

## LIS Annual Report, 2004-2005

### 1. LIS Blueprint, 2004-2006: Status of Initiatives

As in past years, the division focused on completing the initiatives outlined in the *LIS Blueprint, 2004-2006*, the division's annual planning document. The *Blueprint* is constructed around four programmatic areas in the division: Information Access & Delivery, Teaching & Learning, Infrastructure, & Personnel. The division's achievements for this year are presented under these areas. This year, the division was able to complete the majority of our initiatives while maintaining and preserving a high standard for delivering existing programs and services.

#### Information Access & Delivery

##### A. Collection, Access, & Delivery

- **Migrate to the new SUNY Library Management System, ALEPH 500:** Completed initial migration. The cataloging, online public catalog, serials, circulation, and course reserves modules were all implemented successfully in January 2005, as scheduled.
- **Develop effective ways to communicate to liaisons, subject area faculty and administrators the trends in information resources and the realities of balancing costs and access.** In progress. Collection Development web pages were updated and a library liaison script was prepared for fall 2004. This initiative is ongoing, with additional materials to be added to the web site.
- **Enhance Interlibrary Loan Service (i.e., improve delivery times and increase productivity) through the successful implementation of OCLC Illiad interlibrary loan management software.** Completed. Illiad was fully implemented and Plattsburgh is participating in a SUNY College library pilot program that provides priority borrowing and lending among the 4-year colleges.
- **Assess the feasibility of transferring electronic reserves from the current Docutek Eres product to the new ANGEL course management software.** In progress. Peter Friesen (Instructional Technology) produced a demo version of Angel adapted for course reserves in May 2005. A full review of this product and its feasibility to replace Docutek Eres will be completed in '05-'06.
- **Create a searchable online index of our photograph collection to improve access and advertise the collection more widely.** In Progress  
Completion of this initiative was delayed when the volunteer who was working on assigning subject headings could not complete the project. As a result, the Special Collections librarian has been working on it sporadically when time allows. Expected Completion Date: October 2005
- **Participate in the North Country Digital History Project (NCDH)**  
In Progress. Setting of standards by the working group took longer than expected. This work is now finished and participants have begun creating projects. Expected Completion Date for Pilot: September 2005

## **B. Access & Delivery of Administrative & Student Data**

- **Banner Upgrades:** Completed a series of installations of new releases, patches, and enhancements. Current planning is underway for implementation of Banner 7.
- **Forms to Web Project.** On hold. After extensive review of commercial software available, a product was selected for transferring paper forms to web forms. Prior to purchasing, however, the software company was bought and the prices of the software became prohibitive. This initiative will be reformulated for 2005-2007.
- **Selection and implementation of a payment server for the processing of student payments.** In progress. TouchNet has been selected as the payment gateway for the campus. Timeline for implementation has not yet been set.
- **Other Banner Products/Evaluation and Implementation:** Completed. Both Human Resources and Finance modules were requested for evaluation by those respective offices. No further action was taken since neither expressed a further interest.

## **Teaching & Learning**

- **Develop new information literacy instructional programming, in order to support the campus strategic goal for integrated information and technology literacy across the curriculum.** In progress.
  - Implemented new General Education courses LIB102 and LIB105 in the Fall 2004 semester, with three librarians participating in learning communities or linked courses, and 6 online sections throughout the year. This implementation followed a summer of staff development and course revisions in order to add technology literacy objectives to the courses.
  - Coordinated 46 course sections of LIB102/105, reaching a total enrollment of 1,172 students.
  - Revised the "Information for Instructors of LIB Courses" document based on changes in the course and distributed the new document to all instructors.
- **Market and facilitate departmental faculty use of web-based instructional tutorials and teaching resources in order to enhance student learning and a faculty integration of information and technology literacy. Emphasize online learning course integration of library resources. Pilot integrated objectives in academic disciplines.** In progress.
  - Created new handouts and web page links for Chicago citation style to complement the existing APA and MLA guides.
  - Coordinated 54 course-related instruction sessions requested by a wide array of academic departments, reaching 1,239 students.
  - Updated unit web pages with additional information and technology literacy, faculty resources, self-paced instructional tutorials, and citation guides.
  - Developed a plan for moving course-related services online, using a mix of web resources, course-management system modules, and an "embedded librarian" approach.

- **Develop a Shared Resources Library for ANGEL.**  
Completed. Instructional Technology established a Teaching Resources Library in Fall 2004, and the site has been operational, though not particularly well utilized. An alternate means of delivering shared documents, in the form of template documents, was pursued in Spring 2005, as Instructional Technology developed three modules for faculty use—“Using ANGEL” (a set of help guides that faculty can configure to reflect their use of the system), “Introduce Yourself” (instructions on modifying one’s user profile and a forum for facilitating online community building), and “Course Guidelines and Procedures” (a module containing sample documents outlining expectations for online participation, levels of discourse, etc.). The templates have been well received, and Instructional Technology will discontinue the Resource Library model, as initially conceived. Faculty instruction on the use and development of templates began during the spring '05 semester.
- **ANGEL Interface Enhancements:** Completed 1-8  
Instructional Technology installed three major upgrades to ANGEL during the 2004-2005 period of this report, adding significant customizations along the way. All modifications were designed to encourage regular use of the system by faculty and students, to ensure that course development functions and help would be located in the same area of the site, and to ensure that online students and faculty might derive as much information as possible immediately upon logging into ANGEL. Changes to the system include
  - 1) the creation of a custom authentication component to allow ANGEL to communicate with the college’s LDAP server;
  - 2) the addition of a “Happenings” component to allow users to view selected events from the college’s events calendar (and the IT workshop schedule) and add these to their ANGEL calendars;
  - 3) the creation of a “News Headlines” component to allow users to connect to a customizable list of RSS news feeds from around the world;
  - 4) the addition of advisee and advisor listings to the “Plattsburgh Course Registrations” component;
  - 5) the development of a “ANGEL Browser Readiness Check” to allow users to ensure their web browsers and browser settings are compatible with ANGEL;
  - 6) the inclusion of e-Reserves notification and links in the “Plattsburgh Course Registrations” component, for courses having e-Reserves on file;
  - 7) the relocation of the “Create a Course,” “Create a Group,” and “Synchronize Roster” functions to the ANGEL Site Developers’ Area; and
  - 8) the modification of a stand-alone program that converts SLN course materials to the ANGEL format (added to the code built during the previous year were functions for parsing true/false quizzes appearing in the SLN course);
  - 9) the development of a data structure that will be used for integration of faculty book order lists (from the college store) as part of a “Required Texts” component to be added to the “Plattsburgh Course Registrations.” [Underway]

## Information Support Services

### A. Improve and raise awareness of resources and services to faculty and students.

- **Explore the possibility of establishing an information commons facility that integrates the resources and services of libraries with enhanced information technology and services.** Completed final report: submitted to Dean on 4/15/05; discussion of recommendations is underway.
- **Revitalize interest in and use of the Library's print reference collection through a variety of means including offering free photocopying of reference material,**

**improved room signage, and publicity campaign involving PSA's and other public communication channels.** In progress.

- Free photocopying of reference material being piloted during Summer 2005;
- Improved room signage being implemented during Summer 2005;
- New Reference Books display implemented during Spring 2005;
- Publicity campaign involving PSA's and other public communication not undertaken due to inattention and inertia – will reconsider for 2005-06 as part of a larger initiative involving the Information Commons (see the response to item #4 below).

• **Assist in the Building North Country University Community Partnerships Grant (SUNY) to maximize community information resources. This involves partnering with other area information providers such as libraries, media, and governmental agencies to build and strengthen a regional information network.** In progress.

Four successful tour/luncheons hosted by Feinberg Library, Clinton-Essex-Franklin Library/ Plattsburgh Public Library, CVPH Hospital Library, and Clinton Community College Library and a fifth scheduled for June 24 at the Clinton County Supreme Court Library. Attendance has averaged 20 librarians per session. Grant coordinator Holly Heller-Ross (Instruction Unit) is currently working with a consultant to develop a web-based database of community information resources.

**B. Enhance information support services infrastructure**

- **Develop a Media Equipment Replacement program:** Completed. Reallocated unit budget for inventory acquisitions and constructed a regular line item for Media in Educational Technology Funds.
- **Automate College Catalog Development.** In progress, with a completion date of November 2005.

## Infrastructure

**A. Campus network infrastructure**

- **Network Infrastructure Upgrades (including Wireless):** Completed
  - Ward Hall was scheduled for a cabling/equipment upgrade in Spring 2005. Asbestos was found in the floor tiles so project will follow abatement process. Asbestos abatement expected to begin during the week of June 4<sup>th</sup>; completion scheduled for late June 2005.
  - Cabling upgrades will include network drops for wireless access points.
- **Fiber Network Backbone Upgrade:** In Progress  
Scope of work delivered to SUNY Construction Fund for review. Implementation is contingent upon SUCF process, procedures, and timetable.
- **Investigate/Pilot Network Security Hardware:** Completed  
Network intrusion detection software and hardware solutions installed in accordance with HIPAA security policies and procedures.
- **Tighten current policies and processes to provide more secure access to campus network resources and services.** In progress. As desktop and network security becomes more of an issue, it becomes very important for the campus to have more accurate data about those who accesses our systems. In addition, loosely integrated policies and systems result in confusion, frustration, and loss of access to

legitimate users. As such, LIS is working with Human Resources, Payroll, and the Deans to define better policies and procedures for ensuring appropriate access to college community members

## **B. Learning facilities.**

- **Upgrade of Feinberg carrels:** Completed. This project added 29 computers to existing library carrels, thereby extending access and creating 29 quiet, technology-equipped study spaces.
  
- **Classroom Upgrades:** Completed:
  - Five new smart classrooms: Hawkins 229, Yokum 100C, Memorial Hall 301, Sibley 407 & Sibley 409
  - Hands-on Room Upgrades
    - Hawkins 053B/Computer Science
    - Myers Graphic Design Lab
    - Completing by Summer 2005
      - Beaumont 307F/Biology Lab
      - Beaumont 407/Chemistry Lab
      - Feinberg 112/Computer Lab
      - Myers 116/Music
      - Hawkins 023/GIS
  - Three cart upgrades: Hawkins, Honors, Sibley
  - Room upgrades: Ward 216
  
- **Lab and Resource Room Upgrades:** Completed
  - Feinberg Lab Upgrade. Replace a section with new computers. Add Final Draft AV software
  - Myers 115/Fine Arts Photo Lab
  - Communication Disorders/Sciences
  - Mathematics. Upgrade Geometer's Sketchpad; add Fathom site license
  - Special Collections Feinberg Library
  
- **Media upgrades:** Completed
  - Adolescence Education. digital cameras
  - Communication Digital Workstations
  - Software upgrades/purchases for
    - Biology
    - Communication
    - Math
    - Psychology
    - Communications/Library
    - GPS units purchased for Geography

## **2. Additional achievements by units that are not reflected in the LIS Blueprint, 2004-2006.**

### **Collection, Access & Delivery**

- A pilot to purchase student requested books in lieu of borrowing on interlibrary loan was initiated. Over 130 books were purchased in Spring 2005. The circulation of these materials will be tracked as one measure to determine its success.
- Upgraded to OCLC Connexion Client Version 1.0
- The entire government document map collection was weeded to make the maps more accessible and to begin cataloging them into ALEPH.
- To facilitate access to the print periodical titles for our users, current periodicals will be co-located with the archival issues.
- Completed an inventory of the Special Collections book collection that will aid us in replacing lost items and in planning for book repairs.
- The John Brown Virtual Collection was redesigned with additional slide and photograph images
- The Alan Everest Research Collection, the Asa and Joseph Sawyer Family Letters, and the David Skaggs Commodore Thomas Macdonough Research Collection were processed and finding aids created. In addition, the finding aid for the Edwin N. Cotter, Jr. John Brown Collection, is now online through the Special Collections web pages
- Two library exhibits using Special Collections materials were compiled: a display of alumni authors, and Presidents and Principals of the college.

### **Access & Delivery of Administrative and Student Data**

- ANGEL hardware/software implementation
- Security policies and procedures were completed in compliance with the HIPAA Security Act and within the April 2005 deadline. In addition, network changes were made to enhance security of all campus computers maintaining protected health information. Policy review and training will be ongoing.
- Noel Levitz: Programming was completed to assist in the Noel Levitz consultants' analysis and in the implementation of several of their recommendations. This included programs to perform data gathering, segmentation analysis and reporting of admission applicants, and the awarding of financial aid.
- Server Upgrades: Upgraded Windows servers to Windows 2003, application/web servers to Oracle IAS 10g, and added SSL to Banner web enabled forms.
- Web Registration Modifications: Programming was completed to assign multiple registration groups throughout the registration week. Previously, all students were assigned into a single registration group by class (freshmen, sophomores, juniors, seniors). We now have up to 10 groups per class resulting in fewer students using web registration at one time.
- Final Exam Scheduling: Programming was completed to handle the scheduling of final exams. In addition, both faculty and students can view their exam schedules via Banner web.
- Alumni Career Survey: For the first time, the annual Alumni Career Survey was done using the Banner Survey functionality. Results will be analyzed at the end of the summer

## Teaching & Learning

- Continued implementation of a faculty professional development plan for technology integration, including 2 assignment-sharing sessions for faculty.
- Coordinated the offering of the LIB105 Proficiency Exam; 162 students took the exam and 49 students passed.
- Completed a question response item analysis and revision of the new LIB105 Proficiency Exam.

## Information Support Services

- Successfully migrated staff and student e-mail to new, more responsive systems. This improved access streamlined support and problem resolution.
- Smart classroom rehab and installation – Hawkins 131
- Major work on renovating Hudson 106 smart classroom
- Renovated 1<sup>st</sup> floor Feinberg Library lobby computers and added nine stand up workstations. Workstations provide quick access to individuals for checking mail or accessing quick information between classes.
- Helped equip and renovate new Emergency Management Room and Emeriti Lounge in Hawkins.
- Piloted card swipe access project to protect rooms and equipment. Project extended to most all smart classrooms.

## Infrastructure

- Equipped Hawkins 131 as smart classroom
- Planning and consulting on renovation of Hudson 106, smart classroom
- Assisted in equipping and renovating the Emergency Management Room and Emeriti Lounge
- Piloted card swipe access technology to protect rooms and equipment; this technology is now being used for all smart rooms.
- Cabling and network hardware installation for MacDonough Hall renovations
- Installation of Fuel Monitoring System (Heating Plant)
- Installation of DNA sequencing equipment (Beaumont 302)
- Review and evaluation of RFPs for new telecommunications switch

## 3. Trends in programs and services

### Information Access and Delivery

- The shift from print resources to digital resources continues: over the last four years the library's budget for digital resources has increased by 59%. Digital resources are extremely popular with students and faculty alike as they provide both convenience and extended access. As such, the library continues to build its collection of digital resources through purchases of a variety of digital resource packages, including *JSTOR*, *Project Muse*, and *ArtStor*. The library is also converting print journal subscriptions to online journal subscriptions (e.g., *American Chemical Society*, *American Microbiological Society*, etc.) when possible. This shift results in multiple types of savings, including binding, microfilm replacement, and shelf space.
- Database usage statistics rose 25% over last year. There were dramatic increases in the use of *ScienceDirect* (341%), due in part to heavy promotion of this database as “the” science database, the *ProQuest Research Library* (149%) and *Historical Newspapers*

- (83%). *JSTOR* and *Lexis-Nexis Academic*, both full text databases, also registered increased use. Use of electronic books experienced a 141% increase that will continue to grow as bibliographic records are loaded into the public online catalog making these materials easier to locate.
- Circulation statistics this year lack data for the latter half of the reporting years since statistical reports from the new Aleph system were unavailable for the January to May 2005 period. Therefore, circulation statistics are estimated for the last six months of 2005. Circulation continues to decline with the steepest percentage drop-off in government documents. For in house use materials, the noteworthy decline in microfiche use continued although the precipitous slide in microfilm use, noted last year, slowed. Increases of in-house use of the general collection and bound periodicals are perplexing—for bound periodicals the data may reflect a bounce back from an aberrational year, for general collection items the data reflects two consecutive reporting periods of double digit growth. The only significant increase in usage (10%) continued with electronic reserve. E-reserve usage, however, may be reaching a natural plateau after growing enormously since its inception three years ago. The continuing decline of circulating material is heavily off set by the enormous increase in the use of electronic databases, (see above) particularly full-text databases.
- Interlibrary loan enjoyed a modest positive change in statistics: both borrowing and lending reflect an upward trend in demand although growth was not as robust as last year. With the full implementation of ILLIAD borrowing only occurring in the latter half of the period under analysis borrowing may experience some growth in the new year. Plattsburgh is part of the SUNY Arts & Sciences IDS project that provides preferential processing for requests, both borrowing and lending, for other SUNY Arts & Sciences colleges. This project has the potential of truly speeding delivery rates for our community. Moreover, the SUNY wide public catalog is still expecting (although delivery date is not clear at this time) an interlibrary loan module in the online public catalog, that will provide direct user initiated requests to all SUNY libraries.
- Special Collections' reference statistics are significantly lower than for the past two years due to a change in statistical methodology instituted this year. The new methodology provides a more accurate reflection of activity. Reference statistics now reflect questions asked in person, by telephone, mail, and e-mail. Because this method is new this year, it will require another year of statistics to comment on affected trends and services. However, use of Special Collections appears to have increased significantly (more than double) over last year. This may be a reflection of the recording method for manuscript usage-which is often guesswork according to how many items are assumed to be contained in one box. This issue will be addressed over the coming year in an attempt to determine the accuracy of this method.

### Teaching & Learning

- A new assessment instrument was created for Library 102 & 105; it is designed to capture improvement in student learning as a result of the course. Results indicate (684 surveys) that quality of instruction was high (Fall 3.39 and Spring 3.27). The lowest ratings were for technology literacy concepts and economic and social issues in information use. Both of these areas represent new concepts that have been introduced into Library 102 & 105 for the first time this year. We will use the same assessment instrument in 2005-2006 to evaluate whether we see improvement in these areas.
- Course-related services declined overall this year; the decline represents a drop of 41% from the previous year. In an effort to understand the decreased demand for this service, individual contacts were made with instructors who had previously requested this service.

The instructors all were satisfied with the service, but for varied reasons, including sabbatical, change in course assignments, no longer teaching a particular course, and faculty retirements, requests were not forthcoming. This underscores the notion that individual faculty members drive course-related services rather than departmental needs. One answer to this problem lays in instituting the next phase of the information literacy Task Force Report, integrating information literacy into departmental requirements for upper division majors.

- Broad based development of materials has slowed on the faculty web server, with fewer new sites being created. This is in all likelihood a function of ANGEL's greater flexibility and suitability for delivering course materials, and it will lead, in all probability to a significant call for assistance in the transporting of extant web materials from one system to the other. Additionally, the adoption of ANGEL will, in all probability lead to significant support and training needs as faculty students use the system.

### **Information Support Services**

- Library reference service statistics continued their downward trend this year with a loss of 3% overall while use of the computers in the reference area (which have now been outfitted with Microsoft Office) has increased. It is difficult to identify any specific reasons for the decline in reference questions but some possibilities include 1) greater self-sufficiency (or sense of self-sufficiency) among our users; 2) fewer research papers being assigned by faculty; and/or 3) greater proportion of users engaged in non-research activities such as word processing, chat, and e-mail (based on assessment of adding the Microsoft Office Suite to the computers in the Electronic Search Center). It is interesting to note that physical reference (individuals coming to the library to interact with a reference librarian) dropped 34% while IRef (instant messaging service provided by reference) increased 49%.
- There have been sporadic drops of between 5-10% in population counts in the Feinberg computer lab this year. These sporadic shifts may be attributed to one or more of the following reasons:
  - Online course surveys being held in FL 108 and 129 toward the end of the semester;
  - In the fall semester, Feinberg Library 129 was not available for lab overflow
  - Library 102 courses are longer in length which decreases amount of time for lab overflow
  - ESC machines (located in reference room) had office suite loaded on them this year; use of those machines for non-reference uses was documents in the Information
- Helpdesk/ResNet statistics experienced a drop in the number of recorded calls. This may reflect 1) improved virus control; there were no major outbreaks this year and/or 2) poor recording methods; this needs improvement

### **Infrastructure**

- There has been a significant bandwidth usage increase for general web browsing and peer-to-peer application usage in the residence halls. Anticipated hosted streaming services (radio station and video), video over IP (telecourses, conferencing, etc.), and increased web training offerings all point to the need for additional bandwidth. As of fall 2005, the College's bandwidth will be increased from 20MB to 35MB; this bandwidth increase is possible because of decreasing costs for additional bandwidth.

## 4. LIS Blueprint Initiatives for 2005-2007

### Information Access & Delivery

#### Collection, Access, & Delivery

- **Migrate acquisitions functions to ALEPH500 acquisitions module.** Migration includes moving vendor records and monographic orders from stand-alone BibBase system; adding media vendors and orders to new acquisitions module; testing field entries for reports needed for budget management, collection development and liaison information; changes in order format, and changes in workflow within Acquisitions and between Acquisitions and Bibliographic Control.  
**Status:** In process – adjustment of tables, testing on development side currently underway. Move to production July 2005.  
**Timeline:** July 1, 2005 – June 30, 2006  
**Funding:** ALEPH funding  
**Lead Unit:** Collection Development and Management  
**Leads:** Jeanne Bennink, Carla Hendrix, Nancy Hoshlyk, Karen Volkman
- **Upgrade to ALEPH version 16.**  
 Upgrading to ALEPH version 16 from the current version 14.2 will continue the provision of an up-to-date common library automation system for all SUNY libraries. A common library management system facilitates the access to library resources and will enable user-initiated circulation across SUNY.  
**Status:** Spring 2006 - Date not yet set by SUNY Office of Library and Information Services  
**Timeline:** January – June 2006  
**Funding:** ALEPH  
**Lead Unit:** Collection Development & Management  
**Leads:** Nancy J. Hoshlyk and Karen Volkman
- **Emphasize provisions of electronic resources in all areas of the library**  
 Building on several years of data regarding the strong preference by Feinberg library users for journal content in electronic format, the growth of electronic formats for books and government documents and the growing array of free web-based journal and monographic content, Collection Development & Management will focus on the selection, acquisition, cataloging and processing of electronic material in the coming year. As part of this initiative, the tools for maintenance of electronic resources will be identified/purchased/licensed (including use of ALEPH functions), the need for new or changed staff/staff responsibilities will be identified and changes implemented as policies and procedures are developed or modified.  
**Status:** In planning  
**Timeline:** July 2005 – June 2006  
**Funding:** CDM Budget (needs for additional funds will be identified as part of the initiative)  
**Lead Unit:** Collection Development and Management  
**Leads:** Carla Hendrix and Gordon Muir
- **Develop effective ways to communicate library and divisional information with our constituent user communities**  
 This initiative focuses on the need to communicate effectively and efficiently with the various user communities of the library and LIS. New scripts for liaisons to use when contacting or meeting with faculty departments will be developed in consultation with

other Divisional units. The reconfiguration of the Unit's web pages featuring more graphically presented information (pie charts/graphs illustrating expenditures for categories) will be developed and utilized. To assess the effectiveness of CDM activities, CDM plans to work with the Center for Service Learning and Volunteerism to develop student-led focus groups to gather data from our user communities about collections, liaisons, and best community communication practices.

**Status:** In planning

**Timeline:** July 2005-May 2006

**Funding:** None anticipated as of yet

**Lead Unit:** Collection Development and Management

**Leads:** Carla Hendrix and Gordon Muir

- **Complete assessment of Angel software as possible replacement for current Docutek electronic reserve software.**  
**Status:** In progress  
**Timeline:** Fall 2005  
**Funding:** None  
**Lead Unit:** Access Services
  
- **Undertake an inventory of Special Collections manuscript collections in order to determine general contents and stage of processing for each collection.** This information will be combined in a database with acquisition and disposition information that will assist in creating a processing plan that will prioritize currently unprocessed collections by their historical significance and by their state of preservation.  
**Timeline:** Complete inventory by July 2006; processing plan and database development, 2007  
**Lead:** Debra Kimok and Mike Burgess
  
- **Improve Special Collections research room security and preservation of our manuscript collections.** We will review procedures and processing manuals and guides from other universities and information provided at the Modern Archives Institute to assess our own procedures. The end product of this review will be revised Special Collections processing and procedures manuals. The processing manual will help us to insure proper preservation care for our materials and to streamline processing and student training. The procedures manual will, among other things, improve security measures in the research room and provide a basis for stricter room rules.  
**Timeline:** September 2006  
**Funding:** No extra funding required  
**Lead:** Debra Kimok
  
- **Create a student internship in collaboration with the Journalism Department to digitize *Cardinal Points*.** This will provide an efficient way to search this publication.  
**Timeline:** Spring 2006  
**Funding:**  
**Lead:** Debra Kimok & Mike Burgess

#### **Access & Delivery of Administrative & Student Data**

- **Implement new authentication system.**
  - Code interface and connect data sources
  - Develop workflow for stakeholder offices**Timeline:** June-October 2005  
**Funding:** Existing funds  
**Responsible:** John Bradley, Symen Mulders

- **Automate College Catalog production for an online environment.**  
Continue with the development of an online college catalog.

  - Meet with stakeholders/agree on process
  - Build interface in WIDGET 2.0 to organize data
  - Connect to Banner data
  - End user training/documentation

**Timeline:** June 2005-June 2006  
**Funds:** NA  
**Lead unit:** Computer Information Systems & Computer & Media Services
- **Computer Information System hardware upgrades** CIS will be upgrading some switches and installing a new load balancer and firewall.  
**Funding:** NA  
**Completion:** Summer 2005  
**Lead unit:** Computer Information Systems
- **TD BankNorth conversion.** The campus recently selected TD Banknorth to handle all campus revenue activities (Bursar/Financial Aid). Once the contract is completed and approved by OSC, programs will need to be modified for disbursements, account reconciliation, and file transfer with TD BankNorth.  
**Completion:** Summer 2005  
**Lead unit:** Computer Information Systems
- **Telecommunications Pinnacle software upgrade.** Pinnacle software will be upgraded to V5 to utilize added functionality and migrate from the unsupported V3 version.  
**Completion:** Summer 2005  
**Lead unit:** Computer Information Systems
- **Declination study, perceptual study, market analysis, and the qualifying and grading of our prospective students** and additional programming following Noel Levitz's fall review of financial aid process (enrollment management initiative)  
**Completion:** Begin Summer 2005, to be completed by Summer 2006  
**Lead unit:** Computer Information Systems with Financial Aid and Enrollment Management
- **Series25/Resource 25 implementation.** The campus has selected the Series25 software solution from CollegeNet, to handle all campus room and event scheduling. Pending the approval of the contract, implementation will begin summer 2005.  
**Completion:** Begin Summer 2005, production in Spring 2006.  
**Lead unit:** Computer Information Systems
- **TouchNet (payment gateway) implementation.**  
TouchNet has been selected as the campus student web payment solution. Contract and funding is pending further action by the VP for Business Affairs.  
**Completion:** Begin Summer 2005, production in Fall 2005.  
**Lead unit:** Computer Information Systems
- **Residence Hall proximity card implementation.** The campus is reviewing the implementation of a dorm proximity card solution with security cameras and video recording.  
**Completion:** Begin Summer 2005 with MacDonough Hall, other dorms completed during the 2005-2006 academic year.  
**Lead unit:** Computer Information Systems

- **Chemical Inventory System implementation (per EPA audit).** As a result of an EPA audit, the campus purchased a chemical inventory system to handle the tracking, use, and disposal of all hazardous materials. Computer Information Systems will manage the hardware and software.  
**Completion:** Summer 2005  
**Lead unit:** Computer Information Systems
- **NCATE statistics and tracking data**  
**Status:** Anticipated fall 2005  
**Lead unit:** Computer Information Systems with Education
- **Development of a miscellaneous billing (facilities rentals, etc.) and campus recharge (postage, telephone, etc.) system.** Accounting has requested the development of a miscellaneous billing (facilities rentals, etc.) and campus recharge (postage, telephone, etc.) system.  
**Completion:** Summer 2005  
**Lead unit:** Computer Information Systems
- **Pilot several key campus forms from paper to web environment,** (i.e., curriculum program revision; selected registrar forms, timesheets, and student timesheets), to determine basis for proposing a campus-wide project.  
**Completion:** Summer 2006  
**Lead unit:** Computer Information Systems with Computer & Media Services

## Teaching & Learning

- **Support ongoing faculty development in the ANGEL course management system.**  
**Timeline:** Workshops to be offered in Fall '05, Winter '06, Spring '06, and Summer '06;
  - ANGEL Site Developers' Area to be maintained throughout year;
  - Full automation of roster synchronization routines – Thomas Burl - May 2006;
  - Development of tools to facilitate conversion of Faculty Web materials to ANGEL- Peter Friesen - May 2006.**Leads:** Peter Friesen and Thomas Burl  
**Costs:** No costs are anticipated
- **Maintain and promote established Instructional Technology programs:** 1) Software Tools Grants, 2) broad-based workshop series, 3) office hours, 4) Work-at-Home software program, 5) faculty web development, 6) Instructional Technology Resource Center, 7) faculty and research web-servers, 8) ANGEL interfaces.  
**Timeline:** These are all ongoing activities.  
**Cost:** Costs are rolled into the Instructional Technology budget  
**Leads:** Peter Friesen and Thomas Burl
- **Review of Open Source e-Portfolio Initiative (OSPI)** to establish whether the first fully functional release (scheduled for late summer 2005) will meet the needs of Plattsburgh's faculty and administrative offices.  
**Timeline:** December 2005  
**Cost:** No costs are anticipated  
**Responsibility:** Peter Friesen, Thomas Burl, TL-TAG
- **Review of online bibliographic management tools** to establish whether a product meeting the needs of Plattsburgh's faculty and students can be 1) identified, 2) integrated with ANGEL, and 3) implemented within the college's budget. Review of online

bibliographic management tools to establish whether a product meeting the needs of Plattsburgh's faculty and students can be 1) identified, 2) integrated with ANGEL, and 3) implemented within the college's budget.

**Timeline:** May 2006

**Cost:** No immediate costs are anticipated

**Responsibility:** Peter Friesen (working with Instruction Services)

- **Continue to develop new information literacy instructional programming, in order to support the campus strategic goal for integrated information and technology literacy across the curriculum.**

The Instruction Unit coordinates several ongoing programs designed to introduce students to information and technology literacy concepts and skills. These programs reach students through direct librarian instruction in library courses, and departmental course sessions, and workshops. Integration/reinforcement of information and technology literacy objectives and content is a requirement in many GE4 general education courses. The unit plans to develop new strategies and programs to assist other faculty with this required integration.

The unit will pilot a project that will contact and work with selected departments to integrate information and technology literacy objectives within their majors. This work will focus on implementing a curriculum mapping strategy to fit information and technology literacies into departmental curriculum and course progression planning.

**Status:** In Process

**Timeline:** Complete Pilot and assessment by June 2006

**Funding:** N/A

**Lead Unit:** Instruction Services Unit

- **Market and facilitate departmental faculty use of web-based instructional tutorials and teaching resources in order to enhance student learning and faculty integration of information and technology literacy in the e-learning environment.**

Plattsburgh State University is investing more resources to support distance and distributed online learning, and has adopted the ANGEL course management system. At the same time, the LIS Instructional Unit has reviewed and collected several excellent Internet tutorials and teaching resources that are available through links on the unit web pages for any faculty member or student to use.

Unit members will develop and organize templates, modules and resources on information and technology literacy for use in ANGEL and SLN online courses and market these resources for course integration.

- Determine effective formats for offering course-related instruction in Angel and SLN.
- Pilot an Embedded Librarian service in the Nursing RN to BSN online courses.
- Create a marketing strategy for encouraging e-learning faculty to integrate information and technology literacy instructional pieces into their courses.

**Status:** Begun Fall 2005

**Timeline:** Work with online instructors to determine best formats for offering instruction in ANGEL and SLN by December 2005. Embedded Librarian pilot completed at the end of the Fall 2005 semester.

Complete Online Course Integration Design and Template Modules by May 2006

Market online templates, modules and resources to faculty in Summer 2006

**Lead Unit:** Instruction Services Unit

- **To facilitate departmental faculty use of the course-related instructional service provided by the library to enhance student learning and faculty integration of information and technology literacy.**

Course-related instruction is currently the method used by the library to reach students in

various disciplines and provide subject specific, just-in-time instruction for their information and technology literacy needs. It is also a method for making contact with a wide variety of departmental faculty and facilitating discussions about further integration of information and technology literacy skills within their courses and programs.

For on-campus course-related services we will pursue additional marketing of course-related instruction, focusing on:

- Reaching out to new and incoming faculty and meeting personally with them to discuss the resources and services we can provide for their students
- Expand outreach efforts to traditionally research-heavy subjects that would potentially benefit most from our instruction, such as Psychology, Political Science, Canadian Studies, Latin American Studies and the natural sciences.

**Status:** Begun Fall 2004

**Timeline:** Contact all new faculty by October 2005

Complete Marketing to identified departments by October 2005

**Lead Unit:** Instruction Services Unit

## Information Support Services

- Create a Division-wide public service work group to
  1. establish service philosophy for all public service desks
  2. establish service levels for all public service desks
  3. establish service standards for all public service desks
  4. identify existing service gaps
  5. enable seamless referral through the creation of a comprehensive directory of services and programs provided by the Division
  6. coordinate and promote these services and programs as part of an Information Commons (or Learning Commons)

**Status:** Not started

**Timeline:**

- Create work group by July 25, 2005
- Create services and programs directory by August 29, 2005
- Identify service gaps by September 30, 2005
- Establish service levels by October 31, 2005
- Establish service standards by December 16, 2005
- Coordinate and promote services and programs by January 23, 2006

**Budget:** Minimal

**Lead Unit:** Information Outreach (with participation by Access Services and Computing & Media Services)

- **Convene a group to analyze the need and feasibility of implementing a campus portal** including data items/sources, institutional resources needed and timeline for implementation.

**Status:** Not started

**Timeline:** Fall 2005—initial review of data sources & reviews of SUNY Portal Review Group recommendations

Spring 2006—select product

**Funding:** To be determined

**Lead units:** Computing & Media Services, Computer Information Systems, Instructional Technology, Web Oversight Working Group, and Information Technology Advisory Committee

- **Develop a process to serialize the messages in the [all@plattsburgh.edu](mailto:all@plattsburgh.edu) digest**, making them available from an archived listing of all postings and providing views of the posting by individual categories. A corresponding ANGEL component will be constructed to allow users to have selected categories of messages be displayed directly on their *My Page* screens.  
**Timeline:** Initial planning and data connections: September 2005  
ANGEL component: January 2006  
**Cost:** No cost anticipated  
**Responsibility:** John Bradley & Peter Friesen
- **Relocate the Helpdesk to first floor Feinberg Library government documents.**  
**Status:** In process  
**Timeline:** Completion by opening of fall semester 2005  
**Funding:** CMS budgets and LIS budgets  
**Responsible:** Carol Bleaux, John Bradley, TJ Myers, Gordon Muir, and Ravil Veli
- **Develop, acquire or explore Aleph as a media management system**  
**Timeline:** July-December 2005 (pending recruitment of extra systems person)  
**Funding:** Unit funds  
**Responsible:** CMS Facilities Group and Systems
- **Deploy campus network storage:** acquire server, build web interface, produce end user documentation  
**Timeline:** July-December 2005  
**Funding:** Unit funds initially  
**Responsible:** John Bradley, Symen Mulders, TJ Myers
- **Maintain and improve web content management system**
  - Finish WIDGET Version 2
  - Deploy Google Server to improve search efficiency/accuracy**Timeline:** May-October 2005  
**Funding:** Unit funds and shared cost with Public Relations (for Google server)  
**Responsible:** John Bradley, Symen Mulders
- **Incorporate videoconferencing service support into Computer & Media Services**  
**Timeline:** July 2005-June 2006  
**Funding:** Unit funds and distance learning funds  
**Responsible:** Carol Bleaux, John Bradley, Rene' Burl

## Infrastructure

### Campus Network Infrastructure

- **Network infrastructure upgrades**

Campus building infrastructure upgrades are designed to establish a standardized cabling and network equipment structure capable of future expansion. The benefits of upgrading a building network infrastructure include establishment of network wiring closets, installation of "computer grade" cabling, network equipment upgrades, drops for wireless services, and additional network jacks within buildings. Remaining buildings targeted for upgrades include Myers, CV Hall, Hudson, Sibley, 133 Court St, Clinton Hall, and Ward. Sibley and Hudson infrastructure upgrades are contingent upon campus renovation plans and implementation schedules.

**Status:** Planning

**Timeline:** CVHall and Myers Hall, 2005-2006

**Funding:** Network Operations

**Lead Unit:** Network Operations in consultation with occupants of buildings

- **Expansion of gigabit network**

Computer applications and services utilizing the campus network continue to increase at a rapid rate. In order to accommodate network traffic requirements from current and future computer applications, Network Operations proposed an upgrade to the campus fiber network backbone infrastructure. The fiber backbone proposal has been forwarded to the SUNY Construction Fund for implementation approval and funding allocation.

**Status:** Planning, SUNY Construction Fund

**Timeline:** 2005-2006

**Funding:** SUNY Capital Planning Monies

**Lead Unit:** Network Operations

- **Network Security**

The ongoing threat of computer viruses, network attacks, and malicious computer programs has a direct impact on information security. The following initiatives have been identified for continued development of a campus network security infrastructure.

- Provide additional firewall services for campus servers
- Continue developing network intrusion detection utilities
- Establish an infrastructure to address malware, spyware, and adware threats to computer systems on campus
- Security solutions for wireless network services
- Continue enhancing virus detection and quarantine utilities

**Status:** In process

**Timeline:** 2005-2006

**Funding:** Network Operations

**Lead Unit:** Network Operations

### **Classroom Facilities**

- **Educational Technology projects for 2005-2006** (not yet determined)  
**Timeline:** Fall 2005-Spring 2006  
**Lead unit:** Computer & Media Services, Instructional Technology, and Network Operations
- **Special Collections Facility**  
Assess the report of the Special Collections consultant and begin planning for implementation.  
**Timeline:** Fall 2005/assessment  
**Lead:** Debra Kimok and Michael Miranda

### **Personnel**

- Adapt the Library Faculty Mentor program for all LIS staff  
**Status:** Not yet begun  
**Timeline:** 2005-06  
**Lead:** To be determined

