

Earlham College
Information Services
Mission, Goals, and Policies

May 2005

Information Services is a convenient "administrative unit" consisting of four operational units: Computing Services, Instruction Technology and Media, Libraries and Web Management and Services. Each of these four units has a distinct set of goals, which in significant, if not extensive, ways overlap. The statement below is not an effort to synthesis all of those separate sets of goals. Instead this statement is designed to focus on the mission and goals of the unit as a coordinator of the four units of Information Services. The total work of Information Services requires review of the mission and goals of all four units plus the statement below.

Mission

Information Services articulates the role of its four units to the College and Seminary Community and works to ensure that where their functions overlap they are effectively coordinated to achieve maximum effectiveness in serving the community.

Goals

Develop a program of advocacy for the work of Information Services units.

Explore with the community its information resource needs and prepare plans for meeting those needs.

Coordinate the activities of the four units of Information Services so they individually and collectively provide effective services to the College and Seminaries.

Evaluate the effectiveness of the services in the four units of IS, especially as they overlap, and propose plans to improve those services.

Develop plans for facilities and the deployment of technology to effectively respond in a coordinated fashion to the needs of the campus community.

Policies

The creation of and charge to the Information Technology Policy Committee.

<http://www.earlham.edu/policies/governance/documents/faculty.pdf> (page 13).

Copyright Policy

Draft proposal to Senior Administration for approval.

Unit Plan: Information Services, Computing Services (ECS)
May 2005

Mission

Earlham Computing Services supports the missions of the College and Seminaries by providing the physical infrastructure and professional support staff needed to utilize computing technology in the day-to-day functions of Earlham.

Goals

Provide a network infrastructure to all academic and administrative areas at a level that enhances our ability to function instead of impeding it.

Provide a network infrastructure to college owned student housing at a level that is both reasonable to maintain and robust enough to allow legitimate academic use of appropriate information resources.

Provide adequate bandwidth to the Internet that will support the legitimate academic and administrative functions of the college in a cost effective manner.

Provide a server infrastructure designed to offer services in a robust manner to constituents of Earlham in a cost effective manner.

Provide public computing facilities that support the academic programs and enhance the student's overall experience at Earlham.

Provide reasonable and appropriate support for administrative and academic applications used in the day-to-day operations of the college.

Provide consistent and secure management of Earlham's critical networked data well as backup and restoration services for the data.

Maintain an accurate inventory of all Earlham owned computing hardware and software.

Provide all aspects of computer support including procurement, configuration, installation, troubleshooting, repair, and replacement of hardware and software.

Provide an ongoing program of training to assist faculty, staff and students in using computing resources.

Policies applicable to ECS, Information Services

Acceptable Use Policy

<http://www.earlham.edu/ecs/html/policies/ecs-aup.html>

HelpDesk Service Level Agreement

<http://www.earlham.edu/ecs/html/policies/hdsla.html>

Privacy and Confidentiality Statement

<http://www.earlham.edu/ecs/html/policies/privconf.html>

Software Piracy Policy

<http://www.earlham.edu/ecs/html/policies/softpiracy.html>

Unit Plan: Information Services, Instructional Technology
and Media (ITAM)
May 2005

Mission

To provide the Earlham community with high quality audio-visual/media and instructional technology services and materials.

Goals

Promote the use of a variety of instructional technologies by expanding the resources and teaching/learning strategies available to students and faculty.

Provide support for classroom technologies (both high and low).

Develop, maintain and circulate non-print media collections.

Test, promote and maintain a variety of learning tools and software.

Provide student and faculty support for Plowshares-Media Arts Lab.

Provide support for campus videoconferencing services.

Provide support for co-curricular and public activities by helping individuals and groups accomplish their objectives with our technical assistance and/or equipment.

Provide support for and participate in consortia and collaborative activities that promote teaching and learning.

Contribute to the larger work of Earlham through staff participation in advising, teaching, and committee work.

Maintain close relationships with other I.S. units to work towards an integrated information services program for the Earlham community.

Policies applicable to ITAM, Information Services

Circulation policies

<http://www.earlham.edu/itam/Content/services/circulation.htm>

Copyright Policy

Draft proposal to Senior Administration for approval.

Collection Development Policy
(under development)

Unit Plan: Information Services, Libraries
May 2005

Policies applicable to the Libraries, Information Services

Library: <http://www.Earlham.edu/~libr.>

Circulation

<http://www.earlham.edu/~libr/library/circservices.htm>

Collection Development including General Collection Development, Electronic Journals, Gifts, Periodicals and Weeding

<http://www.earlham.edu/~libr/library/colldevservices.htm>

Confidentiality of Library Records

<http://www.earlham.edu/~libr/library/confidentiality.htm>

Interlibrary Loan (i.e., Borrowing from Other Libraries)

<http://www.earlham.edu/~libr/library/ill.htm>

Library Access for People with Disabilities

<http://www.earlham.edu/~libr/library/access.htm>

Library Reference Computer Lab Use

Reference and Instruction Services

<http://www.earlham.edu/~libr/library/reference.htm>

Study Rooms, Carrels and Computer Labs

<http://www.earlham.edu/~libr/library/rooms.htm>

Related documents

Library hours

<http://www.earlham.edu/~libr/library/hours.htm>

Faculty Handbook

Staff Handbook

Library: In print (Tom Hamm's Office):

Disaster Plan

Unit Plan: Information Services, Web Management and Services
(WMS)
May 2005

Mission

The mission of Web Management and Services is to provide all departments and Web content creators of the College with the necessary guidance, resources and support to ensure that the Earlham Web site is an up-to-date, comprehensive resource for living, working, studying and participating in governance at the College.

Goals

Develop and implement a comprehensive, long-term plan for improving and managing the College Web site and associated resources;

Support and maintain the College's institutional Web pages;

Provide standards and practices for those interacting with College Web pages, including guidelines and assistance in using outside vendors for page creation;

Develop and improve availability of Web training and online resources for faculty, staff and students;

Encourage reliance on the Web site for conducting daily business;

Promote site-wide consistency in navigation and appearance through the use of templates and other resources;

Provide general site maintenance and analysis;

Define and disseminate information regarding departmental page accountability;

Provide Web support for internal constituencies;

Maintain awareness of Web trends and new or developing technologies;

Provide professional development and training for WMS staff;

Contribute to the larger work of the College through participation in committee work as well as consortia and collaborative activities; and

Develop and keep the campus abreast of (and involved through ITPC) Web planning and policy initiatives.

Policies applicable to WMS, Information Services

Because the department of Web Management and Services is new in many ways, there is a need for policies that do not currently exist. WMS plans to draft policy documents regarding a number of issues for review by the Web Advisory Group (WAG) and Information Technology Policy Committee (ITPC). Listed below are four existing policies that pertain to the work of WMS, and a set of topics that will be covered in new policies to be written.

ECS HelpDesk Service Level Agreement (HDSLA)

<http://www.earlham.edu/ecs/html/policies/hdsla.html>

ECS Acceptable Use Policy

<http://www.earlham.edu/ecs/html/policies/ecs-aup.html>

ECS Privacy and Confidentiality

<http://www.earlham.edu/ecs/html/policies/privconf.html>

Copyright Policy (This policy pertains to WMS individually and as part of I.S.)

Draft proposal to Senior Administration for approval.

Topics for needed policies:

Information flow; Home Page links and placement; vendor relations; Web standards; W3C Web accessibility compliance; WMS authority (content and timeliness) and limitations; supported technologies; emergency information and disaster recovery plan; Site navigation and file structures; directory access authorization and de-authorization for users; data recovery; site (directory) creation; procedures for requests, e-mail links, and site setup.