Library and Information Services

Major Initiatives / 2007-2008

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Administrative Functions

• Feinberg Library
• Technology Services
• Online Learning
• Center for Teaching Excellence

Service Units

Access Services
- Circulation
- Document Delivery
- Electronic Reserves
- Interlibrary Loan

Collection Development & Management
- ALEPH Library Management System
- Cataloging
- Print and Digital Resources

Computer Information Systems (Administrative Computing)
- Programming
- Enterprise Systems, including SIS (Banner), Telecommunications, and Other Specialized Systems

Computing & Media Services
- Computer Labs
- Helpdesk
- Smart Classrooms
- Videoconferencing

Information Outreach
- Exhibits
- Librarian Liaisons to Faculty
- Off-campus Access to the Library
- Reference Services

Instruction
- Instructional Tutorials
- Library Course and Course-Related Instruction
- Proficiency Exams

Instructional Technology
- Angel Course Management System
- Instructional Technology Support and Training

Network Operations
- Campus Network
- Wireless Services

Special Collections
- North Country history and documents
- College Archives
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Outcomes

The 2006-2007 cycle produced a number of positive outcomes for Library and Information Services (LIS). The division completed or advanced twelve planned strategic priorities along with additional actions across its service units and divisional functions.

Three significant campus surveys completed in the past year have provided strong validation that LIS is meeting its goals. Taken together these assessments clearly demonstrate the division’s commitment to providing campus constituents with outstanding services and programs that directly support all aspects of teaching, learning, and administrative effectiveness.

- The SUNY Student Opinion Survey “highly ranked” computer support services, the registration process, and using computer information and technology effectively. Additionally, the library received a 3.96 ranking (out of 5.0) and the availability of computers received a 4.17 ranking.

- The Noel-Levitz Communications Survey identified library resources, Banner, and computer labs as campus strengths, with the labs ranking above the national norm.

- SUNY Plattsburgh’s Teaching, Learning, and Technology Advisory Group Survey of Faculty and Instructional Technology concluded that “the findings … demonstrate that the LIS division and IT are, indeed, meeting many of the faculty’s needs.” The study identified several areas of particular interest, and many of these areas are already being addressed through LIS initiatives. The areas are: 1) more smart classrooms; 2) more wireless access; 3) calendar sharing; 4) colleague mentoring; 5) online ANGEL training; and 6) pedagogical training opportunities.

The Noel-Levitz Communications Survey identified library resources, Banner, and computer labs as campus strengths.
Highlights of planned initiatives

- Angel E-Portfolio launched in 2006
- Luminis portal development underway
- E-resources have climbed another six percent
- Assemblyman Chris Ortloff donated his legislative papers
- Resource 25 has liberated room scheduling
- Plattsburgh was host to SUNY’s Conference on Instructional Technology
- Videoconferencing between Plattsburgh and Adirondack Community College supported seven courses
- Laptop computer option now available for faculty and staff
- A new assessment system was written to support Education’s accreditation process
- Online course enrollment increased by five percent
- Readers’ series debuted with eight events

Information Access & Delivery

ANGEL E-Portfolio (2006-2007 LIS Initiative)
Launched in fall 2006, this tool complements the Angel course management system. It allows students to create and share blogs, CVs, and portfolios of their academic work. At the same time, the e-portfolio allows the institution to create and track objectives, goals, and outcomes at all institutional levels. Implementation plans are being worked on with individuals and individual departments at the same time that the Provost’s Task Force on E-portfolios is examining their use as an institutional assessment tool.

Powered by Luminis software, the Portal will provide a customized service and communication tool, delivered online and benefitting constituents and stakeholders alike. The portal will serve as a unifying interface to most of Plattsburgh’s existing online services, increasing opportunities for access and personalization of services, and enhancing the College’s ability to manage constituent relationships.

Portal development and deployment is now well underway. Hardware is in place and we have created a test environment. We are moving forward with developing the look and feel of the portal. We are also testing concepts with user focus groups and a planning for a first phase of service integration.

Feinberg Library’s Electronic Search Center (ESC) provides access to dozens of databases that help patrons locate articles, government documents, and other sources of information. The ESC also provides access to the Internet, with professional help readily available at the Reference Desk.
Information Commons Model (2006-2007 LIS Initiative)
The Information Commons Model, which partners the library, computing services, and other student services to create a better environment to serve and attract our Net Generation students, was explored this year. We have implemented several preliminary initiatives, including a map to increase user’s awareness of divisional resources and services and a more liberal food and drink policy. Before proceeding any further with creating an Information Commons identity, the Public Services Desk Group will work with the Assistant to the Dean for Communications to determine the best approach for communicating services without creating confusion for patrons. (See Marketing Communication Plan in Major Initiatives, 2007-2008)

Document Delivery
Requests from faculty and students to borrow materials from other libraries increased again for the third year in a row, as did the requests for us to lend materials to other libraries. Increases in the speed of delivery (using the state-wide courier service for monographs and electronic transmission for articles) has made access to materials faster and more reliable. Our participation in the SUNY Arts & Sciences Information Delivery Services (IDS) project also directly contributed to our ability to locate and secure materials for our campus community quickly.

E-Resources
Usage of E-Resources climbed by another six percent in this period. Emphasis on collection development continues to be on electronic resources. There are now
5,900 e-books available through the library catalog and several new databases, including...

- the Hispanic American Periodicals Index,
- the latest JSTOR collection (ultimately to include 120 arts and sciences journals), and
- an online version of Encyclopedia Britannica.

E-resources greatly enhance our ability to support programs at our branch campus at Adirondack Community College, as well as aid our distant learners. The use of e-resources continues as the first choice for students and faculty alike. Usage figures have climbed six percent this year, to 596,949. The top ten databases by usage were all full-text, with the exception of WorldCat.

Plattsburgh participated this year in a national Digital Resources Survey. The preliminary data from 54 participating faculty at Plattsburgh underscore the heavy dependency on e-resources for both teaching and research, with 69% rating e-resources as a great value to instruction and 67% rating their use of electronic online scholarly resources as very frequent.

**Donation of Ortloff Papers**

Special Collections was the grateful recipient of Assemblyman Chris Ortloff’s legislative papers. This material documents the 20 years that Assemblyman Ortloff represented Clinton, Franklin, St. Lawrence, and Essex counties in the New York State Assembly and in public life. This collection will be a rich source of local and state history to researchers once processing of the materials is completed in 2008.

**Resource 25 Implemented for Room Scheduling**

Resource 25 has now been implemented successfully, replacing the intensive manual labor formerly required to schedule rooms. The software was used to schedule 100% of spring and fall courses (2,157 spring courses and 2,040 fall courses).

**Teaching & Learning**

**SUNY Conference on Instructional Technology (2006-2007 LIS Initiative)**

SUNY Plattsburgh and LIS successfully hosted this year’s CIT on May 28-June 1, 2007. Conference attendance topped 500! Eighteen Plattsburgh faculty and staff presented 22 sessions during the four-day conference. *The exceptional staff support from Library & Information Services, Maintenance & Operations, and Sodexho directly contributed to the success of this conference.* Special recognition needs to go to Carol Bleaux, LIS, and Kate Chilton, CAS, who served as co-chairs and masterminds—their commitment and dedication to making CIT a truly memorable experience was noticed time and again by conferees. A formal evaluation of the conference is being prepared by the SUNY Professional Development Center and will be shared with the campus.

**E-Learning Strategic Plan (2006-2007 LIS Initiative)**

Work on Plattsburgh’s e-learning strategic plan continued this year with the new Associate Dean of LIS working in conjunction with TLTAG’s advisory subcommittee on e-learning. The new action plan will be broadly shared on campus during 2007-2008. (See Major Initiatives 2007-2008)
A new state-of-the-art videoconferencing infrastructure that explicitly supports our academic programs at Adirondack Community College was successfully implemented this year. Faculty from both the School of Business & Economics and Arts & Science are using videoconferencing sites at both Plattsburgh and Adirondack to deliver courses that support the Plattsburgh completion programs.

Videoconferencing usage:
- Fall 2006—two courses
- Spring 2007—four courses
- Summer 2007—one course
- Fall 2007 (anticipated)—eight courses

New Faculty Laptop Option (2006-2007 LIS Initiative)
This option, which increases mobility for faculty and staff, has been implemented. A guide to assist faculty and staff in determining whether to select a laptop or desktop computer is available, and a process to approve staff requests for laptops is in place.

Assessment System in Support of Accreditation (2006-2007 LIS Initiative)
A new education assessment system that is resident in Banner has been completed by a joint effort of Computer Information Systems staff and the Education Assessment Specialist. This new assessment system, which includes assessment for all education courses and assessment of student teaching developed for instructors and field supervisors, is designed to support Education’s forthcoming accreditation effort.

Online Courses Increase
The number of online courses continues to grow. This year, 168 courses enrolled 2,948 students for 7,820 credit hours. Total online enrollments grew from 5,236 in 2004-05 to 7,820 in 2006-07. There has been steady growth in the number of online courses offered in Arts & Sciences, Education, Health, & Human Services, and Library & Information Services. The School of Business & Economics, which is de-emphasizing online courses, showed an expected decline (see: Appendix VI).

ANGEL Use Expands
The broad adoption of ANGEL by faculty, either for use in a blended course or as a completely online course, is confirmed by the exponential increase in use. In fact, the figures confirm that the system use has virtually doubled in the last 12 months (peak weekly login in February ’06 with almost 16,000 log-ins; February ’07 logins rose to 27,000). During the 2006-2007 year, ANGEL recorded just under 12,000 course/group logins per week.

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Faculty Request More Information Literacy Presentations
Faculty requests for information literacy presentations increased 24% this year. Meeting this increasing need presents several challenges to librarians, including workload issues and locating an available computer classroom for hands-on instruction (the preferred pedagogical mode). In response, the Instruction Unit will create several online interactive modules for basic course-related skills/concepts that might substitute for or supplement a faculty request for instruction.

LIB 102 & BUS 203: An Experiment
An experimental effort to integrate the LIB 102 and BUS 203 courses was undertaken this year. Both sections of the business course were provided with two course-related sessions presented by librarians, with access to online tutorials and a self-test on library research. At the conclusion of the course, students were given the opportunity take the LIB 102/105 proficiency test. A final report, with recommendations about continuing this instructional experiment is being compiled.

Readers’ Series Debuts
Feinberg Library, in conjunction with the Book Nook, hosted eight Readers’ Series events from September through May. These events were held in the Book Nook in the afternoon and repeated in Feinberg Library in the evening. The audiences drew from students, faculty, staff, and the community-at-large. The intent of this series, from the library’s perspective, is to create an environment that clearly welcomes and supports creative work, regional and local authors, and reading.

Infrastructure

Campus-wide Authentication to Authorize use of online services
(2006-2007 LIS Initiative)
This initiative will make accessing Plattsburgh systems (e.g., ANGEL, Banner, e-resources) easier through a single sign-on (i.e., one password). The underlying information structure is now ready to accommodate this change. Items left to be done are password policy, user education, and other issues related to single sign-on. These remaining issues will be addressed as part of the continuing Portal implementation operation (see Major Initiatives, 2007-2008).

Network Segmentation (2006-2007 LIS Initiative)
This initiative is a defense against the rapid spread of computer viruses, spyware, and malicious code. It has been implemented throughout the residence halls, all campus clinics, and in selected buildings. There will be continued network segmentation done as time and circumstance dictate. This former strategic initiative has now become operational.
Three significant projects reflect the strengthening, expanding, and anticipating of network demands for the coming year:

- Fiber backbone installation to improve fiber capacity for new services (supporting gigabit connectivity) between core buildings began in summer 2006 and will be completed summer 2007.
- Wireless core replacement provides an improved access to wireless, guest accounts for conferences, and a host of management capabilities.
- Myers Hall infrastructure upgrade was completed as part of the multi-year planned upgrade to every academic building on campus.

Personnel

Internal Professional Development Series (2006-2007 LIS Initiative)
This series, aimed exclusively at LIS staff, is an effort to build greater understanding and appreciation for the unique services and programs that operate under the LIS divisional label. This year, presentations included an introduction to campus networking, a walk through the “digital swamp,” and a videoconferencing demonstration. An assessment of this initiative revealed support for continuing this series.
Summary

The section outlines twenty-one major initiatives that will occur in the 2007-2008 cycle. They are intended to support the division’s mission of service to the campus community and beyond. They are also intended to contribute to advancing the greater strategic goals of the College.

Information Access & Delivery

Portal Development and Implementation

The development of the SUNY Plattsburgh portal will begin to take shape over the coming year. The portal will provide constituents with a broad array of resources and services, all with a single sign-on password system. After a preliminary focus group test, a “soft launch” of the portal is expected in January 2008. Several hundred students will be invited to use and critique the portal before doing a formal launch. In the meantime, work behind the scenes will focus on...

• single sign-on;
• designing the interface;
• selecting the type of information to be initially presented on the portal; and
• user education.

Timeline: 2007-2008
Funding: N/A
Lead: Portal Work Group
Initiative to Harmonize Web-Development Interfaces

With Microsoft’s retiring of FrontPage with the 2003 release, there is both a need and an opportunity to review the interfaces provided for the college’s user-driven web sites. The aim is to provide a common, simplified, web-based editing environment to support student and faculty web-development. This initiative will begin with an exploration of options for a common interface and, if feasible, an implementation process that would involve web sites presently situated on four different servers.

This initiative will...
- make it easier for faculty, staff, and students to maintain their web presences;
- provide the opportunity for a single workshop to address web-development needs of all campus constituents; and
- reduce the number of stale-dated websites that are presently on the four user-driven servers.

Timeline: Spring 2008 - Initial meetings, review of options
Fall 2008 – Implementation and training

Lead Units: Instructional Technology, Computing and Media Services

Special Collections Renovation

An initiative to renovate Special Collections has been submitted as a strategic proposal. If funded, this much-needed effort will...
- increase storage space;
- improve research facilities; and
- provide a new HVAC system to control air temperature/humidity.

The HVAC proposal was submitted in fall 2006, and now has been funded through SUNY Construction funds. It is anticipated that the new HVAC will be installed by summer 2008. The remainder of the project awaits the campus decision-making process.

Timeline: If funded, 2007-2008
Funding: $200,000
Lead: Special Collections
Teaching & Learning

E-Learning Action Plan
This 17-step action plan will be discussed broadly on the campus. It intends to...
• provide support for existing programs;
• encourage development of hybrid courses;
• recommend a course-review process;
• survey students and faculty; and
• improve the administrative processes necessary to support all e-learning

Implementation of specific action steps is anticipated.

Timeline: 2007-2008
Funding: N/A
Lead: LIS Associate Dean with E-Learning Advisory Committee

TLTAG Faculty Mentoring Program
Instructional Technology (IT) will oversee the training and direction of 8-10 faculty mentors who will provide support to other faculty in the area of teaching with technology. Coordinating efforts with the Center for Teaching Effectiveness, IT will arrange monthly meetings, a workshop schedule, assessment plans, and a support structure for the faculty members who are selected to launch this faculty mentoring pilot.

Timeline: 2007-2008
Funding: Faculty stipends @$2500 per mentor
Lead: Instructional Technology & the Center for Teaching Effectiveness

Center for Teaching Effectiveness: Programmatic Plan
A programmatic plan for the Center for Teaching Effectiveness will be developed over the course of this year. The plan will include mechanisms for gathering constituent input and feedback, developing workshop presentations and seminars, creating a rich website of resources, providing consultative services, integrating institutional needs for assessment data into teaching.

Timeline: 2007-2008
Funding: Center budget
Lead: Director of Center for Teaching Effectiveness

Mapping Information Literacy to the Curriculum
In the continuing effort to provide information and technology literacy across the curriculum, two campus departments will be selected to map information literacy skills to their curriculum. Some groundwork for this project has already been laid with several departments.
Timeline: Planning/Fall 2007; Work with departments/Spring 2008
Funding: N/A
Lead: Instruction Services in conjunction with departmental library liaisons
Online Instructional Modules for Course-Related Instruction
The Instruction Unit, in response to a significant increase in requests for course-related instruction, will develop online interactive modules to meet the needs of selected 100-level courses that are regular users of the course-related service.

Timeline: Development of modules, 2007-2008
Funding: N/A
Lead: Instruction Services

Enhance the Library Learning Environment
A Feinberg Library Space Planning Task Force presented recommendations for enhancing existing library space in our ongoing effort to be responsive to the needs of our users. Many of the recommendations were adopted including...

• creating designated “deep study” space;
• improving signage throughout the building;
• developing a master seating plan; and
• redesigning the reference alcove to accommodate group work.

The recommendations will be phased in over the next year.

Timeline: 2007-2008
Funding: LIS budget
Lead: LIS Dean

Plattsburgh-Adirondack Community College Library/IT Council
This new Council will focus on issues of coordination and support for Plattsburgh faculty and students who are located at Adirondack Community College. The group will initially focus on videoconferencing, networking, information literacy, and collection access.

Timeline: Summer 2007
Funding: N/A
Lead: LIS Dean and ACC Director

New Student Media Area
A media development and collaboration area will be created in Feinberg, adjacent to the Feinberg Computer Lab. This project addresses growing student demand for a space to do advanced, but not commercial-level, media development.

Timeline: Summer/Fall 2007
Funding: Ed Tech Funds
Lead: Computer & Media Services
Infrastructure

Campus Process for Technology Projects
Implementation of a new campus technology-project process will be launched in the summer of 2007. This process is designed to improve campus planning, coordination, and workflow related to all campus technology projects.

Timeline:  July 1, 2007
Funding:  N/A
Lead: LIS Dean

Information Security Program
To ensure the integrity of sensitive information, LIS will lead a campus-wide effort to design an information security program for SUNY Plattsburgh. A representative Information Security Committee has been formed; they will initially focus their efforts on key information security areas.

Timeline:  2007-2008; may be a multi-year effort
Funding:  To be determined
Lead: LIS Associate Dean with Information Security Committee

Data Mining for Improved Services
A major overhaul of the automated workshop registration system that is currently being used by Instructional Technology will provide new and important information. The new system will have the ability to...

- identify technology training needs and training coverage at departmental and divisional levels;
- produce a transcript of workshop attendances for any individual faculty member;
- identify faculty members who are ready for advanced sessions or in need of refresher sessions;
- follow-up with faculty members who have missed one or more sessions in a multi-part workshop;
- manage the creation of new workshops; and
- facilitate the inclusion of workshops offered through the Center for Teaching Effectiveness.

Timeline:  2007-2008
Funding:  N/A
Lead: Instructional Technology

Connecting the Fieldhouse
The recent installation of a communications conduit from the campus to the Fieldhouse provides a pathway to upgrade network services to the Fieldhouse. The installation of fiber will provide upgrades to data, voice, facilities, and CATV services at the Fieldhouse.

Timeline:  Summer 2007-2008
Funding:  $30,000 (Network Ops budget)
Lead:  Network Operations
Campus Bandwidth: Need for Increase and Redundancy
A continuous assessment of bandwidth use indicates an absolute need for additional bandwidth. In part, these increased demands are due to new intensive streaming applications, which are becoming ubiquitous on the web. Network Operations will be reviewing the New York State comprehensive telecommunications contract and local ISP offerings in an effort to provide redundancy and emergency access.
Timeline: 2007
Funding: $40,000 (estimated; new funding)
Lead: Network Operations

Network Storage
The division will develop an architectural environment that simplifies the user's ability to store data from a variety of different systems and allow the data to be accessed from any computer.
Timeline: Fall 2007-Spring/Summer 2009
Funding: To be determined
Lead: CMS, CIS, IT, and Net Ops

New Print Management System
The exponential increase in the use of paper over the last two years can no longer be borne solely by Educational Technology Fees. To counter paper waste and reduce supply costs, a print management system will be implemented to track, report, and manage printer usage for Feinberg Computer Lab and all other public access locations. Hardware and software will be installed this summer. Policy development and refinement will continue through the fall in consultation with key constituencies.
Timeline: Summer-Fall 2007
Funding: Ed Tech Funds
Lead: Computer & Media Services

Apple Authorized Service Provider Program
The CMS Helpdesk will be an authorized Apple Service Center in fall 2007. This authorization will expedite repair of Apple equipment that is currently in selected labs and classrooms, provide additional service to students who bring Apple equipment, and partially address recommendations to expand support for other platforms.
Timeline: Fall 2007
Funding: CMS Unit
Lead: Computer & Media Services
**Personnel**

**Librarian Workload Project**
The library faculty, in conjunction with the Dean of LIS, is working on redefining the workload of library faculty. The goals of this project include identifying the shared/required components of workload and creating a matrix that distributes workload more equitably.

Timeline: Fall 2007 completion  
Funding: N/A  
Lead: Librarian Workload Project Group in conjunction with library faculty

**LIS Internal Professional Development Series**
In 2007-2008, LIS will continue its successful internal professional development series. A priority list of topics has been identified by LIS staff for this year.

Timeline: 2007-2008  
Funding: N/A  
Lead: Associate Dean of LIS

**Marketing Communication**

**Marketing Communications Plan**
The Division of Library and Information Services will initiate new marketing communications throughout 2007-08. The overarching strategic goals will be to...

- clarify a comprehensive LIS identity in a way that encompasses and unifies all divisional components;  
- raise awareness among constituents of the great value that LIS offers them;  
- engage constituents more fully in LIS services.

Each LIS unit will work with the Assistant to the Dean for Communications to develop their respective marketing communication initiatives; these will focus on target audiences and integrate within the larger communication plan of the division. Actions will strive to observe best practices. They will include the creation of audience-focused web pages, print publications, customized e-mail programs, and themed awareness campaigns.

Timeline: 2007-2008  
Funding: N/A  
Lead: Assistant to the Dean for Communications