LIS Annual Report 2012-13

This annual report was published July, 2013, 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 2012-13 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/

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Vision

The rate and pace of change in the environment in which we operate and changes in technology continue their march and how that impacts our decision making.

Consider five 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.

5) Provide effective and efficient information technology infrastructure for Luther College.

We are charged with providing essential information technology infrastructure on which we can support and enable the processes of delivering higher education at Luther College. This captures an essential and resource intensive role LIS performs and a set of technology related services LIS provides and supports.
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 2012-13

1. Improves teaching and learning outcomes for faculty and students

Information & Technology Literacy: Assist faculty, staff, and students to become more efficient with technology and research skills and tools. (Also supports guiding principle 2)

   a. 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]

      i. Accomplished : The LIS Summer Faculty Workshop was offered July 2012 and there were two faculty participants. In addition, LIS offered more targeted sessions this past year on Norse Docs, Morsle, and the new version of KATIE using a variety of formats and involving more members of LIS than in the past. The sessions were offered multiple times at various times of day and day of week, determined based on feedback solicited from the faculty.

      ii. Going Forward : The LIS Summer Faculty Workshop will be offered again in summer 2013. We are also planning to have “welcome to Luther” sessions throughout the academic year that are focused on LIS services for new faculty and staff.

The LIS Summer Faculty Workshop was offered July 2012 and there were two faculty participants. In addition, LIS offered more targeted sessions, using a variety of formats, and involved more LIS members. Sessions covered Norse Docs, Morsle, and the new version of KATIE and were offered multiple times at various times of the day and week, determined on feedback solicited from the faculty. The LIS Summer Faculty workshop will be offered again in summer 2013. We are also planning to have ‘Welcome to Luther’
sessions throughout the academic year that are focused on LIS services for new faculty and staff.

b. 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]
   i. Accomplished: N/A
   ii. Going Forward: This objective will be refocused for 2013-14.

c. 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 Colleague 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]
   i. Accomplished: Orientation activities were offered for International Students as part of their Touchpoints program including a Norse Apps session led by Ryan Gjerde and Diane Gossman. Germano Streese continued to work with the Diversity Center for The Librarian is IN”. Rebecca Sullivan coordinated conversations with the Writing Center tutors and collaborated with Martin Klammer and librarians on more intentional relationships between Research Help and Writing Help. Lindy Moeller created an LIS Guide to support the work of the Speech & Debate Center. Academic support liaisons were formally assigned for Archives, the Dean’s Office, Diversity Center, SASC and SSS, Speech & Debate Center, Wellness, and the Writing Center.
   ii. Going Forward: Work will continue with current partners, and we will explore possibilities with the Career Center and with flipping our own instruction for the Paideia 112 research paper.

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)

   a. Develop LIS communication/marketing capabilities for creating and building personal relationships, teaching, and negotiating. [Library, All]
      i. Accomplished: Focus on creating and building personal relationships was developed via library liaison relationships, various partnership initiatives, and by taking advantage of increased contact with faculty and staff through the KATIE version transition prior to spring semester.
      ii. Going Forward: Work with library liaisons and User Services staff to review
strength of relationships between LIS and academic/administrative departments. Identify departments where strong relationships have been built and investigate how these approaches could be leveraged with select departments where there is not such a strong relationship. Determine if any professional development is needed for any team members working in this area.

b. Develop and communicate an LIS marketing plan. [Marketing Team, Library, All]
   
i. Accomplished: Crafted LIS year one marketing plan, presented to various groups and LIS as a whole. Continued to refine the plan in response to feedback and opportunities, including via a mid-year marketing update blog post.

   ii. Going Forward: Evaluate accomplishments and marketing needs in order to create year two marketing plan.

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]

i. Accomplished: Collection development policy was reviewed in a series of discussions held by librarians and archivists. In general, the policy was found to broadly apply to emerging scenarios.

ii. Going Forward: Apply any necessary updates resulting from discussion series.

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

i. Accomplished: Options were evaluated and the decision was made to move from our current system to the OCLC WorldShare Management Services platform, including the adoption of WorldCat Local as our online catalog, replacing Encore & Magnus.

ii. Going Forward: Installation is underway and we should be live with the new system in Summer 2013. Marketing and education of the campus community has begun and will continue through the coming year.

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]

i. Accomplished: AdAstra software support ends December 2013 although we can continue to use unsupported.

ii. Going Forward: Campus Programming and Registrar have identified required functionality and Ben is researching Google calendar and Colleague interface capabilities to meet those needs. Meet in July to determine plans for academic
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]

1. Accomplished: Multiple solutions have been researched. Active Directory is required by most major vendors.

2. Going Forward: Begin implementation of desired solution once the Active Directory project is completed. To do this Net Sys will need additional funding to scale the Citrix farm to support this increased usage.

Learning Analytics: Leverage the grades, performance and participation data we have in KATIE to assist in identifying students in academic peril. [Software Development]

3. Accomplished: Early discussions with stakeholders, Research on analysis models

4. Going Forward: Continue discussions with Student Life et. al. Research, design and pilot a modular analytic engine using KATIE data (and potentially other data sources).

2. Provides differentiation for prospective students and parents

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)

1. 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]

1. Accomplished: National History Day outreach resulted in students from six schools visiting Preus Library for research work [a total of 186 students]. A topic development session was held for all middle school students at St. Ben’s School. Prize sponsorship was coordinated by Jackie Wilkie.

2. Going Forward: We will continue to work with Jackie Wilkie and the History Department on outreach for NHD. The Archives has had preliminary conversation with the librarians at the Decorah Middle School about doing sessions on-site to talk about using primary source materials. We will continue to investigate this and hope to pilot the project in Fall 2013.

2. Explore collaborative opportunities with other Metronet members to leverage its potential
for Luther College. [Network & Systems, All]

i. **Accomplished**: The fiber portion of the Metronet project has been installed. Work is currently underway to configure the switches and routers that will provide connectivity over the fiber.

ii. **Going Forward**: Continue to look for collaborative opportunities with other metronet partners that can be enabled by this network.

C. **Explore interest of Keystone AEA re their interest in us hosting Katie for area schools.** [Software Development]

i. **Accomplished**: Bob Puffer is in contact with the person supporting Moodle for AEA. AEA is hosting Moodle for some of the area schools. This does not appear to be an avenue for Luther hosting other schools but a provision of additional collaboration.

ii. **Going Forward**: Remove from goals.

Social Media: Provide instruction and support for social media initiatives throughout the Luther community. (Also supports guiding principle 1, 3, 4)

a. 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]

i. **Accomplished**: Focused on Preus Library Facebook page with an evolving content plan focused on events and pictures featuring LIS staff, particularly student workers.

ii. **Going Forward**: Use new social media management team to spread content creation and monitoring responsibilities across LIS. Determine active accounts for 2013-2014 school year and create purpose statements for each. Develop goals and metrics to track success via channel (ex: Facebook) and account (ex: Preus Library Facebook page).

b. Pilot engagements with faculty on use of social media for teaching and learning (e.g. learning communities via google groups). [Social Media Team, All]

i. **Accomplished**: Worked with faculty in Chemistry, Paideia, LIST, English, and Nursing departments on how to incorporate use of social media to achieve curricular objectives. Supported pilot of Writing Center tutors using Google+ Hangouts for distance tutoring sessions with nursing students in Rochester. Also worked with Education faculty on use of social media and online reputation management for pre-service teachers.

ii. **Going Forward**: Connect with faculty who have worked with LIS on incorporating social media platforms to pilot a learning community focused on applications of
social media used for learning in the college environment.

**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]

- **Accomplished:** Moved to Communications and Marketing. Rob Larson is taking the lead on directing electronic communications with hiring a CRM manager and using Constant Contact for offices outside of Admissions.
- **Going Forward:** LIS will be consulted on future decisions

**LIS Website:** Improve user experience on the LIS website with attention devoted to resource discoverability and overall navigation. (Also supports guiding principle 1)

- **a.** 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]
  - **Accomplished:** Committee was formed in Spring semester.
  - **Going Forward:** Committee will continue to advise on departmental web issues.

- **b.** Migrate the LIS website from Drupal to Reason. [Library, User Services, Software Development]
  - **Accomplished:** Transition planned for early June. Close to done.
  - **Going Forward:** Work through communication procedures for internal, campus, and public communication.

**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)

- **a.** Involve LIS in ongoing faculty conversations about the role of “online classes” at Luther College. [Library, User Services, Software Development]
  - **Going Forward:** Enhance Morsle to better handle submission of assignments. Research other ways KATIE and Morsle can assist online education such as integration of Google Appointment Slots.

- **b.** Facilitate community conversation and learning regarding online class topic including use cases and technology. [Library, User Services, Software Development]
  - **Accomplished:** Have engaged in conversations to integrate Google+ (specifically, Hangouts) into KATIE which specifically target online education. Worked with the faculty teaching online sessions summer 2012 to incorporate
appropriate technology into their courses.

ii. **Going Forward**: Research, design and develop Google+ integration with KATIE.

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

**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)

a. Assess and develop a campus-wide multimedia proposal. [*ED LIS]*

i. **Accomplished**: A plan was developed for Phase 1 of a digital media center. This proposal was based on inputs from a broad set of LIS team members as well as informed by input from digital media users across campus including faculty and staff. The Phase 1 plan was presented to both the Cabinet and the Dept. Heads. The Cabinet asked for subsequent staging and prioritization work. The Cabinet allocated $125,000 to do a Stage 1 of Phase 1. This plan will create a digital media lab and digital media (video) studio and will create another classroom space (without walls) all in the lower level of Preus library. Remaining funds from the construction will be used to purchase additional equipment to begin to populate the space (current equipment will be leveraged as well). Students will be hired and trained to staff operating hours.

ii. **Going Forward**: Construction of Stage 1 of Phase 1, purchase and installation of prioritized equipment and staffing and training of additional students to operate the Digital Media Center. Phase 2 plans need to be developed and integrated with remaining stages of the Phase 1 plan for prioritization and investment requests.

b. 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]*

i. **Accomplished**: Archives has conducted conversations with Visual Media about creating new workflows for digital images and video. LIS collaborated with Visual Media, Athletics, College Ministries, and Music to define the responsibilities for the 2012-13 academic year.

ii. **Going Forward**: We will continue to develop these workflow documents to improve the transfer of digital media to the Archives.
c. 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]

   i. Accomplished: Archives is conducting a pilot project to collect faculty minutes and maintain a preserved copy as well as an access copy. Phase II of the digital media proposal includes assessing the policies and procedures needed of a digital repository.

   ii. Going Forward: Archives will look at ways to expand their work based on the pilot project working with the faculty minutes.

d. Evaluate and propose solution for designated space(s) for multimedia production, video recording, presentation, and practice. [User Services, Library]

   i. Accomplished: A Digital Media Proposal was drafted and submitted to Cabinet Spring 2013.

   ii. Going Forward: The proposal was accepted and implementation will begin during the 2013-2014 academic year.

Ebooks: Develop a comprehensive strategy for the use of ebooks in the Luther College community. (Also supports guiding principles 1, 3)

a. 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]

   i. Accomplished: Online documentation for ebooks was updated throughout the year.

   ii. Going Forward: Documentation will continue as technology and means for Ebooks change.

b. Develop education and marketing plans for use of electronic media and emerging device set. [Library]

   i. Accomplished: Several workshops were held in January 2013, focused on educating faculty and staff on library checkout of ebooks, ebook sharing, and comparing ereader apps.

   ii. Going Forward: Develop approaches for assessing current campus use of ebooks in the collection, familiarity with ereading, use of ereading apps, and ownership of mobile ereading devices to guide marketing and education plans.

c. eTextbook - Facilitate community conversation and learning regarding eTextbooks and develop understanding of LIS role to support, integration, etc. [Library]

   i. Accomplished: TWILIS articles initiated campus conversation regarding the use of eTextbooks.
ii. **Going Forward**: Begin conversations with departments via the library liaison role to determine an understanding of current use of eTextbooks, interest in doing so, and related questions to guide future efforts.

**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]

i. **Going Forward**: Project put on hold until Summer 2013

**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]

i. **Accomplished**: Excel learning community piloted in spring, garnering little interest from student body.

ii. **Going Forward**: Build on interest from college staff to pilot Excel learning community. Consult with relevant Economics and Business faculty to tie learning community more tightly to curricular objectives.

4. **Improves relationships to alumni/ae, friends of the college**

**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]

i. **Accomplished**: Ben Wilbur volunteered time to assist student programmer, Matt Hammen set up the touch-screen, and Bob Erickson was involved with the physical design and installation of the kiosk.

**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]

i. **Accomplished**: Destiny Crider, the Anthropology Lab manager, has worked to define the data structure for the Anthropology collections. CollectiveAccess is configured with the data structure for the Fine Arts collection and much of the collection data has been entered into the system.

ii. **Going Forward**: Work continues on finalizing the data structure for the Anthropology collections. Kate Elliott reports that there are still close to 400 Fine Arts records to enter, and data checking to be performed. A student is working on
the project this summer and should be able to finish the work by August. Ryan and Kate are hoping for an August 5th Live date. Steve will create a Reason front end to the site.

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

i. **Accomplished**: Bob Puffer will work with the Moodle community at the June 2013 HackDoc on the new responsive design theme which allows Moodle to display usefully on any screen size. Ellucian is developing the API to improve compatibility to mobile interfaces.

ii. **Going Forward**: Substantial effort will go into integrating a new theme into Moodle which includes responsive design. This is expected to be included in general delivery this fall.

**LIS Social Media:** Utilize various social media accounts to reach out to alumni with specific connections to LIS (former student workers, people working in information fields) [Marketing, Social Media]

i. **Accomplished**: Created LinkedIn group “Luther College Alumni in Libraries, Archives, and Information Science” as a subgroup of “Luther College Alumni, Parents, and Friends.” Currently has 14 members. Used alumni librarian directory established as part of Preus 40th anniversary celebration to develop a list of Luther alumni working in this field who also appear to have active LinkedIn accounts for formal recruitment campaign.

ii. **Going Forward**: Utilize list of alumni librarians to grow group via e-mail invitation. Contact 2013 library student staff graduates who are headed to library school and make formal invitation to join this group. Continue to work with Alumni and Career Center to focus on best practices in managing this group.

5. **Infrastructure**

**Security:** Create and implement a campus-wide data security program.

a. 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]

iii. **Accomplished**: A pair of new firewalls was installed in August 2012. They were configured to scan internet traffic for viruses in December 2012.

iv. **Going Forward**: We still need to segregate the data center network from the rest of the campus network, and further segregate the Point of Sale Network. A planned upgrade of part of our wireless network this summer will remove a
complication that stands in the way of the segregation of the data center network. Plans are also in progress to further segregate printers, HVAC controllers, and door access controllers from the rest of the network.

b. Implement a disk encryption solution for faculty and staff workstations. [User Services]
   i. Accomplished: BitLocker encryption was implemented on faculty and staff Windows desktop and laptop workstations, beginning with the Summer 2012 Faculty Roll and the 2012-13 Staff Roll during the academic year.
   ii. Going Forward: Implementation will continue on the Windows workstations and a solution will be determined for Macintosh workstations.

c. 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]
   i. Accomplished: Identity Finder was trialed during the 2012-2013 academic year. The decision was made not to renew our license for 2013-2014.
   ii. Going Forward: Research and implement an open source solution(s) for identifying/handling unnecessary personally identifiable information on workstations and servers.

d. 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]
   i. Accomplished: Sophos for faculty/staff/student personal use was discontinued on May 31st, 2013. Community members were directed to install one of the many open-source/free antivirus solutions available.
   ii. Going Forward: Continue researching available enterprise antivirus solutions so we can decide what direction we would like to head going forward.

e. Automate patch management for Luther-owned workstations. [User Services]
   i. Accomplished: The process for workstation patch management has been set up in the KBOX and is being tested by Workstation Support.
   ii. Going Forward: Develop communication plan in regards to end users, and begin patching intradepartmentally.

f. Conduct penetration testing and remediation. [Network & Systems]
   i. Accomplished: We contracted with a consulting firm to conduct a vulnerability scan in January 2013. We are in the process of reviewing the results of the scan and making improvements to remediate issues identified by the scan.
ii. **Going Forward**: Finish reviewing the results of the scan and remediate issues. Consider deeper investigation for workstation configuration, OS patching and application patching as a focus for a next step. Also consider deeper investigation of security configuration of specific servers and server based applications as a next step.

g. 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]

i. **Accomplished**: Software Development, Network and Systems, and User Services teams responded to many of the IT risk issues identified in the Integrity security scan. Marcia Gullickson coordinated the creation of an LIS Software as a Service (SaaS) security assessment questionnaire and distributed to the vendors for Loan Collections, Ticket Sales, Document Imaging, and Human Resources tracking providers.

ii. **Going Forward**: Continue to use the assessment guidelines in our development of new authentication strategies, security, and data storage.

**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.

a. 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]

i. **Accomplished**: Plan for capturing initial skills needs at both individual and organizational levels during Strategy Day 2, June 10, 2013 developed. Developed plan to take LIS organization through the StrengthsFinder program in order to improve sense of self and improve understanding of others to aid in abilities to collaboration and work and form teams. TrueColors activity done during Strategy Days for 2012 to improve sense of self and to improve understanding of others to aid communication and collaboration across teams.

ii. **Going Forward**: Map the skill needs for LIS to individuals and identify approaches and resources to begin their development. Do StrengthsFinder workshop during Strategy Days 2013. Leverage awareness in communication and team formation and collaboration.

b. Improve project interlock and dependency management (e.g. across LIS teams and across campus). [LIS Council, All]

i. **Accomplished**: LIS Council implemented initial operational status reporting and issue identification for each function two times per month. Additionally, current
project status is reported on with focus on progress, issues and dependencies. Sharing this information to full LIS Council helps in identifying dependencies and questions for follow-up with LIS team members.

ii. **Going Forward**: Continue to improve the quality of the information and the density of information shared.

c. **Improve transparency on investments and expenditures within LIS.** [LIS Council, All]

   i. **Accomplished**: High-level expense profile for compensation and operational expenses created for Board of Regents shared out with LIS team. Reviewed financials associated with Digital Media Center proposal with LIS Council during development of proposal and after staging requested by Cabinet. Library materials budget shared with library team to discuss investments and trade-offs and relationship to operational policies.

   ii. **Going Forward**: Share information on investments and expenditures as appropriate.

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

   iii. **Accomplished**: The structure of LIS General meetings has been changed to include a variety of formats, with a focus on small group discussions and special topics. In preparation for Strategy Days for 2013, input was collected to inform agenda.

   iv. **Going Forward**: Continue to utilize LIS General meetings as a standing all-team meeting to share news and updates, foster conversation, and build relationships across the team.

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

   i. **Accomplished**: LIS Council has endorsed use of the hackfest model for use on LIS projects.

   ii. **Going Forward**: Open to experiments in new models for effective collaboration and information sharing.

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

   i. **Accomplished**: A revision of the LIS communication plan has been proposed in anticipation of the change of the LIS website from Drupal to Reason. The Marketing team developed a comprehensive list of communication avenues for consideration when managing the communication associated with change.

   ii. **Going Forward**: Update as changes necessitate.
**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]

i. **Accomplished**: Chris Stuckman and Ben Wilbur have tested an open source solution to allow users to change Active Directory passwords.

ii. **Going Forward**: Develop ability to sync passwords with Google Apps, and OpenLDAP. (Software Development, Ben) A virtual server will need to be created and the software will need to be installed/configured. (NetSys, Chris)

**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]

i. **Accomplished**: A proof of concept has been completed.

ii. **Going Forward**: Investigate and consider purchasing software that can help ease the difficulty of configuring computers to connect to the secure wireless network.

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

i. **Accomplished**: (Chris S/Ben/Dave) New database-2 server with MS SQL has been setup to authenticate with Active Directory.

ii. **Going Forward**: Move our network DHCP service to windows servers integrated with Active Directory (Adam/Dave).

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

iii. **Accomplished**: Since we are unable to change billing for meter clicks to be entirely based upon GoPrint, departments may choose between GoPrint or hold print or both. The implementation will continue to occur as conversations occur naturally with departments.

iv. **Going Forward**: Project complete.

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

i. **Accomplished**: Met with representatives from all administrative departments.

ii. **Going Forward**: Launching survey in early June and planning site visits during summer 2013.
**SQL Server Reporting:** Plan for and develop reporting solutions using tools that access SQL Server data from the Colleague system (including tools and data model training for development). [*Software Development]*

i. **Accomplished**: Business Objects installed and work will be ongoing to transition all Colleague report writers to this interface. To date we have 35 Business Objects users, 111 reports available to users, 22 people have had some training.

ii. **Going Forward**: Continue to create new reports and train end-users.

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

- **Matt Baumann**
  - GusDay 2013, St. Thomas in St. Paul, MN, January 2013

- **Andi Beckendorf**
  - Member, Instruction Subcommittee of the Music Library Association
  - Member, Conference Planning Committee of ILA/ACRL
  - Summer Faculty Workshop co-led with **Diane Gossman**, “Enhancing Student Learning Through Information Literacy and Technology,” Luther College, July 9 - 13, 2012
  - Music Library Association Annual Meeting, San Jose, CA, February 27 - March 2, 2013 / Presented “From the Studio to the Stage: Active Learning for the Student Performer” as part of the session “Information Literacy Beyond the Classroom: Reaching Music Students in Non-Traditional Environments” sponsored by the Instruction Subcommittee of MLA
  - IPAL Directors and IPAL Meeting, Drake University, Des Moines, IA, April 4-5, 2013
  - ACRL National Conference, Indianapolis, IN, April 10-13, 2013

- **Robert Erickson**
  - InfoComm 2012, Orlando, FL, June 2012
  - Crestron Training to become a Digital Media Certified Designer (DMC-D), Minneapolis, MN, March 2012. The class teaches the skills necessary for designing and configuring a Crestron DigitalMedia™ system. It is intended for industry professionals who are transitioning to the digital age and need to understand not only the challenges that the digital world presents, but also how the Crestron DigitalMedia™ product family provides solutions to those challenges. The DigitalMedia™ Certified Designer (DMC-D) certification is achieved after passing the DMC-D exam given at the conclusion of the day.

- **Adam Forsyth**
  - Annual CLAC Conference at Whitman College, Walla Walla, WA June 2012
  - GusDay 2013, St. Thomas in St. Paul, MN, January 2013
○ **Ryan Gjerde**
  - Iowa Library Association conference, Dubuque, October 2012
  - ALA Midwinter, Seattle, January 2013
  - ILA/ACRL Spring Conference, Simpson College, May 2013

○ **Cindy Goede**
  - Ellucian LIVE conference, Philadelphia, April 2013

○ **John Goodin**
  - Classical Mandolin Society of American convention, Minneapolis, MN, Oct. 3-7, 2012 / Co-Presented a session regarding the ongoing Mandolin Music Preservation Project
  - Iowa Library Association conference, Dubuque, October 11, 2012
  - ACRL National Conference, Indianapolis, IN, April 10-13, 2013
  - Iowa OCLC User’s Group, Dubuque, June 7, 2013

○ **Diane Gossman**
  - Summer Faculty Workshop co-led with Andi Beckendorf, “Enhancing Student Learning Through Information Literacy and Technology,” Luther College, July 9 - 13, 2012
  - CLIR “Intermediate Participatory Design” Workshop, Washington University, St. Louis, MO, November 7-8, 2012
  - IAICU, St. Ambrose, Davenport, IA, May 2013

○ **Sasha Griffin**
  - Society of American Archivists
    - Attended Annual Meeting, San Diego, CA, August 2012
    - Completed service as Students and New Archives Professionals Liaison Coordinator
    - Elected Vice Chair/Chair Elect of Archivists’ Toolkit/Archon Roundtable
  - Midwest Archives Conference
    - Attended Fall Symposium, Cincinnati, OH, October 2012
    - Attended Annual Meeting, Indianapolis, IN, April 2013
    - Served on Newsletter Redesign Task Force
  - Intro. to Digital Preservation Concepts, MAC / Library of Congress DPOE workshop, April 2013
  - Caring for Digital Materials, IMLS webinar series, April 2013
  - Introduction to Digital Preservation, ASERL webinar series, April 2013

○ **Marcia Gullickson**
  - Ellucian LIVE conference, Philadelphia, April 2013
  - HighEd Web, Milwaukee, October 2012

○ **Matt Hammen**
  - KACE Konference/Dell World, December 2012
  - GusDay 2013, St. Thomas in St. Paul, MN, January 2013
IAICU, St. Ambrose, Davenport, IA, May 2013

Matt Hughes
  GusDay 2013, St. Thomas in St. Paul, MN, January 2013

Paul Mattson
  Annual CLAC Conference at Whitman College, Walla Walla, WA June 2012
  GusDay 2013, St. Thomas in St. Paul, MN, January 2013
  IAICU, St. Ambrose, Davenport, IA, May 2013

Bob Puffer
  Moodle HackDoc, June 2013, January 2014

Jennifer Rian
  Iowa Library Association conference, Dubuque, October 2013
  CLIR “Intermediate Participatory Design” Workshop, Washington University, St. Louis, MO, November 7-8, 2012
  LibTech Conference, Macalaster, St. Paul, MN; March 2013

Jean Ryan
  ellucian LIve conference, Philadelphia, April 2013

Lane Schwartz
  CBORD User Group, Atlanta, October 2012

Larry Sikkink
  KACE Konference/Dell World, December 2012
  IAICU, St. Ambrose, Davenport, IA, May 2013

Steve Smith
  HighEd Web, Milwaukee, October 2012
  Reason HackDoc, Beloit Wisconsin, June 2012
  Reason HackDoc, Carleton, December 2012

Chris Stuckman
  GusDay 2013, St. Thomas in St. Paul, MN, January 2013

Rebecca Sullivan
  ALA National Conference, Chicago, IL. June 2013. Meeting of Communications Committee of the College Libraries Section.
○ Germano Streese
  ■ ACRL National Conference, Indianapolis, IN, April 10-13, 2013
○ Rachel Vagts
  ■ Society of American Archivists Annual Meeting, San Diego, CA, August 2012
    ● Completed year as Membership Committee chair
    ● Elected Vice Chair/Chair Elect of College and University Archives Section
    ● Continued work on the Annual Meeting Task Force as chair of the Social Responsibility sub-committee
  ■ Midwest Archives Conference Fall Symposium, Cincinnati, OH, October 2012
  ■ Midwest Archives Conference Annual Meeting, Indianapolis, IN, April 2013
    ● Participated in session: Changing Gears and Driven to Succeed: Leadership in the Archives
  ■ Iowa Historical Records Advisory Board, Member
  ■ Consortium of Iowa Archivists’ Annual Meeting, June 2013, Clarinda, IA
○ Ben Wilbur
  ■ Reason HackDoc, Beloit Wisconsin, June 2012
  ■ Reason HackDoc, Carleton, December 2012
○ Sarah Wicks
  ■ Midwest Archives Conference Annual Meeting, Indianapolis, IN, April 2013
    ● Participated in session: As It Happens: Documenting Community Tragedies and Transformations

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

1. **Accomplished:** Jean Ryan has completed three test data migrations and has packaged and installed the custom programming to the new SQLTEST2 environment. A student worker is assisting in re-compiling the custom programs in preparation for testing by the Software Development team and end-users in each of the business units.

2. **Going Forward:** Identify all customizations, OS level commands, special forms, and data transfers that need to be reviewed, re-programmed and corrected. Invite end-users to test all of their processes. Set migration LIVE date.

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

i. **Accomplished**: Progress continues on new labels for the entire archival collection. QR codes are on all labels. Work is 85% complete.

ii. **Going Forward**: Work will finish during summer 2013.

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

i. **Accomplished**: Two routers were upgraded from models that don’t support IPv6 to models that do.

ii. **Going Forward**: Continue the process of upgrading routers until IPv6 can be implemented.

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

i. **Going Forward**: Project put on hold until after a full migration to Active Directory is complete.

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

i. **Accomplished**: Adoption of Windows 8 by Enterprise organizations has been quite hesitant. Our first impressions of it also reflect this attitude.

ii. **Going Forward**: Keep monitoring revisions that may be more enterprise-friendly, but at this point, there are no compelling reasons to switch.
Ongoing Operations: Team Reports

Archives

During the 2012 - 2013 academic year, Preus Library Archives staff included: Rachel Vagts (College Archivist), Sasha Griffin (Digital Archivist), and Sarah Wicks (Postville Project Assistant).

Archives Reference and Use Statistics
Total of questions from June 1, 2012 - May 31, 2013

Questions by PATRON TYPE from July 1, 2012 - May 31, 2013

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Questions by QUESTION TYPE from July 1, 2012 - May 31, 2013

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Questions by QUESTION FORMAT from July 1, 2012 - May 31, 2013

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Questions by MONTH from July 1, 2012 - May 31, 2013

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</tr>
<tr>
<td>January</td>
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<td>6%</td>
</tr>
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Special Projects

This year included the completion of our Journey’s to America project, a year of much activity for the Postville Project, an extensive project working with digital media on campus, the launch of our records management program review and the development of the Archives Leadership Institute @ Luther.

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

The Project was completed on time and on budget on December 31, 2012. All narrative and financial reports have been submitted and the project has been officially declared closed by the NHPRC.

During the past year:
  ● Catalog went live - nordic.luther.edu/ in May 2012 and Google Analytics was added for metric capturing.
    ○ The online catalog named Nordic (Norwegian-American Digital Catalog) is separated into two repositories: Vesterheim Norwegian American Museum and Luther College Archives. Each repository is keyword searchable on its own or together. The catalog’s web layout was completely custom designed to meet our needs. Total number of finding aids available (Luther College Archives and Vesterheim Norwegian American Museum Archives) = 1,109
  ● Sasha Griffin and Rachel Vagts hosted and presented Nordic at Archon Day: July 17, 2012
  ● A number of features were added to Nordic after Archon Day, like keyword search by repository and .pdf viewers to embed box lists and supplemental collection information.

The Postville Project: Documenting a Community in Transition

The Postville Project was the recipient of a successful grant awarded in 2011 by the Iowa State Historical Society for a Historical Resource Development Program for support of the second phase of the project. Sarah Wicks was hired as a half-time professional Project Assistant and
began work in January 2012. With professional staffing dedicated exclusively to the project in place over the last sixteen months, progress on the project increased dramatically. Many collections already in-hand were processed, and procedures were established and refined for digitization and integration of materials into the project website. A final phase of the project will focus on developing educational and interpretive components of the project.

Significant Project Milestones

- As of May 2013 The Postville Project has 20 materials collections: 9 collections have been processed and are available in the digital collections, 4 collections are in processing, 6 collections are to be processed, and 1 is yet to be collected and processed. Pursuit of additional materials collections is ongoing.

- 5-year Postville immigration raid commemoration events held in Cedar Rapids, Iowa. Team members provided a strong Postville Project presence at the events. (May 10, 2013)

- Midwest Archives Conference presentation about the The Postville Project during a session titled As It Happens: Documenting Community Tragedies and Transformations. (April 18, 2013)

- The Postville Project was featured in a poster session at the 2013 UNI Symposium on Research and Creative Activity. (February 8, 2013)

- Postville Project Blog (postvilleproject.blogspot.com) launched. (October 2, 2012)
- Content agreement signed with Radio Postville Inc. for audio files from 89.1 KPVL radio. (June 2012)

- Obtained first collection of materials from the Iowa Division of Labor. (June 2012)

*The Archives Leadership Institute at Luther College*

In June 2012, Luther College Archives was selected to develop and host the Archives Leadership Institute for three years, 2013-15. In support of the project, Luther College Archives was awarded $234,823 by the National Historical Publications and Records Commission, the granting agency of the National Archives and Records Administration.

The Archives Leadership Institute at Luther College will provide advanced training for 25 emerging and innovative leaders each year, giving them the knowledge and tools to transform the archival profession in practice, theory and attitude.

Planning during the year included:
- Finalizing the budget and creating objectives for the grant
- Creating the application form and process.
- Recruiting 94 applicants and selecting a cohort of 25 participants
- Working with 6 steering committee members, 4 teaching faculty and the institute facilitator to develop the week-long on-campus program in June 2013 and the follow-up workshop to be held in August 2013 in New Orleans.
- Coordinating logistical details for housing, meals, transportation and other facility related issues.
- Developing the assessment model to be used after the leadership intensive and workshop to evaluate the leadership institute.

**Archives Instruction**

Information Literacy sessions taught in the Archives are included in the Library team report. This section will describe some of the special initiatives we participated in this year.

**Fall**

Rachel and Sasha attended the Midwest Archives Conference’s Fall Symposium that examined how to teach with primary source materials.

Following the symposium, we reworked several classroom activities and used those new exercises with both History Day classes and with Luther College history classes.

**Spring**

Again, using a more active style of teaching and learning, we worked with Lauren Kientz Anderson’s US History survey classes on two separate occasions using different collections to teach about the effects of World War I and World War II. We also had our first section of Norwegian students visit to use a collection that was written in Norwegian.

Additionally, this spring we presented an hour long session called “Archives 101”. It was well received and we plan to offer it again both for the campus and for the community.

**Library**

During the 2012-2013 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; retired January 2013), **René Donlan** (Cataloging Assistant), **Ryan Gjerde** (Head of Library Operations, Digital Initiatives Librarian), **John Goodin** (Technical Services Librarian, Associate Professor), **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 had been redistributed in late spring 2012, with a focus on coordinating common first-year programs with Germano Streese’s assignment as First-Year Experience Librarian. Several academic support liaisons were established for this academic year, as related
to the objective to seek out strategic collaborations for information literacy. These included liaisons for Archives, the Dean’s Office, the Diversity Center, SASC and SSS, the Speech and Debate Center (now located in Room 100, Preus Library), Wellness and the Writing Center.

**Research Instruction**
Instruction personnel offered a total of 154 sessions for students, 63 sessions for faculty/staff, six general sessions (primarily Zotero workshops, open to the campus community), and 18 outreach sessions during the 2012-13 academic year. All categories saw increases over the previous year.

The longitudinal data shows the total number of sessions (Paideia + course-related) offered for students, as reported to IPAL.
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 74 Paideia I instruction sessions: 33 in the tour/orientation category and 41 in the instruction category, which includes both the open unit and 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. The Economics & Business department sustained their increase from the previous year; History increased due a faculty member working with both the Archives and research instruction; and several sections of Religion 101 utilized
library instruction. There were 80 course-related instruction sessions: 12 in the tour/orientation category, 40 in the library instruction category, 11 in the technology instruction category, and 17 in the collections instruction category, which includes the Luther College Archives and the Rare Book Room.

Instruction for Faculty and Staff
Summer 2012 was the second 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 two faculty participants included: English and Anthropology. 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 63 sessions for faculty and staff during the year, including technology instruction, consultation for student research instruction, and faculty brown bag sessions related to the 2012 summer faculty workshop.

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, eight sessions used the Luther College Archives and 15 sessions used materials from the Rare Book Room. One section of Paideia used popular 19th century songs from the Wolhowe Sheet Music collection.

Outreach Instruction
Students from eight area schools came to Preus Library for research work, including the Philosophy class from MFL Mar-Mac High School; National History Day participants from Ossian De Sales, St. Benedict’s, East Elementary (Waukon), South Winneshiek, Turkey Valley and Decorah Middle School. Collaboration for National History Day included Jackie Wilkie (Paideia Director) and Andi Beckendorf visiting the middle school students at St. Ben’s School for topic introduction and exploration in preparation for the students’ visit to Preus Library. Rachel Vagts offered a session for history students from Upper Iowa University. Outreach instruction accounted for 18 sessions that reached approximately 219 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.
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 (this effort is coordinated by Jackie Wilkie).

Courses Taught
Germano Streese and Rebecca Sullivan each taught Paideia 111 and 112 discussion sections during 2012-2013. John Goodin supervised two interns during J-Term. Both students took LIST 380 as credit/no-credit (with one student taking two credits and the other taking one credit). During J-Term, Rebecca Sullivan co-taught the Paideia 450 course “Here on Earth” (with Jana Edrington, Nursing, and Terry Sparkes, Religion) and Andi Beckendorf offered ART/LIST 185 “Visual Literacy and the Art of Information”. During Spring semester, we had one intern working off-campus at Seed Savers Exchange (LIST 380, 2 credits).

Five 2013 graduates and one 2012 graduate will begin library school programs in the fall, at the following institutions: Kent State, St. Catherine University, University of Illinois, University of North Carolina (Chapel Hill), University of Wisconsin (Madison), and University of Wisconsin (Milwaukee).

Research Help Statistics
Total of questions from: June 1, 2012 - May 31, 2013

Questions by PATRON TYPE from June 1, 2012 - May 31, 2013

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Questions by QUESTION TYPE from June 1, 2012 - May 31, 2013

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Questions by WEEKDAY from June 1, 2012 - May 31, 2013

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<th>Weekday</th>
<th>Count</th>
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<tbody>
<tr>
<td>Sunday</td>
<td>324</td>
<td>14.3%</td>
</tr>
<tr>
<td>Monday</td>
<td>444</td>
<td>19.6%</td>
</tr>
<tr>
<td>Tuesday</td>
<td>421</td>
<td>18.6%</td>
</tr>
<tr>
<td>Wednesday</td>
<td>320</td>
<td>14.1%</td>
</tr>
<tr>
<td>Thursday</td>
<td>351</td>
<td>15.4%</td>
</tr>
<tr>
<td>Friday</td>
<td>216</td>
<td>9.5%</td>
</tr>
<tr>
<td>Saturday</td>
<td>192</td>
<td>8.5%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2268</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Questions by QUESTION FORMAT from June 1, 2012 - May 31, 2013

<table>
<thead>
<tr>
<th>Question Format</th>
<th>Count</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Chat</td>
<td>38</td>
<td>1.7%</td>
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<tr>
<td>Email</td>
<td>71</td>
<td>3.1%</td>
</tr>
<tr>
<td>Phone</td>
<td>88</td>
<td>3.9%</td>
</tr>
<tr>
<td>Scheduled appointment</td>
<td>45</td>
<td>2%</td>
</tr>
<tr>
<td>Walk-Up</td>
<td>2017</td>
<td>89%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2259</strong></td>
<td><strong>99.6%</strong></td>
</tr>
</tbody>
</table>
### Questions by TIME OF DAY from June 1, 2012 - May 31, 2013

<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>39</td>
<td>1.7%</td>
</tr>
<tr>
<td>09-AM TO 10</td>
<td>56</td>
<td>2.5%</td>
</tr>
<tr>
<td>10-AM TO 11</td>
<td>82</td>
<td>3.6%</td>
</tr>
<tr>
<td>11-AM TO 12</td>
<td>130</td>
<td>5.7%</td>
</tr>
<tr>
<td>11-PM TO 12</td>
<td>96</td>
<td>4.2%</td>
</tr>
<tr>
<td>12-PM TO 1</td>
<td>194</td>
<td>8.6%</td>
</tr>
<tr>
<td>01-PM TO 2</td>
<td>234</td>
<td>10.3%</td>
</tr>
<tr>
<td>02-PM TO 3</td>
<td>253</td>
<td>11.2%</td>
</tr>
<tr>
<td>03-PM TO 4</td>
<td>229</td>
<td>10.1%</td>
</tr>
<tr>
<td>04-PM TO 5</td>
<td>191</td>
<td>8.4%</td>
</tr>
<tr>
<td>05-PM TO 6</td>
<td>27</td>
<td>1.2%</td>
</tr>
<tr>
<td>06-PM TO 7</td>
<td>14</td>
<td>0.6%</td>
</tr>
<tr>
<td>07-PM TO 8</td>
<td>159</td>
<td>7%</td>
</tr>
<tr>
<td>08-PM TO 9</td>
<td>216</td>
<td>9.5%</td>
</tr>
<tr>
<td>09-PM TO 10</td>
<td>176</td>
<td>7.8%</td>
</tr>
<tr>
<td>10-PM TO 11</td>
<td>157</td>
<td>6.9%</td>
</tr>
<tr>
<td>11-PM TO 12</td>
<td>96</td>
<td>4.2%</td>
</tr>
<tr>
<td>12-AM TO 1</td>
<td>15</td>
<td>0.6%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>2268</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Collection Acquisition

Jean Dickman & Rene Donlan ordered, tracked, received and paid for $575,544 worth of library materials during this fiscal year: $86,227 was spent on monographs, DVDs, CDs and other single items, $229,676 was spent on serials and $259,641 on electronic resources. In addition to ordering materials for the library collection, Jean and Rene (following Jean’s retirement in January 2013) 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 increased somewhat compared to 2011/12. We added 2,536 titles & 3,379 volumes while withdrawing only
245 titles & 273 volumes. On May 31, 2013 we had 339,055 total volumes, a net increase of 3,106 from 335,949 on May 31, 2012. Rene 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.

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, 2012 and May 31, 2013, 996 nodes have been added or modified on the LIS site, including 64 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.

Significant progress was made on the project to move the LIS website from Drupal to Reason. Gjerde worked closely with Steve Smith and members of the Publications office to plan and implement the migration. With the help of three student workers, around 600 pages were successfully converted in Spring 2013. By the anticipated completion date later this summer, between 2000-3000 blog post will also have been converted.

Below is a sampling of statistics pertaining to Digital Initiatives for 2012-13:

LIS Website, June 1, 2012-May 31, 2013
- Total Pageviews: 497,849
- Unique Visitors: 144,763
- Top 5 Most-Visited Pages:
  1. http://lis.luther.edu (173,6969)
  3. http://lis.luther.edu/node/3007 (14,530)
  4. http://lis.luther.edu/services/email (10,904)
  5. http://lis.luther.edu/helpdesk (8,649)
- Most Unique Visitors in One Day: 1591 (Sep. 20, 2012)
- Most Pageviews in One Day: 3971 (Feb. 18, 2013)
LISGuides, June 1, 2012 - May 31, 2013
- Total Pageviews: 106,960
- Unique Visitors: 9,718
- Top 5 Most-Visited Guides:
  1. All Databases (22,613)
  2. Music Subject Guide (1,718)
  3. Nursing Subject Guide (1,522)
  4. Biology (827)
  5. Religion (786)

Electronic Resources, Jan-Dec 2011
- Total Database Searches Performed: 373,757
- Cost per search: $0.50
- Top 5 Most-Searched Databases
  1. Academic Search Complete (71,309)
  2. JSTOR (63,337)
  3. America: History and Life/Historical Abstracts (31,697)
  4. PsycINFO + PsycArticles (25,352)
  5. eHraf (11,341)

Library Catalog, June 2012 - May 2013
(Encore and Magnus results from 2012/13 reflect removal of duplicates during the same session caused by navigating back to the results page in the browser)
- Encore Total Searches: 29,097
- Top 5 Encore Searches:
  1. JSTOR (294)
  2. Naxos (75)
  3. Credo Reference (55)
  4. Academic Search Complete (41)
  5. Anchor Bible Dictionary (36)

- Magnus Total Searches: 18,599
- Top 5 Magnus Keyword Searches, Fall Semester:
  1. Room Key(s) (72)
  2. Social (51)
  3. Conference papers Naction Communication Association (32)
4. Amelia Earhart (19)
5. Conservation letters (22)

Ebook Usage, June 2012 - May 2013

- **Ebrary**
  - Total Pages Viewed: 146,720
  - User Sessions: 11,055
  - Titles Viewed: 4,339
  - Titles Downloaded: 329
  - Chapters Downloaded: 612
  - Top 5 Most-Viewed Titles, by user sessions
    1. Reducing Drug Trafficking Revenues and Violence in Mexico (955)
    2. Oxford Bible Atlas (156)
    3. We Are What We Celebrate: Understanding Holidays and Ritual (125)
    4. West of Everything: the Inner Life of Westerns (122)
    5. Introducing Body Theology (110)
  - Top 5 Most-Downloaded Titles
    1. Brain Rules (8)
    2. Red Army Faction (7)
    3. Seven Myths of the Spanish Conquest (6)
    5. Neutron Physics for Nuclear Reactors (5)

- **EBSCO**
  - User Sessions: 1622
  - Titles Viewed: 735
  - Titles Downloaded: 68
  - Top 5 Most-Viewed Titles
    1. Women & Christian Origins (41)
    2. The Oxford Dictionary of the Jewish Religion (39)
    3. Cleopatra (16)
    4. Parapsychology (12)
    5. More damned lies and statistics (12)
  - Top 5 Most-Downloaded Titles
    2. Mechatronics (5)
    3. Parapsychology (4)
    4. The Tragic and the Ecstatic (3)
    5. The River Dragon has Come! (3)

Electronic Resources
During the 2012/13 fiscal year we spent $259,641 on databases, electronic journals, e-reference sources and e-book collections. This was up from $253,484 in the previous year.

**Interlibrary Loan**
Kathy Buzza and her excellent student employees, along with the part-time assistance of Martha Davis, processed 6,201 ILL transactions during the year (slightly up from 2011-12). We loaned 1,352 books and sent 1,161 articles while borrowing 2069 books and receiving 1619 copies of articles during the year. We rented only 20 media items but we chose to purchase 174 items (22 DVDs and 152 books) that came to our attention as ILL requests. One hundred and fifty of these items were purchased as part of our Patron-Driven Acquisitions program. We spent only $102.50 (compared to $613.80 in 2011-12) on copyright clearance costs by reducing the number of articles purchased from 16 in 2011-12 to 3 in 2012-13.

Our service continued to be excellent by any measure. Our average turnaround time to fill an ILL request from another library was only .24 days and our time to “unfill” a request was also .24 days. Our turnaround time to receive an ILL request generated by one of our patrons continued to improve and went from 5.06 days in 2011-12 down to 4.789 days in 2012-13.

**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.

**Marketing**

- Created **LIS Promotion Checklist** highlighting the range of communication channels to use to promote resources and services to Luther students, faculty, and staff; shared with all of LIS and incorporated feedback
- **Market Research**: Jennifer Rian and Diane Gossman attended CLIR Workshop; assembled Group Study Room Team and began **Group Study Room Initiative**, which will conclude summer of 2013
- **Events** (new events italicized):
  - Banned Books Week
  - *Homecoming (Treats and Memory Board)*
  - *Archives Month: Forbidden Dance*
  - Senior Paper Sweet Rewards (Cupcake Edition)
  - *Christmas at Luther (Emmy display)*
  - Finals Week Study Breaks
  - *Therapy Dogs for Finals*
• Picture Yourself E-Reading
• 3-D Printing Demonstration
• National Library Week
• March Book Madness
• Senior Paper Sweet Rewards (Ice Cream Edition)
• Finals Week Study Breaks

● Social Media:
  ○ Developed Facebook strategy
  ○ Developed framework for on-going statistics
  ○ iPod Touch purchase and use
  ○ YouTube: Senior Paper Tips video

● Student Staff: Addition of three student work positions which assisted with events, video production, social media management, market research and design work.

Library Facility & Infrastructure
Based on the 2011 Building Vision document, several initiatives were completed during the 2012-13 academic year:

● Flexible furniture was purchased for the Hovde classroom and whiteboards were installed
● The digital media proposal was submitted to the Cabinet
● An ethnographic study (including focus groups, photo interviews, and seating patterns with technology use) was undertaken to gather data on usage of group study rooms.
● Additional outlets were installed
● The elevator was fixed
● A Norse Calendar was created to track space reservations for ad hoc spaces in the library building
● A cement pad for bicycle repair was installed by the Preus Library loading dock
● Six additional bicycles will be added to the library fleet, funded by a grant from Sustainability (written by SPOKES)
● Policy changes
  ○ The check-out period was adjusted for curriculum library materials
  ○ Additional dvds and young adult literature were purchased
  ○ In collaboration with the Visual and Performing Arts department, gallery space on the lower floor was dedicated to showcasing student and student-curated art

Network & Systems
During the 2012-13 academic year, the Network and Systems team included: 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 380Mbps for the 2012-2013 school year.
• Our Internet firewalls were upgraded with new equipment to provide more capacity. This allowed us to once again start scanning traffic for viruses as it passes through our internet gateway.
• In summer 2012, wireless service was upgraded in the following areas: Olin, Library and Norby House. This provides dual band 802.11N service to these areas.
• College fiber was extended to the prairie houses, sustainability house, and college apartments. Wireless access points were added to provide the campus wireless network in these areas.
• Wireless service was enhanced with the installation of additional access points in Jensen, Koren, CFA, and Brandt.
• An additional outdoor wireless access point was added to improve service on the library lawn.
• The LCWireless5G network was created to provide users with an easy way to ensure their 5Ghz capable devices are making 5Ghz wireless connections to our network.
• The network serving the Jenson, Library, Main 113, and Main 114 computer labs was upgraded to provide gigabit service to computers in those labs.
• Two new racks with network manageable power strips were installed in the server room.
• GoPrint was upgraded to the newest version of the software.
• Working in cooperation with Facilities Management new software was installed that allows data from the wind turbine to be displayed on the Building Dashboard.
• Worked with the Dieseth remodeling project to remove all wireless network equipment prior to the remodeling and reinstall it after the remodeling was complete.

Collaboration
• We continue to work as anchor members of the Decorah Metronet project. The fiber optic network cabling has been installed. Soon network equipment will be installed to provide us with connectivity to the other anchor members. We continue to explore collaborative opportunities that this expanded connectivity will enable.

Instruction
• In cooperation with library faculty, we had a student take IS 380 for two credits, graded credit/no-credit during January term.

Software Development

During the 2012-13 academic year, the Software Development team included: Cindy Goede (Programmer Analyst), Marcia Gullickson (Director of Software Development), Nathan Porath (Programmer Analyst), 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), and Ben Wilbur (Programmer Analyst and Database Administrator).
New Services

- Software Development team completed 2221 KBox tickets over the past year, 616 of those KBox tickets were related to employee setup, change, or termination
- Slate Admissions application live in September 2012
- Slate student application information import to Colleague live January 2013
- Improved and more secure NorseCard in Reason May 2013
- Course Evaluations enhancements request by the Dean’s office in KATIE
- Substantial upgrade of Admissions First-Year placement testing in KATIE
- Major KATIE version upgrade utilizing Morsle Google integration
- Reason Calendar consolidation and workflow
- Reason Analytics for web content contributors
- Replaced Google Search Appliances with Google Custom Search
- CS Access card access to exterior Residence Halls
- Nathan joined our programming team in November 2012
- Facial Recognition Timeclock in use in Dining Services
- Created alternate request form for Christmas at Luther tickets
- Added my.luther traffic ticket information
- Added my.luther credit card and electronic payments

Software, Infrastructure, and Server Upgrades

- ellucian web user interface 4.4 upgrade August 2012
- Admissions new site design live August 2012
- CBORD Odyssey server upgrade August 2012
- Reason server and OS upgrade August 2012
- Using GitHub for tracking all SQL development

User Services

As of the end of May 2013, the User Services team included: Edward Atwell (Public Services Coordinator), Charles Banta (Help Desk Specialist), Matthew Baumann (Multimedia Lead), Carsten Earl (Help Desk 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 (Workstation Support Communications Administrator), Jennifer Rian (Innovative Services Librarian), Jennifer Self (Public Services Specialist), Larry Sikkink (Workstation Support Lead), and Rebecca Sullivan (Instructional Technology Librarian).

Circulation
### Statistics

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<thead>
<tr>
<th></th>
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<th>2011-2012</th>
<th>2010-2011</th>
<th>2009-2010</th>
</tr>
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<tbody>
<tr>
<td>Gate Count</td>
<td>229,094</td>
<td>238,881</td>
<td>234,621</td>
<td>249,568</td>
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<tr>
<td>Charges</td>
<td>45,551</td>
<td>48,806</td>
<td>51,469</td>
<td>55,415</td>
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<tr>
<td>Renewals</td>
<td>11,656</td>
<td>13,709</td>
<td>13,113</td>
<td>16,726</td>
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<tr>
<td>Returns</td>
<td>49,640</td>
<td>54,212</td>
<td>51,230</td>
<td>55,902</td>
</tr>
<tr>
<td>Holds/Recalls</td>
<td>442</td>
<td>388</td>
<td>348</td>
<td>384</td>
</tr>
<tr>
<td>Print Reserves</td>
<td>4,224</td>
<td>5,555</td>
<td>4,709</td>
<td>6,124</td>
</tr>
<tr>
<td>Dependants/Spouses</td>
<td>385</td>
<td>391</td>
<td>461</td>
<td>429</td>
</tr>
<tr>
<td>Faculty</td>
<td>6,834</td>
<td>7,488</td>
<td>7,902</td>
<td>6,869</td>
</tr>
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<td>Interlibrary Loan</td>
<td>1,370</td>
<td>1,433</td>
<td>1,622</td>
<td>1,694</td>
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<tr>
<td>Staff</td>
<td>2,885</td>
<td>2,900</td>
<td>2,792</td>
<td>2,468</td>
</tr>
<tr>
<td>Students</td>
<td>37,594</td>
<td>41,467</td>
<td>42,900</td>
<td>43,350</td>
</tr>
<tr>
<td>Town</td>
<td>707</td>
<td>682</td>
<td>501</td>
<td>605</td>
</tr>
<tr>
<td>Leisure Reading</td>
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<td>1,154</td>
<td>1,137</td>
<td>1,293</td>
</tr>
<tr>
<td>CDs &amp; Records</td>
<td>283</td>
<td>436</td>
<td>726</td>
<td>862</td>
</tr>
<tr>
<td>DVDs</td>
<td>3,513</td>
<td>5,653</td>
<td>5,856</td>
<td>7,833</td>
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<tr>
<td>Videos</td>
<td>170</td>
<td>219</td>
<td>296</td>
<td>405</td>
</tr>
<tr>
<td>Bikes</td>
<td>1,347</td>
<td>1,657</td>
<td>1,831</td>
<td>1,873</td>
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<tr>
<td>Lang. Learning Ctr.</td>
<td>456</td>
<td>401</td>
<td>458</td>
<td>722</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**

- 2011-12 ... 85
- 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 available to students (as well as faculty/staff) this year included 16 laptop computers, two iPads, two digital cameras, one DVD/CD burner, eight external hard drives, and 14 digital video cameras. Five new high-definition digital video cameras were added to the video camera pool this year.

Technology Help equipment available to faculty/staff at the circulation desk included: 13 laptops, three netbooks, eight iPads, eight MacBooks, LCD projectors, video screens, clickers, memory card readers, laser pointers, recording iPods, webcams, wireless mice, and wireless presenters. A mobile iPad classroom set of 25 second-generation iPads and an ELMO digital overhead projector were also available for check out.

Student Support Services: the circulation desk handled 30 laptops for checkout to students signing contracts with SSS.

Special Initiatives

- LIS Events Calendar: the Public Services Coordinator continued to maintain an events calendar on the LIS digital sign in the library.
- Suggestion for LIS: the Public Services Coordinator continued to handle the posting of a Suggestion for LIS 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 continued to post 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.
- Luther Authors: new initiative to recognize new publications added to the Alumni Faculty Staff Luther College Press Collection.
- 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 2013. Total profit: $2067.75.
- 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.

Training Summary

Throughout the 2012-2013 school year, LIS staff recorded 286 training sessions with faculty, staff and students from 42 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.

### Total Users Trained

<table>
<thead>
<tr>
<th>Topic</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zotero Workshop</td>
<td>10</td>
</tr>
<tr>
<td>Who are you according to the internet</td>
<td>2</td>
</tr>
<tr>
<td>TRAC</td>
<td>15</td>
</tr>
<tr>
<td>SW 201</td>
<td>27</td>
</tr>
<tr>
<td>SCI 361</td>
<td>1</td>
</tr>
<tr>
<td>SCI 355</td>
<td>1</td>
</tr>
<tr>
<td>Remote Access Options</td>
<td>3</td>
</tr>
<tr>
<td>Online Reputation Management</td>
<td>8</td>
</tr>
<tr>
<td>NURS 477</td>
<td>14</td>
</tr>
<tr>
<td>Norse Forms</td>
<td>1</td>
</tr>
<tr>
<td>Norse Docs</td>
<td>82</td>
</tr>
<tr>
<td>Norse Apps Tips and Tricks</td>
<td>8</td>
</tr>
<tr>
<td>New Katie</td>
<td>147</td>
</tr>
<tr>
<td>LIS Summer Workshop Brown Bag</td>
<td>6</td>
</tr>
<tr>
<td>KATIE Gradebook Assistance</td>
<td>1</td>
</tr>
<tr>
<td>Katie Faculty Working Session</td>
<td>45</td>
</tr>
<tr>
<td>iPad intro</td>
<td>4</td>
</tr>
<tr>
<td>Health 344</td>
<td>4</td>
</tr>
<tr>
<td>Google+ Hangouts Demonstration</td>
<td>1</td>
</tr>
<tr>
<td>GoodReader</td>
<td>2</td>
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<tr>
<td>German 450</td>
<td>10</td>
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<tr>
<td>GER 344</td>
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<tr>
<td>Faculty Roll</td>
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<tr>
<td>E-Reading on Your Tablet</td>
<td>8</td>
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<tr>
<td>EDUC 367: Adv Teaching Methods II</td>
<td>13</td>
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<td>Digital Signage</td>
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<td>Desktop Messaging</td>
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<td>Citrix</td>
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<tr>
<td>Business Objects Reporting</td>
<td>8</td>
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<tr>
<td>Business Objects for Alumni and Development</td>
<td>14</td>
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<tr>
<td>Business Objects basic training</td>
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### Faculty Development

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<td>September 4, 2012</td>
<td>New Faculty Katie Training</td>
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<tr>
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<td>LIS Workshop on New Katie</td>
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<td>January 29, 2013</td>
<td>New Katie - Faculty Working Session</td>
<td>Diane Gossman &amp; Jennifer Rian</td>
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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 2012-13 academic year, there were 766 views. Summaries are displayed below:
Classroom and Lab Workstation Support
During the summer of 2012, the workstations in the Residence Hall Labs were upgraded to GX 745s.

In addition, the podiums in the CFA and Main were upgraded. The Mac podiums were upgraded to 21.5" iMacs and the Windows podiums were upgraded to GX790s.

Faculty Workstation Support
During the summer of 2012, the workstations were upgraded for faculty in the Division of Humanities and Fine Arts 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 9th, and ran for three weeks in July. Windows users now have Windows 7 and Office 2010. Mac users now have Lion and Office 2011.

This included installation of new workstations for faculty in the following departments: Art, Classics, English, Modern Languages and Literatures, Philosophy, Religion, and Theatre/Dance.

For more information on the faculty roll, visit 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 Lion and Office 2011.

Departments upgraded during the 2012-13 academic year included: Student Activities, Facilities Services, Custodial Services, Book Shop, Financial Aid, Public Information, Financial Services, Legends Center, Recreational Sports, Campus Programming, Campus Safety & Security, LIS, Music, and the Registrar’s Office.

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

**Summary of Workstations on Campus**
<table>
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<tr>
<th>Row Labels</th>
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<td>206</td>
<td>793</td>
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</table>

**Classrooms and Meeting Spaces Audio-Visual Support**
2012-2013 Installations – Click on [Annual Report 2012-2103 Classroom Technologies](#) to view images related to these installations.

1. Several areas received new presentation flat screens:
   - Baker Village Commons
   - Diversity Center
   - Dieseth Study Lounge
   - Admissions Conference Room
   - Language Learning Center
   - Library Curriculum Lab
2. Installed new Microphone lines and Data connections at the lower level of the College Stadium.
3. Upgraded the classroom technology in the Ockham House classroom.
4. Installed a new audio system in the CFA conference room.
5. Hosted Video Security Information Meetings. Also visited with nearby Educational Institutions about their security equipment.
6. Attended the Bosch Security Road Show Tour. Also toured the ElectroVoice complex where research is done to perfect new speaker systems.
7. Added additional digital signage to the Cafeteria Entrance.
8. Installed a Smart Board in Koren 117.
9. Started the design phase for installing the audio system in the new Aquatic Center.
10. Collaborated and assisted with the development of Residence Hall AV setup carts.
11. Developed a new way to transport IP Video across the campus network, which was used
12. Researched and selected a new video projector line for use in the classrooms.
14. Continued clean up of work spaces and old AV equipment.
15. Collaborated and assisted with the Veteran's Kiosk which is located in the Loyalty Lobby.

Technology Help Desk

The Technology Help Desk is the front door to LIS for the technology needs of the Luther community and visitors. Every day, the Help Desk student technicians 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.

The Technology Help Desk also provides an opportunity for professional growth among our student staff - many of whom aspire to careers in information technology but also go onto other fields where technology plays a key role.

This past year saw big changes at the Help Desk with the departure of two long time staff and the hiring of a new Help Desk Lead (Carsten Earl).

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 at the Help Desk or needs to be passed onto another part of LIS. Work orders may be created on the phone, through e-mail, at our walk-up service desk, or through the self-service site at http://help.luther.edu.

From June 1, 2012 to May 31, 2013, the Technology Help Desk opened 2,909 work orders and closed 2,899 work orders. This represents 33% of all work orders opened by LIS (total 8,943) and 33% of all work orders closed (total 8,673).

Since 2011, users have been able to enter their own work orders through the self-service site at http://help.luther.edu.

However, work orders only scratch the surface of the work done on a daily basis at the Help Desk.
Desk. The vast majority of interactions with Help Desk staff are quick with issues being resolved immediately and therefore, not recorded in KBOX. We call these '1st Call Resolutions'. Help Desk staff have a tool that allow them to quickly record these requests and break them down by phone, e-mail, or walk-up service.

From June 1, 2012 to May 31, 2013, Help Desk staff recorded 5,608 1st Call Resolutions. These include 3,107 Phones, 1,960 Walk-Ups, and 541 E-mails.
LIS Work Order Survey

Each time a work order is completed by LIS, an e-mail is automatically sent to the user informing them of this and including a link to the 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 8,673 work orders closed in 2012 - 2013, 561 survey responses were received (a 6% response rate).
Objectives for 2013-2014

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) [Library, User Services]
   i. Continue to re-evaluate current training and instruction methods in order to increase reach across campus and involve more members of LIS in the development and facilitation of the sessions.
   ii. Participate in campus-wide conversation about connections between assessment and student learning, in collaboration with the Academic Planning Committee and the Assessment Committee.
      i. Define the value of including LIS in the discussion on assessment of teaching and learning, and the role(s) that we can play in the conversation.
      ii. Discuss the role of technology literacy and information literacy in furthering the Goals for Student Learning.
   iii. Continue to expand the framework for information literacy/fluency by identifying and cultivating strategic collaborations. Work with the Diversity Center, SASC, SSS, the Norse Writing Center, and the Speech & Debate Center will continue. We will explore possibilities with the Career Center and engage with the Paideia program as we consider flipping the spring research unit experience.
      i. For Paideia 111 and 112:
         1. Focus face-to-face session content on process, rather than tool
         2. Define the appropriate place in assignment for face-to-face library instruction
         3. Clarify year-long goals and objectives with Paideia faculty
      ii. Meet with each academic department/program to have a conversation about information literacy and collection development.
    iv. Adjust our teaching and other practices as necessary to integrate WorldCat Local.
       i. Train LIS staff and student workers in operation of the system
       ii. Examine existing workflows; implement changes as needed
       iii. Teach Luther community how to use the new discovery platform
    iv. Migration plan
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. Work with introducing WorldCat Local to the community [Library]

iii. Focus on research regarding perception of the library. [Marketing]

iv. Test and assess communication channels identified on promotion checklist. [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]

i. Begin tracking in-house use of library materials

ii. Develop a plan for pruning the physical collection

   i. JSTOR review

   ii. DEPO collection

iii. Allocate funds to programs as well as departments

iv. Pilot purchase on demand of Science Direct articles with select faculty and/or departments

v. Review ILL practices and procedures after mid-year in light of WMS implementation (including current PDA practice)

d. **Virtualization:** Upon completion of Active Directory project (objective 5b), develop a proposal for an application virtualization solution for academic computer labs in order to provide a solution for students to access Luther software from their personal workstations thus reducing the lab computing investment. (Also supports guiding principle 5) [User Services, Network & Systems]

e. **Library Group Study Room Project:** Improve the existing group study rooms in the library and consider creation of additional group study space. [Library Building Vision]

i. Evaluate the feasibility of making the study rooms more user friendly (comfortable chairs, whiteboards, lighting options, soundproofing).

ii. Enhance the technology capabilities in the rooms (add more computers or move the display terminals to study rooms). Consider media room capabilities for Skype, Video chat, etc.

iii. Consider options for creating additional group study spaces, either informally (groupings of furniture, moveable whiteboards, bookshelves as “walls”) or formally (building more rooms).

f. **Library Teaching Spaces:** Acquire additional furniture for Hovde including 3 rectangular non-adjustable tables, 2 trapezoid tables, 8 chairs one shade of blue and 8 chairs another shade of blue. [Library Building Vision]

g. **Library Hours:** In collaboration with Campus Safety & Security and Student Senate, submit a proposal to extend the library hours during the academic year as follows: 1) Rather than closing at midnight Sunday through Thursday, close at 1 a.m. and staff the additional hour with Campus Safety & Security staff and student staff, and 2) Rather than closing at 7:30 on Friday evenings, close at 9 p.m. and staff the additional hour and a half
with Circulation student staff. [Library Building Vision]

h. **Tablets**: Investigate the feasibility of Windows tablets as replacements for faculty/staff workstations in certain places and consider having a few available at the Circulation Desk in the library. [User Services]

i. **Lecture Capture**: Research and implement a replacement for Podcast Producer. [User Services]

j. **Main 113**: Remodel and redesign Main 113 to be a more flexible, active learning, classroom and meeting space. [User Services]

k. **CFA 118**: Change the CFA 118 Mac Lab/Classroom from 8 Mac Pros and 12 iMacs to 10 Mac Pros and 10 home-built Windows desktops. [User Services]

l. **Mobile Cart**: Install a mobile teaching/meeting presentation cart in the Student Organization Suite. [User Services]

m. **Technologies**: Highlight the technologies available to the campus community, incorporating text, photos, and searching abilities. Perhaps use http://lis.luther.edu/services/classroomequip as a starting point. [Marketing, User Services]

n. **Chromebooks**: Provide Chromebooks for check-out from the Circulation Desk. [User Services]

o. **Workstation Image Refinement**: Evaluate and redesign the Macintosh and Windows images to meet the needs of the Luther community. (consider the icons on the desktop, bookmarks in the browsers, quicklinks in the browsers, etc. [User Services]

p. **Training**: Provide LIS Training for incoming faculty and staff. [User Services]

### 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. Continue to work with the History Department on outreach for National History Day; and to develop instructional materials for National History Day experiences. [Library, Archives]

ii. Work with Decorah Middle School staff to identify opportunities for instruction [Archives]

iii. Explore collaborative opportunities with other Metronet members to leverage the Decorah Metronet's potential for Luther College. [Network & Systems, All]

b. **LIS Website**: Improve user experience on the LIS website with attention devoted to resource discoverability and overall navigation. (Also supports guiding principle 1)

   i. Continue the 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]
iii. LIS Guides: explore options for reconfiguring guides as teaching tools rather than just resource lists.

c. Online Courses: Facilitate community conversation and learning regarding the topic of online courses, highlighting best practices, use cases, and technology. [Library, User Services, Software Development]

d. Library Learning Spaces: Improve learning spaces in the library to provide a more comfortable, inviting, learning environment. [Library Building Vision]
   i. Acquire new comfortable seating in the Upper Floor gallery space as per the Preus Library Furniture Proposal which was submitted December 2012.
   ii. Re-upholster and refinish the chairs that are currently in the Upper Floor gallery space along with refinishing the end tables in that space as per the Preus Library Furniture Proposal which was submitted December 2012.
   iii. Re-configure the rock garden area to introduce greenery and perhaps some seating.
   iv. Create a display of Photo Bureau pictures in the space outside SSS/SASC, intermingled with items from the Fine Arts collection. Install picture rails on the four larger walls on the north side of the space.

e. Service Points Collaboration: Enhance the collaboration between services points in the library (Research Help, Technology Help, and Circulation). [Library, User Services]
   i. Define expectations for service for various staffing scenarios.
   ii. Review areas for cross-training; implement a process to accomplish it.
   iii. Continue to develop rapport across staff.

f. Tablets: Provide training and instruction opportunities on tablets, apps, and their use, piloting options and possibly creating a “Technology Petting Zoo” which would be a space that could be used for show and tell as well as hands on playing and instruction. [Marketing, User Services]

g. Genius Bar: Design and implement a Genius Bar. [User Services]

h. Digital Signage: Install a digital sign in the new Student Lounge to be created near Marty’s in Dahl Centennial Union. [User Services]

i. Cyber Cafe: Upgrade Marty’s Cyber Cafe to contain 4 new kiosk computers rather than 8 standard lab image computers. [User Services]

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

a. Multimedia: Begin to implement the 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. Implement part 1 of Phase I of the Digital Media proposal for designated space(s)
for multimedia production, video recording, presentation, and practice. This includes redesigning Preus Library 100 and creating a new multimedia lab adjacent to it. [User Services, Library]

ii. Pursue funding for the remainder of Phase I of the Digital Media proposal.

iii. Define Phase II of the Digital Media proposal.

iv. The Digital Media proposal cuts across all areas related to the Library Building Vision plan and specific objectives are yet to be determined. In particular, the multimedia proposal will have an impact on Curriculum Collection and other shelving on the lower floor / related to classroom and lab space in conjunction with the project.

v. 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]

d. **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. Facilitate community conversation and learning regarding eTextbooks and develop understanding of LIS role to support and integrate. [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. **Create distinctive opportunities for students in the Archives.** [Archives]

   i. Expand primary source research and instruction

   ii. Create a museum studies internship opportunity

   iii. Build a new reading room

   iv. Build new work space for staff and student workers to work collaboratively

   v. Engage faculty in developing hands-on archival experiences

   vi. Participate regularly within Museum Studies program and courses

e. **Implement a campus-wide digital repository for interdepartmental collaboration and archival preservation.** [Archives, Library Services]

   i. Identify a digital preservation team.

   ii. Write and adopt a digital preservation plan.

   iii. Select and implement a digital media storage and delivery strategy.

   iv. Develop workflows for born digital materials including ephemeral and permanent assets.
4. Improves relationships to alumni/ae, friends of the college

   a. **Library Physical Plant**: [Library Building Vision]
      i. Coordinate building operations during the work on the library entrance concrete, which is planned for Summer 2013.
      ii. Consider space needs for Archives and develop short and long term plans.
      iii. Continue conversation with Disability Coordinator regarding possible accessibility review of Preus Library.

   b. **Better World Books**: Re-evaluate our participation in Better World Books. [User Services]

   c. **Outreach**: Expand outreach into the Luther College community, Decorah community and the broader external audience to showcase the distinctive resources and services that we provide, such as Nordic, the Postville Project, the Archives Leadership Institute, and the Luther College Archives. [Archives]
      i. Expand partnership with the Decorah Middle school for History Day initiatives.
      ii. Offer instruction and training to on- and off-campus community members about the Archives and services offered.
      iii. Obtain funding and begin providing travel awards to visitors conducting scholarly research in the Luther College Archives for publication.
      iv. Engage community and alumni via social media outlets and events with regular content generation.
      v. Present and publish projects via professional conferences and organizations.

5. Infrastructure

   a. **Security**: Create and implement a campus-wide data security program.
      i. Establish a standing representative LIS Security and IT Risk group. [LIS Executive Director, Network & Systems]
      ii. Segregate the data center network from the campus network. [Network & Systems]
      iii. Use Switch ACL’s to further segregate POS devices from the campus network. [Network & Systems]
      iv. Use Switch ACL’s to further segregate HVAC and door controllers from the campus network. [Network & Systems]
      v. Use Switch ACL’s to further segregate the telephone switch from the rest of the campus network. [Network & Systems]
      vi. Implement BitLocker encryption to the top high profile faculty and staff Windows workstations in addition to continuing to implement it across campus via the faculty and staff refresh schedule. [User Services]
vii. Research and implement an enterprise-wide disk encryption solution for faculty and staff workstations, with a focus on a solution for the Macs. [User Services]

viii. Research and implement an open source solution(s) for identifying/handling unnecessary personally identifiable information on workstations and servers. [User Services]

ix. Re-evaluate our current antivirus solution, research alternatives, and select an enterprise antivirus solution for Luther-owned workstations. [User Services, Network & Systems, Software Development]

x. Automate patch management for Luther-owned workstations. [User Services]

xi. Finish remediation of issues identified by penetration test, and create an executive summary of the results of the process. [Network & Systems]

xii. 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]

xiii. Create security checklists to aid in the configuration of new systems. These checklists will outline steps that need to be taken to increase the security of servers after the basic OS is installed. Following these checklists will help to ensure we maintain a consistent security posture across all systems. [Network & Systems]

xiv. Create security checklists to aid in the configuration of new network equipment. Following these checklists will help to ensure we maintain a consistent security posture across all network equipment. [Network & Systems]

b. Windows Imaging: Deploy 64-bit Windows 7 images. Faculty and staff workstations will be 64-bit beginning summer 2013.

c. Mobile Devices: Draft a policy defining LIS’s support for personally-owned mobile devices, taking into account risk assessment and mitigation.

d. Antivirus Removal: Streamline the process for proactively removing viruses from workstations. [User Services]

e. Checkout Equipment: Create a process for determining what technology equipment to provide for checkout at the library Circulation Desk. [User Services, Marketing]

f. Recycling: Document the lifecycle of technology equipment on campus. [User Services]

g. Hardware Requests: Standardize the hardware request process and response across campus. [User Services]

h. Software Requests: Standardize the software request process and response across campus. [User Services]

i. Materials Booking: Implement the Materials Booking functionality once it becomes
available through OCLC WorldShare Circulation. [User Services]

j. **Circulation**: Integrate the OCLC WorldShare Circulation system. [User Services]

k. **Printer Clicks**: Streamline the processing of printer meter clicks which occurs on a monthly basis. [Program Support]

l. **Quality Improvement**: Improve end user experience by researching underlying issues presented to the LIS Technology Help Desk and working with User Services, Software Development, and Network & Systems as appropriate. [User Services]

m. **Long Range Planning**: Create a five year capital investment plan for LIS. [LIS Executive Director, All]

n. **Risk Management Team**: Create an executive IT Risk Management team containing representatives from LIS and other departments on campus as appropriate. [LIS Executive Director]

O. **Network and Telephone Infrastructure**

   i. LCWireless5G: Advocate and implement usage of the LCWireless5G network as the default on campus for personally-owned devices. [Network & Systems, User Services, Marketing]

   ii. Rewire Main 113 lab in support of the remodeling of that lab. [Network & Systems]


   v. Rewire and relocate network and phones as needed in support of the cafeteria renovation. [Network & Systems]

   vi. Upgrade Optivity. [Network & Systems] Completed 06-12-2013


   viii. Upgrade Long Distance billing software. [Network & Systems]

   ix. Upgrade Wireless Network to support Dual Band 802.11N in Main, Sampson, and Valders. [Network & Systems]

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

p. **Server Infrastructure**


   2. Upgrade SAN hardware [Network & Systems]

   3. Upgrade EMC NetWorker server [Network & Systems]

   4. Upgrade GoPrint Server [Network & Systems]

   5. Upgrade Syslog Server [Network & Systems]

   6. Upgrade knuth the server that supports the computer science lab [Network & Systems]
7. Phase out serving of personal websites from file servers (academic, admin1 and students). Consider eliminating the service completely. If the service can’t be eliminated completely, move these personal web pages to a server that is dedicated to that function. [Network & Systems, User Services]

8. Active Directory: Move our network DHCP service to windows servers integrated with Active Directory. [Network & Systems, User Services]

9. Active Directory: Design, implement, and migrate to Active Directory for authentication. This includes authenticating Macs running OS X 10.7+ with Active Directory or LDAP. [Network & Systems, Software Development, User Services]

q. Colleague Migration: Complete the migration of Colleague data and software to SQL server. Identify all customizations, OS level commands, special forms, and data transfers that need to be reviewed, re-programmed and corrected. Invite end-users to test all of their processes. Set migration LIVE date. [Software Development]

r. Responsive Design: Incorporate responsive design into new web page style sheets in Reason. [Software Development, Publications]

s. Employee-Alumni-Emeriti Accounts: Develop a proposal for employees who are alumni, employees who leave Luther’s employment, and emeriti in regard to Norse Apps accounts and network access. [Network & Systems, Software Development]

t. Project Management: Develop capacities within LIS for project management. [LIS Executive Director]

u. Contracting: Develop capacities within LIS for contracting. [LIS Executive Director, All]

v. Norse Key: Install and configure the open source password management software PWM on a virtual server. [Network & Systems, Software Development]

W. Document Imaging: Contract with Perceptive Software to use ImageNow Software as a Service to store and manage giving and donor paper documents. Outsource the scan of all Lektriever records and develop workflow for all incoming paper. Assist the Education Department in the workflow associated with accreditation for paper artifacts in support of students with education certification.

x. Assessment: Perform assessments of Luther College Archives processes to stay current with trends and needs. [Archives]

   a. Assess the inaugural Archives Leadership Institute at Luther College.

   b. Enhance and reshape ALI program as necessary.

   c. Complete the Records Management program review.

   d. Update the accessioning workflow to accommodate Nordic, the digital repository, and the records retention schedule.