

Library & Technology Services 2011 Annual Report

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CIO Message

The 2010-2011 academic year was a transition period for Library and Technology Services (LTS), and I am very happy to report that we had an excellent finish with the many accomplishments discussed below. I am grateful to all the staff members of LTS whose hard work, dedication, and creativity were instrumental to our ability to accomplish so much in such a short time. I want to extend my thanks to the members of the Advisory Committee on Library and Technology Policy (ACLTP) for their excellent leadership in helping shape LTS' direction, and to President Bottomly, Provost Shennan, and the President's Cabinet for their support in helping

us accomplish many of the initiatives. Finally, I want to thank the faculty, students, and staff -- without their enthusiastic support and feedback we would not have been able to make the progress that we made.

When I began in November, we initiated a serious internal conversation centered on these questions: "What are we here for? What should be our goals for the remainder of the year? Are we organized in the right way to be able to accomplish these goals?" This resulted in a reorganization that brought clarity to the organization both internally and externally, with clearly stated goals and a different approach to management. We stressed the importance of service to the College community, transparency, and consultation. We also began cultivating best practices in project management and organizational agility to break down hierarchy and provide better use of resources.

In the spirit of transparency, we communicated with the ACLTP and the President's Cabinet effectively about all major initiatives and policy decisions. I personally met with several academic and administrative departments, individual faculty and staff members, and presented at Administrative Council and College Government meetings. In addition, my staff worked very closely with a Student Advisory Group on Library and Technology-related matters.

We had to make a few quick and bold decisions that were in line with our stated goals. In collaboration with the ACLTP, we re-examined the choice of Zimbra as our email tool and chose Google Apps for Education. Similarly, we recommended Drupal to replace Bluenog as the web content management system for the college, which was enthusiastically supported by Public Affairs and the ACLTP.

We brought fiscal discipline, financial controls, and the practice of strategic reallocation of funds. This resulted in our ability to reallocate funds to many academic initiatives that are discussed below.

The report below tries to highlight the initiatives with the greatest impact to the community rather than listing everything we have done. We would like to hear your feedback as well as ideas on how we can provide better and relevant services to the community.

cio
message

Academic Engagement

After a lengthy process, we chose Sakai as the learning management system for the College and in Spring 2011, 70% of all classes used Sakai at different levels. In addition, the College chose Google Apps for Education, which was rolled out to all First Years in May 2011. We began migrating administrative departments in June. We moved about 3,500 email accounts by the end of August and expect to complete the conversion by December 2011. We are excited about the additional collaborative power of Google Apps for Education through Google Docs, Groups, and Sites.

LTS librarians and instructional technologists provided instruction and support for more than 240 courses this year and the Curator of Special Collections taught ARTH 299, "History of the Book," in the spring semester. We hosted Wellesley's first annual GIS day including faculty presentations and tool demonstrations to celebrate and explore the use of Geographic Information Systems in teaching, learning, and research at Wellesley.

Our communications with the academic departments grew stronger during the Spring semester when we initiated needs assessment conversations with the academic department Chairs to ensure that our services best fit the College's changing information and technology requirements. We provide below a few examples of how such consultations are resulting in better choices of technologies for the College community.

In collaboration with the Art department and the Visual Resources staff, we chose Shared Shelf, a product from ARTstor, as the image repository for the College. ARTstor provides all the necessary teaching and research tools for working with art. Nearly 22,000 images were moved to Shared Shelf in August. Similarly, in collaboration with the Music department, we are redesigning a space in the Music Library to create a Sound Lab for teaching digital audio and video, and provide a workspace for faculty and students who work in these areas. We expect this to be completed by January 2012 and be ready for use by the beginning of Spring 2012.

In collaboration with PLTC, we began offering "Teaching with Technology" workshops for the faculty last Spring and we are gratified by the continuation of this

partnership with the new leadership at the PLTC. Many colleges and universities have a rich collection of faculty and student scholarship archived in their institutional repositories and we badly needed one. Following careful research, we chose Digital Commons from Berkeley Press and have begun to digitize and store several collections in our Archives, with the plan to engage faculty in archiving their publications. We are currently developing a communication plan on how faculty can use the institutional repository for their scholarly communication.

We heard several complaints about the software currently being used for video e-reserves and chose Kaltura as replacement software; it has a much better user interface and supports videos at higher resolutions. We were also able to provide a used High Performance Computing Cluster to the science faculty to gauge the level of interest in such systems for teaching, learning, and research so we can seek grants to acquire new systems. Several science faculty are using this cluster for their research and we will be planning the next phase for it during Fall 2011.

In keeping with the “You asked for it — we listened and responded” idea, we expanded library hours during the weekends and introduced self-checkout in Science and Clapp libraries; significantly reduced the overall cost of large format plotter printing; classroom support has been revamped significantly through proactive equipment maintenance, a dedicated crisis phone number, and through expanded Help Desk hours.

The Library collection grew this year through the addition of over 10,000 titles to total 1.68 million items. We added 16 iPads to the Library collections, which has been received favorably by the community, and we plan to add more. While print is still dominant, the increasing availability of digital scholarly resources is noticeable in a collection that now includes more than 62,000 electronic journals, 450,000 electronic books, and 50,000 electronic government publications. Making use of funding from the new Friends of the Library “Future of Reading and Scholarship” initiative, we planned a pilot to use e-reading devices in Fall 2011 courses. To improve the search experience of our community we added SuperSearch to the LTS home page. You can now search across the library catalog and 98% of our databases, music, videos, manuscripts and other digital collections with a single click.

The [Advisory Committee on Library & Technology Policy](#) chaired by Andrea Levitt and including faculty, staff, and students was formed in December 2011. The committee met frequently and worked hard reviewing policies ranging from Sakai and Google to copyright and library collections. The committee voted to choose Google to replace FirstClass as the college's email and collaboration tool.

Enhancing Administrative Services

All the members of the community rely on many underlying technologies and administrative services for carrying out their college-related work. With increasing availability of multiple technologies, broadband connections at homes, and growing use of mobile devices, we are expected to provide services that work in all of these diverse conditions.

We have begun to rely on the MyWellesley portal as our glue and launch pad to these services. We took some important initial steps to enhance the portal in many ways. We worked with the Class Deans and the Orientation team to make sure that the Entering Student portal served the needs of First Years, so all the information that they require can be easily found in one place. We were able to do this successfully.

In addition, we provided many small, yet effective interfaces through the portal to the other services: for example, Sakai and Google Apps can be accessed through the portal displaying unread emails and Sakai notifications. We have streamlined the process for adding applications to the portal that had required significantly more administrative overhead than was necessary. In the Fall 2011, there will be many more enhancements, including a new Library tab.

One of the most significant accomplishments in the portal area is the rollout of Mobile Applications. We provided an easy way to look at the Directory, campus events calendar, and most importantly, an application called "Where's the Bus?" which locates where a bus at any point in time, through GPS technology.

In terms of infrastructure, we made VPN (Virtual Private Network) services available to the college community in February 2011. This allows easy access to campus technology resources, including access to the Library electronic resources, from off-campus. This is a significant step in accomplishing our goals of providing convenient and efficient use of services. Anticipating that our use of cloud services will increase, we expanded our internet connectivity six-fold to 1 gigabit per second; the cost was little more than what we were paying for approximately 160 megabits per second.

We also assumed increased responsibility for technology support, including recording and digital distribution of special events on campus. Our support model has received very favorable reviews. We supported important events such as Orientation and negotiated aggressively with vendors, resulting in overall savings for event coverage. We also now support 25Live software in partnership with the Special Events office and have helped redesign the Campus Calendar significantly.

By carefully restructuring our network architecture, we are now managing the classroom computers far more efficiently than before. In response to requests from faculty, classroom computers retain information such as the bookmarks and other specifics for an entire semester. We are very excited about a pilot study that we are conducting called Virtual Desktop Interface or VDI. VDI can be used when a user primarily requires access to the web and Microsoft Office applications or when a Mac user needs access to Windows applications. VDI also allows us to provide access to licensed software without installation on individual desktops or laptops. We will have this environment ready for limited use in Fall 2011.

Supporting Wellesley's Public-Facing Presence

As many of you know, blogs provide an excellent easy-to-use platform for communication, which can be either one- or two-way. We now have a local installation of the popular WordPress blogging system and have created many blogs, including the one used by President Bottomly. LTS is using the blogs for service alerts and news updates, including our migration to Gmail.

In collaboration with Public Affairs and other offices, we identify key events on campus that should be streamed live for the benefit of the community members, including alumnae, who are unable to attend a particular event. We streamed several events during Spring 2011, including events from the Albright Institute and Commencement that were watched by hundreds of viewers and received favorable reviews.

The use of the web content management system called Bluenog, because of its complexity, has been hindering progress on the College website front. We made a bold decision to move away from it to a well-respected open source tool called Drupal and we are very happy to say that we are ready to move forward with it. This has also provided an opportunity for Public Affairs to rethink the presentation of the website and we will be ready to move to a different platform and a new website in Fall 2011. LTS has assumed responsibility for supporting the academic departments for maintaining their websites by providing training as well as support.

Faculty Profiles provide an excellent central vehicle for disseminating information about faculty to both our own students and to the outside world. In collaboration with Public Affairs, we are increasing the use of this by faculty.

As mentioned above, the institutional repository is another avenue that will provide access to many of our collections in the Archives to alumnae and parents, and encourage the connection back to the College.

To support the Babson-Olin-Wellesley consortial efforts, we have been meeting with our colleagues in the other colleges to launch collaborative efforts in the areas of Library and Technology. We have been able to help create connections between the faculty interests from these three colleges using a very interesting graphical tool called Macademia. This tool allows students to easily explore the interests and expertise of faculty in other colleges and provides an opportunity for faculty to make connections to other faculty based on academic interests. Though very preliminary, we are excited about such new areas of explorations.

presence

Appendix

Invited Presentations

Jane Callahan

Developed and chaired a session on “Collections Information Management Systems” at the New England Museum Association Annual Conference, Providence, RI, November 2010. Also presented a paper at the meeting entitled “Trends in Open Source Collections Information Management Systems for Archives”.

Brooke Henderson, Deborah Lenares, Ray Schmidt, and Steve Smith.

“Full scale patron driven acquisition of e-books in practice”, at NERCOMP, 29 March 2011.

Alana Kumbier

“Unruly Archives: Queering Provenance and Original Order,” Activism and the Academy, Barnard Center for Research on Women 40th Anniversary Conference, September 2011.

Invited panelist, “Artists Who Appropriate and the Art That They Make,” Play-Jurisms: Creativity! Copyright! Ethics! Appropriation! (conference), May 2011.

Co-Facilitator, Artists + Researchers workshop series (a collaboration between the Boston Radical Reference Collective and Artists in Context), November 2010 & March 2011.

Deborah Lenares

Alternatives to Subscriptions: Trial and Error @ Wellesley College, Association of College and Research Libraries, New England Chapter, Serials and Electronic Resources Interest Group, Summer Program, Boston, Massachusetts, August 18, 2011.

Ebook Patron Driven Acquisition: Wellesley College Case Study, Association of American Publishers, Professional and Scholarly Publishing Division, Books Committee Meeting, New York, New York, June 10, 2011.

Ebook Patron Driven Acquisition: Wellesley College case study, New England Library Association, New England Technical Services Librarian Section, Annual Spring Conference, Worcester, Massachusetts, April 8, 2011.

Full-Scale, Patron-Driven Acquisition of E-Books in Practice, EDUCAUSE, NERCOMP, Providence, Rhode Island, March 28, 2011.

Editorial Advisory Board for *E-Reference Context and Discoverability in Libraries*, IGI Global, 2011.

Serials Solutions Advisory Board for Web Scale Management product, May 2011.

Ruth Rogers

Taught new course to 13 students in Special Collections: ARTH299, "History of the Book from Manuscript to Print", Spring 2011.

Presented two papers at the College Book Art Association conference at Indiana University: one with Smith College Curator Martin Antonetti on the Mellon 23 workshop on developing a Book Studies Curriculum, the second on "Approaches to Curating a Collection of Artists' Books in a College Library".

Invited Guest Speaker for the Charlotte, N.C. Wellesley Alumnae Club on teaching the History of the Book at Wellesley College.

Dinner Speaker for the Class of 1954 at Ruhlman Conference, April 2011.

Ruth Rogers and Katherine Ruffin

"Building and Structuring a Book Studies Course," panel presentation by Katherine M. Ruffin with Ruth Rogers (Library), Ray Starr (Classics) and Sarah Wall-Randell (English) Mellon Foundation Book Studies Workshop, Oberlin College, Oberlin, OH, October 30, 2010.

Katherine Ruffin

"Paperworks: A Community Book Arts Project Sponsored by the Wellesley College Library," presentation by Katherine M. Ruffin, Association of College and Research Libraries, New England Annual Conference, College of the Holy Cross, Worcester, MA, May 13, 2011.

"Paperworks: A Community Book Arts Project at Wellesley College, presentation by Katherine M. Ruffin with Amanda Nelsen, College Book Art Association Conference, Indiana University, Bloomington, IN, January 16, 2011.

"The Nuts and Bolts of Running a Letterpress Print Shop: Policies, Tips, Tricks and Resources for Studio Management," panel presentation by Katherine M. Ruffin with April Sheridan (Columbia College) and Paul Moxon (Fame or Shame Press), American Printing History Association Conference, Corcoran College of Art + Design, Washington, DC, October 16, 2010.

Steve Smith

Taught LIS 439 "Preservation Management in Libraries & Archives", at the Simmons College Graduate School of Library & Information Science, Spring 2011.

Events Organized/Supported

Emily Bell and Katherine Ruffin. The Book Arts Lab and the Conservation Facility hosted an extern from Bryn Mawr College, Maria Aghazaian, March 8-10, 2011. The three-day visit was part of a program run by the Career Development Office at Haverford and Bryn Mawr that asks alumnae to host current students during either winter break or spring break.

Steve Smith planned and introduced Boston Library Consortium Ebook Interlibrary Loan Symposium, at Brandeis University, May 24, 2011.

Maureen Williams and her colleagues organized the annual North East Technical (NETECH) conference for Banner schools.

Heather Woods collaborated with colleagues from Brandeis University to present two Fall 2011 Special Interest Group programs through NERCOMP.

Integrating Critical Literacies into the Curriculum (presentations by Megan Brooks, Carolin Ferwerda, Alana Kumbier, and Laura O'Brien).

Reorganizing for the Future (presentations by Betty Febo, Brad Alexander, Deborah Lenares, Sandy Roberts, Erin Richardson and Megan Brooks).

Publications

Alana Kumbier

"Inventing History: The Watermelon Woman and Archival Activism" Forthcoming in *Documenting Feminist Activism*. Eds. Lyz Bly and Kelly Wooten. Library Juice Press. Fall 2011.

"Locating Wojnarowicz: Moving Through Library Systems, Structures, and Technologies," co-authored with Emily Drabinski, under review with *portal: Libraries and the Academy*.

"Teaching the 'Isms': Feminist Pedagogy Across the Disciplines." Review. *Feminist Collections*. 31 (4), Fall 2010.

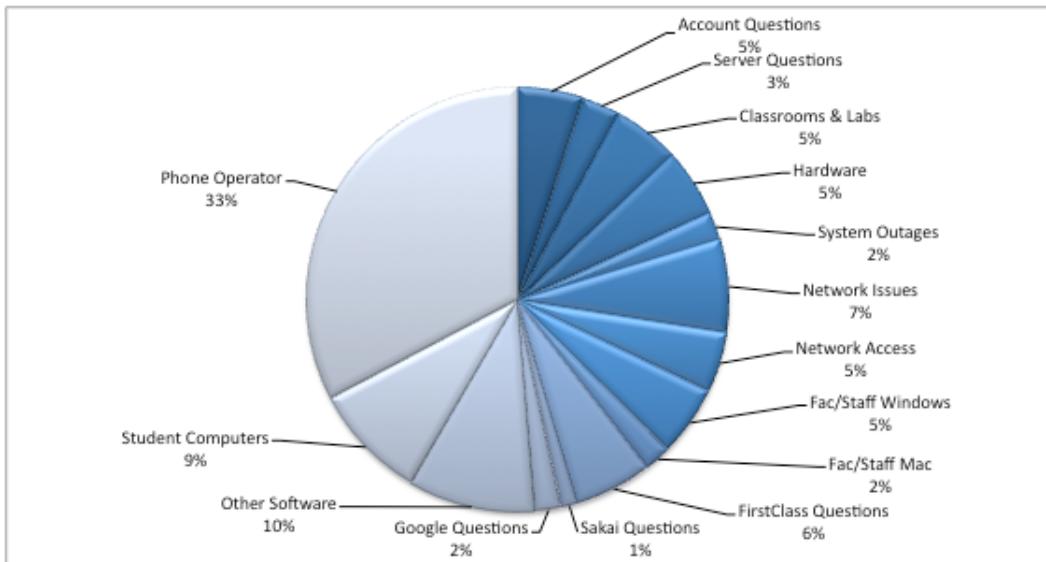
"Half Life." Review. *GLBTRT Newsletter*. 22(3), Fall 2010.

Ravi Ravishanker

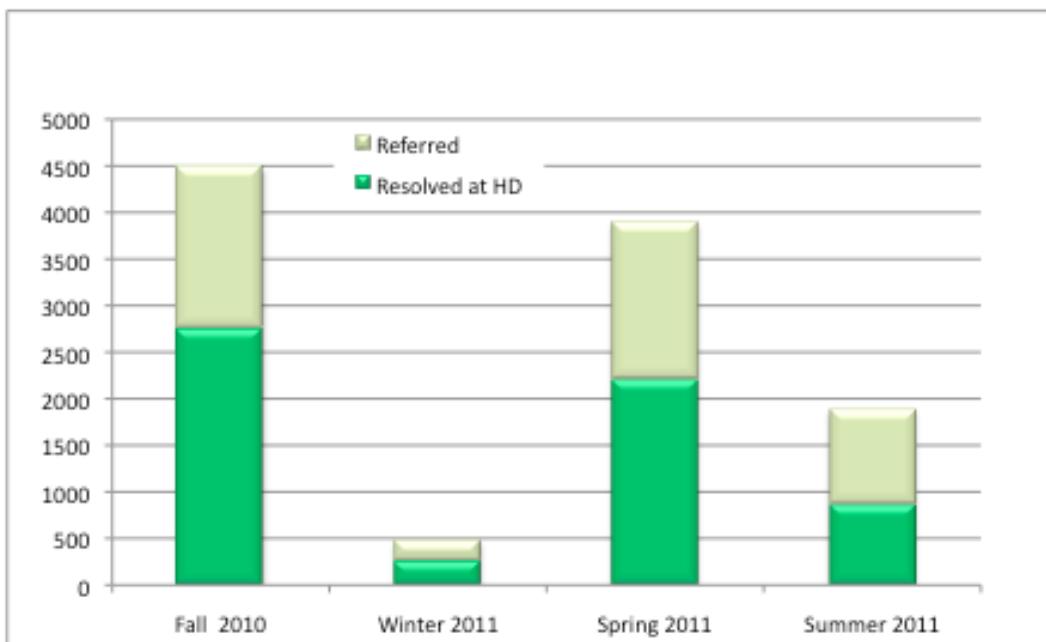
Ravishanker, Ganesan (Ravi). "Doing Academic Analytics Right: Intelligent Answers to Simple Questions" (Research Bulletin 2, 2011). Boulder, CO: EDUCAUSE Center for Applied Research, 2011, available from <http://www.educause.edu/ecar>.

Selected Statistics

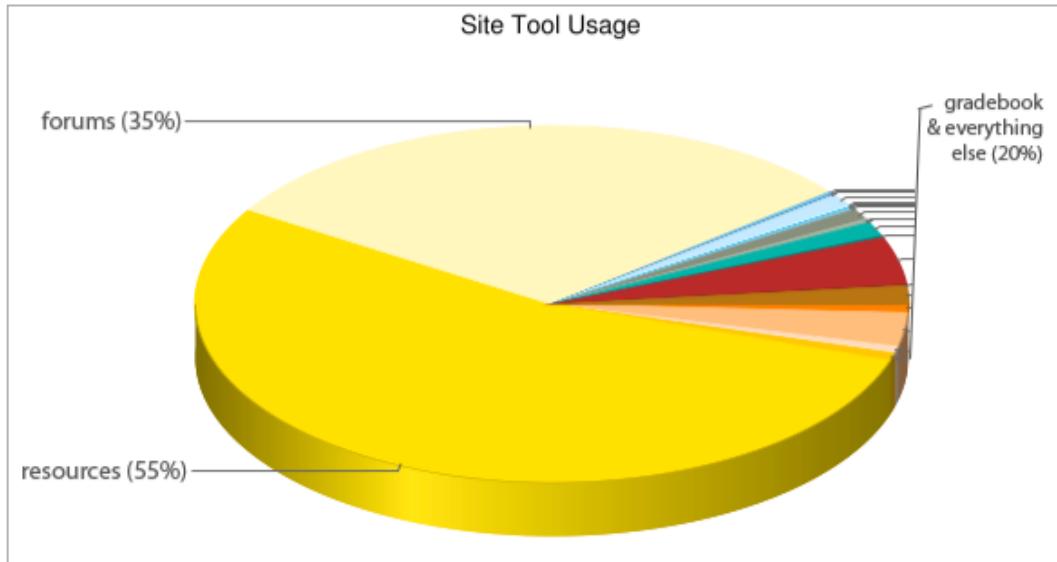
Types of questions answered at the Computing Help Desk



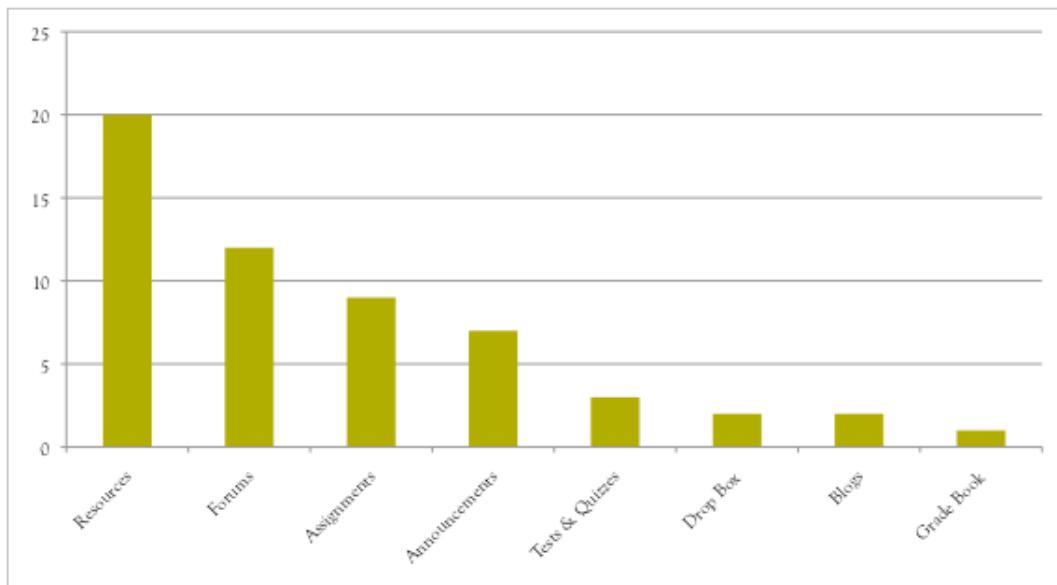
Computing Help Desk questions answered immediately, or referred to experts



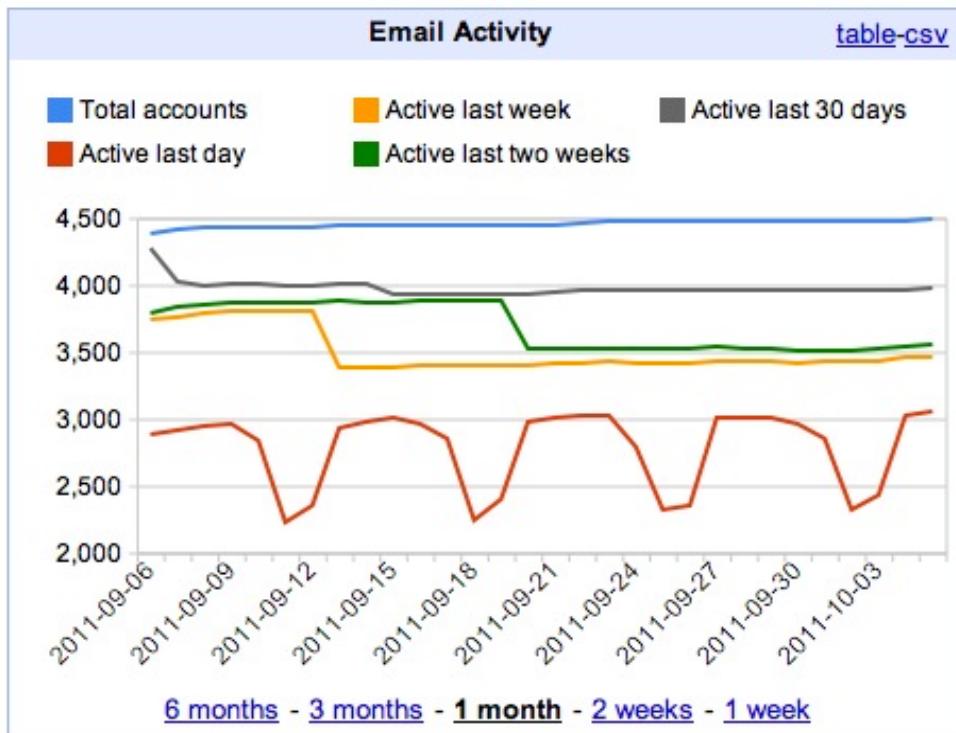
Sakai is primarily being used for discussion and document sharing



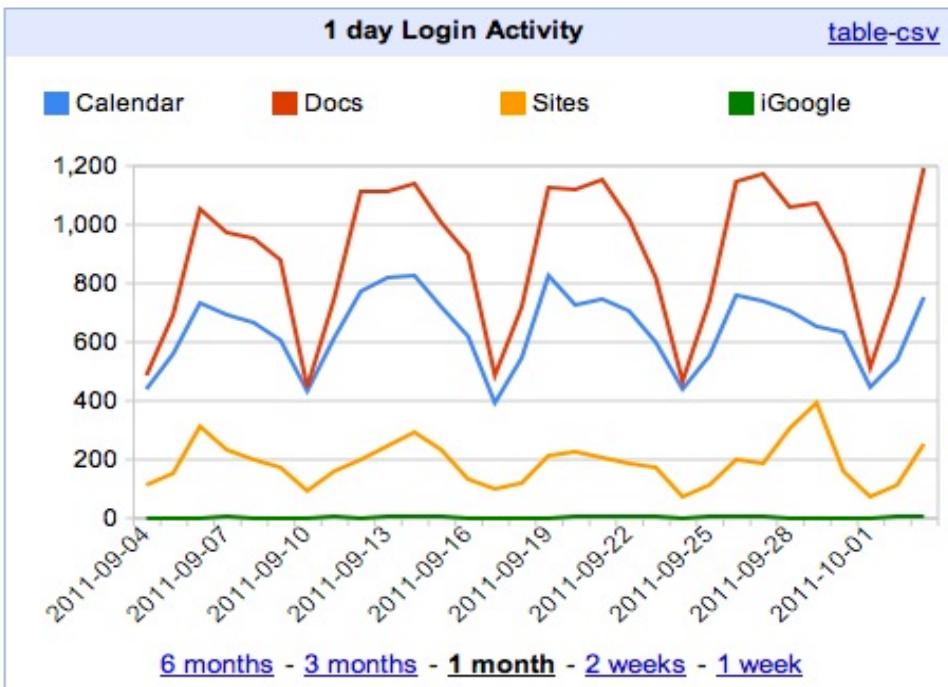
The 20 most active sites are using a variety of tools



Gmail activity slows on weekends



Google Docs lead Google Apps use



The Sakai Implementation Team (pictured: Anthony DiPesa, Rebecca Darling, Alana Kumbier, David O'Steen; not pictured: Terry Ballantyne, Emily Strong)



The Google Implementation Team (pictured: David O'Steen, Neil Nero, Veronica Brandstrader, Donna Volpe Strouse, Maureen Williams, Rebecca Atwood; not pictured: Terry Ballantyne, Jim Billings, Leonor Martins, Ian Pylvainen, Emily Strong, Dora Sopin-Vilme, Deb Wilson, Rae Yan)

