

Earlham College
Information Services
(Computing Services, Instructional Technology & Media, Libraries
and Web Management & Services)
Annual Report
July 3, 2008

Note: When I received Doug's request for an annual review the Information Services directors had already completed the Unit Plan. I have therefore excerpted from the plan the text that covers the two questions asked for the Annual Review. In addition we have gathered a number of metrics from each unit to illustrate the activities of the year.

1. What are the unit's goals? (Articulate these in light of the college's mission.)

Information Services is the coordinating mechanism for 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 ways overlap. The statement below is an effort to synthesize all of those separate sets of goals. Ultimately, the combined units of Information Services exist to support the academic needs of the community for information resources and technology as well as meet the needs of the college to carry on the College's organizational business practices.

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 for IS

General:

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

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 community awareness of legal/ethical issues (e.g., copyright, identity management, security) associated with information resources.

Resources:

Develop collections (e.g., print, media, microform, electronic) of information resources that meet the information needs of students, faculty and staff as they engage in the teaching/learning process, and to a more limited extent, their recreational and general and co-curricular interests.

Develop, maintain and support a hardware infrastructure (e.g., network connections and switches, central servers with network services, wireless network, laptop/desktop computers, and classroom equipment) to meet the needs of students, faculty and staff in carrying out the college's activities.

Select/develop, maintain and support web-based software systems (e.g., Banner, webmail, calendar, Element K, future portal)

Review, select, install and support software needed to advance the academic program and college activities.

Provide a collection of materials and services for the study of the Society of Friends, particularly in the Midwest, and serve as archival repository for the College and Earlham School of Religion.

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

Services:

Circulate materials and equipment in support of the academic program, co-curricular programs and other college activities.

Provide a program of course-integrated instruction and reference services that prepare students to be effective life-long learners.

Provide support for those using technologies in the classroom, individual research and college activities.

Provide training opportunities and resources so that members of the Earlham community can develop their information and technology literacy.

Manage and oversee the College Web presence and its associated resources. This includes support and maintenance of the College's institutional Web pages, and providing guidance and assistance to those who maintain departmental and divisional sites.

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

Provide support for campus videoconferencing services.

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

Provide library support for the distance education programs of the seminaries.

Facilities:

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

Provide facilities that encourage both group and individual study and research, enable the use of information resources and technologies in support of teaching and learning and are conducive to the preservation of information resources.

Staff:

Contribute to the larger work of the College through participation of staff in teaching, committee work, and the management of co-curricular and academic programs both on and off-campus.

Maintain awareness of new developments within the specialties of the units.

Provide staff development opportunities that will stimulate thinking and prepare staff to improve services.

Integrate new staff into work of Information Services

Organization:

Participate in consortia and collaborative activities that help meet the units other goals.

2. What are the main programs, activities, processes, and strategies employed by the unit to meet these goals? Please also note any significant new programs and activities.

1. Administrative computing support and development for SCT Banner, WebDb, Bookstore's point of sale and book ordering systems, Giftwrap, ADP, chemical inventory system, The Maintenance Authority Express (work order management), etc.
2. Archives and Friends collection reference service
3. Support for use of technology in teaching & learning
4. Collection development – Books, periodicals (print and electronic), non-print media and software.
5. Computer help desk
6. Public IS labs (i.e., Lilly 148, Lilly Reference, Lilly Media, Landrum Bolling Center, Wildman, Dennis 224)
7. Information literacy instruction
8. Library reference/Research help
9. Media instruction and support
10. Network systems and services
Implementation, support and development of the campus computer network, including wireless network, central servers and the software they house –email, listserv, Moodle, authentication, Web, SCT Banner, Sophos, Luminis, etc.
11. Web and intranet management and enhancement.
12. Assist Public Affairs in promoting the college

13. Propose strategic technology planning initiatives.
14. Collaborate with ITPC on policy development.

Following the discussion of effectiveness of our programs below is a series of charts that provide quantitative representations of the level of our activities in serving students and faculty. We would be interested in feedback on whether these are metrics that are helpful to you.

How well is Information Services meeting its goals?

Information Services has evaluated its programs and services through four mechanisms. Most informal is the constant interaction with faculty and students and their needs. These informal interactions include interviews of individual IS staff with faculty and students, attendance at meetings (e.g., Science Division, Student Government). More formal is meetings with the Instructional Technology Policy Committee that advises Information Services on policy issues.

The second mechanism for evaluation is formal program reviews. The last such review was done in 2000.

The third mechanism is formal surveys. We completed LibQual+ in 2005 and MISO [Merged Information Services Organization] in 2006. We anticipate doing MISO again in the spring of 2009. In a different vein we periodically conduct alumni surveys five-years after graduation. We have also used the results of institutional surveys (e.g., NSSE) to gather information.

The fourth mechanism is focused studies that are more internal reviews and analysis. Some of these are brief and very specific in nature (e.g., staff reorganization in technical services) while others are broadly based on the collection of data (e.g., 1993 study of the reach of the library's instruction program and the current study of library participation in the General Education Program).

All of the information collected through these mechanisms are reviewed by the responsible persons within Information Services. What follows is a brief, high level summary of the results.

- (1) The services that are provided are high quality. We consistently receive positive feedback. If there are areas of improvement that are needed it is in communicating with faculty and students as technology fixes and modifications are in process. It is difficult to keep communication simple, informative and specific while providing transparency of operations in the midst of constant change in the status of a fix or modification. We need to address this dilemma with more deliberateness.
- (2) While services are provided at high quality there are often complaints about being unresponsive. The shortage of staff is often the root cause, but is also a result of the lack of communication. IS staff, particularly if they are not the primary point

of contact, do not adequately provide feedback to users. Furthermore users often do not report problems or do not discuss technology needs with IS staff.

- (3) We have a high-quality, dedicated staff. They are extraordinarily committed to their work and give a strong effort to serve the community.
- (4) Workload presents a significant challenge to Information Services. The demands for more services create demands for more work for staff. The small size of Earlham (e.g., number of students and their tuition revenue) challenges our ability to provide additional staff as the demand for additional services occurs. The Plowshares Project and then the transfer of those positions to the regular budget has been a series of major accomplishments. But we continue to have challenges of inadequate staffing in supporting network and central technology services. While we have been somewhat successful in supporting faculty use of technology through the adjustment of librarians' role to take on some responsibilities we are not able to meet all the demand that could develop if we had staff that could respond to requests. At the same time there is a tension between trying to respond to the demand and knowing how much IS should do for faculty. For example, production of digital images could become a major activity if we simply created them on demand from faculty. However, we are not now providing that service. We are willing to work with faculty and help facilitate faculty's use of digital images but we are not in a position to do the image creation. This is just one example of the larger question of to what extent IS creates content for faculty and not just facilitate faculty (e.g., provide software and hardware, training, maintain data files). This will continue to be an issue which we need to address.
- (5) Our current planning processes need to be strengthened beyond the six month to a year horizon. We are often caught by developments elsewhere in the institution about which we are not well informed and therefore are responding rather than planning ahead. This problem often leads to requiring existing staff to add responsibilities at the expense of existing responsibilities. There should be a campus wide expectation that departments and programs will consult with IS when technological solutions are being explored for departmental operations. We need better coordination of planning and we need more attention to the staffing implications of adding services and activities. Internal to IS there needs to be stronger anticipation of staff and budgetary needs to support the incremental growth in technology services being provided.
- (6) Salaries for IS staff are on the whole consistent with those across the campus. However, we have some difficulty with recognizing increased responsibility and expertise as a result of professional development. We need flexibility within the salary setting scheme to recognize these changes.

**Earlham College
Computing Services (ECS)
Statistical Picture of 2007/2008**

Support Requests	<i>Quantities</i>	<i>Comments</i>
Help Desk Requests	757	Recorded requests only. Does not include walk in support or requests resolved over the phone.
Phone Support Request	152	Telephone support requests handled internally.
Wireless Registrations Requests	710	Requests for wireless connections that are set up manually. A majority of these are from students.
DMCA Notices	244	These are cease and desist requests regarding alleged Peer-To-Peer file sharing violations.

Equipment	<i>Quantities</i>	<i>Comments</i>
Computer Lab Upgrades	113	Lilly, Dennis, Wildman and Bolling Labs (77 Pcs & 36 Macs)
Computer Upgrades / New	79	17 Admin Users, 62 Academic Users / 61 Macs & 18 PCs
Server Upgrades / New	13	Dell - 6, Apple - 1, Sun - 4, Virtual - 2
Wireless Access Point Upgrades	65	Replacement of Enterasys with HP access points and expansion to improve coverage.
Fiber Optic Upgrades for College Owned Houses	18	There are two houses left to complete.

Administrative Projects	<i>Quantities</i>	<i>Comments</i>
Annual Programming Projects Completed	46	These are re-occurring request for Administrative offices.
Programming Projects Complete	34	These are individually requested projects that were completed during 07/08.
Current Programming Projects	7	Projects in progress.
System Projects Completed	42	These projects are associated with the servers. They include upgrades, installs, patches, etc.
Current System Projects	13	These projects are associated with the servers. They include upgrades, installs, patches, etc.

Expenditures	<i>Amount</i>	<i>Comments</i>
Equip - Public Labs	\$139,565	Equipment in ECS managed labs.
Equip - Network and Servers	\$122,684	Central network and server equipment.
Equip - Academic Departments	\$91,618	Equipment for faculty, staff, and departmental labs.
Equip - Admin Departments	\$14,320	Equipment for administrative faculty and staff.
Software - Academic	\$46,630	Software for academic faculty and labs.
Software - Admin	\$161,031	Admin software, such as Banner, and software used by all constituencies, such as MS Office.
Software / Maintenance - Network and Servers	\$91,038	This covers HW & SW maintenance agreements specifically for the network and server equipment.

Network Traffic	<i>Quantities</i>	<i>Comments</i>
E-Mail Messages Received	83,502,734	Total number of E-Mail received by our servers.
Spam Messages Blocked	79,327,597	Spam messages blocked at an average of 95%.
Internet Bandwidth Usage	31 Mbs In / 10 Mbs Out	Average bandwidth per second 24 hrs per day, while the students were on campus, Sept. - May.

Earlham College
 Instructional Technology and Media (ITAM)
 Statistical picture of year's activities, 2007-2008

Catalogued Video Collection by Media Format

VHS titles	DVD Titles	Laserdisc
3776	1250	54

Circulation by class

Circulation by Material Type

Student (01)	2,929		Material Type	Loans + Renewals
Faculty (02)	1,297		Books	45
Staff (03)	501		Equipment (tape recorders/slide projectors)	11
Library Use Acct. (ILL, etc.)	9		Media (Video, CD.headphones, etc)	5197
Unaffiliated (05, 07, 08)	32			

Circulation by length

Audio 7 day	Video 2 or 7 day	5 day	2 hr reserve	4 hr reserve	6 hour reserve	1 day reserve	3 day reserve	7 day reserve
473	2746	197	226	695	298	38	18	76

Equipment Check out (Students/faculty/staff use)

Fall 2007	Computers	313 loan cycles (including renewals)
	Cameras	46
	Data projectors	9
	Miscellaneous	23
Spring 2008	Computers	207 computer loan cycles *loan period changed to 1 week loan
	Cameras	127
	Projector	14
	Miscellaneous	38

Selected Circulating Equipment (also used by ITAM Student staff)

Computers	PC	8	Mac	5
Videocamera	VHS	4	MiniDV	4 general * 5 staff + video class
Digital Still cameras		1	Video/Data Projectors	2

Earlham College
 Instructional Technology and Media (ITAM)
 Statistical picture of year's activities, 2007-2008

Moodle use

# courses taught	Number Teachers*	# courses taken	# students	Class size	# courses
1	82	1	344	10	198
2	27	2	332	20	55
3	14	3	262	30	19
4	14	4	104	40	8
5	3	5	48	50	6
6	5	6	12	60	1
7	2	7	5	70	0
				80	0
				90	1

Top Users

Department name	# active courses
English (ENG)	21
Music (MUS)	19
Biology (BIOL)	16
Chemistry (CHEM)	14
Psychology (PSYC)	12
Interpretive Practices (INTP)	11
Geosciences (GEOS)	10
History (HIST)	10

* Teachers also includes group leaders for non-course instances of Moodle as well as professors teaching courses. (Moodle was also used for Off-campus programs (8), committees (6), student groups (5), MAT/MED (9), and by 1 Division.)

Major Projects in 2007-08

- Replaced/upgraded Media Arts Lab with 10 iMacs (fall 07)
- Concert Choir Tour Recording/CD Production (Jan 08)
- Weeded video collection (removed 157 3/4" videotapes, and 372 VHS titles)

Appropriate budget measures

Spent roughly \$10,000 on new video materials
 Generated over \$8000 in Miscellaneous Income (fines, replacement charges, duplication fees)

Earlham College
Libraries
Statistical picture of year's activities, 2007-2008
(with some historical and comparative data)

Instruction activity	1996-1997	2001-2002	2006-2007	2007-2008
Number of instruction sessions	201	156	128	116
Number of students reached	3,223	2,357	2468	2,119

Interlibrary loan activity	1996-1997	2001-2002	2006-2007	2007-2008
# of borrowed items	3,699	3,335	4,326	3,234
Books	1,664	1,857	2,754	2,072
Periodical articles	2,035	1,478	1,572	1,162
# of lent items	3,495	3,474	2,223	2,147
Books	1,695	1,836	1,540	1,431
Periodical articles	1,800	1,638	683	789
ILL borrowing per student	3.5	3.1	3.1	2.3
ILL borrowing per student for Oberlin Group	3.3	3.4	3.5	UA
Range of ILL borrowing per student among Oberlin Group	0.2 – 13.2	0 – 13.2	0.4 – 7.8	UA

UA=Unavailable

Circulation	1996-1997	2001-2002	2006-2007	2007-2008
Total circulation	34,671	29,986	26,483	27,581
Circulation per student	32.9	27.6	16.5	20.0
Circulation per student among Oberlin Group libraries	23.1	18.6	21.3	UA
Range of circulation per student among Oberlin Group libraries	16 - 114	5.5 - 114	11.6 – 131.6	UA

UA=Unavailable

Database search activity	1996-1997	2001-2002	2006-2007	2007-2008
Number of identifiable databases	UA	39	59	63
Total database searching	UA	81,841	100,952	217,548
Database searching per student	UA	79	85	191

Identifiable databases means collections of data and/or full text that come as a package which must be bought as a unit. It does not include individual titles of periodicals.

UA= Unavailable.

Total Expenditures for Library Materials	1996-1997	2001-2002	2006-2007	2007-2008
Total amount spent from all sources	\$299,895	\$425,019	\$687,109	UA
Amount per student	\$285	\$392	\$497	UA
Amount per student average for Oberlin Group	\$444	\$549	\$771	UA
Range of per student average for Oberlin Group	\$490 - \$2,211	\$153 - \$1,258	\$71 - \$1,339	UA

UA= Unavailable.

Total Library Expenditures	1996-1997	2001-2002	2006-2007	2007-2008
Total expenditures	\$923,175	\$1,160,977	\$1,712,812	UA
Total expenditures per student	\$1,161	\$1,071	\$1,239	UA
Average total expenditures for Oberlin Group	\$2,055,845	\$2,648,348	\$2,999,583	UA
Average total expenditures per student for Oberlin Group	\$1,110	\$1,362	\$1,458	UA
Range of total expenditures per student for Oberlin Group	\$490 - \$2,211	\$435 - \$2,930	\$1,160 - \$1,772	UA
Range of total expenditures for Oberlin Group	\$ 658,832 - \$5,042,919	\$ 843,661 - \$ 6,946,682	\$ 1,011,374 - \$ 7,956,845	UA

UA= Unavailable.

Earlham College
Information Services
Web Activity
7/7/2008

	2005-2006	2006-2007	2007-2008	
Total number of views of Earlham Web pages	20,687,880	20,007,091	25,417,779	@
Total number of unique pages viewed on the Earlham Web site	about 97,000	about 100,000	about 118,000	#
Web pages revised	We don't have a count but know that "thousands of pages" have been touched by Web editor.			
Major activities of the year	Virtual tour completed, IPO revision completed. Library site in process.			
Indiviudals whose pages receive the most views [List top twenty five units]				
peters	4,330,874	4,978,866	10,275,833	
markp	329,192	371,678	453,015	
liffeyt	291,005	510,634	492,075	
seidti	253,476	237,414	284,939	
parkero	183,421	185,489	154,445	
charliep	140,118	144,696	<i>11</i>	*
henryer	132,450	316,610	581,416	
chriss	85,269	83,132	41,636	
littejo	72,319	44,508	58,870	
maminal	73,857	64,349	<i>18,854</i>	*
rodrimi	58,587	57,673	<i>10,239</i>	*
guvenfe	64,285	58,459	49,866	
guttecu	50,931	40,731	30,097	
oharjo	48,328	61,479	60,623	
vandsa	44,185	68,842	35,225	
vanbma	43,320	47,441	61,946	
sheedjo	43,218	60,571	47,777	
wellingh	42,000	53,526	50,957	
jeffesu	37,984	46,459	65,807	
dewitia	37,928	37,950	32,975	
moussma	30,613	<i>24,084</i>	<i>1,782</i>	*
smithti	30,323	25,047	25,431	
matthni	29,312	<i>12,851</i>	<i>55</i>	*
byersjo	28,098	33,122	33,077	
lanest	24,094	38,271	43,597	
heyneni		85,296	<i>351</i>	*
givenb		46,403	52,989	
florylo		34,333	<i>23,841</i>	*
saidza			<i>1,790</i>	*
krishra			31,663	
hoganma			27,224	

paulr 82,636
 scottna 59,057

%This number counts only actual pages visited. It does not include use of WebMail, WebDB nor Moodle. nor does it include queries and any traffic through a cgi connection.

These are approximate because the count is only of unique pages requested and not an actual count of pages on server.

* Changes in persons involved and location of Web sites on college servers have an impact on existence of directory to be counted.

Pages within a directory (i.e. folder) that receive the most views. [List top twenty five]	2005-2006	2006-2007	2007-2008	
ecs	8,987,131	12,198,371	6,969,197	
peters	4,330,874	4,978,866	10,275,833	
publicaffairs	1,030,251	898,568	1,283,675	
webteam	655,348	708,004	761,087	
libr	632,793	490,106	526,108	
aroundtheheart	489,390	456,834	572,987	
curriculumguide	404,308	365,933	461,333	
markp	329,192	371,678	453,015	
pols	319,904	339,815	388,077	
liffeyt	291,005	510,634	492,075	
sas	290,453	231,130	248,113	
alumni	270,427	315,425	434,858	
ipo	265,970	168,002	132,541	
seidti	253,476	237,414	284,939	
biol	186,208	207,095	219,167	
parkero	183,421	185,489	154,445	
chem	167,701	178,080	208,087	
studentcenter	155,343	165,409	200,791	
charliep	140,118	144,696	11	*
henryer	132,450	316,610	581,416	
policies	131,162	114,810	148,198	
phil	110,152	101,921	92,164	
pags	110,002	98,548	86,667	*
map	106,655	86,082	40,167	*
jobs	93,800	82,674	110,830	
admissions		268,311	321,536	
tour			291,275	
pressrrom			136,111	

* Changes in persons involved and/or departures and location of Web site on college servers have an impact on existence of directory to be counted.

Use of Web pages belonging to academic departments [List top twntety five. Exclude athletics]	2005-2006	2006-2007	2007-2008
pols	319,904	339,815	388,077
chem	167,701	178,080	208,087
biol	186,208	207,095	219,167
phil	110,152	101,921	92,164
jpnstudies	80,231	44,006	47,567

psyc	58,470	56,745	27,037
borders	55,509	71,969	68,166
gened	34,635	19,451	10,904
mat	26,118	0	0 *
art	24,189	13,760	16,263
japn	18,155	19,171	18,162
mus	17,554	19,017	21,018
wmst	17,099	14,534	13,731
mgmt	15,495	16,352	17,537
clas	14,657	14,202	18,525
eng	13,448	14,195	13,725
geos	12,755	12,358	14,204
phys	12,318	13,339	11,654
hist	12,094	9,794	10,860
soan	11,824	8,448	12,986
span	11,007	10,599	9,597
rel	10,616	10,168	11,799
theatre	10,590	10,494	10,305
fren	7,422	7,526	7,263
educ	6,479	5,489	1,380 *
econ		14,474	18,114
math		8,254	11,365
environmental			9,226

* Changes in persons involved and/or departures and location of Web site on college servers have an impact on existence of directory to be counted.