LIS Annual Report 2011-12

This annual report was published October, 2012, and was written by staff of Luther College Library and Information Services (LIS). It is the synthesis of many individual and team reports covering work completed during the 2011-12 academic year. Projects that are strategic in nature are broken out as specific objectives and mapped to our organizational goals. Work that reflects our ongoing initiatives in support of the mission of LIS and the College is included in our team reports.

For more information about Luther College Library and Information Services, visit http://lis.luther.edu/

Table of Contents

Vision
Our Mission
Goals and Objectives for 2011-12
A focus on our constituents and their work to support the mission of Luther College
Support for students
Support for faculty
Support for administration
Engaging and collaborating with our peers
Depth and breadth in resources
Simplicity in product, tool, and service
Innovation in products, tools, and service
Integrated information organization and services
Staff excellence

Ongoing Operations: Team Reports
Archives
Library
Network & Systems
Software Development
User Services

Objectives for 2012-2013
1. Improves teaching and learning outcomes for faculty and students
2. Provides differentiation for prospective students and parents
3. Improves prospect of differentiation for graduates on their next steps (service, jobs, vocations, graduate school, etc.)
4. Improves relationships to alumni/ae, friends of the college
5. Infrastructure
Vision

Last year, Christopher Barth shared in this same section an essay on the value of information services as changes in the environment in which we operate and changes in technology continue their march and how that impacts our decision making.

Let me pick up on that theme by enumerating four guiding principles that we can use to think about how we create value for Luther College. These principles can help us think about the resources and skills for which we provide thoughtful stewardship. They can help us with investment decision making as well as with thinking about processes and projects and the services that ultimately are provided. They can inform decision making as we work through design and implementation.

1) Improves Teaching and Learning Outcomes for Faculty and Students.

This is our wheelhouse. With each discussion of a new service, process improvement, or a new project we need to think about how it enables and supports improved teaching and learning for faculty and students. Our success is a reflection of the successful transformational journey our students experience at Luther College. One indicator is when we contribute to student retention and improved graduation rates. We do this when we are providing information and technology literacy. We do this when we collaborate with groups providing related services within our facilities such as the new Speech and Debate Center. We do this when we facilitate the creation and nurturing of learning communities. We do this when we provide teaching and learning experiences for faculty and students around skills they need for other classroom work.

2) Provides Differentiation for Prospective Students and Parents.

Parents and students have a growing set of higher education choices. Parents have extraordinary concern about jobs and next steps after Luther (e.g. graduate school acceptance) and this is exacerbated by concerns regarding anticipated debt service. It is essential that the experience we offer is differentiated and valued by parents and students to the degree they will choose to come to Luther College. Within LIS we need to evaluate each new service, process improvement, or new project with an eye towards how it increases the likelihood that students and parents will select Luther College when our stories are told by Admissions, other students, faculty and also directly by us. This happens when our services are seen as mitigating/addressing the concerns of prospective students and their parents. We do this when we show that LIS provides and enables the development of “know how” in addition to “know about”. We do this when we share stories of how learning we have facilitated has had a positive impact on graduates’ successes.

3) Improves Prospect of Differentiation for Graduates on Their Next Steps (service, job, vocation, graduate school, etc.).

One of the repercussions of the recent recession and the protracted recovery is a heightened level of concern about students’ success in achieving their next step. For many that means getting a job. For others it means getting into a service program. For others it means getting into graduate school. When we think about what will help make our graduates differentiated and successful in achieving their desired next step we are serving a key interest of theirs (and their parents). We do this when we have facilitated teaching and learning that leads to additional resume entries or achieving essential skills and experiences that make a difference in
their pursuit of “next steps.” An anchor value for our students is captured in the phrase “lifelong learning.” The environment we live in and the rate of change has led some researchers to say one of the most important things we can do is teach our students to learn to learn. This heightened level of metacognition happens when students learn new skills.

4) Improves Relationships to Alumni/ae, Friends of the College.

Our alumni/ae (alums) and other friends of Luther College have distinguished themselves by their high level of affection for Luther College. We can build on this by working to create a reinforcing positive growth cycle providing opportunities for them to continue their learning by our interactions and by leveraging their skills and experiences and their desire to manifest their affections through their stewardship of their time and talent. The power of communication and information technologies has broken historic barriers associated with time and distance. Our physical location need not inhibit collaborations that are of mutual benefit. This happens when we support streaming of interesting events that enable a level of participation beyond the campus. We do this when we curate communities of interest around topics of substance that include graduates and other friends.

We have an opportunity to become more intentional about facilitating what could become much more symbiotic relationships that enhance teaching and learning, enhance relationships and connections of value to students and alums and enable our alums to contribute to the success of our students both on and off-campus and both during their time at Luther College and after their graduation. Our students would benefit from these interactions, our alums’ richer connections will lead to further encouragement for prospective students of which they are aware and provide further connections that lead to opportunities for our graduates.
Our Mission

Library and Information Services supports the work and mission of the Luther College community by providing:

- **access** to appropriate communication and information resources,
- **expertise and training** in the effective and efficient use of information and technology, and
- **a place** to explore and express ideas, ourselves, and our community.

Goals and Objectives for 2011-12

A focus on our constituents and their work to support the mission of Luther College

- **Expand the framework for information literacy/fluency by identifying and cultivating strategic collaborations.** [Library]
  - **Germano Streese** worked with the Diversity Center in a number of ways, including spending much of his “Librarian is IN” time on site. Participants from the summer faculty workshop “Enhancing Student Learning Through Information Literacy and Technology” offered a series of brown bag conversations in the fall, describing the work they were engaged in, while conversations in the spring allowed them an opportunity to reflect on both the internship experience and implementation. Additional academic support liaisons will be in place for 2012-13.

- **Develop a plan and timeline for implementation of LIS mobile services.** [Software Development / User Services]
  - No work has commenced on mobile services for Katie other than Morsle (which allows access to course calendars via any device). Computer Science student group is meeting with us week of 9/17/12 to discuss their beginning work on a mobile project for Katie -- perhaps an entirely mobile interface for Morsle (thoughts still percolating) or maybe the Audience Response System (MoodleARS). A growing number of resources provided by Preus Library, including the library catalog, are available in mobile-friendly formats on your phone or tablet (visit http://lis.luther.edu/research/howto/mobile).

- **Implement a Parent Portal through which a student can grant permission to a parent to view the student’s financial and/or academic information via http://my.luther.edu.** [Software Development]
  - Financial Services purchased a parent portal software solution from Ferrelli Group and the Software Development team worked to setup security, setup parent information, test the functionality, and document Technology Help Desk support and troubleshooting.

Support for students

- **Improve direct communication with students.** [Library]
- Librarian is IN: **Ryan Gjerde** and **Andi Beckendorf** offered services in the Center for the Arts; **Germano Streesse** offered services in the Diversity Center.
- Graffiti Wall: Large, double-sided whiteboard was added to the cafe space on the library’s lower level to facilitate students’ self expression in response to alternating prompts on one side, and to engage in conversation related to specific LIS issues on the other. Input received and acted on regarding standing desks, additional electric outlets, and finals week snacks.
- Social media: Efforts to connect with students via social media were expanded with the creation of an LIS Social Media Team and concentrated campaigns tied to library events (Banned Books Week, National Library Week, Senior Paper Run) which encouraged student participation and engagement.
- SSS sessions: **Ryan Gjerde** and **Diane Gossman** facilitated hands-on workshops for Student Support Services students to share how Norse Apps can assist students in many ways, including time management.
- CHIPS articles: Concentrated effort was made to inform CHIPS of substantial changes to the library in addition to library events, which resulted in considerable coverage. Specific article topics included: library cafe space, Banned Books Week, graffiti wall, and 200th birthday celebration of Charles Dickens.
- LIS Tip of the Week: **Jennifer Self** coordinated an “LIS Tip of the Week” to share an LIS-related item each week via the Tuesday, Bulletin, Facebook/Twitter, and the digital sign in the library.

- **Expand the multimedia lab on the Main Floor in Preus Library.** [User Services]
  - Summer 2011, six 21.5” iMacs (2.5 GHz Quad-Core i5) were added to the Main Floor Library Lab which already contained four Macintosh workstations for video editing purposes and twenty-two Windows workstations.
- **Research how to provide students training and instruction including methods and content.** [User Services]
  - No formal progress was made on this initiative. Feedback collected from Graffiti Wall and social media prompts will inform future study of this issue.
- **Create an iPad Mobile Classroom in Preus Library.** [User Services, Library]
  - Developed Circulation check-out procedure and various faculty have used the set for specific apps, library instruction, course evaluations, and access to online resources. A dozen faculty used iPads from the set over the summer to explore instructional uses. The iPad Mobile Classroom contains 25 second generation iPads.
- **Develop integration and event synchronization between all Katie course sites and Norse Apps calendars.** [Software Development]
  - Morsle is now required in all Katie course sites. September faculty meeting will host a short discussion on Morsle and its proposed solution to the impending file difficulties posed by a Moodle upgrade, due 2/2013. Departmental meetings on Morsle and the new Katie will be scheduled so we can get critical mass to implement training necessary to get us through the upgrade.
- **Install a door access system to allow secured card access to external doors of residence halls on campus.** [Software Development]
  - The exterior doors of Brandt, Farwell, Olson, Ylvisaker, and Larson have been equipped with new ID card readers replacing keys for door access. Dieseth and Miller hall exterior doors were installed with the same readers last summer. The ID Card readers can be used by swiping the magnetic stripe on your card or for students that have a RFID proximity card, passing your card by the unit to read
the radio signal.

Support for faculty

- **Create video tutorials, laying the foundation for increased multimedia support. [User Services]**
  - A video production and recording space was created in the basement of the library during the summer of 2011. Using this space, LIS has created video tutorials for students on topics such as registering their computer on the Luther network, installing Sophos anti-virus, and applying operating system updates.

- **Provide support for summer school courses. [Library, User Services, Software Development]**
  - Summer online courses went off with very little support needed (instructors who taught the courses were very familiar with Katie’s capabilities) though indications were that Katie played a major role in all the teaching methodologies. Will be looking for ways to integrate Google+ and its hangouts feature into Katie as this was requested several times. Several members of LIS were involved in vetting potential technology resources and conversations with the Dean’s Office and faculty.

- **Expand the number of ebooks available by subscribing to the Academic Complete collection of ebooks from Ebrary. [Library]**
  - Subscription was begun, MARC records added to the catalog and, in Spring 2012, decision was made to continue the subscription.

Support for administration

- **Draft data security policies and procedures for portable devices. [User Services, Network & Systems]**
  - After narrowing the field of enterprise data encryption solutions, it was decided to delay a decision on this until we have more clarity about the implementation of Active Directory. In the meantime, BitLocker will be enabled on all Windows 7 workstations because it does provide some measure of security, but lacks central management control features.

- **Complete the GoPrint Implementation. [User Services, Network & Systems]**
  - We have moved to a model in which departments on campus may either implement GoPrint on their departmental printers, hold print which is a function of the device itself, or both. We will be meeting with departments during the upcoming year to determine and implement their preference.

- **Complete update of Records Management Policy with training for staff responsible for administrative records. [Archives]**
  - The Records Management Policy and Records Schedule was updated to reflect changes in paper-generated records. We will complete an update looking at digital records and conduct training during the 2012-13 school year.

- **Develop an easy and customized Luther Admissions Online Applications for prospective students. [Software Development]**
  - LIS assisted in selecting the Slate Customer Relationship Management software to facilitate electronic communication to prospective students and support the Admissions office in facilitating communication with coaches and faculty in the recruiting efforts of the college. The target is to go live with the new Admissions system August 28, 2012.
Plan for and develop reporting solutions using tools that access SQL Server data from the Datatel system. [Software Development]

- Ben Wilbur, Cindy Goede, Jean Ryan, and Marcia Gullickson participated in a week of online SQL Server Reporting Services (SSRS) training in May 2012. LIS has developed reports using SSRS and is evaluating Informer and MS Access reporting tools for end-users to query data and build reports.

### Engaging and collaborating with our peers

- Work with Sustainability to implement energy conscious initiatives such as power consumption efficiencies and replacements for lab printers. [User Services]
  - Starting with the Fall 2011 Semester, all lab and classroom computers go into hibernation mode after 10 minutes of inactivity. In terms of printing, as the lab and classroom printers fall into disrepair, we are replacing them with duplex printers and currently have them available in the Main Floor Library lab, Brandt Residence Hall lab, Valders 240 lab, and Valders 377.

- Continue working with Vesterheim Museum to implement an integrated descriptive catalog utilizing Archon software. [Archives]
  - The new catalog, Nordic, was launched in May 2012. Ninety percent of the Luther College Archives collection is described in Nordic and the project is on schedule to complete at the end of 2012. For more details, please consult the Archives Team Report.

- LIS facilitated and hosted the first Reason Conference for the open source community July 7-8, 2011 at Luther College. [Software Development]
  - Developers from Beloit College, Kalamazoo College, Carleton College and Luther College attended and presented sessions. Luther Publications staff worked with LIS on the event.

- Support more than 75% of staff in participating in professional development opportunities or conferences. [All]
  - Andi Beckendorf
    - Summer Faculty Workshop co-led with Diane Gossman, “Enhancing Student Learning Through Information Literacy and Technology,” Luther College, July 11-15, 2011
    - IPAL Directors Meeting, October 21, 2011, Drake University, IA
    - Music Library Association Annual Meeting, February 15-19, 2012, Dallas, TX / Presented “Starting Out on the Right Note: Active Learning Engagement for an Introduction to Music Research” as part of the session “Incorporating Active Learning Techniques in Library Instruction” co-sponsored by the Education and Instruction Subcommittees of MLA
    - IPAL Directors Meeting, April 19-20, 2012, Wartburg College, IA
    - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
  - Kathy Buzza
    - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
  - Martha Davis
    - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
  - Jean Dickman
- ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
- René Donlan
  - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
- Bob Erickson
  - InfoComm 2011, June 11-17, 2011, Orlando, FL
- Adam Forsyth
  - CLAC Conference, June 14-17, 2011, Kalamazoo College, Kalamazoo, MI
  - GusDay, February 3, 2012, St. Olaf College, MN
- Ryan Gjerde
  - Iowa Library Association Annual Conference, October 13-14, 2011, Council Bluffs, IA
  - GusDay, February 3, 2012, St. Olaf College, MN
  - ALA Midwinter Conference, January 20-23, 2012, Dallas, TX
  - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
- John Goodin
  - ALA National Conference, June 24-26, 2011, New Orleans, LA
  - Iowa OCLC User’s Group meeting, May 11, 2012, Briar Cliff University, Sioux City, IA
  - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA
- Sasha Griffin
  - Consortium of Iowa Archivists meeting, June 2011
  - Norwegian American Historical Association - Norway seminar, June 14-17, 2011, Presented “Journeys to America: Illuminating Hidden Collections at Luther College and Vesterheim Norwegian-American Museum”
  - Society of American Archivists meeting, August 2011
  - “Creating Online Exhibits,” SAA workshop, August 2011
  - ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA / Presented “Illuminating Hidden Collections within College Archives”
- Diane Gossman
  - CLAC Conference, June 14-17, 2011, Kalamazoo College, Kalamazoo, MI
  - Summer Faculty Workshop co-led with Andi Beckendorf, “Enhancing Student Learning Through Information Literacy and Technology,” Luther College, July 11-15, 2011
  - CLIR CIOS Meeting, October 17, 2011, Philadelphia, PA
  - EDUCAUSE Annual Conference, October 18-21, 2011, Philadelphia, PA
  - Midwest Regional EDUCAUSE, March 26-27, 2012, Chicago, IL
- Marcia Gullickson
  - CLAC Conference, June 14-17, 2011, Kalamazoo College, Kalamazoo, MI
  - EDUCAUSE Annual Conference, October 18-21, 2011, Philadelphia, PA
  - GusDay, February 3, 2012, St. Olaf College, MN
- Matt Hammen
  - IAICU Conference, June 13-14, 2011, Coe College, Cedar Rapids, IA
  - Kace Konference, November 14-16, 2011, San Francisco, CA
  - GusDay, February 3, 2012, St. Olaf College, MN
  - Active Directory Training, February 27 - March 2, 2012, Edina, MN
- Matt Hughes
  - Kace Konference, November 14-16, 2011, San Francisco, CA
○ Dave Huinker
  ■ Active Directory Training, February 27 - March 2, 2012, Edina, MN
  ■ GusDay, February 3, 2012, St. Olaf College, MN

○ Paul Mattson
  ■ Midwest Regional EDUCAUSE, March 26-27, 2012, Chicago, IL
  ■ ACM Library and IT Directors, March 28, 2012, Chicago, IL
  ■ IPAL Directors Meeting, April 19-20, 2012, Wartburg College, IA
  ■ ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA

○ Lindy Moeller
  ■ ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA

○ Lynnette Perry
  ■ GusDay, February 3, 2012, St. Olaf College, MN

○ Bob Puffer
  ■ GusDay, February 3, 2012, St. Olaf College, MN
  ■ 2012 CLAMP (Moodle) Summer Hack-doc, June 11-15, 2012, Kalamazoo College, Kalamazoo, MI

○ Jennifer Rian
  ■ GusDay, February 3, 2012, St. Olaf College, MN
  ■ ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA

○ Jean Ryan
  ■ Datatel Users Group, April 1-4, 2012, Washington, DC
  ■ SSRS training (Pragmatic Works), May 7-10, 2012, Luther College, IA

○ Jennifer Self
  ■ ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA

○ Steve Smith
  ■ GusDay, February 3, 2012, St. Olaf College, MN
  ■ Google Apps Script Hackfest, April 19, 2012, Chicago, IL
  ■ Reason Conf/HackDoc, July 12-13, 2012, Beloit, WI

○ Germano Streese
  ■ ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA

○ Chris Stuckman
  ■ Active Directory Training, February 27 - March 2, 2012, Edina, MN

○ Rebecca Sullivan
  ■ Ethical Issues and the Nature of Moral Decision-Making: Why You Don’t Need a Moral Philosopher to Teach Paideia II, June 2011
  ■ ALA National Conference, June 2011, New Orleans, LA
  ■ ACM Conference on Successful Liberal Arts, April 2012, Chicago, IL
  ■ ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA / Presented “Bringing Information Literacy Skills to the Tablet"

○ Rachel Vagts
  ■ Annual Society of American Archivists meeting in Chicago, IL, the Midwest Archives Conference Annual meeting in Grand Rapids, MI and the Annual Consortium of Iowa Archivists meeting in West Branch, IA
  ■ Digital Preservation 5 Day Workshop
- Archon Day hosted by Luther College
- Norwegian American Historical Association - Norway seminar, June 14-17, 2011 / Presented "From Norwegian to American: Luther College and the Americanization of the Zulu Mission"
- ILA/ACRL Spring Conference, May 25, 2012, Luther College, IA / Presented “Illuminating Hidden Collections Within College Archives”
- Volunteered with the ELCA at the biannual Churchwide Assembly in Orlando conducting oral history interviews for the ELCA Archives, August 2011
- Participated in a workshop at the Oneota Film Festival with Luis Argueta, David Vasquez and Mike Blevins, January 2012, Decorah, IA
  - Benjamin Wilbur
    - Google Apps Script Hackfest, April 19, 2012, Chicago, IL
    - Reason Conf/HackDoc, July 12-13, Beloit, WI

- Explore collaborative open source opportunities for enterprise software and services [All]
  - We continue to monitor Kuali which is an open source ERP initiative and mobile tools that could replace Colleague for financial business and is in use at larger institutions and at least one private college.
- Implement Collective Access for Fine Arts & Anthropology collections. [Software Development, User Services]
  - LIS contracted with Whirl-i-gig Software, the developers of CollectiveAccess, to design a database profile for the Luther Fine Arts collection. Data migration into the new interface continues. In Spring 2012, LIS worked with the Anthropology Lab staff to write a grant proposal to fund profile design and data migration for several Anthropology collections. Work on Anthropology collections will continue in 2012-13.

**Depth and breadth in resources**

- Continue to work to migrate a portion of collection development activities to “just-in-time”. [Library]
  - 135 books and DVDs were purchased, rather than borrowed, under the guidelines for the ILL Patron Driven Acquisitions program.
- Enhance patron-driven leisure reading & media collections. [Library]
  - Discussed options for adding audio books to our services and decided to consider a trial of the service offered by McNaughton, our print leisure reading vendor.
- Review and respond to circulation/library policy issues that were identified through the building vision planning. [User Services, Library]
  - Actions taken include extending the checkout of student laptops in the library from two hours to four hours and granting the Art Department dedicated display space for student-created art in the library. In progress are the following actions: approaching the Education Department faculty with the idea of lengthening the current one-day checkout period for curriculum library books; approaching the Music Department faculty with the idea of allowing students to check CDs
out of the library (currently they are a two-hour, in-library-use-only checkout), and investigating the possibility of adding audio books to the library’s rental agreement with McNaughton, provider of the library’s Leisure Reading titles.

- **Plan and start migration of Datatel data and software to SQL server.** [*Software Development*]
  - A second data migration is in progress and custom software processes have been identified and are ready to move to the SQL Server environment for user testing. Reporting options and custom fields are being evaluated. Custom fields will be moved to SQL Server only when needed.

- **Increase the Internet bandwidth on campus.** [*Network & Systems*]
  - We increased from 140 Mbps in Spring 2011 to 250 Mbps for Fall 2011.

### Simplicity in product, tool, and service

- **Consider options to maximize storage space in the DEPO.** [*Library*]
  - This objective was placed on hold during the 2011-12 academic year.

- **Deploy lecture capture capabilities campuswide.** [*User Services*]
  - Lecture capture is now available across campus for any and all interested faculty and staff. We are utilizing Podcast Producer and QuickTime Player.

- **Migrate all appropriate LIS websites to Reason content management system.** [*User Services, Software Development*]
  - Planning continued, looking at both manual and scripted migration strategies. Resourcing was not available to complete migration during the 2011-12 academic year.

- **Migrate from Track-It! to KBOX for Technology Help Desk, Inventory, and Software.** [*User Services, Software Development*]
  - The KBOX help desk module replaced the Track-It! help desk functionality on June 1, 2011 and open work requests were transferred to the new system. LDAP authentication is in place that pulls information from LDAP occur on a nightly basis which means Norse Key usernames and passwords allow login to the KBOX help desk module. This is particularly beneficial now that self-service is online for the Luther community and can be accessed at [http://help.luther.edu](http://help.luther.edu). Starting in January 2012, Publications WebWork requests are now entered and tracked through the KBOX. In addition, LIS asset, software, and purchasing information was migrated from Track-It! to the KBOX in February of 2012.

- **Plan and begin implementing the move to Windows 7 for all Windows faculty, staff, and lab computers.** [*User Services*]
  - All lab, podium, and classroom workstations were upgraded to Windows 7 during the summer of 2011. Faculty/staff computers continue to be converted to Windows 7 as they are upgraded or refreshed.

- **Develop a plan to reduce the number of computers in the labs and classrooms by 25%.** [*User Services*]
  - We have reduced the number of workstations by 32 in various spaces around campus. Spaces including the following: Koren Mac Lab (from 11 to 2 beginning Fall 2012), Legends Lab (all 4 lab computers removed), Olin 206 (from 10 to 3 beginning January 2012), SSS/SASC Lab (from 12 to 6 beginning summer 2012), Residence Hall Labs (Farwell 6 to 4), Main 114 Classroom (from 24 to 20, beginning summer 2011). We have added some less-costly and easier to maintain kiosk computers (re-purposing existing hardware) in the following locations: Legends, Union, Koren, Residence Hall Service Centers, Marty's. Until
we have an application virtualization solution in place allowing students to access Luther-owned software from their personal workstations, we will need computers in labs and classrooms.

- **Consider antivirus options for students, faculty, and staff.** [User Services, Network & Systems]
  - We have purchased Sophos Anti-Virus for one more year, during which time will evaluate options for Luther-owned workstations as well as consider encouraging students to acquire their own anti-virus solution that they will keep once they graduate from Luther.

- **Develop comprehensive electronic communications plan for the campus covering email and personal web content.** [Network & Systems, Software Development]
  - Implementation of Slate CRM for Admissions office use is near completion. Discussions with Blackboard have yielded a method by which we can obtain enough information in order to implement a instructor-to-student texting system from within Katie course sites. Since texting is the most reliable means by which to reach today’s student, this will be a high priority for the upcoming year.

- **Develop and deploy Security Assertion Markup Language (SAML) for the ability to sign on once to gain access to Norse Apps and Katie.** [Network & Systems, Software Development]
  - We tried SAML authentication for Norse Apps and Katie for a brief period during the August of 2011. We found some issues related to having the ability to allow users without Norse Key’s to continue to have access to some resources on Katie. It was deemed that this drawback outweighed the benefits, so we stopped using SAML at that time. We do not currently have plans to implement it again in the future.

- **Research Google’s calendar application as a potential replacement of the functionality we use in the AdAstra facilities scheduling system.** [Network & Systems, Software Development]
  - Morsle and Katie integration provided useful information about the Google API. We will consider this project for an internal Hack/Doc.

- **Implement self-service for LIS work orders and Publications webwork requests.** [User Services, Software Development]
  - Publications transitioned to using the KBOX for their webwork requests in January of 2012.

- **Plan the migration from OpenLDAP to Active Directory for authentication.** [Network & Systems]
  - Active Directory is currently implemented and is being used for authentication by Citrix, and the Slate CRM. It will be used by Datatel when the system is moved to SQL server. A project team was formed and is working to plan use of Active Directory for authentication to workstations and additional services.

### Innovation in products, tools, and service

- **Foster a culture of innovation to support and enhance the work of the new Innovative Services Librarian.** [Library]
  - Conversation on this topic is ongoing. It was partially on hold during 2011-12 due to the search for an LIS Executive Director.

- **Implement an institutional digital repository and begin efforts to collect content.** [User Services, Library, Archives]
  - An Islandora/Fedora instance was installed, and testing continues.
- Implement a campus-wide digital image storage and access system. [Archives]
  ○ ResourceSpace is still being used by the Archives for digital asset management. We continue to search for a campus-wide solution.
- Implement desktop virtualization for academic computer labs. [User Services, Network & Systems]
  ○ We are no longer participating in the LabSTOR project since it was not delivering and instead will be pursuing other application virtualization options, once the Active Directory implementation is complete.
- Move the LIS Auction from Drupal to eBay. [User Services]
  ○ It has been decided to keep the LIS Auction in Drupal due to issues encountered when trialing eBay and due to enhancements in the Drupal auction module.
- Explore the possibility of selling select withdrawn and gift books online. [User Services, Library]
  ○ A pilot project was initiated with Better World Books, which touts itself as “a self-sustaining, for-profit social venture whose mission is to capitalize on the value of the book to fund literacy initiatives locally, nationally and around the world.” As a core part of its business plan, BWB partners with libraries to sell their discarded and donated books via its vast online network. The libraries ship their unwanted books to BWB at no cost to themselves. Then for each book sold, the library receives 15% of the net sale and 5% of the net sale is donated to a non-profit literacy partner of their choosing. We sent 271 separate titles. Going forward, We will track how much money comes in from this pilot and compare with how much money is made at the annual book sale. At the conclusion of the 2012-2013 school year, we will examine how the Better World Books pilot affected profits from book donations. In other words, does working with Better World expand upon the profits of our book sale or detract from them? Are there particular types of books which it is more profitable to sell through Better World Books? Depending on the answers to the questions, LIS will continue to partner with Better World Books and send an annual shipment of books at the beginning of every summer (following the annual book sale and taking advantage of summer downtime).
- Research video conferencing options. [User Services]
  ○ GoToMeeting is a remote meeting and collaboration tool used for web conferences and online presentations. We have acquired 1 license for GoToMeeting (max 25 attendees) and 1 for GoToWebinar (max 100 attendees). GoToMeeting is ideal for meeting with people off-campus. For on-campus meetings, we recommend using Google Hangouts (up to 10 people) or Google Talk w/Video or Skype (one-to-one).
- Develop online archival exhibits. [Archives]
  ○ Omeka has been installed but we have not completed any digital exhibits. We hope to do this during the 2012-2013 school year.
- Implement QR codes on archival materials to enhance description and provide location information. [Archives]
  ○ This will be a final stage of the Journeys to America project.
- Research the potential of hosting and managing Moodle for area schools. [Software Development]
  ○ Forays into this area have not achieved any results. AEA has a grant by which they’re providing schools substantial hosting services for almost nothing. The grant will expire in another year at which time we may see more opportunities with area and regional schools.
● Market the collaborative benefits of Norse Apps to all campus staff and faculty users. [Software Development, User Services]
  ○ Morsle naturally promotes use by faculty and students. LIS continues to share information on projects to demonstrate collaborative features of the product. More administrative offices appear to be using Norse Apps.

● Continue taking steps toward Implementing IPv6 networking at Luther. [Network & Systems]
  ○ One of our ISP’s will now support IPv6 connectivity. Several our campus LAN routers have been upgraded to support IPv6. Additional routers need to be upgraded to support IPv6 as funding allows. For now we are still not providing IPv6 connectivity. We will continue to take incremental steps toward being able to provide this service in the future.

● Implement DNSSec for Luther’s DNS. [Network & Systems]
  ○ DNSSec is not implemented at this time. Full implementation of Active Directory for our campus will involve changing how we provide DNS service. We will need to switch from serving DNS on Linux servers and use Windows servers instead. Rather than implement DNSSec on our current Linux servers we have postponed work on it at this time and will consider how it can be included in a new Windows based DNS infrastructure.

● Create a WPA2 Secured Wireless Network and Educate users on the benefits of using it. [Network & Systems, User Services]
  ○ We created a prototype secure wireless network called LCSecure. It is not currently ready for a Campus wide roll-out. Several issues remain to be worked out to allow computers to connect to the network in an easy to use manner. Work will continue to make this service available.

● Expand our VMWare implementation and virtualize more servers. [Network & Systems]
  ○ Our VMWare farm was upgraded with 5 new physical servers in Nov 2011. Currently we have 38 virtual server running on it. As we consider new applications, and upgrade existing ones, we evaluate whether to use a virtual server and replace physical servers with virtual servers where appropriate.

Integrated information organization and services

● Create a plan to renovate the current teaching spaces in Preus Library (Hovde, Curriculum, and ICN) to facilitate improved interactive learning and presentation. [Library, User Services]
  ○ Plans were made to order new furniture for Hovde, to allow for flexible space configuration. A white board will be added along the east wall. Changes were made to the ICN Room in conversation with Kim Powell regarding a shared space for the Speech & Debate Center. Following conversation with the Education Department, the white board in the Curriculum area will be replaced, and the television will be replaced with a flat screen on a cart, for ease of viewing (and as an alternative to projection).

● Evaluate designated space(s) for multimedia production, video recording, presentation, and practice. [User Services, Library]
  ○ To address short term needs, a video production and recording space was created in the basement of the library during the Summer of 2011. In addition,
the multimedia lab on the Main Floor of the library was expanded. A campus-wide assessment of current and future digital media needs followed by a proposal and recommendation to be developed during the 2012-13 year will provide guidance for a long term solution.

- **Create a cafe style area in Preus Library for gathering and conversation that includes snacks and beverage vending. [User Services, Library]**
  - This objective was completed at the beginning of 2011-12, with the addition of three tables with twelve chairs and three cafe tables with twelve stools added to the open space on the Lower Floor near the main staircase. Four of the comfortable chairs were moved from the Main Floor to the Lower Floor, and placed around a coffee table. One vending machine was added for snacks, and two machines were added for beverages. A coffee vending machine was added nearby later in the academic year.

**Staff excellence**

- **Recruitment of Executive Director of Library and Information Services. [All]**
  - Completed with the hire of Paul Mattson, who began on March 1, 2012.

- **Recruitment of Programmer Analyst. [Software Development]**
  - No hire from April search. Pursuing an application received since then, before opening new search, if needed, Fall 2012.

- **Develop a student internship for programming work. [Software Development]**
  - Conversation has started with Human Resources and gathering information from other colleges that have similar internships.

- **Recruitment of Project Assistant. [Archives]**
  - Sarah Wicks was hired in January 2012

- **Staff Publications, College Committee and Professional Service (2011-12). [All]**
  - **Andi Beckendorf** - Board of Trustees of the Decorah Public Library; Instruction Subcommittee of the Music Library Association’s Public Services Committee; ILA/ACRL Spring Conference Planning Committee and local conference arrangements at Luther College for Spring 2012; Academic Planning Committee (chair), Russian Studies Board (chair), Asian Studies exploratory group (chair), College Council, and LIS Academic Advisory Council at Luther College
  - **Kathy Buzza** - Healthcare Council at Luther College
  - **Ryan Gjerde** - Editor of the ACRL Information Literacy web site; ILA Editorial Committee; ILA Finance Committee; ILA/ACRL Past-President & Awards Committee Chair; Iowa ACRL Chapters Council Representative; Interpersonal Violence Hearing Board at Luther College
  - **John Goodin** - Executive Board of the Classical Mandolin Society of America
  - **Diane Gossman** - LIS Academic Advisory Council at Luther College
  - **Sasha Griffin** - Liaison Coordinator and Steering Committee member for the Society of American Archivists’ newest roundtable, Students and New Archives Professionals (SNAP); Coordinator of the Midwest Archon User Group
  - **Marcia Gullickson** - Food, Purchasing and Waste Task Group at Luther College
  - **Matt Hammen** - Energy/Water Taskforce at Luther College
  - **Paul Mattson** - LIS Academic Advisory Council at Luther College
  - **Lori Patterson** - Diversity Council at Luther College
  - **Rebecca Sullivan** - Board of Trustees of the Decorah Public Library; Communications Committee of the College Libraries Section of the ACRL;
Ongoing Operations: Team Reports

Archives

During the 2011-2012 academic year Preus Library staff included: Sasha Griffin (Project Cataloging Archivist), Rachel Vagts (College Archivist), and Sarah Wicks (Postville Project Assistant).

Special Projects

This year included a successful Sesquicentennial celebration, the near completion of our Journey’s to America project, the kick-off of a new phase of the Postville Project and the news of a successful proposal to host the Archives Leadership Institute.

“Journeys to America: Illuminating Hidden Collections at Luther College and Vesterheim Norwegian-American Museum” – funded by the National Historical Publications and Records Commission

The Journeys to America cataloging project gained great momentum during the 2011-2012 school year. Specifically, our instance was upgraded; a custom web design and logo were created; the catalog was named Nordic; and 90% of the Luther College Archives were inventoried, described, and/or cataloged. Public online access went live at http://nordic.luther.edu/ on May 10, 2012, and within a week we had already received a reference request generated through the catalog. The blog http://journeystoamerica.blogspot.com continues to be updated and accessed, seeing a total of over 700 unique visitors and over 1,100 page views from June 2011-May 2012.

In February, 2012, the project was featured in the 2010-2011 National Historical Publications and Records Commission’s Annual Report. The Journeys to America project was presented at the Norwegian-American Historical Association’s tri-annual seminar in June of 2011, the ILA / ACRL conference in May 2012, and project updates were given at the 2011 meeting of the Consortium of Iowa Archivists. Advocacy for the NHPRC also continued throughout the year in order to encourage our local representatives to support the granting agency that funds our project.
Transformed by the Journey – Luther College’s Sesquicentennial Celebration

- Hosted the NAHA-Norway conference on June 14-17. Approximately 140 people attended with nearly 30% of the participants traveling from Norway.
- Research was completed on *Transformed by the Journey: 150 Years of Luther College in Word and Image* by Will Bunge, Mary Hull Mohr and Dale Nimrod. The book was published in time for Homecoming 2011.
- Rachel wrote a successful grant proposal to Humanities Iowa to provide partial funding of the History Walk. The Walk, written and directed by Kristen Underwood was performed over 30 times at various events to thousands of attendees.
- The Journey Portraits were displayed at the Founders Day Festival Dinner and again at various locations around campus during Homecoming. A portion of the Portraits remain on display in locations including Sampson-Hoffland and in the gallery adjacent to the Luther College Archives.
- Luther College Moments in History were shared through the Archives Facebook presence.

The Postville Project: Documenting a Community in Transition

- During the fall of 2011, we developed a position description, conducted a recruitment and ultimately hired Sarah Wicks as the Project Assistant funded by the State Historical Society of Iowa HDRP grant. Sarah began working on the project in January 2012. For more information about this project see, [http://www.postvilleproject.org](http://www.postvilleproject.org). In the last 8 months, we have collected, inventoried and started processing 7 new collections.

The Archives Leadership Institute at Luther College

- During the summer of 2011, the Luther College Archives staff created a proposal to host the national Archives Leadership Institute (ALI) program on Luther’s campus for years 2013, 2014, and 2015. This proposal was characterized by a new approach to the ALI program and incorporating a Steering Committee of established, leading archivists from around the country to develop, maintain, and guide the ALI program throughout the three years. Throughout the course of the year, much time was spent in developing a tentative curriculum with the Steering Committee, teaching faculty, and leading facilitator. In addition to the 60+ page proposal that was submitted in October 2011, clarifications were drafted in response to external reviews and NHPRC comments. On May 21, 2012, the Archives were notified that they had received the grant, which would begin at the end of the 2012 calendar year. This grant will include Rachel Vagts as ALI@Luther Program Director and Sasha Griffin as ALI@Luther Program Coordinator.

Other Archives Activities

- Facebook: the Luther College Archives Facebook page has grown tremendously, seeing an increase from 77 likes to 375. Most of these followers subscribed during the very successful ad campaign that we ran during Homecoming. Additional subscribers have also joined us due to our Moments in History and Trivia Tuesdays initiatives.
- In conjunction with Banned Books Week, the Archives created an exhibit featuring related moments in Luther College’s history, including showcasing our own “Banned Book” that is on loan from the Rare Book collection.
- Hosted the Preus and Koren families during Family Reunion visits on campus. The Preus family had an open house in the library and the Koren family (all from Norway) visited the Archives to view Elisabeth Koren’s original diaries.
- Provided a tour of the Vesterheim exhibit on Norwegian-American Higher Education to Emeritii Regents and Regent Spouses.
- The Postville Project team held one group meeting at UNI and one at Luther and made two trips to Des Moines to meet with the Attorney General's office and the Iowa Division of Labor to collect several boxes worth of material.
- We re-evaluated the records retention schedule and made a number of updates. The policy is officially part of the college's information safe-guarding policy.
- Led a walking tour of campus describing the architectural history for the Iowa Historica Preservation Conference held in Decorah in April.

Statistics
Research visits and requests:
- Faculty: 50
- Staff: 105
- Students: 70
- Alumni: 38
- Other: 120
Total research visits and requests: 383

Accessions
Accessions are received through donation and records transfer from campus offices. This year we received approximately 62 boxes of material. Significant accessions included a significant transfer of inactive records from the Registrar's office and a large donation of personal records from John and Birgitte Christianson.

Library
During the 2011-2012 academic year Preus Library staff included: Eddy Atwell (Public Services Coordinator), Andi Beckendorf (Research and Instruction Librarian, Associate Professor), Kathy Buzza (Interlibrary Loan Coordinator), Martha Davis (Periodicals/Serials Assistant), Jean Dickman (Acquisitions Assistant), René Donlan (Cataloging Assistant), Ryan Gjerde (Digital Initiatives Librarian), John Goodin (Technical Services Librarian, Associate Professor; on sabbatical fall semester - J-term), Sasha Griffin (Project Cataloging Archivist), Lindy Moeller (Reference Librarian, Assistant Professor), Jennifer Rian (Innovative Services Librarian), Jennifer Self (Public Services Specialist), Germano Streese (First-Year Experience Librarian), Rebecca Sullivan (Instructional Technology Librarian, Assistant Professor), Rachel Vagts (College Archivist), and Sarah Wicks (Postville Project Assistant). The library was also staffed by over 30 student employees in the Circulation, Interlibrary Loan, Technical Services and Archives areas.

Library liaison areas remained the same during spring semester as we continued with the reassignments that went into place to cover for Goodin’s sabbatical in the fall. The assignments were redistributed in late spring, with a focus on coordinating common first-year programs with Germano Streese’s assignment as First-Year Experience Librarian. Several academic support liaisons were also established for the upcoming year, as related to the objective to seek out strategic collaborations for information literacy.
LIS hosted several open house sessions in the library during the Final Look Visit Day on April 16. Sessions included Circulating Materials, Research Support, Technology Support, Writing Center, Helpful Tech Tips, Sustainability Initiatives, Digital Signage, Archives, Rare Book Room, SASC, and Student Employment with LIS.

On May 25, 2012, Luther College hosted the spring conference for ILA/ACRL, the college and university librarians’ chapter of the Iowa Library Association.

**Research Instruction**

Instruction personnel offered a total of 126 sessions for students, 28 sessions for faculty/staff and 10 outreach sessions during the 2011-12 academic year. Though the total was down slightly from the previous year, it is still within range of the average number of sessions offered over the past four years (see longitudinal data since 1996). The decrease in sessions can be accounted for by the absence of specific instructors who were either abroad, on sabbatical, or left the college. Additional graphs show the breakdown by instruction type and audience, while graphs in the instruction narrative show the breakdown by department/program and by special collections used.

**Total Library Instruction Sessions 1996-present (As Reported to IPAL)**

<table>
<thead>
<tr>
<th>Year</th>
<th>Sessions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-12</td>
<td>126</td>
</tr>
<tr>
<td>2010-11</td>
<td>140</td>
</tr>
<tr>
<td>2009-10</td>
<td>133</td>
</tr>
<tr>
<td>2008-09</td>
<td>119</td>
</tr>
<tr>
<td>2007-08</td>
<td>84</td>
</tr>
<tr>
<td>2006-07</td>
<td>72</td>
</tr>
<tr>
<td>2005-06</td>
<td>81</td>
</tr>
<tr>
<td>2004-05</td>
<td>74</td>
</tr>
<tr>
<td>2003-04</td>
<td>105</td>
</tr>
<tr>
<td>2002-03</td>
<td>111</td>
</tr>
<tr>
<td>2001-02</td>
<td>103</td>
</tr>
<tr>
<td>2000-01</td>
<td>90</td>
</tr>
<tr>
<td>1999-00</td>
<td>86</td>
</tr>
<tr>
<td>1998-99</td>
<td>115</td>
</tr>
<tr>
<td>1997-98</td>
<td>106</td>
</tr>
<tr>
<td>1996-97</td>
<td>116</td>
</tr>
</tbody>
</table>
Instruction for Paideia
Each section of first-year Paideia had the opportunity to participate in two library-related research sessions, for the Fall Open Unit and the Spring Research Paper. The selection of activities available during the open unit are best described as “library literacy” and are focused on orienting students to the collections and services. Most Paideia instructors chose a tour, or a tour in combination with a research assignment related to their open unit reading. Two instructors did not participate in the Fall Open Unit library orientation. Instruction for the spring unit allowed instructors to choose two research modules (books, journal articles or primary sources) for a thirty-minute session. There were 73 Paideia I instruction sessions: 34 in the tour/orientation category and 39 in the instruction category, which includes the spring research paper.

Course-Related Instruction
This category includes both traditional research instruction and technology-related (multimedia) instruction oriented to Luther College students. Most of the course-related instruction occurred in departments with established library relationships. A few departments are worthy of note, due to increased instruction: Economics & Business had a new faculty member, took advantage of technology training and was the focus of liaison work; Modern Languages & Literatures took advantage of instruction and technology training and connected to the library through a foreign culture course; and a recently-hired faculty member in Philosophy taught a new course. There were 54 course-related instruction sessions: three in the tour/orientation category, 31 in the library instruction category, 16 in the technology instruction category, and four in the collections instruction category.
### Instruction for Faculty and Staff

Summer 2011 was the first offering of the summer faculty workshop “Enhancing Student Learning Through Information Literacy and Technology”, led by **Diane Gossman** and **Andi Beckendorf**. Departments represented by the 11 participants included: Art, Economics &
Business, Education, Music, Nursing, SASW, and Theatre/Dance. The workshop offered a
week-long opportunity for participants to collaborate with technology and library liaisons for
focused work on coursework integrating technology with student learning.

There were 28 sessions for faculty and staff during the year, including technology instruction,
consultation for student research instruction, and faculty brown bag sessions related to the 2011
summer faculty workshop.

Special Collections Instruction
The rich special collections at Preus Library are often used for resource instruction, including
outreach sessions, Paideia research, and course-related instruction. This year, four sessions
used the Luther College Archives and four sessions used materials from the Rare Book Room.
On occasion, courses may use more than one special collection during their class. Since the
Fine Arts collection is now managed by the art historian, the Fine Arts Collection statistics no
longer appear in our report.

Outreach Instruction
Students from six area schools came to Preus Library for research work, including the
Philosophy class from MFL Mar-Mac High School; and middle school students from CMS,
Ossian De Sales and St. Benedict’s for National History Day projects. Outreach instruction
accounted for 10 sessions that reached 161 students. Students from visiting classes were
offered a 30-minute instruction session and then were given free research time to use materials
accessible in and through Preus Library. Outreach instruction for the Decorah High School art
class is typically done in the Rare Book Room with a member of the art faculty, using articles
from the Fine Arts Collection (led by David Kamm, Art).

Work on National History Day continues to be a collaboration between the library and the
History Department (coordinated by Jackie Wilkie). History faculty and students assisted with
the open research portion of the National History Day visits. As a result of a TG150 initiative,
Luther College was able to sponsor prizes for students who won at the state level.

Courses Taught
Germano Streese and Rebecca Sullivan each taught Paideia I discussion sections during 2011-2012. Andi Beckendorf supervised four interns during J-Term. Three interns took LIST 380 for two credits (fulfilling the experiential J-Term requirement of the curriculum) and one student took the internship for one credit. Rebecca Sullivan also co-taught (with Jana Edrington, Nursing) the Paideia II course “Here on Earth” during J-Term.

Research Help Statistics
Total of questions from June 1, 2011 - May 31, 2012: 2068

Questions by PATRON TYPE from June 1, 2011 - May 31, 2012

<table>
<thead>
<tr>
<th>Patron</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>100</td>
<td>4.8%</td>
</tr>
<tr>
<td>Faculty / Staff</td>
<td>141</td>
<td>6.8%</td>
</tr>
<tr>
<td>Off-Campus</td>
<td>20</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>25</td>
<td>1.2%</td>
</tr>
<tr>
<td>Student</td>
<td>1782</td>
<td>86.2%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2068</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Questions by QUESTION TYPE from June 1, 2011 - May 31, 2012

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalog Assistance</td>
<td>56</td>
<td>2.7%</td>
</tr>
<tr>
<td>Database Assistance</td>
<td>62</td>
<td>3%</td>
</tr>
<tr>
<td>Directional</td>
<td>82</td>
<td>4%</td>
</tr>
<tr>
<td>How to Cite Items</td>
<td>87</td>
<td>4.2%</td>
</tr>
<tr>
<td>Locating Physical Items</td>
<td>292</td>
<td>14.1%</td>
</tr>
<tr>
<td>Reference</td>
<td>968</td>
<td>46.8%</td>
</tr>
<tr>
<td>Referral</td>
<td>103</td>
<td>5%</td>
</tr>
<tr>
<td>Technical Assistance</td>
<td>418</td>
<td>20.2%</td>
</tr>
</tbody>
</table>
### Questions by WEEKDAY from June 1, 2011 - May 31, 2012

<table>
<thead>
<tr>
<th>Weekday</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>260</td>
<td>12.6%</td>
</tr>
<tr>
<td>Monday</td>
<td>361</td>
<td>17.5%</td>
</tr>
<tr>
<td>Tuesday</td>
<td>435</td>
<td>21%</td>
</tr>
<tr>
<td>Wednesday</td>
<td>383</td>
<td>18.5%</td>
</tr>
<tr>
<td>Thursday</td>
<td>329</td>
<td>15.9%</td>
</tr>
<tr>
<td>Friday</td>
<td>177</td>
<td>8.6%</td>
</tr>
<tr>
<td>Saturday</td>
<td>123</td>
<td>5.9%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2068</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Questions by QUESTION FORMAT from June 1, 2011 - May 31, 2012

<table>
<thead>
<tr>
<th>Question Format</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat</td>
<td>27</td>
<td>1.3%</td>
</tr>
<tr>
<td>Email</td>
<td>40</td>
<td>1.9%</td>
</tr>
<tr>
<td>Phone</td>
<td>35</td>
<td>1.7%</td>
</tr>
<tr>
<td>Scheduled Appointment</td>
<td>21</td>
<td>1</td>
</tr>
<tr>
<td>Walk-up</td>
<td>1945</td>
<td>94.1%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2068</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Questions by TIME OF THE DAY from June 1, 2011 - May 31, 2012

<table>
<thead>
<tr>
<th>Time of Day</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>08-AM to 9</td>
<td>18</td>
<td>0.9%</td>
</tr>
<tr>
<td>09-AM to 10</td>
<td>48</td>
<td>2.3%</td>
</tr>
<tr>
<td>Time</td>
<td>Count</td>
<td>Percentage</td>
</tr>
<tr>
<td>--------------</td>
<td>-------</td>
<td>------------</td>
</tr>
<tr>
<td>10-AM to 11</td>
<td>69</td>
<td>3.3%</td>
</tr>
<tr>
<td>11-AM to 12</td>
<td>117</td>
<td>5.7%</td>
</tr>
<tr>
<td>12-PM to 1</td>
<td>185</td>
<td>8.9%</td>
</tr>
<tr>
<td>01-PM to 2</td>
<td>204</td>
<td>9.9%</td>
</tr>
<tr>
<td>02-PM to 3</td>
<td>275</td>
<td>13.3%</td>
</tr>
<tr>
<td>03-PM to 4</td>
<td>229</td>
<td>11.1%</td>
</tr>
<tr>
<td>04-PM to 5</td>
<td>139</td>
<td>6.7%</td>
</tr>
<tr>
<td>05-PM to 6</td>
<td>21</td>
<td>1%</td>
</tr>
<tr>
<td>06-PM to 7</td>
<td>5</td>
<td>0.2%</td>
</tr>
<tr>
<td>07-PM to 8</td>
<td>156</td>
<td>7.5%</td>
</tr>
<tr>
<td>08-PM to 9</td>
<td>190</td>
<td>9.2%</td>
</tr>
<tr>
<td>09-PM to 10</td>
<td>169</td>
<td>8.2%</td>
</tr>
<tr>
<td>10-PM to 11</td>
<td>151</td>
<td>7.3%</td>
</tr>
<tr>
<td>11-PM to 12</td>
<td>92</td>
<td>4.5%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2068</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Collection Acquisition**

*Jean Dickman* ordered, tracked, received and paid for $554,130 worth of library materials during this fiscal year: $73,204 was spent on monographs, DVDs, CDs and other single items, $224,696 was spent on serials and $253,484 on electronic resources. In addition to ordering materials for the library collection Jean also ordered supplies, managed payments and charges for the library copy machines and kept a careful eye on the library budget.

**Collection Cataloging**

The quantity of new titles and volumes cataloged and added to our collection decreased somewhat compared to 2010/11. We added 2190 titles & 3316 volumes and we withdrew 382 titles & 834 volumes. This resulted in a small increase in our overall volumes. On May 31, 2011 we had 335,949 total volumes, up from 333,467 on May 31, 2010. *René Donlan* continued to provide highly accurate and timely cataloging of both new acquisitions and older items in need of more complete cataloging. We continued to enrich our catalog records with table-of-contents, jacket images and selected reviews provided by Content Café and we continued purchasing MARC catalog records from the EBSCO A to Z service to increase access to our online journal holdings.
Collection Development
All of the librarians, as usual, actively participated in developing the collection. Each managed the departmental collection development allocations for our liaison departments and each contributed expertise in recommending purchases in more general areas.

Electronic Resources
During the 2011/12 fiscal year we spent $253,484 on databases, electronic journals and e-book collections. This was up from $242,086 in the previous year.

Summer 2011 saw the rollout of the Ebrary Academic Complete collection of ebooks. Beginning with a collection of roughly 50,000 ebooks the collection continue to grow, numbering nearly 80,000 ebooks by the end of the fiscal year. This effectively increased the size of our library collection by 25%.

Interlibrary Loan
Kathy Buzza and her excellent student employees processed 6,091 ILL transactions during the year (nearly the same amount as in 2010-11). We loaned 1427 books and sent 737 articles while borrowing 2072 books and receiving 1855 copies of articles during the year. We rented only 12 media items but we chose to purchase 177 items (32 DVDs, 144 books and 1 journal subscription) that came to our attention as ILL requests. One hundred and thirty-five of these items were purchased as part of the Patron-Driven Acquisitions program that we initiated in November, 2010. We also increased our copyright clearance costs by purchasing 16 items at an average cost of $38.36 (total $613.80) compared to 11 items at an average cost of $23.32 in 2010-11.

Our service continued to be excellent by any measure. Our average turnaround time to fill an ILL request from another library improved to only .17 days and our time to “unfill” a request was down to .15 days. Our turnaround time to receive an ILL request generated by one of our patrons also improved to 5.06 days.

Serials/Periodicals
Martha Davis continued to order, track, check-in and claim missing issues of our print and ever-increasing number of electronic periodicals and many standing orders. She also capably managed our bindery shipments. Martha also continued to manage the selection of books for our popular leisure reading collection.

Rare Book Room
Items of note added to the Rare Book Room collection included a first edition of Henrik Ibsen’s *En folkefiende*; Ibsen’s *Samfundets Støtter* and *Keyser og Galilæer*; Charlotte Koren’s *Dronninger og Partikampe*; Rudolf Keyser’s *Norges Historie*; U.V. Koren’s *Det gamle Hus* (bound with additional works, several of which we did not have); the volumes of *Folkevennen* (which filled in some gaps in our collection); and a two-volume set of *The Revised Winnebago Scriptures*. Additional gift items added to the library’s collection include: Jalovec’s *Encyclopedia of Violin-Makers* (reference); *Norwegian Emigration to Canada 1850-1874*; and additional items...
including Norwegian and church-related materials and items published by alumni, faculty and staff.

**Network & Systems**

During the 2011-12 academic year, the Network and Systems team was comprised of the following: **Dennis Blake** (Telephone and Network Technician), **Adam Forsyth** (Director of Network and Systems), **Dave Huinker** (Systems Administrator), and **Chris Stuckman** (Systems Administrator).

**Upgraded and Improved Services:**
- Internet Service was upgraded to 250M for the 2011-2012 school year.
- VPN Web remote access service was upgraded.
- Citrix was upgraded to run on Windows 2008 Server.
- In summer 2011, wireless service was upgraded in the following areas: Brandt, CFA, CFL, Farwell, Regents Center, Larsen, Koren, Jensen, and Loyalty. The upgrade provided those areas with 802.11N service in both the 2.4Ghz and 5Ghz bands. Wireless service was enhanced with the installation of additional access points in Union, Main, Olin, and Olson.
- Our VMWare farm was upgraded with new physical servers. We now have nearly 40 virtual servers in production.

**Collaboration:**
- We continue to work as anchor members of the Decorah Metronet project. The upcoming year will see the installation of the fiber optic network and provide us with connectivity to the other anchor members. We are exploring collaborative opportunities that this expanded connectivity will enable.

**Software Development**

During the 2011-12 academic year, the Software Development team comprised of the following: **Cindy Goede** (Programmer Analyst), **Marcia Gullickson** (Director of Software Development), **Bob Puffer** (Web Programmer Analyst), **Jean Ryan** (Programmer Analyst and Database Administrator), **Lane Schwarz** (Systems Support and Web Programmer Analyst), **Steve Smith** (Web Programmer Analyst), **Lucas Welper** (Programmer Analyst), and **Ben Wilbur** (Programmer Analyst).

**New Services:**
- Students have card access to exterior residence hall doors using CBORD CS Access integrated with PCS Card system.
- Students and Alumni can order transcripts online.
- Prospective students can apply to Luther using OpenID and the Reason application.
- Parent Portal allows parents and students to make tuition payments online.
- Parent Portal allows access to academic and/or financial information.
• BoxOffice (WebTix) offers online sales and facilitates the customized Christmas at Luther ticket sale process.
• Morsle development to integrate Norse Docs and Moodle to transition the campus users for the upcoming Katie upgrade.
• The Dean’s Office facilitated course evaluations using Katie for Fall 2011, J-Term 2012, and Spring 2012 courses.
• Help self-service request system is now in KBox for Publications and LIS.
• Many new Reason online forms with credit card payment for camps, programming, and registration for events were created.

New Software Providers and Implementations:
• LIS assisted Marketing and Communications and Admissions in selecting Slate from Technolutions for the campus customer relationship management (CRM) software. LIS is assisting with implementation and data integration with our Student Information System.
• LIS assisted the Residence Life Office in using Symplicity to gather first-year student housing preferences online.
• Health Services transitioned to using cloud-based Medicat software for medical records and billing.
• Ellucian is the new company name for merging two leading Higher Education ERP providers, Datatel and SunGard Banner. The first point of merging services is in consulting, support, and conference operations.

Software, infrastructure, and server upgrades:
• Ellucian web user interface replaced client desktop software.
• CBORD Odyssey server upgrade occurred.
• Reason infrastructure upgrade of server, operating system, and GIT repository.

User Services

During the 2011-2012 academic year, the User Services team was comprised of the following individuals: Edward Atwell (Public Services Coordinator), Matthew Baumann (Multimedia Lead), Robert Erickson (Classroom and Meeting Space Technology Lead), Ryan Gjerde (Digital Initiatives Librarian), Diane Gossman (Director of User Services), Matthew Hammen (Workstation Support Systems Administrator), Matt Hughes (Help Desk Lead), Todd Marken (Workstation Support Specialist), Lynnette Perry (Help Desk Specialist), Jennifer Rian (Innovative Services Librarian), Jennifer Self (Public Services Specialist), Larry Sikkink (Workstation Support Lead), and Rebecca Sullivan (Instructional Technology Librarian).

Circulation Statistics

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gate Count</td>
<td>238,881</td>
<td>234,621</td>
<td>249,568</td>
<td>274,828</td>
</tr>
<tr>
<td>Charges</td>
<td>48,806</td>
<td>51,469</td>
<td>55,415</td>
<td>57,100</td>
</tr>
<tr>
<td>Renewals</td>
<td>13,709</td>
<td>13,113</td>
<td>16,726</td>
<td>16,077</td>
</tr>
<tr>
<td>---------------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
<td>--------</td>
</tr>
<tr>
<td>Returns</td>
<td>54,212</td>
<td>51,230</td>
<td>55,902</td>
<td>57,252</td>
</tr>
<tr>
<td>Holds/Recalls</td>
<td>388</td>
<td>348</td>
<td>384</td>
<td>444</td>
</tr>
<tr>
<td>Print Reserves</td>
<td>5,555</td>
<td>4,709</td>
<td>6,124</td>
<td>5,579</td>
</tr>
<tr>
<td>Dependents/Spouses</td>
<td>391</td>
<td>461</td>
<td>429</td>
<td>667</td>
</tr>
<tr>
<td>Faculty</td>
<td>7,488</td>
<td>7,902</td>
<td>6,869</td>
<td>7,582</td>
</tr>
<tr>
<td>Interlibrary Loan</td>
<td>1,433</td>
<td>1,622</td>
<td>1,694</td>
<td>1,763</td>
</tr>
<tr>
<td>Staff</td>
<td>2,900</td>
<td>2,792</td>
<td>2,468</td>
<td>2,483</td>
</tr>
<tr>
<td>Students</td>
<td>41,467</td>
<td>42,900</td>
<td>43,350</td>
<td>49,622</td>
</tr>
<tr>
<td>Town</td>
<td>682</td>
<td>501</td>
<td>605</td>
<td>561</td>
</tr>
<tr>
<td>Leisure Reading</td>
<td>1,154</td>
<td>1,137</td>
<td>1,293</td>
<td>917</td>
</tr>
<tr>
<td>CDs &amp; Records</td>
<td>436</td>
<td>726</td>
<td>862</td>
<td>1,056</td>
</tr>
<tr>
<td>DVDs</td>
<td>5,653</td>
<td>5,856</td>
<td>7,833</td>
<td>8,424</td>
</tr>
<tr>
<td>Videos</td>
<td>219</td>
<td>296</td>
<td>405</td>
<td>813</td>
</tr>
<tr>
<td>Bikes</td>
<td>1,657</td>
<td>1,831</td>
<td>1,873</td>
<td>1,291</td>
</tr>
<tr>
<td>Lang. Learning Ctr.</td>
<td>401</td>
<td>458</td>
<td>722</td>
<td>537</td>
</tr>
</tbody>
</table>

**Lost Books**

Lost book titles are submitted for reorder or withdrawal in September after the summer shelf reading has been completed. These include books lost during the previous year by all borrower types and books reported missing in the course of routine business.

**Number of Lost Books in September for Previous Year**

- 2010-11 ... 60
- 2009-10 ... 61
- 2008-09 ... 50
- 2007-08 ... 116
- 2006-07 ... 81
- 2005-06 ... 112
- 2004-05 ... 68
- 2003-04 ... 133

**Equipment**

Circulation Desk equipment circulated this year included 18 laptop computers, three digital cameras, one DVD/CD burner, eight external hard drives, and 11 digital video cameras. In addition, the Circulation Department was responsible for circulating modems (and adjunct pieces) for dorm room connectivity.

Technology Help equipment available to faculty/staff at the circulation desk includes: 13 laptops, three netbooks, eight iPads, seven MacBooks, LCD projectors, video screens, clickers, memory card readers, laser pointers, recording iPods, webcams, wireless mice, and wireless presenters. New equipment added: a mobile iPad classroom set of 25 second-generation iPads, and an ELMO digital overhead projector.
Student Support Services: the circulation desk handled 30 laptops for checkout to students signing contracts with SSS.

The Windows laptops available for students to check out and use within the library have been upgraded to Dell D630s. In addition, there are now MacBooks available for students. Similarly, the faculty/staff Windows laptops have been upgraded to Dell D630s and there are more MacBooks available.

Special Initiatives
- LIS Events Calendar: the Public Services Coordinator continued to maintain an events calendar on the LIS digital sign in the library.
- Suggestion of the Week: the Public Services Coordinator continued to handle the posting of a Suggestion of the Week on the digital sign in the library. Content was selected from comments left in the suggestion box on the circulation counter.
- LIS Tip of the Week: the Public Services Specialist began posting a LIS Tip of the Week on the digital sign in the library, as well as in the Tuesday and Bulletin and on Facebook and Twitter.
- Classroom Update: Hovde Lounge continues to be a regularly scheduled classroom/lounge primarily for usage by Preus Library building occupants. The circulation desk supervisor schedules the space outside of the classroom schedule.
- Student Handbook: The staff handbook for student assistants who work at the circulation desk was updated and distributed to new circulation department students at the beginning of the school year.
- Book Sale: The circulation desk handled the cash and managed the annual book sale held during National Library Week in April 2012. Total profit: $2,394.50.
- Curriculum Library: The circulation desk supervisor maintained a listing of Elementary, Middle, and High School Textbooks held in Preus Library. Materials were added by Lindy Moeller.
- Ergonomic Equipment: LIS has been in conversation with Wellness regarding ergonomic keyboards, mice, wrist rests, and monitors and now has them available for checkout by faculty and staff. We are working collaboratively to help Luther employees obtain (and maintain) better health in the workplace.

Digital Initiatives
Administration of the LIS website continues as a major ongoing initiative. Content creation and maintenance is shared among all members of LIS. Between June 1, 2011 and May 31, 2012, 1423 nodes have been added or modified on the LIS site, including 105 nodes created by Ryan Gjerde, Digital Initiatives Librarian. Routine maintenance of the site included periodic security and functionality updates to the nearly 100 supporting modules on the Drupal site.

Summer 2011 marked the addition of the Ebrary Academic ebook collection to our library collection. By the end of May 2012, nearly 75,000 titles were available, and visible from our library catalog. Ebook titles now make up about 25% of our available materials. A snapshot of ebook use over the past year is included below.

In Fall 2011, a mobile version of the Magnus library catalog was introduced. The interface automatically delivers a mobile-friendly interface when a handheld browser is detected.

Ongoing initiatives included upgrading systems software to the following versions:
- Encore 4.0 (Library discovery tool)
- Ezproxy set to Proxy-by-Hostname
Below is a sampling of statistics pertaining to Digital Initiatives for 2011-12:

**LIS Website, June 1, 2011-May 31, 2012**
- Total Pageviews: 568,624
- Unique Visitors: 132,173
- Top 5 Most-Visited Pages:
  1. [http://lis.luther.edu](http://lis.luther.edu) (211,969)
  2. [http://lis.luther.edu/research](http://lis.luther.edu/research) (131,386)
  3. [http://lis.luther.edu/helpdesk](http://lis.luther.edu/helpdesk) (11,064)
  4. [http://lis.luther.edu/services/email](http://lis.luther.edu/services/email) (8,936)
  5. [http://lis.luther.edu/node/3007](http://lis.luther.edu/node/3007) (7,305)
- Most Unique Visitors in One Day: 1257 (Feb. 22, 2012)
- Most Pageviews in One Day: 4339 (Feb. 21, 2012)

**LISGuides, June 1, 2011 - May 31, 2012**
- Total Pageviews: 109,431
- Unique Visitors: 12,571
- Top 5 Most-Visited Guides:
  1. All Databases (19,819)
  2. Music Subject Guide (2,717)
  3. Nursing Subject Guide (1,393)
  4. Religion Subject Guide (1,086)
  5. Psychology Subject Guide (968)

**Electronic Resources, Jan-Dec 2011**
- Total Database Searches Performs: 332,829
- Cost per search: $0.71
- Top 5 Most-Searched Databases
  1. Academic Search Complete (66,651)
  2. JSTOR (63,864)
  3. PsycINFO + PsycArticles (28,695)
  4. Cinahl (7505)
  5. Historical Abstracts (7313)

**Library Catalog, June 2011 - May 2012**
- Encore Total Searches: 118,870
- Top 5 Encore Searches:
  1. JSTOR (1144)
  2. Hunger Games (185)
3. Naxos (178)
4. Credo Reference (127)
5. Texture of Retracing (106)

- Magnus Total Searches: 100,250
- Top 5 Magnus Keyword Searches, Fall Semester:
  1. Child Development Fiction (138)
  2. Luther college history (16)
  3. Second language acquisition (15)
  4. Mind and context in adult second language acquisition (13)
  5. Stocks or bonds (12)
- Top 5 Magnus Keyword Searches, Spring Semester:
  1. Hunger Games (38)
  2. Mockingjay (18)
  3. Catching Fire (16)
  4. Woman (15)
  5. Stocks or bonds (12)

**Ebook Usage, June 2011 - May 2012**

- **Ebrary**
  - Total Pages Viewed: 137,618
  - User Sessions: 9,234
  - Titles Viewed: 3,330
  - Titles Downloaded: 72
  - Chapters Downloaded: 207
  - Top 5 Most-Viewed Titles, by user sessions
    1. Introducing Body Theology (231)
    2. Why Are All the Black Kids Sitting Together (146)
    3. Religions in the Graeco-Roman World (113)
    4. Critical Studies, Volume 24: Carmen (104)
    5. Watershed Year: Anatomy of the Iowa Floods of 2008 (103)
  - Top 5 Most-Downloaded Titles
    1. Watershed Year: Anatomy of the Iowa Floods of 2008 (9)
    2. Sham: How the Self-Help Movement Made America Helpless (6)
    3. Global Achievement Gap (5)
    4. The Ethnography of Political Violence (3)
    5. Self-Help, Inc: Makeover Culture in American Life (3)

- **EBSCO**
  - User Sessions: 1005
  - Titles Viewed: 382
  - Titles Downloaded: 31
  - Top 5 Most-Viewed Titles, by user session
    1. What it takes to be #1: Vince Lombardi on leadership (21)
    2. The new Oxford book of food plants (15)
    3. Ancient Egyptian medicine (13)
    4. Differentiation in practice: a resource guide for differentiating curriculum, grades 5-9 (12)
    5. The debatabase book: a must-have guide for successful debate (12)
  - Top 5 Most-Downloaded Titles
    1. John F. Kennedy on Leadership (3)
Training Summary
Throughout the 2011-2012 school year, LIS staff recorded 215 training sessions with faculty, staff and students from 44 administrative and academic departments. This summary highlights the subset of events pertaining to **technology training**.

This chart lists the topics offered throughout the school year, followed by the total students, faculty and staff trained on each topic.
<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Facilitators</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 9, 2011</td>
<td>Using ICPSR for Teaching and Research</td>
<td>Jennifer Green &amp; Ryan Gjerde</td>
</tr>
<tr>
<td>August 17, 2011</td>
<td>Introduction to Katie</td>
<td>Bob Puffer &amp; Rebecca Sullivan</td>
</tr>
<tr>
<td>August 23, 2011</td>
<td>Getting the Most out of Katie</td>
<td>Bob Puffer &amp; Rebecca Sullivan</td>
</tr>
<tr>
<td>August 23, 2011</td>
<td>Introduction to Katie</td>
<td>Bob Puffer &amp; Rebecca Sullivan</td>
</tr>
<tr>
<td>September 1, 2011</td>
<td>Using the Katie Gradebook</td>
<td>Bob Puffer &amp; Rebecca Sullivan</td>
</tr>
<tr>
<td>September 6-9, 2011</td>
<td>Understanding What Morsle Can Do For You - Stop in for 15 minutes</td>
<td>Bob Puffer</td>
</tr>
<tr>
<td>December 5, 2011</td>
<td>LIS Summer Faculty Workshop Brown Bag</td>
<td>Andi Beckendorf &amp; Diane Gossman</td>
</tr>
<tr>
<td>December 6, 2011</td>
<td>LIS Summer Faculty Workshop Brown Bag</td>
<td>Andi Beckendorf &amp; Diane Gossman</td>
</tr>
<tr>
<td>February 21, 2012</td>
<td>Using Podcast Producer to Capture Classroom Video</td>
<td>Matt Baumann</td>
</tr>
<tr>
<td>February 27, 2012</td>
<td>Faculty Brown Bag: Enhancing Student Learning through Information Literacy and Technology (Music &amp; Art)</td>
<td>Brooke Joyce, Ben Moore, &amp; Steve Smith</td>
</tr>
<tr>
<td>March 5, 2012</td>
<td>Faculty Brown Bag: Enhancing Student Learning through Information Literacy and Technology (Education)</td>
<td>Barb Bohach &amp; Deb Fordice</td>
</tr>
<tr>
<td>March 30, 2012</td>
<td>Making Appointments with Norse Calendar</td>
<td>Bob Puffer &amp; Diane Gossman</td>
</tr>
<tr>
<td>April 2, 2012</td>
<td>Faculty Brown Bag: Enhancing Student Learning through Information Literacy and Technology (Education)</td>
<td>Tom Berger, Jeff Dintaman, &amp; Lisa Lantz</td>
</tr>
<tr>
<td>April 3, 2012</td>
<td>Faculty Brown Bag: Enhancing Student Learning through Information Literacy and Technology (Education)</td>
<td>Nick Gomersall, Ginger Meyette, &amp; Jayme Nelson</td>
</tr>
</tbody>
</table>
Atomic Learning

Atomic Learning is a library of short, easy-to-view-and-understand tutorial movies that can be accessed 24×7×365 by the Luther Community. During the 2011-12 academic year, there were 350 views. A summary is displayed below:

Classroom and Lab Workstation Support

During the summer of 2011, 21 workstations were upgraded to new Dell OptiPlex 790s in the Main Floor Library Lab. The podiums in Hovde and the ICN Room were also upgraded to new workstations.

Summer 2011, all Windows lab and podium workstations were updated to the Windows 7 operating system and Microsoft Office 2010. In addition, the computers are now booting faster.
All Mac lab and podium workstations were updated to Microsoft Office 2011 over the summer of 2011. In addition, the CFA 118 Mac Lab is now running Snow Leopard along with additional software for the Art/ThD departments. The Main Floor Library Lab has 6 new iMacs, the Curriculum Lab in the library has 2 new iMacs, and the Lower Floor Library Lab has 2 new iMacs.

The 8 public access workstations in the library have been upgraded to new hardware. In addition, they now have the IowaWORKS Virtual Desktop software application installed.

**Faculty Workstation Support**

During the summer of 2011, the workstations were upgraded for faculty in the Division of History and Social Sciences as we continue our move to a staggered replacement cycle with 1/4 of the Luther faculty receiving new hardware and software each summer.

The Summer 2011 Faculty Roll officially began Tuesday, July 5th, and ran the first three weeks in July. Windows users now have Windows 7 and Office 2010. Mac users now have Snow Leopard and Office 2011.


For more information on the faculty roll, visit [http://lis.luther.edu/services/computer_refresh](http://lis.luther.edu/services/computer_refresh).

**Staff Workstation Support**

Beginning with the 2010-11 academic year, staff computer upgrades are now on a staggered 3-year cycle. The departments are divided in thirds, and every year one third of all staff computers are refreshed. This new cycle is manageable for most needs and maximizes our hardware investments.

Windows users now have Windows 7 and Office 2010. Mac users now have Snow Leopard and Office 2011.

Departments upgraded included: Administrative Services, Career Center, College Ministries, Dean’s Office, Diversity Center, Human Resources, Center for Global Learning, President’s Office, Regents Center, Residence Life, Student Life, and Wellness.

For more information on the staff roll, visit [http://lis.luther.edu/services/computer_refresh_staff](http://lis.luther.edu/services/computer_refresh_staff).

**Summary of Workstations on Campus**
Classrooms and Meeting Spaces Audio-Visual Support

1. **Center for Global Learning is now marketing with a Digital Sign** - The Center for Global Learning is now displaying on a digital signage channel located in the Union Lobby. The previous Studies Abroad marketing channel has been incorporated into this channel. This new channel will display the opportunities for students to study abroad (middle zone), dates and deadlines for programs (left zone), and facts and figures (right zone). A collaboration of effort between Jon Lund, Rob Larson, Diane Gossman and Bob Erickson made this a successful project.

2. **Skype using a TV with no computer** - By using our TelyHD unit, you can skype while using a large flat panel TV as your monitor. The unit connects to the TV by HDMI and can use a wired or wireless internet connection. It is possible to display full HD video with a 1 Mbps upstream/downstream speed connection. However, the unit will dynamically adjust to lower speeds as needed. Several viewing options are offered to display the users while skypping. The unit only
takes a few minutes to setup before it is ready to use.

3. **Document Camera Available for Checkout** - A new Elmo Document Camera is available for checkout from the Library circulation desk. The camera can be positioned in multiple ways and angles in order to capture the content that is placed under it. The content is then displayed on the classroom screen for viewing. The content can also be captured in the form of photos or also in the form of a video. The unit also comes with a wireless tablet that allows you to control the camera and also annotate over what is being displayed.

4. **The Jenson-Noble Hall of Music now has a new Digital Sign** - The Music department at Luther College has now installed a digital sign in their lobby displaying the news and events of the Music Department and the events happening in the Jensen Noble Building. The sign’s content, which is displayed on the Music Department’s channel is managed entirely by the Music Department.

5. **Main 114 Remodel** - Main 114 computer classroom was redesigned using new computer furniture placed in an oval pattern. An additional screen was added for a total of 3 viewing screens. Students now sit facing each other, but yet they all have a clear view of the projected curriculum content.

6. **Olin 206 Remodel** - Olin 206 was remodeled with new desks that are mobile, allowing for the movement of the desks at the beginning of each class period to the desire of the students and the faculty.

7. **Olin Classroom Upgrades** - The Olin classrooms are continuously being upgraded to better audio and video components and also adding the capability of supporting laptops.

8. **Union Lobby Sound System Upgrade** - The union lobby was upgraded to new audio equipment so that microphones and music could once again be played in the lobby, especially for Christmas at Luther.

9. **Olin 202 Remodel** - Olin 202 was remodeled by removing several computers and the built in tables they sat on for a more open space that allowed for students to gather around a brand new very large interactive whiteboard.

**Technology Help Desk Support**

The Technology Help Desk acts as the front door to LIS and provides just in time service to the Luther community and visitors. Every day, Help Desk student and professional staff deal with a wide range of issues from computers to Internet to multimedia to education and training and more.

Behind the scenes, the Technology Help Desk works with others in LIS to identify and plan for transitions in campus technology and the effects those changes may have on our users. Through individual and campus wide communications, the Help Desk provides a link to the campus community and LIS. In addition to immediate just-in-time service, the Help Desk creates and maintains tutorials and self-support resources for users.

Working at the Technology Help Desk also provides an opportunity for professional growth among our student staff - many of whom aspire to careers in information technology.

**Daily Work**
The primary method of tracking the daily work at the Technology Help Desk is through examining requests recorded in the LIS work order tracking system known as KBOX. In a typical scenario, a work order is created when a request cannot be resolved immediately. This may occur on the phone, through e-mail, or at our walk-up service desk.

From June 1, 2011 to May 31, 2012, the Technology Help Desk opened 2,105 work orders and closed 2,052 work orders. This represents 29% of all work orders opened by LIS (7,153) and 30% of all work orders closed (6,768). New this year is also a feature that permits users to enter their own work orders.

However, this view does not touch the surface of the daily work that is done. The vast majority of interactions with Technology Help Desk staff are quick with issues being resolved immediately and not being recorded in KBOX. These are considered ‘1st Call Resolutions’, i.e. requests that are solved during the initial phone call, e-mail, or walk-up.

The Technology Help Desk uses a tool to allow us to quickly track these requests. From June 1, 2011 to May 31, 2012, Help Desk staff recorded 8,024 1st Call Resolutions. That included 4,805 Phones, 2,196 Walk-Ups, and 1,023 E-Mails.

### 1ST CALL RESOLUTIONS

**2011 - 2012**

<p>| | | | | | | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>JUNE</td>
<td>563</td>
<td>639</td>
<td></td>
<td>1025</td>
<td></td>
<td></td>
<td>405</td>
<td>174</td>
<td>350</td>
<td>785</td>
</tr>
<tr>
<td>JULY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AUGUST</td>
<td>2157</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEPTEMBER</td>
<td>524</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCTOBER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NOVEMBER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DECEMBER</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>JANUARY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEBRUARY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MARCH</td>
<td>429</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>APRIL</td>
<td>426</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAY</td>
<td>294</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LIS Work Order Survey
Since Spring of 2010, work orders closed generate an e-mail that is sent to the user. This notifies them that their work order is complete and includes a link to a LIS Satisfaction Survey. Users are asked which team handled their request and to rate each of the following questions on a scale of 1 - 5 (Low/Strongly Disagree to High/Strongly Agree):

- How would you rate the overall service of LIS?
- The issue was resolved to my satisfaction.
- LIS staff was knowledgeable.
- LIS response was timely.
- LIS staff was polite, friendly, and helpful.

Of the 6,768 work orders closed in the past year, 525 survey responses were received (a X% response rate).
Which Team Handled Your Work Order?

- Software Development: 36
- Audio-Visual: 54
- Tech Help Desk: 169
- LIS: 129
- Network Systems: 15
- Other/Not Specified: 47
- Printing: 4
- Telephone: 39
- Workstation Support: 46
Survey Responses

<table>
<thead>
<tr>
<th></th>
<th>Law / 1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>High / 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polite</td>
<td>8</td>
<td>3</td>
<td>14</td>
<td>49</td>
<td>445</td>
</tr>
<tr>
<td>Timely</td>
<td>18</td>
<td>12</td>
<td>31</td>
<td>51</td>
<td>407</td>
</tr>
<tr>
<td>Knowledgeable</td>
<td>6</td>
<td>15</td>
<td>25</td>
<td>59</td>
<td>413</td>
</tr>
<tr>
<td>Satisfaction</td>
<td>16</td>
<td>10</td>
<td>12</td>
<td>44</td>
<td>437</td>
</tr>
<tr>
<td>Overall</td>
<td>6</td>
<td>8</td>
<td>30</td>
<td>06</td>
<td>409</td>
</tr>
</tbody>
</table>
Objectives for 2012-2013

Objectives for the 2012-2013 year were developed through a 2-day all hands event where the team explored the dynamics in our environment and considered technology trends and then worked in collaborative groups to enumerate and prioritize objectives. Additionally, objectives from the previous year that are ongoing or were not addressed and are considered important were incorporated into the list. They have been organized by the guiding principles they most enable or support. See the Vision section for discussion of the guiding principles. Additionally in this section we have added a fifth category for “Infrastructure.” This captures an essential and resource intensive role LIS performs and a set of technology related services LIS provides and supports.

1. Improves teaching and learning outcomes for faculty and students

   a. Information & Technology Literacy: Assist faculty, staff, and students to become more efficient with technology and research skills and tools. (Also supports guiding principle 2)
      i. Re-evaluate current training and instruction methods to increase reach across campus and involve more members of LIS in the development and facilitation of the sessions. [Library, User Services]
      ii. Consider using pre-assessment as a way in which to raise awareness of need and to provide support from the Luther community. [Library, User Services]
      iii. Continue to expand the framework for information literacy/fluency by identifying and cultivating strategic collaborations. For example, with the Diversity Center (intentional engagement with international students, mentors and student workers; training in general workstation file management; web file relationship; and Datatel training and reports) and also with academic support centers such as SASC, SSS, the Norse Writing Center, and the Speech & Debate Center (identify opportunities for collaboration, instruction, training). [Library, User Services]

   b. LIS External Communication/Marketing: Better communicate the services LIS provides to prospective and current students and faculty/staff in order to cultivate an awareness of LIS services and the benefits they offer. For example, connecting with student organizations, athletic teams, RAs, as well as more “traditional” groups. (Also supports guiding principles 3, 4)
      i. Develop LIS communication/marketing capabilities for creating and building personal relationships, teaching, and negotiating. [Library, All]
      ii. Develop and communicate an LIS marketing plan. [Marketing Team, Library, All]

   c. Collection Development: Review and update collection development policy considering the advent of digital media and patron-driven acquisition. Continue to work to migrate a portion of collection development activities to “just-in-time”. [Library]

   d. Evaluate Library System Options: Consider moving from our traditional integrated library system to a modern library services platform. (Also supports guiding principle 5) [Library]

   e. Campuswide Facilities Scheduler and Calendar: Research Google’s calendar application as a potential replacement of the functionality we use in the AdAstra facilities
scheduling system. (Also supports guiding principle 5) [Network & Systems, Software Development]

f. Virtualization: Implement application virtualization for academic computer labs in order to develop a solution for students to access Luther software from their personal workstations thus reducing the lab computing investment. This includes the Chromebooks/Citrix pilot. (Also supports guiding principle 5) [User Services, Network & Systems]

2. Provides differentiation for prospective students and parents

a. Outreach: Expand outreach programs to potential stakeholders off campus (e.g. through National History Day, Metronet, Community Classes) for recruitment of future students and friends of the college. (Also supports guiding principle 4)
   i. Work with the History Department to identify opportunities for instruction (both for local students and teachers) related to National History Day; to identify prize sponsorship opportunities at the regional/state level; and to develop instructional materials for National History Day experiences. [Library, Archives]
   ii. Explore collaborative opportunities with other Metronet members to leverage its potential for Luther College. [Network & Systems, All]
   iii. Explore interest of Keystone AEA re their interest in us hosting Katie for area schools. [Software Development]

b. Social Media: Provide instruction and support for social media initiatives throughout the Luther community. (Also supports guiding principle 1, 3, 4)
   i. Develop a content plan (including piloting various content elements) for LIS social media. Segmentation by tool (Twitter, Google, Facebook, LIS blogs) and constituent segments. [Social Media Team, All]
   ii. Pilot engagements with faculty on use of social media for teaching and learning (e.g. learning communities via google groups). [Social Media Team, All]

c. Electronic Communications Plan: Propose a comprehensive electronic communications plan (e.g. unify ConstantContact, SLATE, Dada,...) for the Box Office, Church Relations, Athletics, Admissions, Music, Alumni, etc. [Software Development, Network & Systems]

d. LIS Website: Improve user experience on the LIS website with attention devoted to resource discoverability and overall navigation. (Also supports guiding principle 1)
   i. Establish a standing internal LIS website advisory group on user experience and usability. Include linkage to Luther marketing. Topic areas include, but are not limited to the following: training, instruction, archives, LIS marketing, Technology Help Desk. [Library, User Services]
   ii. Migrate the LIS website from Drupal to Reason. [Library, User Services, Software Development]

e. Online Courses: Collaborate with the faculty and Dean's Office in the development of online summer courses and establish best practices for such development (ex: technology utilization, library resources, and delivery methods). (Also supports guiding
principle 2)
   i. Involve LIS in ongoing faculty conversations about the role of “online classes” at Luther College. [Library, User Services, Software Development]
   ii. Facilitate community conversation and learning regarding online class topic including use cases and technology. [Library, User Services, Software Development]

3. Improves prospect of differentiation for graduates on their next steps (service, jobs, vocations, graduate school, etc.)

   a. Multimedia: Develop a comprehensive plan of action for multimedia activities on campus which will address creation, access, and preservation. Specific components to include: evaluation of designated spaces for multimedia production; video recording, presentation, and practice; institutional digital repository; and digital preservation plan. (Also supports guiding principles 1, 3, 4, 5)
      i. Assess and develop a campus-wide multimedia proposal. [ED LIS]
      ii. Create a memorandum of understanding between departments on campus responsible for digital content (e.g. digital documents, datasets, audio, photo, video) describing who is responsible for what content. [User Services, Archives]
      iii. Pilot a digital media storage and delivery strategy that includes an institutional digital repository and a digital preservation plan. [Archives, User Services, Network & Systems, Software Development, Library]
      iv. Evaluate and propose solution for designated space(s) for multimedia production, video recording, presentation, and practice. [User Services, Library]

   b. Ebooks: Develop a comprehensive strategy for the use of ebooks in the Luther College community. (Also supports guiding principles 1, 3)
      i. Develop a process and communication plan for community access to Ebrary and EBSCO online books (both laptops and other mobile devices, e.g. readers). [Library]
      ii. Develop education and marketing plans for use of electronic media and emerging device set. [Library]
      iii. eTextbook - Facilitate community conversation and learning regarding eTextbooks and develop understanding of LIS role to support, integration, etc. [Library]

   c. Learning Platform for Multimedia Tutorials: Build a learning platform/library of supplemental tutorials, utilizing both external and internal sources (people) and tools (e.g. YouTube videos, internally created videos) to enhance multimedia support. Potential topics include Nordic and online library databases. (Also supports guiding principle 1) [User Services, Library]

   d. Learning Communities: Pilot learning communities in support of campus skill learning needs. For example, creating a learning community to support building of Excel skills in support of the Economics and Business department. (Also supports guiding principle 1) [Library]
4. Improves relationships to alumni/ae, friends of the college

a. **Veterans Kiosk**: Creation of a veterans website and kiosk to view and search for Luther College alumni who participated in one or more military engagements. [*Software Development, User Services*]

b. **CollectiveAccess**: Begin implementation project to migrate selected Anthropology collections into CollectiveAccess. Implement phase one public access interface for Fine Arts collection housed in CollectiveAccess. [*Software Development, Library*]

c. **LIS Mobile Services**: Develop a plan and timeline for implementation of LIS mobile services. [*Software Development*]

5. Infrastructure

a. **Security**: Create and implement a campus-wide data security program.
   i. Implement new firewall which enables us to turn back on Internet antivirus, segregate the data center from the campus network, and segregate POS from the rest of the campus network. [*Network & Systems*]
   ii. Implement a disk encryption solution for faculty and staff workstations. [*User Services*]
   iii. Implement Identity Finder to the top 50 high profile faculty and staff workstations in order to locate and effectively handle personally identifiable information. [*User Services*]
   iv. Develop a campus-wide antivirus plan, leveraging antivirus software that comes with operating systems or is open source for students and personally-owned workstations and proposing an enterprise solution for Luther-owned workstations. [*User Services, Network & Systems, Software Development*]
   v. Automate patch management for Luther-owned workstations. [*User Services*]
   vi. Conduct penetration testing and remediation. [*Network & Systems*]
   vii. Develop data privacy and security guidelines and training for the Luther community and an ongoing security management system within LIS that includes risk management system for LIS. [*Network & Systems, Software Development, User Services*]

b. **LIS Internal Communication**: Improve communication within LIS. Develop an approach to consulting with the wider LIS as part of new projects and process changes in order to avoid previously unforeseen problems and increase LIS self-awareness of internal activities.
   i. Develop a skill inventory list for individual LIS staff as a foundation to see who could learn what from whom and who could train the Luther community on which topics. [*LIS Council, All*]
   ii. Improve project interlock and dependency management (e.g. across LIS teams and across campus). [*LIS Council, All*]
iii. Improve transparency on investments and expenditures within LIS. [LIS Council, All]

iv. Improve structure for LIS General (e.g. special topic, small group conversation, news). [LIS Council, All]

v. Create opportunities for new collaborations within LIS (e.g. project-related hackfests, increased communication and sharing within LIS). [LIS Council, All]

vi. Review and update the LIS communication plan. [LIS Council, All]

c. **Norse Key:** Review the workflow surrounding the Norse Key and propose ways in which to streamline the process including the possibility of automation. Redesign password management to eliminate visibility of passwords to any other than the owner, sync Active Directory with openLDAP and Google, and enable students that apply to Luther to reset their own passwords. [User Services, Software Development, Network Systems]

d. **LC Secure Wireless Network:** Finish implementing LCSecure Wireless Network, including educating users on the benefits of using it and develop a performance management problem resolution strategy. [Network & Systems]

e. **Active Directory:** Design, implement, and migrate to Active Directory for authentication. [Network & Systems, Software Development, User Services]

f. **GoPrint:** Complete the GoPrint Implementation. [User Services, Network & Systems]

g. **Records Management:** Complete update of Records Management Policy with training for staff responsible for administrative records (and including “born digital”). [Archives]

h. **SQL Server Reporting:** Plan for and develop reporting solutions using tools that access SQL Server data from the Datatel system (including tools and data model training for development). [Software Development]

i. **Professional Development:** Support more than 75% of staff in participating in professional development opportunities or conferences. [All]

j. **Datatel Migration:** Complete the migration of Datatel data and software to SQL server. [Software Development]

k. **QR Codes:** Implement QR codes on archival materials to enhance description and provide location information. Final piece of Journey process. [Archives]

l. **IPv6 Networking:** Continue taking steps toward Implementing IPv6 networking at Luther. [Network & Systems]

m. **DNSSec:** Implement DNSSec for Luther’s DNS, considering solution in terms of the Active Directory migration. [Network & Systems]

n. **Windows 8:** Investigate whether Windows 8 holds advantages over Windows 7, and if so, develop a plan for implementation. [User Services]