



Library and Information Services:  
Strengthening Teaching and Learning  
at  
SUNY Plattsburgh

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**Annual Report and Major Initiatives for 2008-2009**

and

**Major Initiatives for 2009-2010**

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Cerise Oberman, Dean

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## **Library and Information Services: Strengthening Teaching and Learning at SUNY Plattsburgh**

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## I. Annual Report and Major Initiatives 2008-2009

### Highlights

#### 2009 SUNY Chancellor's Award Winners

**John Bradley**, Coordinator of Computing and Media Services, won the *Award for Excellence in Professional Service*. This award is given to SUNY professional service staff members who have consistently demonstrated superlative performance within and beyond their position.

**Debra Kimok**, the Senior Assistant Librarian who manages Feinberg's Special Collections, won the *Award for Excellence in Librarianship*, honoring her skill in librarianship, her extended service to the campus and the State University of New York, and her scholarship and professional achievements.

**Sandra Rasco**, Computing and Media Services secretary for media scheduling and distribution, won the *Award for Excellence in Classified Service* for her consistently demonstrated and superlative performance within and beyond her position.

#### Outstanding Student

**Narmina Amirova**, a junior majoring in accounting, finance, and business, received the *Outstanding Student Library Employee Award* from The Northern New York Library Network (NNYLN) for her work in Feinberg Library's Special Collections area. She won the recognition for her outstanding patron-service skills, her ability to interact with colleagues, and her excellent communication skills. Additional award criteria included demonstrated professionalism, high standards of performance, strong leadership skills among peers, the ability to model professional demeanor, and initiative in learning about the library profession.

#### Strategic Planning

The Dean of Library and Information Services (LIS), in concert with the Information Technology Advisory Council (ITAC), crafted the **Information Technology Strategic Plan** (ITSP) as part of SUNY Plattsburgh's strategic planning process. The ITSP was based on a SWOT analysis that involved members of ITAC, the Teaching, Learning, and Technology Advisory Group (TLTAG), and the Education Technology Fee Advisory Group. A selection of faculty, staff, and students also participated. The resulting ITSP was ultimately folded into the campus strategic plan, with many of the IT initiatives appearing in the final prioritized College plan.

#### New Programs/Services/Systems

**MyPlattsburgh**, our campus web portal (<https://luminis.cc.plattsburgh.edu/cp/home/displaylogin>) was fully launched in Fall 2008. This new system allows for single sign-on to ANGEL, Banner Web, Webmail, and MyFiles network storage. The development of an Admissions tab in MyPlattsburgh quickly followed; this new tab allows applicants to track their progress in submitting necessary documents. It also allows them to easily communicate with Admissions staff and "experience" the campus environment. Continued enhancements to MyPlattsburgh, for students, faculty, and staff, are planned.

A series of **new outreach programs** were targeted to both students and faculty, including

- a walk-in graduate student reference service (45 students were served),
- personal visits by librarians to new faculty in their offices (10 faculty were served), and
- a new library Lunchtime Learning series for faculty, focusing on separate topics, including Google Books/Scholar, RSS feeds, wikis and blogs (29 faculty attended).

A series of **online information literacy tutorials**, Quick Clips, was completed. These tutorials are intended as an alternative to course-related instruction for English 101, Communications 101, and Canadian Studies 111. They can be easily used by any faculty member who wants his or her students to learn or have a refresher in basic access to information resources. The Quick Clips are also directly accessible by any student at <http://www.plattsburgh.edu/library/instruction/onlinetutorials.php>

Several **significant new systems** came online this year, including Touchnet's Marketplace/UPAY for handling Admission deposits and Foundation gifts, and the Smartcall Phonathon system for assisting fund-raising by Institutional Advancement. In addition, Plattsburgh has been serving as a beta site for the SUNY SIRIS system, a new centralized system designed to collect more detailed campus information on courses.

### Collection Changes

A **cooperative SUNY Collection Development group** is shaping the future of collections at SUNY Comprehensive Colleges. Libraries have agreed to not purchase a book if it is owned by two other SUNY campuses, unless there is a faculty request or curricular need. Given the rapid delivery service that is now operating among SUNY campuses, faculty and students will not be at a disadvantage. Each participating institution will eventually be assigned several areas for collecting; these areas will build on present areas of strength. Plattsburgh will assume responsibility for purchasing materials in Canadian Studies.

Working with academic departments, the library has completed a **five-year periodicals review**. This review resulted in the cancellation of approximately \$80,000 of periodicals. Some of these titles were no longer needed, while others were available in full-text databases to which the Library subscribes. The savings realized was used 1) to cover inflationary costs in library acquisitions; 2) to purchase alternate periodicals/databases; and 3) to contribute to permanent budget reductions.

### Enhance Teaching Effectiveness

The inaugural **SUNY Plattsburgh Conference on Teaching**, "Discovering the Joy of Teaching," was held in April 2009. (See <http://www.plattsburgh.edu/offices/centers/cte/conferenceschedule.php>) Funded in part by a UUP Joint Labor-Management Campus grant, this conference attracted over 136 participants, including 86 SUNY Plattsburgh participants. The opening session of the conference, was a creative series of skits performed by the *Student Committee on Teaching Excellence* (SCTE). SUNY Oswego already has requested that the SCTE travel to Oswego for an encore performance for their faculty. The overwhelming response by participants was extremely positive. The second Center for Teaching Excellence Conference is scheduled for April 2010.

**The Center for Teaching Excellence continues to expand its work with faculty**, providing individual consultations, overseeing multiple faculty learning communities, and creating the Student Committee for Teaching Excellence (SCTE). The SCTE implemented a teaching faculty award that is given several times a year; all nominations and the selection of the awardees are handled by this student group. For additional information, see <http://www.plattsburgh.edu/offices/centers/cte/>

**E-Learning Best Practices Guidelines** have been developed by the E-Learning Advisory Group. This document provides a framework for faculty teaching online. Initial response to the document suggests it might have a broader application to all course development and delivery. A major effort to introduce the document to the campus will begin in summer 2009.

**Educational Technology Grants**—funds that underwrite the infusion of technology into the curriculum via academic departmental proposals—were impacted by the loss of SCAP (Student Computer Access Program) funding this year. Despite this reduction (\$100,000), several significant projects were funded in a variety of disciplines: namely, Chemistry, Communication Disorders, the

Center for Communication & Journalism, Music, Art, Biological Sciences, Nursing, and Computer & Media Services.

The **IT Faculty Mentor Program**, which started 18 months ago, was designed to have a group of faculty mentors available to other faculty for assistance with technical issues, particularly as the issues related to teaching and scholarship. While there has been use of this service, early assessment data suggests that the program may not be realizing its full potential. A full review will be completed during summer 2009. For more information see,

<http://www.plattsburgh.edu/technology/it/itmentor.php>

#### Resource Management

**Print management was successfully implemented** in spring 2009. Each student and faculty member received a print quota of 500 pages per semester for use at publicly accessible computers. Print management has had a definite impact on user behavior. In the first year, the print management program yielded a savings of \$5000, and may be responsible for a decrease in the number of full-text articles printed. The program has received resounding support from the Student Association for its contribution to “greening” the College.

In early fall 2009 there was evidence that the campus bandwidth was not able to support the sudden and ubiquitous appearance of streaming media (from YouTube, Hulu, network television, etc.). Following a successful RFP, the campus **upgraded our 90M bandwidth to 200M** in June 2009. While this upgrade represents a significant increase to our bandwidth, there is no illusion that this increase will satisfy bandwidth demand for any significant length of time. Bandwidth has become a critical utility on campus, touching all program areas. It will need to be upgraded on an ongoing basis.

**Wireless networks were installed in all residence halls** in a breakneck-speed project during the summer of 2008. This project has untethered residence hall students from their desks, allowing them freedom of movement within residence halls. The service is heavily used, despite the fact that wireless connections are slower than a direct connection to the network backbone. The expansive wireless service now available on campus has created an additional service facet for the Helpdesk: 6,600 unique wireless devices have been registered since fall 2008. For a full list of wireless campus areas, see

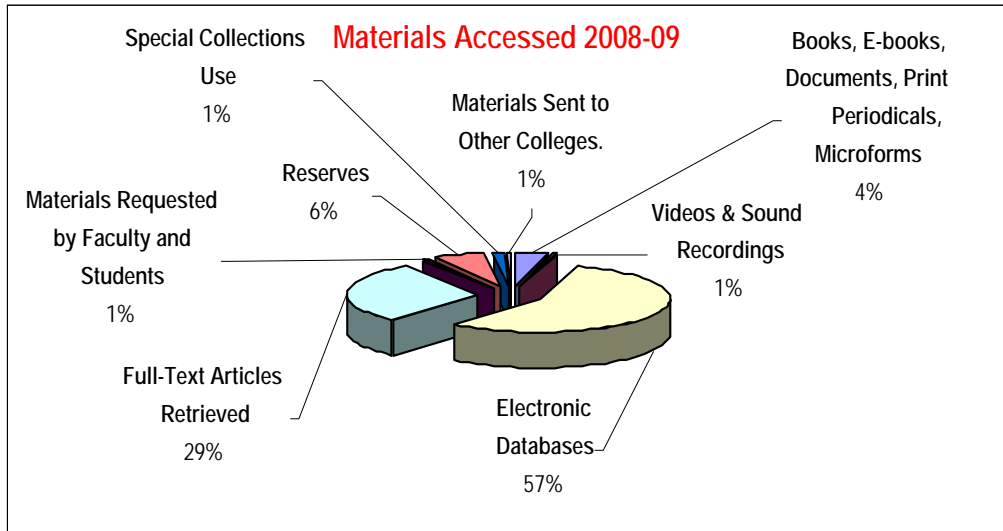
<http://web.plattsburgh.edu/technology/netops/wireless/wirelesserviceableareas.php>

**An expanded student laptop loan program** (40 laptops and 5 projectors) has proved to be extremely popular with students. The demand for laptops, which now includes the former SBE laptop loan program, often has a waiting list.

The **Information Security Program** successfully crafted several new campus policies, including a Social Security Number policy, an Identity Theft Program policy, a Non-Disclosure Agreement for third parties, and a policy on Confidentiality and Privacy of Records for third parties. These efforts comprise the ongoing work of building a campus-wide information security program.

## Materials Accessed by Students, Faculty, Alumni, and Community Guests

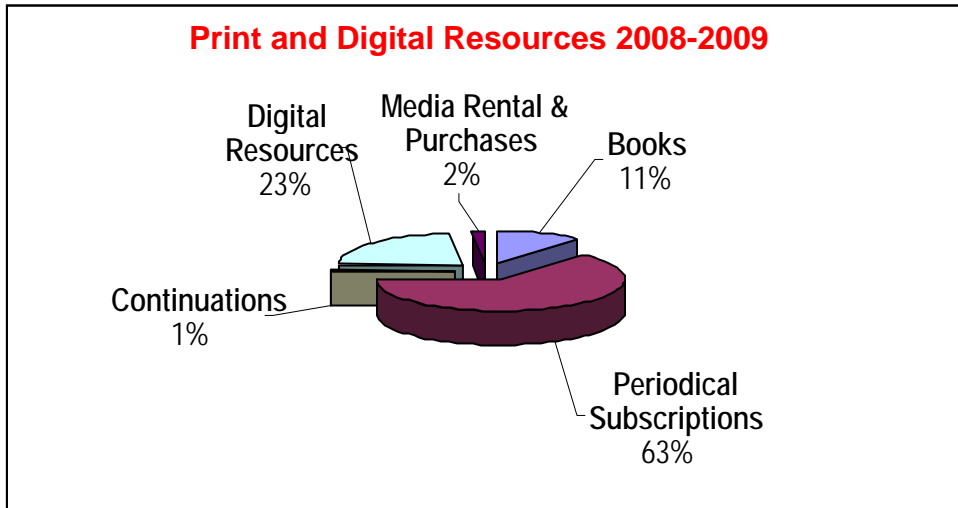
Electronic access to proprietary databases and full-text journals continues to be the number one LIS resource choice for faculty and students alike. While the number of electronic database searches has increased by eight percent, there is a slight decrease in full-text articles. This finding is likely attributable to the new **print management program** that went into full operation at the beginning of spring 2009.



Materials Accessed	2007-08	2008-09	%Change
Books, E-books, Documents, Print Periodicals, Microforms	48734	48942	0%
Videos and Sound Recordings	4176	5787	39%
Electronic Databases including Reference and Feinberg Catalog	599747	650483	8%
Full Text Articles Retrieved	351822	337108	-4%
Materials Requested by Plattsburgh Faculty and Students	9402	9214	-2%
Reserves	109246	72619	-34%
Special Collections: Collection Use	11789	15625	33%
Materials Sent to Other Colleges/Universities	8190	7039	-14%
<b>Use of Feinberg Building (Gate Counts)</b>			
First Floor	n/a	140,402	n/a
Second Floor	n/a	206,957	n/a

### Print and Digital Resources (Expenditures)

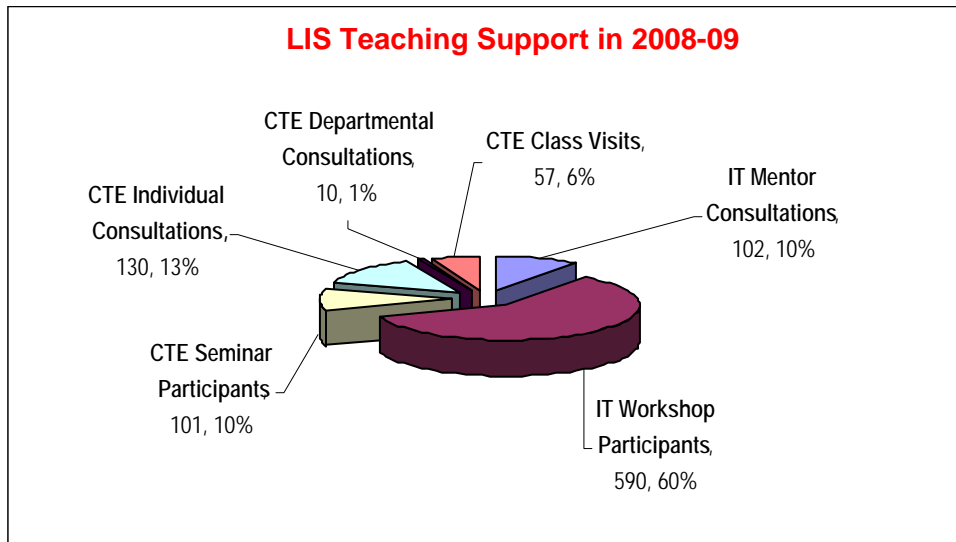
Flat acquisitions' budgets, nine percent inflation on database and periodicals, and a campus budget cut have significantly trimmed campus purchasing power. SUNYConnect efforts, which include the improved movement of materials among SUNY libraries and several cooperative collection-development pilots, enable us to provide users with needed materials not available on site. However, we are rapidly approaching an acquisitions scenario that may put our users—students and faculty—at a competitive disadvantage.



	2007-08	2008-09	%Change
Books	\$82,210	\$82,392	0%
Periodical Subscriptions	\$489,013	\$462,429	-5%
Continuations	\$17,980	\$5,327	-70%
Digital Resources	\$193,589	\$170,395	-12%
Media Rental & Purchases	\$9,000	\$11,500	28%

## Teaching Support for Faculty

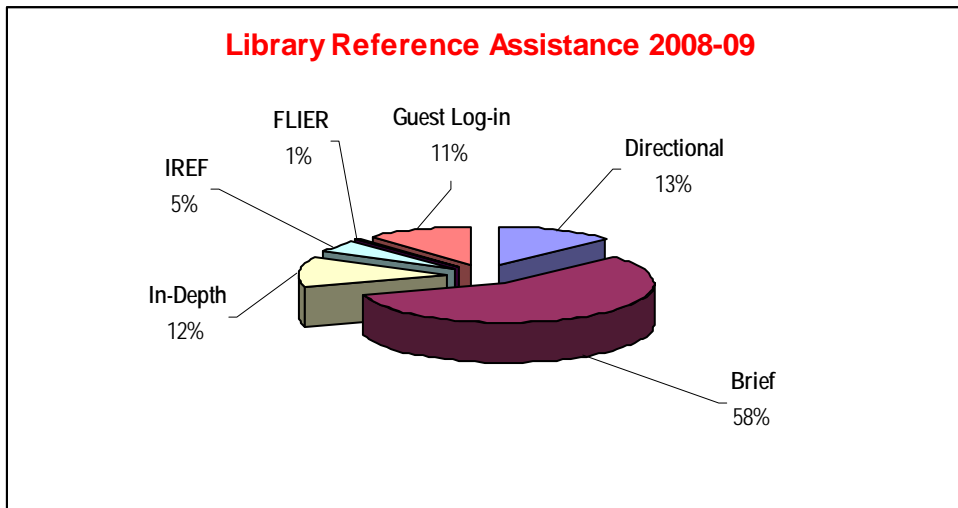
The Center for Teaching Excellence (CTE) and the Instructional Technology Unit offer a wide variety of workshops, office hours, peer assistance, and in-class visits. All of these efforts are directed toward strengthening teaching through exploring innovations in course delivery and incorporating best practices.



	2007-08	2008-09	%Change
Instructional Technology (IT) Mentor Consultations	n/a	102	n/a
IT Workshop Participants	468	590	26%
Center for Teaching Excellence (CTE) Seminar Participants	149	101	-32%
CTE Individual Consultations	81	130	60%
CTE Departmental Consultations	6	10	67%
CTE Class Visits	89	57	-36%

## Information Support for the Campus Community

The way people use libraries is undergoing a rapid change. With easy-to-use search engines like Google, full-text popular and scholarly databases, 24x7 access to a wide range of information resources, and user-created content, the librarian is no longer the gatekeeper to information. This fact is well demonstrated in the declining statistics for traditional reference statistics. Yet, there are downsides to this abundant access: easy-to-find information turns out to be poor information in an academic context, and self-service becomes poor service due to users' lacking the skills required to find high-quality information. The challenge we face is how to bring the value-added assistance of librarians to the end-user rather than the end-user to the librarian. This will be a major initiative in 2009-2010.

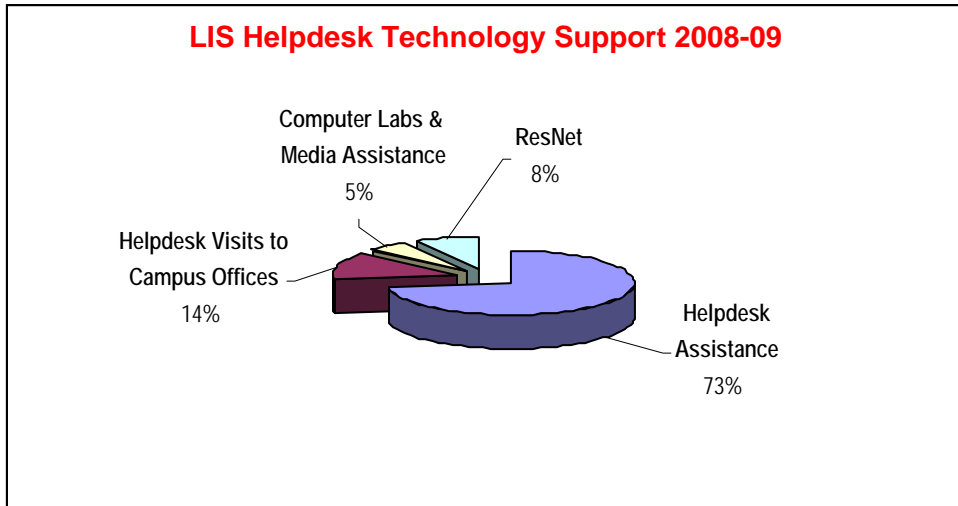


	2007-08	2008-09	%Change
Directional	1476	869	-41%
Brief	5026	3916	-22%
In-Depth	1106	852	-23%
IREF	520	343	-34%
FLIER	43	74	72%
Guest Log-in	1196	769	-36%
<b>Total Reference Assistance</b>	<b>9367</b>	<b>6823</b>	<b>-27%</b>

## Technology Support

The LIS division provides a far-reaching technology support structure for students, faculty, and staff. Quantitative measures do not begin to reflect the critical campus accomplishments in this area. The LIS tech support structure includes

- programming—serving needs that range from the operational (e.g., the scanning of 31,121 exams this year alone) to the strategic (e.g., writing programs that drive communication, advancement, and enrollment goals);
- Helpdesk support via telephone, office visits, residence hall visits, and lab/classroom visits.



	2007-08	2008-09	%Change
Helpdesk In-Office Assistance	14028	17380	24%
Helpdesk Visits to Campus Offices	4035	3296	-18%
Computer Labs & Media Assistance	1060	1302	23%
ResNet	3325	2005	-40%

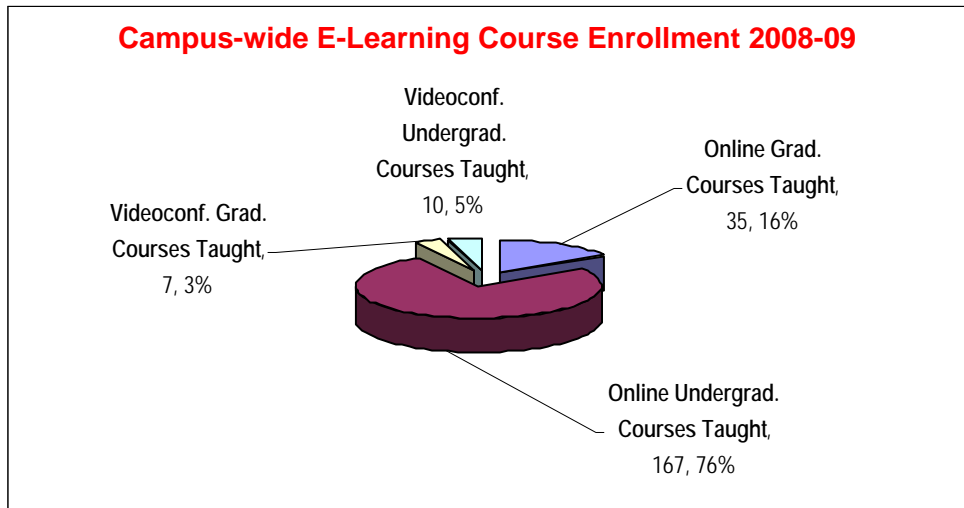
## Information and Technology Literacy

As part of General Education, Lib 105 continues to focus on a critical skill set for students: ability to determine information need, access information effectively, evaluate information critically, understand issues of information, use basic academic computer software, and master basic computer technology literacy.

Information and Technology Literacy Classes	2007-08	2008-09	%Change
LIB Course - Total Sections	60	53	-12%
LIB Course - Sections	25	15	-40%
LIB Course - Students Enrolled	1415	1247	-12%
Course-Related Presentations - Total	125	76	-39%
Course-Related Presentations - Students Addressed	3136	1674	-47%

## E-Learning

A 12% increase in online courses offered (for a total of 202 courses) illustrates the continuing interest in online courses by our faculty. This finding is matched by a 13% increase in students enrolling in online courses. While we know from 2008-2009 survey data that Plattsburgh students do not want all of their classes online, we also learned that they want the option of selecting an occasional online course. Online courses provide flexibility to the student during the regular academic semesters and an opportunity to enroll in a Plattsburgh course during winter and summer sessions.

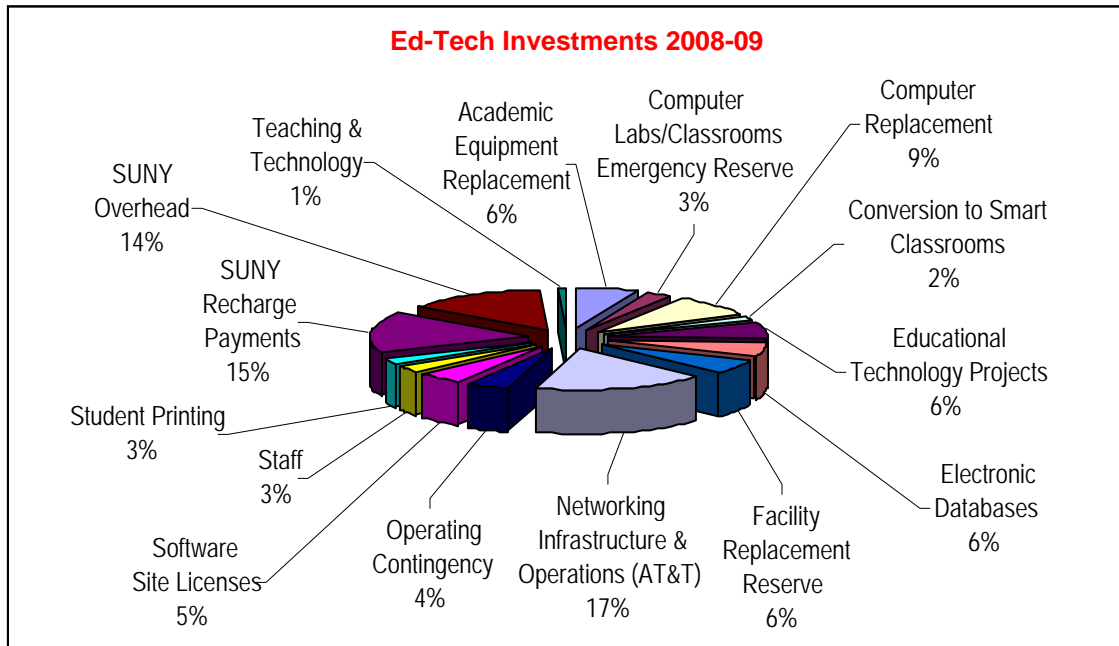


Campus-wide E-Learning Course Enrollment	2007-08	2008-09	%Change
Graduate Online Courses Taught	37	35	-5%
Undergraduate Online Courses Taught	144	167	16%
Total Online Courses Taught	181	202	12%
Graduate Enrollment in Online Courses	408	332	-19%
Undergraduate Enrollment in Online Courses	2608	2951	13%
Total Enrollment in Online Courses	3016	3283	9%
Videoconferencing - Graduate Courses Taught	6	7	17%
Videoconferencing - Undergraduate Courses Taught	9	10	11%
Videoconferencing - Total Courses Taught	15	17	13%
Videoconferencing - Graduate Enrollment	51	72	41%
Videoconferencing - Undergraduate Enrollment	173	297	72%
Videoconferencing - Total Enrollment	224	369	65%

## Budgets: Investing LIS Resources

The Student Educational Technology Fee continues to be the major source of funding for campus technology needs. All expenditures from this fee have direct impact on students and include integration of technology into the curriculum, replacement of computer hardware in labs, classrooms, and public access areas, Internet bandwidth, printing subsidy, software site licenses, electronic databases, to name a few.

### Educational Technology Investments in 2008-2009



Educational Technology IFR Expenditures	2007-08	2008-09	%Change
Academic Equipment Replacement	\$82,595	\$109,600	33%
Computer Labs/Classroom Emergency Reserve	\$45,000	\$45,000	0%
Computer Replacement	\$150,000	\$150,000	0%
Conversion of Classrooms to Smart Classrooms	\$30,000	\$30,000	0%
Educational Technology Projects	\$143,825	\$108,400	-25%
Electronic Databases	\$90,000	\$98,100	9%
Facility Replacement Reserve	\$100,000	\$100,000	0%
Networking Infrastructure & Operations (AT&T)	\$317,999	\$304,628	-4%
Operating Contingency	\$65,304	\$75,024	15%
Software Site Licenses	\$91,089	\$83,763	-8%
Staff	N/A	\$45,000	N/A
Student Printing	\$45,000	\$45,000	0%
SUNY Recharge Payments	\$225,961	\$272,658	21%
SUNY Overhead	\$217,935	\$250,372	15%
Teaching and Technology	\$16,000	\$16,000	0%
<b>SCAP (Student Computing Access Program)</b>	\$122,732	\$0	-100%

## Library Budget

Library Allocations and Expenditures	2007-08	2008-09	%Change
<i>Allocations</i>			
Base State Allocation	\$703,668	\$736,688	5%
OCLC Library Automation*	\$53,089	\$52,069	-2%
Recharges	\$7,600	\$7,600	0%
Form I Total	\$764,357	\$796,357	4%
<i>Supplemental Allocations</i>			
Material Replace. IFR	\$10,000	\$7,000	-30%
Inflationary Increase	\$0	\$0	N/A
IFR Monographs	\$44,200	\$44,200	0%
EdTech/First Search	\$90,000	\$98,100	9%
LAIP Recharges	\$42,525	\$39,806	-6%
EBSCO Prepayment	\$80,000	\$0	-100%
College Foundation	\$6,170	\$4,870	-21%
CCD	\$10,575	\$10,474	-1%
Total	\$283,470	\$204,450	-28%
<b>TOTAL</b>	<b>\$1,047,827</b>	<b>\$1,000,807</b>	<b>-4%</b>
<i>Expenditures</i>			
Books	\$82,210	\$82,392	0%
Periodical Subscriptions*	\$489,013	\$462,429	-5%
Continuations**	\$17,980	\$5,327	-70%
Digital Resources	\$193,589	\$170,395	-12%
Media Rental & Purchases	\$9,000	\$11,500	28%
Access (OCLC & LAIP)	\$96,620	\$89,049	-8%
Travel	\$6,950	\$8,650	24%
Supplies and Materials	\$23,805	\$25,000	5%
Equipment	\$105,333	\$126,377	20%
Binding	\$7,000	\$7,000	0%
Material Repl. IFR	\$10,000	\$7,000	-30%
Recharges	\$6,327	\$5,688	-10%
<b>Total</b>	<b>\$1,047,827</b>	<b>\$1,000,807</b>	<b>-4%</b>

## Library Collections

A stagnant acquisitions budget and continued inflation costs results in a virtual no-growth collection.

	2007-08	2008-09	%Change
Monographs	302557	302759	0%
Bound Periodicals	64765	65067	0%
Government Documents	225435	224717	0%
Microforms	896690	888987	-1%
Current Subscriptions including Print and Electronic	4052	3979	-2%
Newspapers	8	8	0%
Video and Sound Recordings	24573	24678	0%
Digital Databases	98	102	4%

## Status of Major Initiatives 2008-2009

Initiative	Impact	Timeline/Funding	Status
<b>Increase access to information resources for faculty, students &amp; alumni</b>			
<b>Portal Implementation &amp; Further Development</b> > LIS Portal Committee/Tom Higgins Chair; ITAC	<i>MyPlattsburgh</i> will continue to be enhanced for current students and faculty/staff. Focus groups will be conducted to determine additional information channels. A <i>My Plattsburgh</i> for prospective students will also begin to be explored.	Fall 2008: full launch of <i>My Plattsburgh</i> ; Oct.-Nov.: focus groups and identification of additional features	Our portal went live as scheduled for the Fall 2008 semester. Single-sign-on with ANGEL, Banner Web, Webmail, and MyFiles network storage was available at the time of implementation. Enhancements were made to the portal, including the addition of an Admissions tab for all new applicants.
<b>SUNY Arts &amp; Sciences Cooperative Coordinated Collection Development Project</b> > Collection Development & Management	Feinberg is participating in a SUNY Comprehensive College Initiative, currently in the planning stages. This initiative seeks to reduce duplication of materials purchased by SUNY libraries and increase cooperation via ILL/LAND delivery system.	Project will begin in fall 2008  Funding: Not known at this time.	Ongoing
<b>Examine the Benefits and Impact Of Federated Search Software</b> > Information Outreach Unit	Implementation of federated searching software will provide users with a single search interface that will simultaneously search multiple library research tools including databases and the library's online catalog. Federated searching simplifies the search process, making the full range of resources easily accessible to the user.	Complete review by December 2008; SUNYConnect may be contracting with a single vendor	Review completed; decided not to subscribe.
<b>Implement OCLC's Ask US 24/7 Virtual Reference Service</b> > Information Outreach Unit	This virtual reference service is a cooperative online chat service that provides patrons with 24/7 access to library professionals. This service would significantly expand our current hours of service and offer enhancements via Web co-browsing, and e-mail follow-up.	Fall 2008  \$2000 est./50% paid by NNYLN, 50% LIS	Operational since mid-October, 2008.
<b>Strengthening Teaching</b>			
<b>SUNY Plattsburgh Conference on Teaching and Learning: "Discovering the Joy of Teaching"</b> > Center for Teaching Excellence	This conference will contribute directly to the improvement of teaching and learning on this campus as faculty will be encouraged to submit their own workshops and presentations to the conference, and our faculty will have the opportunities to participate right at hand.	Funded by JLMC Campus Grant and SUNY Plattsburgh	Completed April 4, 2009.

<p><b>E-Learning Action Plan</b> &gt; LIS Interim Associate Dean &amp; E-Learning Advisory Committee</p>	<p>The E-Learning Action Plan has identified seven priorities for 2008-2009. The priorities are designed to support quality e-learning programs, increase student and faculty satisfaction with e-learning, ensure cost-effective use of campus e-learning resources, and facilitate review of new e-learning technologies.</p>	<p>Spring 2009</p>	<p>The E-learning Action Plan was completed and accepted by the Deans' Cabinet. Two of the seven top priorities were completed and good progress was made on the remaining five.</p>
<p><b>Mapping Information Literacy to the Curriculum</b> &gt; Instruction Services</p>	<p>Students will benefit the most from the Information &amp; Technology Research course if it is required as a prerequisite to particular courses in selected majors. Instruction Services has begun to examine the academic programs where such alignment might be implemented most effectively.</p>	<p>Spring 2009</p>	<p>Completion: Selected majors and potential courses were identified in Fall 2008. Communication strategy was developed in Spring 2009. Discussions with Deans and departments moved to Fall '09.</p>
<p><b>Enhance Learning Through Renovating &amp; Creating New Spaces</b></p>			
<p><b>Adirondack Community College (ACC) Regional Higher Education Center (RHCC) Completion</b> &gt; Computer &amp; Media Services &amp; ACC Computer Staff</p>	<p>This new facility at ACC will provide state-of-the-art teaching space for Plattsburgh's programs/faculty/students. Plattsburgh and ACC will determine in-kind technical services and equipment for this facility; CMS will install or facilitate the installation of equipment.</p>	<p>Fall 2009</p>	<p>Complete and operational</p>
<p><b>Residence Hall Wireless Project</b> &gt; Network Operations with Student Affairs</p>	<p>Expansion of the campus wireless network to all residence halls will provide students with the ability to define new work spaces and ensure that the Plattsburgh campus remains competitive in the student life arena.</p>	<p>Summer 2008</p>	<p>Phase I: Completion by August 25, 2008 Funding: DIFR  Phase II: Operational Funding: DIFR (\$430,000)</p>
<p><b>Special Collections Renovation : Phase 1: HVAC, compact shelving, and new furnishings for research area Phase 2: Compact Shelving &amp; Furniture Refurbishing</b> &gt; Special Collections &amp; Dean's Office</p>	<p>Phase 1: A separate HVAC unit for Special Collections will stabilize the temperature/humidity shifts ensuring the preservation of fragile and rare materials. An assessment of the temperature and humidity is being conducted over summer 2008. Phase 2: Compact shelving will allow Special Collections to properly store current materials and expand with future materials.</p>	<p>2008-09</p>	<p>1. Special Collections temperature and humidity levels are being evaluated.  2. A shelving consultant drew up plans and provided a cost estimate (\$400,000)</p>

<p>Improve workflow and increase efficiency through the selection and integration of campus systems.</p>			
<p><b>Calendaring</b> &gt; Computing and Media Services</p>	<p>In response to an expressed need for a flexible calendaring system, CMS will examine existing systems used on campus and recommend ways to streamline or integrate these systems with other services.</p>	<p>Fall 2009</p>	<p>Initial Review Complete, Final recommendations Fall 2009</p> <p>During review, noted decline in use of Exchange server calendaring in favor of web-based applications or plug-ins.</p> <p>Recommendations for fall will include standardizing on a plug-in or application, portal integration, and training.</p>
<p><b>Email Systems Upgrade/Replacement</b> &gt; Computer &amp; Media Services</p>	<p>The present in-house e-mail system is due for replacement. As such, this is an opportunity to examine e-mail needs and explore other service options such as Google or Microsoft.</p>	<p>Preliminary recommendations were made January 2009.</p> <p>Final recommendation, spring 2010.</p>	<p>Initial review was completed in fall and found that no costs savings could be found on an "as-is" (same feature sets) migration to an outside email system. It was also unclear if staff time would be saved or merely re-tasked to support the outside service. Economies of hosting the service, in terms of user service, need further study. In short, are there things we can do by hosting it ourselves that an outsource cannot do and that we cannot live without? With such questions, a migration could not be completed in time to forestall a much needed upgrade to our servers. Other questions remained unanswered, even among SUNYs that had migrated, about</p>

			legal issues concerning outsourced email and privacy. That all said, the servers were upgraded in January 2009. The review will continue in the fall, focusing on feature enhancement and service reduction. Some form of needs assessment will be necessary to determine if status quo is adequate and further study of user impact is necessary to see if outsourcing yields any savings in staff time or materials.
<b>Remote Project Control</b> > Computing & Media Services	This system will allow CMS to automatically shut off all projectors automatically throughout the campus and do remote troubleshooting during class hours. This system is expected to save the cost of expensive projector bulbs and is a "greening" effort.	Summer 2009	25% complete by summer 2009, 100% complete by Summer 2011. Depends on alignment with network infrastructure Implementation: June 2009. \$3500 for RoomView system + \$375 per room for interface. Funded by CMS and Ed Tech Grant funds.
<b>Imaging</b> > LIS Dean's Office	The selection of a campus-wide imaging system has been identified as a campus need. As a first step in moving this project forward, LIS is recommending that a consultant be retained to assess our imaging needs and assist in selecting a system.	Spring 2009	No action taken due to budget cut.
<b>Print Management</b> > Computing & Media Services	<p>In its first phase, print management will be implemented in all public and computer lab settings and will be an awareness effort. A generous print quota will be given to each student; every time a student prints, their remaining quota will appear on screen. This first phase is an effort to determine the viability of implementing a more formal quota system that will require payment after a student exceeds quota.</p> <p>A publicity campaign will be planned for the fall. After reviewing the first semester's data, we fixed the quota at 500 pages. Even before that, significant reductions were seen in waste and</p>	Fall 2009	Completed and made operational.

	overall use. We also found anecdotal evidence of changed use behaviors. Coupons have been created to allow users to purchase more quota or to facilitate use by clubs and organizations.		
<b>Developing Information Technology Policy</b>			
<b>Information Security Program</b> (SUNY mandated) > Information Security Campus Committee/Jan McDowell, Chair	Once complete, the Information Security Program will provide the campus with policies and a staff training program on guarding against information loss or theft.	Ongoing	Several policies, including Social Security Number and identity theft, have been completed.

## II. Major Initiatives 2009-2010

Major Initiatives for this cycle have been integrated with the College's Strategic Plan, as illustrated below.

### Strategic Plan Theme 1: Enhance the College's Academic Excellence and Reputation

**A. Strategic Goal:** Strengthen current academic and support programs in order to better educate current students and future leaders of the region, the state, the nation, and the world by targeting general education, student writing, and academic advising and by strengthening program assessment and the use of assessment results to improve academic programs.

**Objective:** Strengthen the general education program.

- **LIS Initiative and Expected Impact:** *Mapping Information Literacy to the Curriculum.* Students will benefit the most from the Information & Technology Research course if it is required as a prerequisite to particular courses in selected majors. The Instruction Services Unit will be discussing LIB 105 as a prerequisite with academic programs where such alignment might be effectively implemented. (Instruction Services)

### Strategic Plan Theme 2: Enrich Student, Faculty, and Staff Experiences

**A. Strategic Goal:** Improve on our already excellent record of retention of faculty, staff, and administrators by improving new faculty and staff orientation and mentoring; improving opportunities for professional development; increasing access to information resources and up-to-date technologies; studying why faculty, staff, and administrators leave and why they stay; and implementing policies expected to enhance retention.

**Objective:** Promote development of faculty as even more effective teachers.

- **LIS Initiative and Expected Impact:** *Host the Conference on Instructional Technologies (CIT) 2010.* Hosting this event will help SUNY colleagues and our staff to gain access to a cost-effective, professional development opportunity.
- **LIS Initiative and Expected Impact:** *Host the CTE Conference on Teaching and Learning.* This conference is a capstone of all of the activities and services that the CTE provides in support of excellent teaching at SUNY Plattsburgh, through conversation, collaboration, modeling, and mentoring.

**Objective:** Increase professional development opportunities for employees

- **LIS Initiative and Expected Impact:** *Restructure Faculty Learning Communities.* CTE has been offering a variety of faculty learning communities on a diverse set of topics. This year, the learning communities will be restructured with the twin goals of improving teaching skills and building long-term commitments to professional growth.

**B. Strategic Goal:** Better prepare students by strengthening the campus culture of teaching and learning, expanding/improving course delivery options, increasing students' access to information resources and up-to-date technologies, increasing their participation in professional development activities, increasing their sensitivity to and awareness of diversity and ethical issues, and increasing their access to international experiences.

**Objective:** Expand/improve course delivery options, as appropriate.

- **LIS Initiative and Expected Impact:** *Plan for the adoption of a new Learning Management System (LMS), an Intranet, and ePortfolio systems (including, potentially, systems for blogging and for replacing the faculty/research web servers).* ANGEL, our current LMS, was recently purchased by Blackboard, another major commercial system. At this time, there are many unanswered questions about the long-term viability of ANGEL. Once the implications of this purchase are clearer, a plan of action will be developed.

**Objective:** Increase access to information resources for faculty, staff, students, & alumni. Adopt new technologies that improve information retrieval.

**LIS Initiatives and Expected Impacts:**

- *Participate in the Coordinated Collection Development program of the SUNY four-year campuses.* This pilot project is heading into its second year. Plattsburgh will continue to participate in an effort to improve and expand access to information resources for our student, faculty, staff and community users while potentially improving access and reducing duplication. An assessment of this project will be completed at the conclusion of this year. (Collection Development & Management)
- *Purchase On Demand (POD) project—a part of the Interlibrary Loan IDS cooperative program.* Plattsburgh has been chosen to be one of seven SUNY libraries to pilot a collaborative purchasing program called *Purchase On Demand*. Each of the libraries will purchase information resources on demand if the material requested is not available in any SUNY library. This one-year pilot will be assessed to determine its viability after a year's operation. (Collection Development & Management)
- *Participate in the North Country Digital History Project (NCDH).* The NCDH provides a collaborative and public market for digitized materials in all formats, making these materials more visible to researchers. Feinberg's Special Collections will continue to take advantage of this Project by digitizing unique special collection items. Once digitized, the materials become more broadly accessible via computer access. (Special Collections)
- *Patron empowerment.* Students, faculty and staff will soon have the ability to review, renew, and place holds on library materials via the library's online catalog. (Access Services; Collection Development & Management)
- *Implement Office 2007.* Moving to the latest version will make it easier for the entire campus community to exchange files with colleagues, internally and externally. Training will be aligned with deployment. (Computer & Media Services & Instructional Technology)
- *Conduct a comprehensive review of all information-providing services offered by the Library (regardless of the Unit responsible) and make recommendations for their improvement, consolidation, discontinuation, and/or creation.* (Public Services Desk Working Group)
- *Expand the faculty office visits program to be available to all campus faculty (not just new faculty).* This new program was launched last year. This year, the program will broaden its efforts to do more one-on-one work with faculty, introducing them to a wide range of information resources and services that can directly support their teaching and research. (Information Outreach)
- *Expand the user-targeted, in-person, remote reference service to include other campus locations, e.g., Flynt Commons, Learning Center, Communication Disorders Commons (Sibley Hall).* The rapid

change in information access has created a dramatic shift in user behavior. The library will focus on creating new models for reaching students in an effort to provide the valued-added services of librarians. (Information Outreach)

- *Use of Web 2.0 LibGuides software for library instruction.* Student and faculty access to information resources will be enhanced with integrated portal-like research guides for courses and general research subjects that incorporate web 2.0 interactivity. (Instruction Services)
- *Network infrastructure upgrades to Sibley Hall.* This initiative provides a structured cabling installation to accommodate future moves, adds, and changes. All data locations utilizing Category 3 (telephone) cable will be replaced with Category 5E cable. Drop locations will be added for wireless services, teaching podiums, and kiosks. Network hardware will be upgraded as necessary. (Network Operations)
- *Continue research and development with network security solutions, network access control, intrusion detection deployments, and network segmentation.* (Network Operations)

**Objective:** Provide services and programs that support teaching excellence and foster the infusion of technology into the curriculum. Strengthen the campus culture of teaching.

- **LIS Initiative and Expected Impact:** *Student Committee on Teaching Excellence (SCTE) development.* Develop a collaborative relationship between faculty and students to support excellence in teaching and learning. (Center for Teaching Excellence)
- **LIS Initiative and Expected Impact:** *Develop a webpage and LibGuide for faculty on "fair use" guidelines in the context of teaching.* (Access Services)

**Objective:** Expand e-learning opportunities and enhance support structures.

- **LIS Initiative and Expected Impact:** *Implement E-Learning Action Plan.* This plan includes several top-priority activities for campus action. The priorities are designed to support quality e-learning programs, increase student and faculty satisfaction with e-learning, ensure cost-effective use of campus e-learning resources, and facilitate review of new e-learning technologies. (LIS Associate Dean and a variety of other campus offices and groups)

### **Strategic Plan Theme 3: Increase Environmental Conservation/Sustainability**

**A. Strategic Goal:** Institute a comprehensive responsible sustainability plan that will reduce energy use and material waste, identify appropriate group(s) to develop and oversee conservation and sustainability practices and procedures, and improve personnel health and safety both in buildings and on the grounds.

**Objective:** Improve administrative workflow and campus operational efficiencies.

- **LIS Initiative and Expected Impact:** *Programming for Admissions Common Application.* Major programming was completed this year to enable Admissions to begin accepting the Common Application in July 2009. Additional programming, as required, will continue. The Common Application should increase both numbers of applications and revenues. (Computer Information Systems)
- **LIS Initiative and Expected Impact:** *Integration of Student Credit Card Payments (TouchNet) with Banner.* In September 2009, Sungard will no longer support the Java payment client integration between Banner and TouchNet credit card payments. As such, Plattsburgh is programming an interface. This programming will streamline campus processes. (Computer Information Systems)
- **LIS Initiative and Expected Impact:** *Implementation of student electronic refunds with Higher One.* SUNY Plattsburgh has reached an agreement with Higher One to perform electronic refunds to students instead of issuing paper checks. (Computer Information Systems)

- **LIS Initiative and Expected Impact:** *Banner 8 upgrade.* Banner 7 will be supported through September 2010. Between now and then, a myriad of preparations are required for CIS staff and Banner users.
- **LIS Initiative and Expected Impact:** *Email Systems Upgrade/Replacement.* The present in-house email system is due for replacement. As such, this is an opportunity to examine e-mail needs and explore other service options such as Google or Microsoft. (Computer & Media Services)
- **LIS Initiative and Expected Impact:** *Calendaring.* In response to an expressed need for a flexible calendaring system, CMS will examine existing systems used on campus and recommend ways to streamline or integrate these systems with other services. (Computer & Media Services)
- **LIS Initiative and Expected Impact:** *Remote Project Control.* This system will allow CMS to automatically shut off all projectors automatically throughout the campus and do remote troubleshooting during class hours. This system is expected to save the cost of expensive projector bulbs and is a “greening” effort. (Computing & Media Services)

#### **Strategic Plan Theme 4: Promote More Effective Use of Resources**

**B. Strategic Goal:** Create a facilities Master Plan to better identify, prioritize, and coordinate capital planning, critical and operational maintenance, facilities management, space utilization, and sustainability efforts and develop a comprehensive assessment program for campus facilities.

**Objective:** Create a facilities master plan for the campus. Develop a comprehensive process that identifies and prioritizes activities within and among the areas of capital planning, critical maintenance, operational maintenance, and sustainability to enhance efficient use of resources and coordination of operational and program planning activities.

- **LIS Initiative and Expected Impact:** *Renovation of Special Collections.* The Special Collections/College Archives repository space will more closely meet established standards for archival collections. Phase 1: A separate HVAC unit for Special Collections will stabilize the temperature/humidity shifts, improving the sustainability of preservation of fragile and rare materials. Phase 2: Compact shelving will allow Special Collections to conserve space, expand our collections, and better preserve existing collections. (Special Collections)