Year in Review: LIS Your Way

By Christopher Barth, Executive Director

It seems these days are all about the web, and it is very difficult to imagine where we would be without it. Not only are our work days now spent online for much of the time, but the network tags along on our cell phones and iPods wherever we go. LIS recognizes the increasing importance of web-based services, and the 2008-09 academic year has seen us invest heavily in online services to improve access to LIS resources and data via the web. This work fits with what we know is a strong move toward unmediated services … things that people can do for themselves without assistance or intervention. It also increasingly leads into the rise not only of these services digitally via the network, but via the mobile network to handheld devices.

The launch of a new web service seems somewhat commonplace these days as more and more of our lives transition online, but the aggregate total of new web services shows a strong commitment by LIS and our staff to opening up the power of the network to the Luther community. Below are some of the new and improved services now available from LIS via the network (links to these resources are available from the online annual report http://lis.luther.edu/about/2008-09/introduction):

- **Receive text messages** directly from Magnus, our online catalog.
- **Archon** is our new archives collections database providing descriptions of our archival collections.
- **Norlie Database of Pastors of the Norwegian Luther Synods** is a new database brought to the web of one of the most comprehensive resources of early Norwegian-American pastors.
- Our discovery services tool **Encore** has been upgraded to version 2.0 bringing the ability for users to login with their Norse Key, community tagging of library resources, integrated image search provided by Yahoo!, and other improvements.
Year in Review: LIS Your Way

• A new web interface to Datatel allows employees new convenience and ease of use. Previously access was only available via dedicated client software (available only for Microsoft Windows-based computers).
• Atomic Learning now provides online training materials on a wide variety of software tools.
• VPN service came to Luther this year via the web. This service allows Norse Key holders to authenticate to Luther’s network to access network based resources such as file shares, websites, and other tools normally not available off-campus.
• Reason is Luther’s new campus web content management system. The system, originally developed by Carleton College, brings a new level of usability to web publishing and is the process of being deployed across the campus. This new service should revolutionize how Luther departments and teams publish and share information via the web.
• Norse Key holders can now Reset Their Norse Keys via the web provided they have supplied security questions to allow for verification. Password resets have been one of the top calls to our Help Desk, and now users will be able to handle this task themselves 24/7 as the need arises.
• Labstats provides real-time data on Luther’s computer labs, allowing faculty and students to view available seats and to track usage of resources of time. LIS can also review software and use of our lab infrastructure to guide better resource management.
• Norsecard Status and History allows community members to now view their CBORD transactions (meal and other purchases) via the web. This has been a long-requested feature for students and employees alike.
• LIS has streamlined the New Employee Setup Process for LIS Services allowing a new web workflow to request LIS support of new employees.
• my.luther Update Your Profile allows students to view their demographic/academic profile and to update their emergency contact information, the new federal ethnicity questions, and off-campus address for students not living on campus.
• my.luther Web Time Entry allows student employees to enter their time card information via the web streamlining the process for all involved. We hope to introduce this process for other hourly employees.
• Online payment of Luther’s admissions deposit was enabled to make it easier for families to reserve their spot at Luther.
• The site supporting LIS’ Auction of used technology equipment was significantly upgraded.
• Luther’s Facilities Services group coordinated with LIS to launch an Online Work Request System provided by SchoolDude. Any community member can now easily submit work requests online 24/7 to Facilities.
• We completed deployment of Norse Apps, including the cutover to our new online calendaring system Norse Calendar now bringing integrated calendaring to everyone in the Luther community, a significant expansion over our previous system.
• Our LIS Technology Help Desk website has been completely revamped and migrated into our Library and Information Services site.

This list omits many smaller upgrades and enhancements to LIS network-based services and much of the previous year’s work to deploy new foundations for web services at Luther. As we look forward to 2009-10, LIS will continue to deliver as many services as possible via real-time and via the network, bringing the depth and breadth of available information services to the Luther community.

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331,314 volumes are held by Preus Library as of May 31, 2009
Newssbits from 2008-09

LIS Administers MISO Survey

In February 2009, LIS administered the Merged Information Services Organizations survey for the second time in three years to the Luther community. All faculty, staff, and approximately one-fourth of our student body were invited to participate. Luther had outstanding participation rates (73.3% for faculty, 68.9% for staff, and 56.9% for students). More information about the survey is available online at http://lis.luther.edu/miso.

Valders Renovations

During 2008-2009 the Valders Hall of Science underwent a renovation at which time the Audio Visual and Computer Lab equipment were replaced or upgraded. Twenty-six new wide screen LCD projectors with screens were installed providing students the latest in technology to enhance their experience here at Luther College. Twenty-three new Overhead Cart systems were also deployed throughout the building. All new voice and data services (wired and wireless) were also installed.

Welcome to Luther (from LIS)

We have launched a suite of publications designed to provide a very high-level overview of available LIS services to new students and employees. These new documents are available online at http://lis.luther.edu/welcome.

Internet Bandwidth Growth

In August 2008, Luther brought online an additional 45Mbps of Internet bandwidth from a third provider. This along with our new technologies to balance our bandwidth use have given us great redundancy and reliability in Internet service.

Significant Uptick in Library Instruction

The 119 sessions taught for students this year was the highest number of research sessions offered at Luther College since statistics have been kept. This was an increase of nearly 42% over the 84 sessions offered in 2007-2008, and a 65% increase over the 72 sessions offered in 2006-2007. Total time spent teaching was up 30% over last year, and total attendance was up 64% over last year.

Computer Classroom Enhancements

During 2008-2009 we moved toward installing computer flat screen panels into our labs with the standard being wide screen. We refreshed approximately 12 existing classrooms with new projection systems and we installed our first SmartBoard in the Education department. We also installed computers in the study areas and computer kiosks in the entry area of Sampson Hoffland. Upgraded laptops were delivered to Biology, Physics and the Circulation Desk. Sampson Hoffland received 14 new classroom projection systems and Valders has recently received 26 new classroom projection systems.

KATIE (Moodle) Services Grow

Luther is a founding member of CLAMP (Collaborative Liberal Arts Moodle Project), a rapidly growing organization of liberal arts colleges directing the adaptation of Moodle for the North American Liberal Arts venue. Some of CLAMP’s projects include modifying the Moodle gradebook to more fully meet the needs of its constituents, enabling the use of additional WYSIWYG editors with Moodle
to capture larger audiences (Mac, Safari users), and integration into Moodle of NanoGong, a voice recording tool used extensively by Modern Languages.

**Clickers Available for Classroom Use**

In response to faculty interest in student response systems, Academic Technology had a demonstration set of clickers on campus for the 2008-09 academic year. Following a comparison of various student response systems, one-on-one orientation sessions with interested faculty, preparing documentation, and piloting the clickers in Paideia discussions, LIS has now purchased a 30-seat set of clickers from eInstruction for use by the Luther community.

**LIS Writes Service Level Agreements**

LIS completed written Service Level Agreements for the Chemistry, Music, and Art & Theatre/Dance departments and has since reconvened with each of those departments to plan for future needs. The written documents have become works in progress, charting the course for future technology developments in each department.

**Evaluations of ePortfolios Underway**

User Services has been in collaborative discussions on use of ePortfolios with other liberal arts institutions for approximately two years. Throughout the 2008-2009 academic year extensive research and testing of ePortfolio technologies was conducted including three particular products that integrate with KA-TIE.

**Faculty Workstation Refresh Retools**

The new method to roll approximately one-fourth of the faculty workstations each year began in June 2009. The Music and Nursing departments are up for changes this year, and the process is the same as before – the only significant difference being modifications to the software image and slightly faster hardware than the ’08-09 models.

**Expanding our Data Reporting**

LIS purchased and installed Datatel’s ODS data orchestrator and Business Objects reporting tools and participated in training to provide easier reporting for end-users.

**Datatel Colleague Advancement**

LIS has been working to move the Alumni Development information from the current Benefactor system into the Colleague student information system. Our staff is working with Datatel to test the data conversion programs and new software as well as evaluate the business practices of the alumni and development operations. We are working with the Alumni and Development office staff to correct inconsistent data for a smooth transition into the new data structures.

**IKON Leads Document Management**

LIS is coordinating Luther’s relationship with IKON Office Solutions who now manage our document and mail centers. This new arrangement is designed to improve service and maximize efficiency while closely watching costs.

**LIS Staff in the Broader World**

62% of LIS staff participated in off-campus professional development activities during the year, with a number of staff giving regional and national presentations at professional conferences.

**Decorah MetroNet**

Luther is a member of the Decorah MetroNet, an organization committed to improving local fiber networks. Current work focuses on improving our connection to the state ICN network to improve connectivity to Winneshiek Medical Center.

**Postville Archives Project Underway**

Luther is working with the University of Northern Iowa on the development of the “Postville Project: Documenting a Community in Transition.” The project will create both physical and digital collections of materials exploring before, during and after the ICE Raid in Postville on May 12, 2008.
Agora, Chips Digitized
This year the full run of the Agora was digitized by our vendor, ArcaSearch. It has been incorporated into the previous Chips site, providing the ability to search both publications together or separately. The remaining years of Chips (1926-56, 2000-03) are at the vendor and will be delivered during Summer 2009.

Reference Collection Reviewed
During the fall of 2008 the second part of the review of Reference Collection took place. At this time titles reviewed were in the A – HX call number range. A total of 909 titles with a publication date of 1998 or older were reviewed. Of those, 209 titles were withdrawn, 378 titles remained in the reference collection, while 322 titles were moved to other areas of the library (Stacks, Depo, RefDesk, index or Atlas area).

Insurance Coverages Reviewed
LIS has prepared new estimates of replacement values for library and technology resources. These values have been communicated to our risk manager and insurance companies.

Language Learning Center in Magnus
580 items, including videos, books, and multimedia equipment, which are held by the Modern Languages department and located in the Language Learning Center in Main, were added to Magnus as a unique location within the catalog. Members of the Language Learning Center were also given access to the III Millennium system in order to circulate materials directly from the LLC.

Wireless Network Expansion
Wireless service was made available in Facilities, Ockham House, Main tower, and several athletic fields. In summer 2009, coverage will be expanded to Baker Village, Norby House, and improved in Ylvisaker. Additional expansion will occur in fall 2009.

Bicycles Available at Circulation
In partnership with Luther’s sustainability initiatives, bicycles are now available for checkout at the Circulation Desk. In the 2008-09 academic year, we circulated bikes 1,291 times to the community.

Library Collection Grows Slightly
The quantity of new titles and volumes cataloged and added to our collection showed a small increase over 2007-08. We added 3,318 titles & 4,901 volumes and we withdrew 1,267 titles & 1,536 volumes. This resulted in a slight increase in our overall volumes. On May 31, 2009 we had 333,314 total volumes, up from 329,949 on May 31, 2008.

Fine Arts Collection Expands
At the end of the fiscal year 2008-09, the Fine Arts Collection totaled 1,500 works for a value of $2,070,171.50. Twenty-three new works were accessioned into the Collection. Major acquisitions in 2008-09 were two outdoor sculptures.

Interlibrary Loan Activity Increases
LIS staff processed 6,451 ILL transactions during the year. This was an 8% increase compared to the previous year. All aspects of ILL (books and articles loaned and borrowed, number of requests, media rentals and document delivery) saw increased activity. Specifically, we loaned 1,703 books and sent 866 articles and we borrowed 2,306 books and received 1,576 copies of articles during the year.

Expanded Training Materials
Training & Instruction (formerly LIST) is now available at http://lis.luther.edu/learn. All of the online materials and FAQs for Norse Apps, Excel, Word, PowerPoint, etc, can be found by clicking on the Articles link on this page and then searching the materials using a rolodex. The page is also available by going to http://lis.luther.edu and clicking on the Training & Instruction tab in the upper right corner. The online training materials consist of over 90 pages, some of which are step-by-step materials and others are FAQs.

LIS 2008-09 Newsbits
74 Paideia instruction sessions offered by LIS faculty
2,635 students, faculty members, staff, or community patrons participating in Luther instruction sessions offered by the Library

74 new wireless access points installed during 2008-09 on Luther’s campus
LIS Launches Multimedia Lab Pilot
Summer of 2008, we set up a pilot environment testing hardware, software, and organizational improvements to enhance user experience of video editing, copying, and conversion. We added one 20” iMac and one Dual Quad Mac Pro running iMovie08 and Final Cut Express HD increasing our support of digital and HD video from 2 systems to 4 systems.

Website Usability Studied
Between November 2009 and May 2009, seven students and six faculty and staff participated in 30-45 minute usability testing interviews. Participants were invited to complete a series of ten tasks, primarily focusing on library resources and tools available on the LIS website. Findings from usability testing sessions were routinely applied to make usability improvements to the LIS website. A record of changes made as a result of usability testing sessions is available at http://lis.luther.edu/usability/updates.

LIS Offers Microsoft at Home
The Microsoft Home Use Program (HUP) became available to Luther employees Spring 2008 and was enhanced Spring 2009. The program allows Luther employees to install Microsoft Office on one home computer for use for personal and/or work purposes while employed at Luther. The cost of the program was reduced Spring 2009 so employees pay only $9.95 when ordering online. Visio Professional and Project Standard are now available as well for $9.95 each. Media for the products is available for an additional $12.00. See http://lis.luther.edu/services/HUP for the program details.

Print Management Arrives at Luther
LIS has purchased and deployed GoPrint as a solution to meter and govern printing for the campus. This solution will provide students with regular allowances funded by technology fees for printing. Full deployment is expected in fall 2009.

Equipment Now Reservable
In January of 2009, the Technology Help Desk began using the Materials Booking system used by the Circulation Desk to keep track of a wide variety of loan items including LCD Projectors, Laptops, etc. The implementation saw an increase in timely returns and a reduction in the amount of double-booking (i.e. items reserved for one purpose sent out for another mistakenly).

Cross-Departmental Internships
Internships will now be listed in the course catalog under the Library and Information Studies Department. Students may take the internship experience as credit/no-credit (LIST 380) or for a grade (LIST 381).

LIST Program Under Review
The Library and Information Studies department participated in the Department Review process initiated by Dean Craft for all academic departments in 2008-09. LIST was the first department in the queue to be reviewed. A self-study document was prepared by all members of the professional staff and names of potential outside evaluators submitted to the Dean during spring semester. A new mission statement and new scholarship document, created and endorsed by the professional staff, were included in the self-study document. Follow-up will occur during summer 2009 and the 2009-2010 school year with the visit and review of an outside evaluator.

Campus Copyright Website Develops
Work is underway and conversations have taken place across campus with interested parties. A new copyright and intellectual property website is now under development and will contain new campus policies.

New Staff Hired in LIS
Lucas Welper, Programmer Analyst, Lynnette Perry, Help Desk Specialist, Matthew Hammen, Workstation Support Specialist, and Ben Wilbur, Programmer Analyst, joined LIS in the last year.

1,540
reference requests made by Luther students during the 2008-09 academic year

Tuesday
the busiest day of the week at the Preus Library reference desk (19% of reference queries)
The Future: Vision for Information Service

LIS seeks to define positive and intentional steps for the future of information service at Luther College.

by Christopher Barth, Executive Director

Time and place. We humans have worked very hard to obviate these two controlling factors in our lives over the last twenty years. Time governed when we could do certain things … stores and businesses closed (meaning services were unavailable), news was packaged in at best daily digests of information (arriving neatly on our doorstep each day or on our television screen at night), and processes such as research were understood to take considerable amounts of time often involving painstaking collation of data culled from multiple places and times.

Place exercised a powerful level of control over us … imagine the world (not-so-long-ago) without cell phones, PDAs, laptops, iPods. Each of these gadgets serves to break place — rendering it useless to prevent us from accomplishing the task at hand. Underlying these gizmos is the network — always on — always there. Sinking deeper into our psyche as our reliance on it grows like a weed. Today, we live in rural Iowa with up-to-the-second access to world events (delivered to us by Twitter … not the news media); we expect to be able to purchase any item at any time (from nearly any vendor); read whatever we wish, written by whomever we like, whenever we like, wherever we like; communicate via voice, text, media with anyone we like at any time, no matter where we are. The term “3G” (and rising “4G”) may be underestimated in our society for the profound change relatively ubiquitous and high-speed data networks brings to our lives.

This revolution brings with it changes in our culture and behavior. Google and its ilk bring us closer to our own sense of expertise … nearly any one can answer any question nearly any time from anywhere. Wikipedia and its ilk bring us pretty darn good explanations of the world around us and minimize the need for us to retain much in our own brains. The network now does it for us. Libraries and other service providers see a marked trend away from mediated services. Users want to be able to service themselves whenever, wherever. The expectation that someone should have to physically honor time and place to go somewhere to do something seems antiquated and somewhat quaint. And to have to rely on someone else to mediate a service seems a serious speed bump on the superhighways of our lives. We seek to squeeze a little bit more out of time, and seek to be ruled less-and-less by place.

I believe these are facts, and they are not presented in an attempt to cast these changes positively or negatively. Unequivocally they bring tremendous positive advantages, and they simultaneously carry significant costs. In the past twenty years the network has transformed fundamentally our relationship as people with information and how we live our daily lives. This bus left the station long ago. The shoulder of the information superhighway is becoming increasingly cluttered with the wrecks of many information-based industries (music, film, publishing, journalism to name a few) struggling to grapple with the new reality of the network. Such examples show us the dangers of sustaining a business model in information itself. The network fully enables information to do what it has always wanted to do: be free. Sustainability lives elsewhere for these industries, and I believe some information-based industries still have the opportunity to chart that new course, libraries and information service organizations among them. The path lies in defining ourselves in the human relationship to information … not the information itself. The path lies in creating tools to connect people to information, and working to equip them to be more self-sufficient in their information work … not controlling, or in many cases even providing the information. These relationships with information are intensely valuable, provided they are prioritized and intentionally cultivated.

This is both a confirmation of what libraries and information service organizations have always been as well as a striking new way of conceiving of our work. Our identity and value should come less from what we have or control and more from what we do, and honestly often how well we get out of the way to allow the relationship between user and information to develop and grow. Relationship, interface, design, and simplicity are of hallmark importance in creating the experience. Change is fundamental, essential, and a permanent part of our world. In fact, shepherding and leading change in how users relate to their information is exactly where we need to be. It is no surprise that institutions founded on bedrock of stability, preservation, and permanence see the fluidity and flash of the network and all it brings as disruptive and in some cases subversive. Yet the network is fact. The dream of the preponderance of human knowledge on the network is not far-fetched and is becoming reality today. Knowledge is truly separating from media and artifact, leaving many of our institutions looking more akin to museums than vibrant information centers.

Some corporations understand the value of this relationship and are bold enough to position themselves to take strong advantage from it. They are advancing our relationship to information in the context of the reality of the network. The investment we make in the human relationship to information does and will continue to pay a dividend. Like the network, the human relationship to, fascination with, and reliance upon information transcends time and place. Therein lies the future for information professionals, and the information profession itself. The question then remains: are librarians and other information professionals also advancing the relationship of our users to their information? Or are we seeking to define ourselves by the information we think we maintain and control? Are we ready for the consequences of either of these paths? Are you?
**Services Funded by the Luther Technology Fee (2008-09)**

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<tr>
<th>Amount</th>
<th>Description</th>
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<tbody>
<tr>
<td>$235,000</td>
<td>Digital Library Materials</td>
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<tr>
<td>$80,000</td>
<td>Internet Bandwidth for Students</td>
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<tr>
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<td>Computer Lab Upgrades and Replacement</td>
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<td>Internet Routers and Campus Network Hardware/Support</td>
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<td>Multimedia Classroom Support and Maintenance</td>
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<td>Technology Innovations for Students</td>
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<td>Emergency Notification System and Maintenance</td>
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<td>$5,000</td>
<td>Digital Tools for Library Circulation</td>
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**TOTAL**  

$606,700  

$367,200 | Funds Collected from the Technology Fee

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