty, as well as for our library employees. HELIN membership also 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 between HELIN libraries. Most HELIN libraries also allow visitors from any member library to use their collections and facilities on site.

Networking

For the past two years, LIS has progressively upgraded Wheaton's network capability. Earmarked capital funding for this effort included \$900,000 across FY04 and FY05. Our newly completed data network provides for ongoing, scalable growth to meet anticipated demand.

Technology Infrastructure Operations and Productivity Improvements

- Web-based payroll time entry went into production for monthly payroll in June.

Technology Outreach

- LIS offered another successful Learning Garden (LG) series of professional development opportunities for the Wheaton community in early summer. Our division typically organizes LG around four weeks of sessions dedicated to technology education and awareness, communication, and professional development campus-wide. LIS offered 21 sessions (65.5 hours) during June 2005. We devised this year's LG content based upon ongoing community input and upcoming LIS services. We organized session content around three themes:
 - efficiency
 - understanding Wheaton
 - connections with leaders/colleagues

Strategic Partnerships

LIS established two new, important relationships with new strategic partners during the year: HELIN and CLAC (Consortium of Liberal Arts Colleges). More information about CLAC is available at:
<<http://www.liberalarts.org>>.

LIS Staffing

- The Human Resources Department worked closely and continuously with LIS throughout the previous FY on a sweeping project of position description reviews and reclassifications for employees of this division.

At the close of FY05, some LIS employees received salary adjustments based on one or more of the following factors:

- increased responsibility due to position reclassification
- internal salary equity goals both across LIS and across the college as a whole
- external market equity when compared with similar positions at similar colleges

The majority of our position evaluation review and reclassification project is completed, with about a dozen positions warranting further review and adjustment during FY06.

- In early July, the *Media Services* unit of our *Resources & Access Department* (R&A) hired Travis Worthley '05 as a full time, second shift *Media Services Technician*. We created this new position by combining an existing part-time *Media Services Technician* position with a fraction of a retired *Acquisitions Librarian* position. In late August, we hired Peter Cabral as a full time, first shift *Media Services Technician*. Both of these hires reflect a high LIS priority to meet escalating demand for these services.
- Ethel Fraga, a temporary part-time *Research and Instruction Librarian*, resigned from the *R&I Department* at the end of May. This position remains unfilled as we reconfigure it to meet evolving needs.
- As FY06 began, the *R&I Department* absorbed two employees formerly affiliated with the Provost's Division:
 - Christin Ronolder, *Visual Resources Curator*
 - Jessica Kuszaj, *Art Image Cataloger*

Back-to-School Computer Certification Service

As we have done for the past several years, our LIS *Technology Support Department* (TS) once again provided free computer certifications for all Wheaton students immediately prior to the beginning of fall term. This computer certification "blitz" consists of scanning each student owned computer for viruses, spyware, and adware. If these pesky types of software are found, our employees remove these nuisances and then install antivirus software to reduce the risk of future infestations. We also scrutinize student owned computers to verify that all operating system

“critical” software updates are installed and, if not, download and properly install them. Lastly, we configured these computers to connect to our wired network and all wireless access points throughout the campus.

Experience shows that offering this service reduces both the risk of degraded network performance caused by viruses, as well as the need for network technicians to visit residence hall rooms to resolve problems students encounter when trying to connect to Wheaton’s network.

Benchmarking

LIS participates in about a half-dozen national benchmarking surveys. Most of these surveys are conducted annually. A few are conducted biannually. LIS has participated in the EDUCAUSE Core Data Survey for all three years of the survey’s existence. The 2004 Core Data Survey—the most recent date for which results are available—shows Wheaton College comparing unfavorably with other NITLE liberal arts colleges in at least four areas:

- establishing a technology replacement plan
- funding a technology replacement plan
- rate of desktop computing replacement
- staff FTEs devoted to web support and development

Statistical Tidbits

- Wheaton’s library provides access to over 7,000 electronic journal titles and over 1,000 electronic book titles.
- We reclassified three more position descriptions within our *R&I Department* as faculty technology liaisons, now providing LIS with a total of six employees who occupy this important role.
- During FY05, *R&I and R&A Department* librarians, including the College Archivist, collaborated with faculty to teach research skills to students in 78 courses—including 26 first-year seminars—in 112 individual class sessions. They also conducted 352 one-on-one research consultations for students throughout the year, which represent a 31% increase over the preceding year and a 53% increase over FY03.
- During FY05, *Media Services* supported a staggering 2,138 activities spanning at least 5,152 person hours.
- Approximately 4.1 full time staff in our *TS Department* are responsible for:
 - maintaining 2,716 pieces of equipment (662:1 person)
 - maintaining 230 different types of software applications
 - supporting over 2,000 users
 - offering “no charge” computer software repairs to any Wheaton student
 - operating a technology support telephone helpline staffed by 25 students
- From May 1 to August 31, 2005 employees in our *TS Department*:
 - received 2,512 calls for support
 - repaired 156 pieces of college owned equipment
 - upgraded 159 college owned computers
 - completed software repairs on 710 student owned computers at no charge to students
- During the last seven days of August the *TS Department* certified 623 student owned computers for operation at Wheaton.

Terry Metz

Vice President for Library and Information Services
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