Year in Review: A Snapshot

By Christopher Barth, Executive Director

2006-07 was a year of foundations for LIS as we sought to define ourselves more intentionally as an integrated information organization and to learn more about the community we serve. As a result, we are ready to build a deeper, broader information support organization to support the academic and administrative work of the Luther College community.

It’s been a busy year, with its share of ups and downs. Over the past year, we marked significant, successful upgrades to our Datatel and telephony systems, a relaunched library web redesign project, and the arrival of a new executive director. We also saw the negative effects of spam reach new heights, declining circulation statistics, and claims of illegal file sharing against users of Luther’s networks.

This report is designed to be a high-level overview of accomplishments for the 2006-07 academic year and a look ahead to our strategic priorities and directions for the coming academic year and beyond. A full annual report for LIS is available from our website lis.luther.edu.

The organization of this snapshot emphasizes the integrated nature of our organization. It looks at our efforts to provide access to information tools and resources; our expertise and training programs where we seek to teach our users how to use information tools and resources effectively; and our places where our users research, learn, study and collaborate.

It is a challenge to succinctly summarize the depth and breadth of service provided by LIS staff across the campus each day, but it is an even greater privilege to work alongside the dedicated LIS team that works so hard to support the information needs of the Luther College community.
Library Web Redesign

With the goal of bringing current and useful new web-based technologies to the LIS web, LIS staff have been working to develop a new framework and infrastructure for delivering LIS services via the web. This involves rethinking the role of the library website, and how the research process now depends upon digital web-based tools.

Along with the installation of a new content management system to publish LIS web content, we have contracted with Innovative Interfaces to purchase their Encore module providing many Web 2.0 technologies, including faceted searching and greater personalization and interactivity options for our library catalog. The new library and LIS site remains under active development at lis.luther.edu and work will continue over the 2007-08 academic year. Implementation of Encore and the launch of a redesigned academic research portal should occur in Spring 2008.

Microsoft Campus Agreement

In October 2006, Luther enrolled in a Microsoft Campus Agreement licensing plan that provides certain Microsoft products to the campus at fixed cost. Included in this licensing are Microsoft Office and Microsoft Windows, allowing Luther to upgrade campus-owned workstations to the most current versions. LIS will begin deployment of Microsoft Office 2007 beginning in November 2007 with the staff workstation refresh cycle. Office 2007 will be included in the faculty workstation refresh cycle in summer 2008 and will be deployed to academic labs as well. Deployment of Microsoft Office 2008 will begin no earlier than spring 2008 following final release from Microsoft.

Microsoft Windows Vista

With Microsoft’s release of their successor operating system to Windows XP, Luther is preparing for a timely transition to rolling out and supporting the upgraded operating system. After assessing both the software and the work needed to deploy it, we will begin widespread Vista deployment in Summer 2008 across all constituents coinciding with the triennial faculty workstation refresh cycle. Test deployments will begin in the 2007-08 academic year, including select faculty, staff, academic labs, and members of LIS.

We hope to have all faculty workstations upgraded to Vista (and Office 2007) in summer 2008, all academic lab facilities in summer 2009, and all

Beginning in Fall 2007, LIS will begin a two-year process to upgrade all users to the latest version of Microsoft Office 2007. LIS plans to begin deployment of Microsoft Windows Vista and Intel-based Macintosh computers in summer 2008.
staff and other workstations by summer 2010. Not all current hardware owned by Luther will run Vista satisfactorily, which ties the length of the overall deployment to the regular rate at which hardware is replaced.

**Intel-Based Macintosh Workstations**

Apple’s recent decision to migrate to Intel-based hardware means a retooling of Luther’s infrastructure to support Macintoshes. Planning for this has been underway during the past year.

Deployment of Intel-based Macs outside of LIS will begin in Summer 2007, and will continue to progress slowly through the 2007-08 academic year. We anticipate full deployment of Intel-based hardware in Summer 2008 coinciding with the faculty refresh cycle. We are still awaiting Microsoft Office 2008 which will be fully-compatible with the new hardware. This suite is scheduled to be released from Microsoft in January 2008.

We also are launching a program to gather detailed assessments of printing practices and needs across all academic and administrative departments to ensure that centrally-deployed printing infrastructure meets the needs of departments in an appropriate way. This has begun internally within LIS in summer 2007 and will begin in earnest with the 2007-08 staff technology refresh cycle.

LIS will cease to provide inkjet printers or support for inkjet printers in order to encourage more economical printing methods. LIS will focus support for printing on our centrally-provided laser printer infrastructure. Individual offices will remain free to purchase and provide local inkjet printing where required.

Default duplex printing will also be implemented in all public printers as the hardware is replaced.

**Campus Printing Infrastructure**

Heretofore, printing has largely been addressed through tactical and ad hoc means resulting in a hodgepodge of printing infrastructure and service across campus. LIS believes that a strategic initiative to review printing practices and infrastructure can result in better service and lower overall printing costs for the campus. Included in this initiative is the eventual implementation of print metering for student printing, which is currently unmonitored.

As part of a broader initiative to examine campus printing, LIS is moving forward to recommend a campus print metering system to monitor campus printing use. We hope to implement a solution for testing during the 2007-08 academic year.

LIS is beginning an initiative to closely examine printing infrastructure and practices across campus to ensure most effective use of resources. As part of this initiative, LIS will no longer be providing inkjet printers, but instead working to ensure that all users have appropriate access to cheaper, faster, and better laser printing.
Newsbits: good things to know from 2006-07

New Electronic Library Resources
During the year, we added the following new resources: Oxford Reference Online Premium (ORO); ORO: Western Civilization; Campus Research (Thomson-West); CQ Weekly; Chronicle.com; Art Index Retrospective (Wilson) and; JSTOR: Business II Collection.

KATIE Does Surveys
Our learning management system KATIE now can do surveys, and in its first year, has done quite a few of them for many different groups on campus.

Links to eBooks Added to Magnus
We are adding links to full-text copies of materials held in the library as available, particularly for items not easily browseable in our main collection. More links will be added as available.

Datatel Release 18 Installed
The main focus of work for our Application Development group during the 2006-07 academic year has been moving our main administrative Datatel system to the most current release. This work was complete in March and brought to a close several years of preparation for the move.

Chips Digitization Project
LIS, in partnership with Chips is working to prepare a digital archive of the student newspaper that will be keyword searchable on the web. This new resource will provide unprecedented access to historical information about Luther and greatly expand the usability of this information.

ActiveCampus Work Continues
Work on our new institutional web content management system suffered some delays during the year as we worked with our vendor to clean up bugs in a new version of the system. The new Luther website is scheduled to go live in summer 2007.

LIST Training Sessions
LIS continues to offer many training sessions for Luther staff and faculty. Popular topics for 2006-07 were Thunderbird, Citrix, KATIE, Excel, and Webmail. Additional training material was also made available via the Help Desk website on these and other technology topics.

Nussle Collection Comes to Luther
Former congressmen and Luther alumnus Jim Nussle has donated his congressional papers to the Luther College Archives. Receipt and processing of the collection should occur during the 2007-08 academic year.

Wireless Networks Expanded
LIS continues to add wireless networking across campus, with the Regent’s Center, Union, Olin, CFL, and Main all seeing improvements in the last year.

User Services Team Formed
In May 2007, LIS announced the formation of a new User Services team comprised of the Academic Technology, Help Desk, Training, and User Systems teams. The new team will be broadly responsible for end-user technology support across all areas of the college and will interface heavily with our library instruction service and support.

Telephone / Voice Mail Upgrades
Significant upgrades were completed to our Nortel telephone switch and Call Pilot voice mail systems, bringing us up to current and supported installations. With new maintenance agreements in place, we will be upgrading this critical infrastructure more regularly moving forward.

Library Serials Review Completed
A two-year project to review all serial titles in our general library and reference collection was completed with significant amounts of materials being relocated to more appropriate locations or withdrawn from the collection.

Paideia students receiving library research instruction from librarians

non-Paideia course-integrated instruction sessions were requested by faculty

works of art held in the Fine Arts Collection
E-911 Service Installed
All Luther campus telephone extensions now provide E-911 capability to first responders in the event of an emergency. Previously, outgoing emergency calls from Luther did not carry the originating location of the call. Now police and fire officials can accurately respond to a specific call by location.

Local Luther READ Posters
As part of National Library Week, LIS published a series of posters featuring Luther faculty, staff, and students posing with a favorite book. READ posters are an initiative of the American Library Association.

Antispam Service Upgrades
In December, LIS installed new commercial-grade spam filters for all Luther email. This new system allows personal whitelisting / blacklisting and control over quarantines to the end user.

Google Search Appliance
LIS and Publications will be working to fully implement a local Google Search Appliance on our network to provide better, faster searching of local Luther resources. This new server will provide effective searching of both public and non-public content for all members of the community.

ILLiad Implemented for ILL
Fall 2006 saw the launch of our new ILLiad interlibrary loan system, allowing users to make and track requests via the web.

Large Format Printing
LIS worked with the Print Shop to install a new poster printer for general campus use. This service has been well-used in its first year and provides flexible large-format printing for anyone.

Help Desk Website Redesigned
The LIS Technology Help Desk website received a facelift in spring 2007 to enhance usability and functionality. Visit the site at helpdesk.luther.edu.

Information Literacy Update
LIS continues to promote and highlight the importance of including information literacy components into curricula. During the past year, we continued to develop a framework for working directly with faculty on development of information literacy initiatives within courses across the curriculum.

Library Internships
The Library continues to support and provide internships both for Luther students interested in pursuing careers in information service, as well as for graduate students seeking practical experience as part of their studies.

MISO Survey
In spring 2007, LIS partnered with Bryn Mawr College to administer the MISO (Merged Information Services Organization) survey to Luther faculty, students, and staff. This survey provided some excellent data on current LIS services, and guidance for future priorities. A full report on the survey will be made available to the community in Fall 2007.

MAGNUS Catalog Upgrades
Our library catalog system was upgraded twice during the 2006-07 academic year to bring it to a current state in preparation for integration with our vendor’s new Encore product which will provide significantly enhanced functionality after it is installed in Winter 2007.

Classroom Technology Upgrades
Eight new classrooms were outfitted with technology installations in the summer of 2006 along with new lab laser printers.

Pandemic Planning
LIS has prepared an initial pandemic response plan for all LIS operations. This was an important step for us as many Luther services are expected to operate via technology in the event of a pandemic situation. Review and expansion of this plan will be ongoing.
Strategic Emphases: Positioning Luther and LIS for the Future

Looking forward to the future, LIS seeks to align our goals and priorities with the broader initiatives of Luther College. The following list of strategic emphases have been identified as critical for LIS in the coming years.

Expansion of Academic Technology Support
The role of technology in education continues to grow significantly and the technology demands and responsibilities being placed on our faculty are growing. Over the last fifteen years, most schools like Luther have developed teams of instructional technologists who partner with faculty to support and engage them in using appropriate technology in their classrooms. We currently have one faculty position in the library with the responsibility of coordinating all academic technology initiatives, with an additional 1.5 staff FTE devoted to general computer labs and our course management system. While this gives us broad coverage, it does not afford us the opportunity to truly support faculty who seek to innovate. We see multimedia technologies becoming critically important in the future in the classroom as faculty want to create and use more digital multimedia to record courses, connect virtually with others off-campus, and encourage authoring scholarly content in multimedia. Our faculty also need more support for departmentally-focused computer labs, which currently are not supported or replaced appropriately by LIS or the departments, and are critical to curricula across the College. Our recent MISO survey of faculty and students does illustrate a general weakness in this area for Luther.

Expansion of Information Literacy, Fluency and Training Initiatives
We believe that in our information-based economy, learning critical information literacy skills in college is an integral piece to a 21st century liberal arts education. Our graduates need to have consistent and intentional instruction on critical evaluation and use of information sources and resources in order to function successfully in business and in life. Previous generations of students and employees have relied upon the publishing industry to serve as arbiters of quality information. The digital age makes understanding information and its proper use the responsibility of the end user.

Information “fluency” implies not only the skills necessary to interpret information, but also the accompanying technology skills to use information technology effectively, and the ability to effectively communicate information in meaningful ways. We believe that Luther graduates should have strong skills in information research, critical analysis, and technology as they enter the workforce. We believe faculty and administrators overestimate the technology fluency of our students, and we seek to expand our technology training opportunities for students.

Critical Assessment of Commodity Information Services for Outsourcing
We will seek to continually reevaluate the markets for IT services in order to identify the right opportunities for Luther to provide certain IT functions through outside providers. Products such as calendaring, email, collaboration software, residential networking, and other areas are reaching a stage where they are ripe for outsourcing, allowing Luther to focus our resources on technology products that can truly make an impact on our local operations. Increasingly, services such as email or residential networking can be seen as commodities, to which Luther can add no real value, and which require significant human resources to manage. We seek to be smarter about how we deploy our human resources so we can use them to truly provide value-added services to the Luther community.

Focus on Web-Based Delivery of Services
We seek to push Luther to innovate in the area of web delivery of services. The Internet provides unparalleled opportunities to provide on-demand information-based services. We feel Luther should invest in prioritizing web-based services to serve both the local and extended communities. This includes implementation of new and expanded portals/virtual communities for students, employees, and alumni. LIS is currently reconfiguring staffing in our programming resources to focus more effort in this area, though we are hampered by the volume and complexity of these systems. We believe that additional investment and commitment of resources in LIS and elsewhere are important to growing this initiative.

Expanded Commitment to Network Security
As network-borne threats continue to change and evolve, we must continually reevaluate our risks and exposures while working to ensure a secure and well-functioning data network. Network security will be an area that LIS will continue to devote more and more time and effort to over the coming years, and the liabilities for not doing so will grow as well. Many institutions of our size have designated specific network security
personnel to be responsible for strategic and day-to-day network security duties. This is a direction that Luther should be considering as well. Providing dedicated resources to defend against these sorts of events is often the best insurance policy we can put in place.

Expansion of LIS Services to Alumni

As Luther seeks to create a stronger and more intentional community inclusive of alumni, LIS will need to reevaluate how we can use technology to connect geographically diverse populations into a strong Luther-centric virtual community. Historically, LIS has appropriately focused support efforts on campus-based constituents as primary consumers of information services. Because technology provides many of the avenues to best connect with our alumni body, LIS should develop a leading role in connecting those remote to our campus with our campus community. This will involve expansion of virtual communities, directories, email services, and multimedia delivery of content from campus.

Full Funding for Technology Refresh Cycles

Technology hardware and software are critical resources to the daily operation of Luther College, and that technology is here to stay. We, therefore, should achieve a funding mechanism for regularized replacement of all technology hardware and software that recognizes the permanent nature of this expenditure and the critical nature of the resource. Currently Luther has an outstanding program for replacing faculty workstations on a three-year cycle, a manageable program for replacing staff and lab workstations on a two-to-four year cycle (though not all machines are replaced as new), and a very poor program for replacement departmental and student-targeted workstations (usually receiving hardware from other areas of the college four years old or older).

We should seek to implement a regularized four-year replacement cycle for all workstations on campus, with priority placed on those workstations used for instruction and curricular support. Similarly all network hardware infrastructure should be funded on appropriate replacement cycles depending on hardware type and function.

Expanded Funding for Academic Research Resources

Funding for library and research resources over time at Luther has remained largely flat, which given the regular rising costs of providing quality academic resources results in less purchasing power over time. LIS has regularly shifted spending from physical print resources into preferred electronic resources, yet the increased reliance on endowment continues to threaten the long-term viability of providing the necessary academic resources to support outstanding undergraduate research at Luther.

We should prioritize funding to stabilize the loss of purchasing power in resource budgets and pursue other consortial means to expand resource opportunities while maintaining sustainable costs. Luther should also be vocal in support of open access publishing and work to educate our community of the crisis in sustainable scholarly publishing and the true costs associated with providing quality research resources at an institution such as Luther.

Pursuit of Expanded Consortial Relationships

A principle coping mechanism for colleges and universities facing rising costs in both library and technology arenas has been to band together with similar institutions to gain benefit through greater purchasing power and access to expanded collections. Historically, Luther has not developed strong consortial ties with regional institutions, which has resulted in the institution having access to fewer resources than some other similar schools, and maintaining higher operating costs for some functions necessary for enterprise information support operations. Lack of consortial relationships also significantly affects training and professional development opportunities available to Luther faculty and staff.

Expansion of Services for Mobile Technologies

Technology is moving mobile and with the now emergent viable mobile devices combining web, chat, email, and voice communications, Luther should focus some effort to make services available via mobile and portable technologies. While this encompasses a need for designing network-based services that can be used efficiently via mobile devices, it also includes a recognition of a broad move toward deployment of mobile technologies and hardware for employees and students (more laptops and mobile devices). Over time, we see a laptop or other portable computing device being the primary device for nearly all Luther employees and students. Our infrastructure will need to evolve to support this mobile world. We may also need to work closely with third-party mobile network and technology providers to ensure that appropriate infrastructure exists in Decorah and on our campus.
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<tr>
<th></th>
<th>In 2006-07, did you know ...</th>
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<tbody>
<tr>
<td>9,516</td>
<td>work orders for technology assistance were closed by LIS?</td>
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<tr>
<td>3,426</td>
<td>titles were added to the college library collections?</td>
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<tr>
<td>581</td>
<td>workstations are supported in public computing labs?</td>
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<tr>
<td>751,807</td>
<td>card swipes were processed by our CBORD system?</td>
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<tr>
<td>194</td>
<td>wireless access points were deployed on campus?</td>
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<tr>
<td>91</td>
<td>servers are housed in our datacenter in Main?</td>
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<tr>
<td>166</td>
<td>networked laser printers were deployed on campus?</td>
</tr>
<tr>
<td>1,260,000</td>
<td>pages were printed in our public labs (approximately)?</td>
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<tr>
<td>2,003</td>
<td>articles were received by Interlibrary Loan?</td>
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<tr>
<td>299</td>
<td>course sections used KATIE in spring 2007?</td>
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<tr>
<td>24%</td>
<td>of Luther-owned computers are laptops?</td>
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<tr>
<td>8,321</td>
<td>network ports are installed in Luther facilities across campus?</td>
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<tr>
<td>13%</td>
<td>of library circulation is DVDs?</td>
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<tr>
<td>3,985</td>
<td>hours are staffed annually by our Help Desk?</td>
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<tr>
<td>1,600</td>
<td>books were loaned through Interlibrary Loan?</td>
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<tr>
<td>1,743</td>
<td>workstations were supported by LIS across campus?</td>
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Photography: Amanda Weber ’08