LIS2007-08

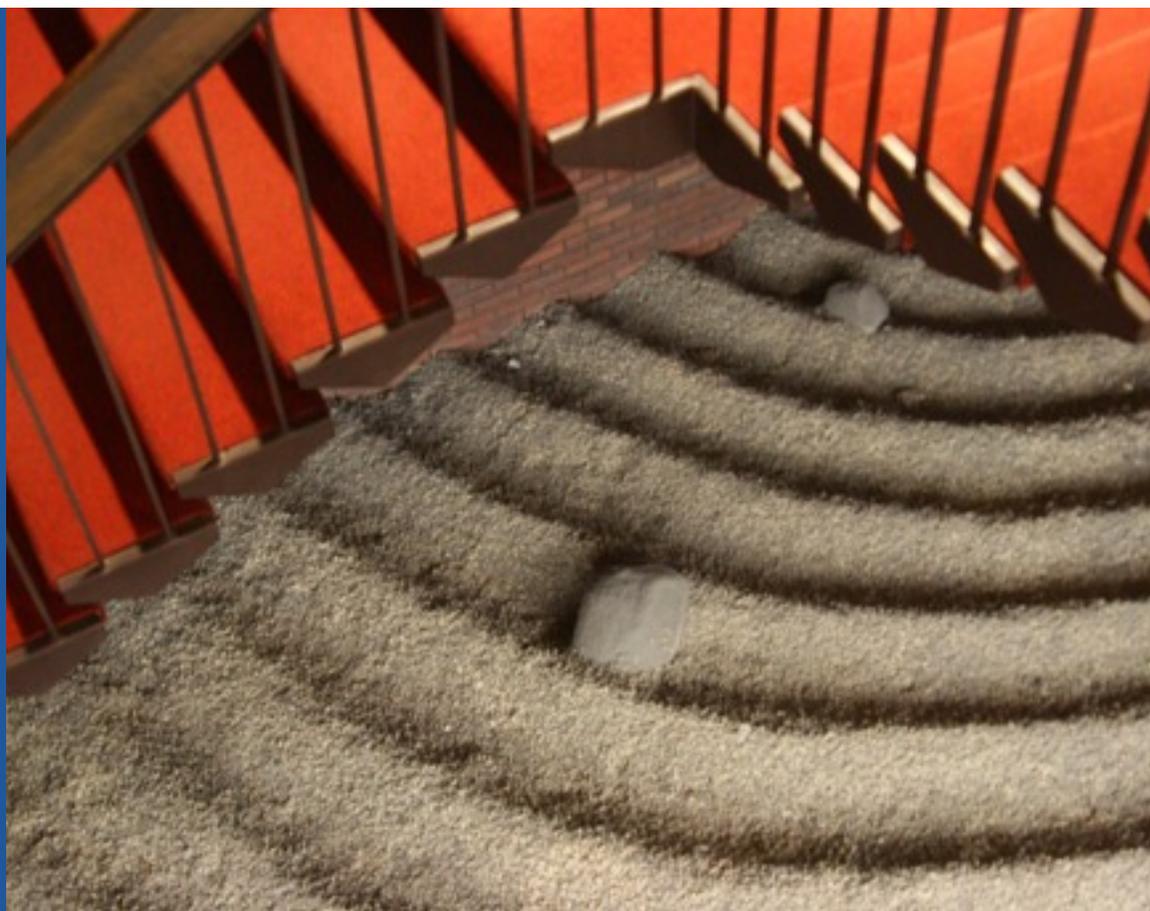**Our Mission:**

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

a **place** to explore and express ideas, ourselves, and our community.

Year in Review: Preparing the New

By Christopher Barth, Executive Director

As the 2006-07 academic year was a year of laying foundations for LIS, 2007-08 has clearly been about above-ground construction in preparation for many things new. We set an ambitious agenda of projects (most of which we have accomplished), and managed to pick up a number of unforeseen initiatives along the way (isn't that always the case). The decision to push ourselves as an organization this year was deliberate, and was informative in determining how efficient and productive LIS can be. The story told in this annual report is clear: LIS has a tremendous ability to move initiatives forward and to get some heavy lifting done when necessary. It remains a privilege to work alongside the many dedicated and hard-working people in LIS as we seek to provide responsive and relevant information support to the faculty, students, and staff of Luther College.

As we head into 2008-09, the fruits of our construction work over the past year are evident across the wide range of services LIS provides. A few of the new initiatives launched by or launching in Summer 2008 that we've been hatching this year include:

✺ **New LIS Website** - This year has seen the rise of a new web home for LIS (and this summer the beta tag will finally come off).

✺ **New Library Research Portal** - The library website has been reconceived and integrated with the LIS website as a new portal for academic research.

✺ **New Discovery Tool for Academic Research** - We have deployed a new and much more user-friendly front end for academic re-

Year in Review:
Preparing the New

search at Luther. Encore is online and will be fully deployed in summer 2008.

- **New Library Catalog Interface** - Magnus, our library catalog has been completely redesigned for usability and has received some additional functionality.

- **Deployment of Windows Vista** - We are moving forward to implement Microsoft's latest operating system on campus beginning this summer.

- **Deployment of Microsoft Office 2007** - This summer also has seen the roll out of a new version of Microsoft Office on campus for the first time in more than seven years.

- **Deployment of Norse Apps** - We are still working through our transition to Google-based productivity software including mail, documents, calendaring, chat, and web page development.

- **Vision and Plan for LIS Service Points** - We have developed a framework for carrying out additional collaborative improvements for our primary service points located in the library.

- **Significant Expansion of Training Opportunities** - In 2008, LIS has expanded our training program for all constituents and will be continuing to diversify this curriculum.

- **Internal and External Communication Plans** - We are taking how we communicate with ourselves and our community seriously and are developing communication plans to guide our ongoing efforts.

With so much "new" rolling out, the 2008-09 year will be more targeted at ensuring quality deployments of these major initiatives, training and communication with our community, and iteratively improving service where appropriate. While the nature of our profession doesn't ever remove new projects, programs and technologies, we look forward to a year of stabilization and ensuring that our construction work over the past year holds up well and is appropriate and useful for the community.

As always, we welcome comment and discussion on any aspect of LIS' services, and look forward to a productive 2008-09.

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329,949
volumes are held by Preus Library as of May 31, 2008

51,867
items circulated in 2007-08

25

megabits per second
for our connection to
the Internet during
2006-07

40

megabits per second
for our connection to
the Internet during
2007-08

85

megabits per second
for our connection to
the Internet during
2008-09

Newsbits:
good things to know about LIS past, present, and future

LIS Student Advisory Panel Formed

During the spring semester, LIS formed a rotating student advisory panel to discuss student-focused information support issues. This panel will continue in 2008-09.

LIS Program Reviews

In 2008-09, the academic and administrative portions of LIS will prepare for external reviews. As part of that review, we will again administer the MISO (Merged Information Services Organization) survey to the campus to gauge the importance and quality of LIS services.

User Services Team

In 2007-08, we blended our Help Desk, Academic Technology, and User Systems support teams into a cohesive group focusing on our user-facing services. This new group is led by Diane Gossman, who also brings her expertise and responsibility for our User Training programs. This group continues to evolve and will work to broaden focus across all LIS user services.

Information Literacy Program Focus

LIS is focusing a growing amount of effort on expanding our information literacy and course-integrated instruction offerings under the new leadership of Andi Beckendorf. This focus is echoed in Luther's new strategic plan and we will continue to focus on reaching out to faculty in partnership to improve the information skills of our students.

New Training Opportunities for Students

Prior to 2007-08, LIS offered few training opportunities for our students. Under our new expanded training program, students are now a primary constituency for our training program and materials.

Our implementation of Norse Apps in partnership with Google has gone very smoothly with all students and many employees and alumni transitioned to the new system. This project will be complete by December 31, 2008, the same date we will convert our calendar system from Oracle to the Norse Apps Calendar provided by Google.

New Furniture in Preus

Fall 2008 will see the arrival of new furniture for the main floor of the library. This includes the entry area, current periodicals and the area around leisure reading. LIS received gifts and grants to cover much of the costs for this upgrade.

More Bandwidth

The thirst for more Internet connectivity continues unslaked. In summer 2008, Luther moves from 40Mbps of Internet connectivity provisioned from two providers to 85Mbps of Internet connectivity provisioned from three providers. This improves our redundancy and reliability and will more than double the size of our pipe to the broader Internet for the 2008-09 academic year.

14 New Multimedia Classrooms

As part of the construction of Luther's new science facility, 14 new multimedia-equipped teaching spaces have been developed and deployed by LIS, adding significantly to our inventory of technology-enabled classrooms.

Luther Joins NITLE

Through a partnership between the Dean's Office and LIS, Luther has joined NITLE (the National Institute for Technology in Liberal Education). This organization provides professional development opportunities for faculty, librarians, and instructional technologists interested in deploying appropriate technology into the curriculum.

NITLE Moodle Fellow in LIS

Our own Bob Puffer was chosen from a national pool of Moodle experts for a fellowship in NITLE (National Institute for Technology in Liberal Education). He will receive additional professional development opportunities through NITLE and also serve as an instructor/leader for other institutions looking to implement Moodle.

KATIE Hosts Pre-Registration

New, first-year students now self-report all pre-registration information and take all necessary placement exams and departmental questionnaires through a single KATIE site. This information is merged with other data from multiple campus systems sources and distributed out to those involved in registration and pre-registration processes.

2,322
reference transactions in 2007-08

29,804

unique individuals visited
library.luther.edu

3:00-4:00pm

the busiest hour of day for use of
find.luther.edu, our local Google
Search Appliance

KATIE Learns Flash

We have completed the process and workflow for producing Flash video for use with KATIE. The "Flash" media type (the same used by YouTube) allows video viewed on KATIE to be easily accessible to appropriate users without special plugins or other player software.

New APC Website Launched

In spring 2008, LIS launched a streamlined and upgraded website to host the course approval process. This new site is available to faculty at http://apc.luther.edu.

Faculty Workstation Replacement

Beginning in summer 2008, the faculty workstation replacement cycle has changed to a staggered four-year cycle with 25% of faculty receiving a new computer each year. LIS will transition to this new schedule over several years. In summer 2008, 75% of faculty received new workstations.

Microsoft Work At Home Program

As a feature of our current licensing agreement with Microsoft, we can now offer licensed copies of Microsoft Office to employees for installation on personal computers for work purposes. This requires supervisor approval. For more

information, see Laurel Womeldorf.

Colleague Advancement Coming

The 2008-09 academic year will bring a conversion from our Datatel Benefactor system used by Development to a new Colleague Advancement system that integrates directly with our existing Datatel Colleague product. This will improve data integrity, reduce duplication, and provide a more unified data environment for the College going forward.

my.luther Improvements

During 2007-08, additional functionality was added to my.luther to enable students to view their Statement of Account and financial aid letters. Employees can now view their leave plans.

LIS Financial Data Security Audit

In summer 2007, LIS underwent a data security audit to ensure that financial information handled by the College is kept according to industry-standard and accepted data security practices. Some small modifications have been made this year as a result of this audit, and we will continue to focus on data security broadly for the College.

185,154

pages printed each month by the Luther community (approximately)

607,574

copies made each month by the Luther community (approximately)

PREUS LIBRARY

LIS Monitoring Decorah MetroNet

The Decorah Schools, City of Decorah, Winneshiek County, and Winneshiek Medical Center have begun work to create a city wide fiber network. As the largest Internet consumer in Decorah, Luther is interested in any data projects that can improve or enhance our data services.

Chips Online

The Archives and Chips have partnered to digitize the Chips backfile. This keyword searchable database is now available online from the Archives website at http://archives.luther.edu.

Archives Collecting Oral History

Homecoming 2007 saw the launch of an initiative to gather oral histories from alumni visiting the campus. Interviews were captured digitally and are being transcribed for future use.

Fine Arts Collection Expands

57 new artworks were accessioned in 2007-08, including an outdoor bronze sculpture and the Kemp Collection of Alaska art.

Desktop Messaging Available

With system upgrades, LIS can now offer voicemail messages delivered to employees via email. This is licensed and available on an individual basis, and there is a small cost for the service.

Norse Key Password Expiration

All users of Luther's networked information resources are now required to change their access credentials (Norse Key) every 180 days. This new change went into affect in April 2008.

Emergency Communication System

In 2007-08, Luther deployed a new emergency communication system to notify community members of dangerous situations. LIS assisted in the deployment of the system, now managed by Public Information.

Library and Information Studies

The academic wing of LIS received a new name in 2007-08: the Library and Information Studies department. LIS faculty offering courses will now do so under this new name.

File Sharing Complaints Rise

Luther received 29 complaints of illegal file sharing in 2007-08 from organizations such as the Recording Industry Association of America (RIAA), CBS, HBO, and others. We received one complaint in the previous year.

2

students had network privileges revoked for file sharing activity on the Luther network

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 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.

LIS seeks to expand our information fluency programs by partnering more deeply with faculty across the curriculum and expanding our commitments to provide this service to the College. Additional emphasis on this priority and focused resources in this area will promote this. This is an initiative where Luther can distinguish itself among our competitor institutions.

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.

While further investment in Academic Technology support at Luther will have a direct and meaningful impact on the ability of Luther faculty, students, and the curriculum to stay technologically current, it will also help provide the infrastructure needed to support more innovative uses of our academic content for our extended alumni community. Additional multimedia infrastructure and support will allow us to make interactive content more broadly available via the Internet, to engage those away from Luther in the intellectual and cultural life here. By investing in our multimedia and classroom technology infrastructure and support, we can realize significant new capabilities to serving our local and extended communities.

Focus on Web-Based Delivery of Services

We seek to push Luther to innovate in the area of web delivery of services. The Internet brings 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.

It is clear that if we are truly to engage our extended community of alumni and friends internationally, the Internet will be a central tool to accomplishing this. We seek to identify or develop innovative and meaningful web-based tools to enable more effective delivery of academic resources for our faculty and students, and to connect our alumni and friends to the vibrant intellectual and cultural community of the College.

Focus on Communication

As an institution, we need to be smarter about what and how we communicate. LIS provides an excellent case study of this issue. The services provided by LIS are complex and broad, and just maintaining internal communication regarding our services is a challenge in and of itself. Communicating the possibilities and opportunities available through services provided by LIS to our users is even more difficult. At the same time we want to provide a clearer and more effective message for our users, we also do not want to add to the communication noise of their daily lives.

LIS seeks to be intentional about designing and conforming to a communications plan with the campus that enhances information flow in a controlled and manageable way. We hope that this can foster and support additional conversations across campus to help manage and guide communication to make it more effective.

Expanded Commitment to Network Security

As network-borne threats continue to change and evolve, we must continually re-evaluate 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 put in place.

In order for our local and extended communities to know and trust our remote services, we should demonstrate a strong commitment to network security, privacy, and data stewardship, so that our constituents can feel comfortable networking with us.

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.

An emphasis on this service is emerging through the broad Luther strategic planning process and should be carried forward in the coming years.

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.

LIS seeks to engage similar regional schools to gain broader networks of academic resources to support our work. While we may be competitors with other regional schools in some realms, for information service and support, consortial arrangements are win-win for everyone in keeping costs manageable while expanding available resources.

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.

In 2007-08, did you know ...

44,073	visitors searched find.luther.edu?
84	course-integrated instruction sessions were held?
42	academic labs were available on Luther's campus?
$530,000	was the amount spent on academic research resources?
138	upholstered chairs were in Preus Library from the 1960s?
15%	of items circulated by LIS were DVDs?
36,019	electronic Christmas cards were sent by Luther?
319	items were reserved by faculty and staff through the Help Desk?
28,924	records were active in the college's alumni directory?
3,391	new items were added to the library's academic research collections?
14,911	items were renewed?
262,952	pageviews were served by the library's website?
5.48	days was the average time it took to receive an interlibrary loan item?
4	new members of LIS were successfully recruited?
1,003,974	card swipes were made on Luther IDs?
1,618	workstations were supported by LIS across campus?

Photography: Amanda Weber '08

LUTHER COLLEGE LIBRARY AND INFORMATION SERVICES

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