There is also a strong focus on management of costs. The dynamic nature of ideas for technology application suggest experimentation, analysis, and careful collaboration to evaluate and seize opportunities with special consideration for timing of adoption.

Consider five guiding principles that LIS can use to think about how we creates value for Luther College. These principles can help us think about the resources and skills for which we provide thoughtful stewardship. These principles 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, improved graduation rates and students transition to their first “next step” after they graduate. We do this when we are providing information and technology literacy throughout the year but especially during the summer faculty workshop. We do this when we collaborate with groups leveraging services within our facilities such as the new Digital Media 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. We do this when we contribute to student life-skill building.

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 college (e.g. graduate school acceptance) and this is exacerbated by concerns regarding anticipated debt service. Changing demographics in prospective student populations will also influence decision making on services and investments. 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 meet and exceed expectations in service levels in essential services compared with their alternatives. We do this when we show that LIS provides and enables the development of “know how” that

Vision

The environment in which we operate is changing. Together with ongoing/accelerating changes in technology, these forces influence our decision making. Technology mediates much of what we do and this increases our dependence on systems and infrastructure leading to a focus on IT risk management.
transcends “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 protracted economic 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 such as information and technology literacy skills that can be leveraged and built upon as graduates move on to service in the broader world.

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. Collaboration technologies can be leveraged to transcend distance. 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 do this when we enable others to contribute to the mission in ways that leverage their gifts.

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. Our systems mediate much of what we do at Luther College. Leveraging systems also leads to dependencies and dependencies require a focus on IT related risks including security, availability, and performance. New and alternative architectures in networks and systems and services provide us choices and also complicate decision making leading to our need to make investments in skill building, experimentation and analysis. Over time these changes will suggest the need to revisit how we organize. This guideline 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.

Results and Accomplishments for Goals and Objectives for 2013-14

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. [Library, User Services]

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.

Accomplished: Several sessions were held with faculty and students on classroom tools including iTalc, AirServer, and digital classroom technology. Increased reach to students via participation in the Beyond the Bubble program with LIS representation on the leadership team and also serving as instructors in seminars on: Microsoft Publisher, Microsoft Excel, computer maintenance and repair, LinkedIn, and power searching. The LIS Summer Faculty Workshop was offered June 2013 and there were ten faculty participants. We now have “welcome to Luther” sessions throughout the academic year that are focused on LIS services for new faculty and staff.

Going Forward: The LIS Summer Faculty Workshop will be offered again in summer 2014. The “welcome to Luther” sessions will continue as new faculty and staff arrive at Luther.

Participate in campus-wide conversation about connections between assessment and student learning, in collaboration with the Academic Planning Committee and the Assessment Committee.

Accomplished: This item did not appear on the Academic Planning Committee agenda for 2013-14.

Going Forward: We will continue to be in conversation with the Academic Planning Committee about the importance of research assessment in the curriculum.

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.

Accomplished: Developed a partnership with the Career Center via participation in the Beyond the Bubble program with LIS representation on the leadership team and also serving as instructors in seminars on: Microsoft Publisher, Microsoft Excel, computer maintenance and repair, LinkedIn, and power searching.

Going Forward: Room 120 will be constructed on the lower
floor of the library for the Speech & Debate Center to use Sunday through Thursday from 5pm to 10pm.

Adjust our teaching and other practices as necessary to integrate WorldCat Local.
• Train LIS staff and student workers in operation of the system
• Examine existing workflows; implement changes as needed
• Teach Luther community how to use the new discovery platform
• Migration plan

Accomplished: Staff and student workers were trained in operation shortly after the new system went live. WorldCat Local was formally introduced to the community as part of the regular library instruction sections offered to departments.

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.

Develop LIS communication/marketing capabilities for creating and building personal relationships, teaching, and negotiating. [Library, All]

Accomplished: This work continues to progress via the library liaison relationships with academic departments and the marketing and web site teams.

Going Forward: Ongoing.

Work with introducing WorldCat Local to the community [Library]

Accomplished: We launched WorldCat Local through integrating it into library instruction. Participated in broader WorldCat Local marketing by submitting video clip to larger OCLC production. Posted basic information to standard campus communication channels.

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

Accomplished: Identified potential future projects.

Going Forward: Would like to focus on faculty and their perception of KATIE in the year ahead.

Test and assess communication channels identified on promotion checklist. [Library, All]

Accomplished: We continue to expand use of communication channels, however, a formal assessment of effectiveness has not been conducted.

Going Forward: Streamline library events and focus more attention on promotion effectiveness.

Consider addition of events: Collaboration with Family Weekend, International Games Day, move some Oct events to Feb. [Library, All]


Going Forward: The event committee will continue to look for new opportunities to collaborate with campus partners through event programming.

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]

Begin tracking in-house use of library materials

Accomplished: Tracking of in-house materials was not implemented.

Going Forward: As the question of collection utilization continues to be examined, this practice remains an option.

Develop a plan for pruning the physical collection, JSTOR Review and DEPO Collection.

Accomplished: This objective was reprioritized, given emergent projects and issues, with no efforts allocated in 2013-14.

Going Forward: Pruning remains one strategy to achieve the goal of making the library collection more relevant and easier to use.

Allocate materials funds to academic programs as well as departments.

Accomplished: No funds were allocated to programs although fund codes were created in WMS acquisitions for International Studies and Scandinavian Studies without specific allocations.

Going Forward: Reconsider this goal.

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

Accomplished: Deposit account with Elsevier was created. A few articles were purchased through this channel.

Going Forward: This is an ongoing pilot project.

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

**Accomplished:** ILL requests have been relatively stable year to year. Configuration of WMS search to place Luther owned or available items at the top of the search list and the richness of the Luther collections is thought to have mitigated the risk for extraordinary growth in usage of ILL given that search returns results from all of Worldcat.

**Going Forward:** Fine tune our ILL services when WorldShare ILL continues its development.

Virtualization: Upon Completion Of Active Directory Project, 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. [User Services, Network & Systems]

**Accomplished:** On hold.

**Going Forward:** This project will begin once Active Directory has been implemented. There is a need to (re-)assess requirements for virtualizing specific applications in terms of the cost savings and convenience offered and evaluate whether there are affordable, practical licensing options.

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]

**Accomplished:** Padded chairs, floor plants, desk lamps, poster-sized photographs, and whiteboards/whiteboard paint were added to Rooms 209 and 210. Survey results from room users regarding the changes have been overwhelmingly positive.

**Going Forward:** We will be adding framed, poster-sized photographs to all of the rooms and will consider other amenities as well.

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.

**Accomplished:** iMac computers were installed in all four group student rooms on the main floor. Room 111 was equipped with a TV, DVD/VCR player, and CD stereo.

**Going Forward:** We will consider adding more computers to other group rooms.

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

**Accomplished:** Two areas on the lower floor have been identified where four new group study spaces will be created using moveable whiteboards and installing amenities, such as framed, poster-sized photographs, desk lamps, and comfortable seating.

**Going Forward:** We will create these spaces before Fall 2014.
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]

**Accomplished:** The additional furniture for Hovde described was acquired Fall 2013. Room 120 was created on the lower floor of the library, north of the restrooms.

**Going Forward:** Construction of walls for Room 120 will occur Summer 2014 and permanent technology will be installed. It will be similar in design to the Multimedia Lab.

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]

**Accomplished:** The proposal was accepted and student campus security workers were trained to monitor the extended hour of study on the main floor of the library Sunday-Thursday nights during the Fall and Spring semesters beginning after Fall Break. Friday night closings were extended to 9 p.m. early in the Fall term and are staffed by the Circulation student staff.

**Going Forward:** Campus Safety & Security has agreed to continue the extended hour of study during the next academic year if given expected funding; training and start dates are planned for the second week of classes.

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]

**Accomplished:** A couple of evaluation units were ordered.

**Going Forward:** Work with the tablets we have, and see how they may work into our needs. Also, keep an eye out for new models that are introduced.

Lecture Capture: Research And Implement A Replacement For Podcast Producer. [User Services]

**Accomplished:** Several cost efficient alternatives to the podcast producer were researched and evaluated.

**Going Forward:** Develop and implement a new system that will meet the demands of lecture capture as well as provide us with a suitable upgrade to the current streaming service.

Main 113: Remodel And Redesign Main 113 To Be A More Flexible, Active Learning, Classroom And Meeting Space. [User Services]

**Accomplished:** The Main 113 remodel was completed Fall 2013.

CFA 118: Change The CFA 118 Mac Lab/Classroom From 8 Mac Pros And 12 iMacs To 10 Mac Pros And 10 Custom-Built Windows Desktops. [User Services]

**Accomplished:** One proof of concept home-built Windows desktop was prepared Summer 2013.

**Going Forward:** During summer 2014, components to prepare 10 home-built Windows desktops were purchased and the new desktops will be installed prior to the start of the Fall 2014 Semester. The 10 remaining iMacs will be upgraded to home-built Windows desktops as funding permits.

Mobile Cart: Install A Mobile Teaching/Meeting Presentation Cart In The Student Organization Suite. [User Services]

**Accomplished:** The mobile presentation cart was installed Summer 2013.

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]

**Accomplished:** No progress on this front.

**Going Forward:** Would like to experiment with the structure of a Google+ community targeted to faculty for this type of resource. It would provide the opportunity for us to be more visual and also give us a space to encourage communication amongst faculty about the use of various technologies and teaching techniques.

Chromebooks: Provide Chromebooks For Check-Out From The Circulation Desk. [User Services]

**Accomplished:** Four Chromebooks have been added to the student pool at the circulation desk for in-library-use.

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]

**Accomplished:** Each year, the images are compared with one another, and adjusted accordingly.
**Going Forward:** This procedure will continue as long as it produces positive results.

**Training:** Provide LIS Training For Incoming Faculty And Staff. [User Services]

**Accomplished:** Visited with 33 new hires over January and Spring terms, providing them with basic computing knowledge and comfort including Google Docs, using their Norse Key, my.luther, Colleague, etc., to get them started in their career here at Luther.

**Going Forward:** To continue to visit with every new hire about Luther’s computing systems.

### 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.

**Accomplished:** Performed three instructional sessions during the 2013 fall semester.

**Going Forward:** We will continue participating with the instructional sessions as we have in the past.

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

**Accomplished:** We did not pursue this initiative.

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

**Accomplished:** We have leveraged Decorah Metronet (DMN) fiber to provide an IRU for an area phone company to connect cell towers to their network. That in turn enabled connectivity to AcenTek and their network. The DMN partners aggregated their bandwidth needs and negotiated shared Internet connectivity at reduced rates. That competition led to an additional connection shared by DMN partners also at a reduced rate. We have begun conversations with the Winneshiek County Hospital to explore leveraging our respective data centers for higher availability and disaster recovery sites.

**Going Forward:** Continue to explore HA/DR approaches with DMN partners. Outlook is 2014/2015 will be a year of planning and saving for potential implementation in 2015/2016.

**LIS Website:** Improve User Experience On The LIS Website With Attention Devoted To Resource Discoverability And Overall Navigation.

**Accomplished:** The group provided feedback on changes needed for college-wide site design changes, to be implemented Summer 2014.

**Going Forward:** Decide continued status of group. Is there capacity and need for regular meetings? Can the group be called together only to deal with emergent issues?

**Migrate the LIS website from Drupal to Reason.** [Library, User Services, Software Development]

**Accomplished:** LIS website is now in Reason.

**Going Forward:** Modify menus and content for the responsive design.

**LIS Guides:** explore options for reconfiguring guides as teaching tools rather than just resource lists.

**Accomplished:** Librarians worked with the Paideia Writing Committee to redesign Paideia research guides.

**Going Forward:** The guide vendor has introduced an updated platform, which is being considered for implementation.
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]

Accomplished: LIS supported faculty involved in online courses on a case by case basis. Allocated portions of two librarians for consultative pedagogical instructional design.

Going Forward: Continue to support faculty and staff involved in online and hybrid courses.

Library Learning Spaces: Improve learning spaces in the library to provide a more comfortable, inviting, learning environment. [Library Building Vision]

Acquire new comfortable seating in the Upper Floor gallery space as per the Preus Library Furniture Proposal which was submitted December 2012.

Accomplished: Savings from Towers wireless project budget are earmarked to fund the furniture.

Going Forward: The furniture will be acquired Summer 2014.

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.

Accomplished: 25 chairs and 17 tables were re-upholstered and refinished Spring 2014.

Going Forward: There are 20 chairs and 5 tables of similar type throughout the library that would also benefit from being redone. Fabric from the prior project will cover 5-6 chairs.

Re-configure the rock garden area.

Accomplished: Potential options have been identified to introduce greenery and perhaps some seating.

Going Forward: Will reconsider this project for J-Term 2015.

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.

Accomplished: Completed Summer 2013.

Service Points Collaboration: Enhance The Collaboration Between Services Points In The Library (Research Help, Technology Help, Digital Media Center, And Circulation). [Library, User Services]

Define expectations for service for various staffing scenarios.

Accomplished: Clear expectations have been set to accommodate various staffing scenarios at the Research Help, Technology Help, and Circulation desks.
**Going Forward:** Decisions will soon be made in how best to integrate the new Digital Media Center into the service points configuration, specifically in regard to scheduling of staff, circulation of equipment, and handling of patron inquiries.

**Review areas for cross-training; implement a process to accomplish it.**

**Accomplished:** A document has been created listing core skills that each service point is expected to provide in relation to other service points.

**Going Forward:** Core skills will be incorporated in training staff at each of the service points.

**Continue to develop rapport across staff.**

**Accomplished:** The initial Service Points team members have completed their efforts and the group will disband.

**Going Forward:** Service point leads will continue to meet as a group to further discuss collaborative efforts and implement specific plans of action, drawing on the input of other essential staff as appropriate.

**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]**

**Accomplished:** Representatives from Workstation Support and Library within User Services met in February to discuss potential grant funding and logistics. Although there was still great interest in this project, the group decided we did not have the time/financial resources to initiate this year.

**Going Forward:** Re-evaluate priority of this project in relation to other projects and determine whether or not to pursue it.

**Genius Bar: Design And Implement A Genius Bar. [User Services]**

**Accomplished:** Student and Staff representatives from the Help Desk met during August and September. As the school year began we found that the project would not be feasible, in current model, to start Fall 2014.

**Going Forward:** During summer of 2014 development will take place to work on a service at the LIS Technology Help Desk in which members of the Luther community can schedule time with a member of the help desk team to further understandings of how the technology can work for them.

**Digital Signage: Install A Digital Sign In The New Student Lounge To Be Created Near Marty’s In Dahl Centennial Union. [User Services]**

**Accomplished:** Wiring installed.

**Going Forward:** Waiting on funding for digital signage equipment.

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

**Accomplished:** Computers installed and being used.

**Going Forward:** Will upgrade their images to OSX Mavericks.

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

**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.**

**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]**

**Accomplished:** The new Digital Media Center was constructed during the 2013-14 academic year. Housed on the lower level of the library, it consists of a Multimedia Studio and a Multimedia Lab.

**Going Forward:** Define policies and procedures, track usage, and identify bottlenecks.

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

**Accomplished:** Additional workstations were purchased and configured for use in the Multimedia Lab.

**Going Forward:** Move the Mac Pros from CFA 118 to the Multimedia Lab, upgrade them, and configure them for use in the Multimedia Lab. Install some of them in the area outside the Multimedia Lab for times when the Digital Media Center is in use.
Define Phase II of the Digital Media proposal.

**Accomplished:** Construction of Room 120 and additional staffing were determined to be the highest priorities for the 2014-15 academic year.

**Going Forward:** Room 120 will be constructed beginning Summer 2014. Additional student workers and a full-time staff member will begin their work with LIS and the Luther community.

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 digital media 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.

**Accomplished:** Shelving and materials were moved Summer 2013 to provide space for Room 120 and the Digital Media Center.

**Going Forward:** Evaluate the impact upon the vending area and other adjacent areas on the lower floor of the library.

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]

**Accomplished:** In progress.

**Going Forward:** Define and publicize the policies and procedures.

**Ebooks: Develop A Comprehensive Strategy For The Use Of Ebooks In The Luther College Community.**

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]

**Accomplished:** Existing access instructions via Library “How To’s” on the website continue to serve as the basic entry point for ebook usage and troubleshooting.

**Going Forward:** Converse with Book Shop staff on ebook collections and classroom usage. Continue outreach to faculty and students on how to use.

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

**Accomplished:** Progress was made in terms of a workshop/conversation with Paideia faculty on the basics of ebook use in the curriculum.

**Going Forward:** Progress in this area will be driven by emerging needs identified via service point collaboration, conversations with the Luther College Book Shop, and library liaison conversations with academic departments.

Facilitate community conversation and learning regarding eTextbooks and develop understanding of LIS role to support and integrate. [Library]

**Accomplished:** Made initial contact with college book shop staff.

**Going Forward:** Will follow up later this summer with more explicit conversation.

**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.** [User Services, Library]

**Accomplished:** Focused this year on assisting faculty, staff, and students in creating their videos.

**Going Forward:** Research options for content delivery and continue to create tutorials.

Create Distinctive Opportunities For Students In The Archives. [Archives]

**Expand primary source research and instruction.**

**Accomplished:** The archives staff have hosted 14 instructional sessions for students, faculty, staff, and external researchers. We expanded instruction sessions specifically with the Museum Studies department and with a new Paideia research unit model for primary source instruction.

**Going Forward:** We hope to continue this momentum.

Create a museum studies internship opportunity.

**Accomplished:** We hosted a student group project for MUST 120 in the fall and also a student individual practicum project for MUST 220 in the spring.

**Going Forward:** We will work to offer an internship opportunity.

Build a new reading room.

**Accomplished:** Floor plans were drawn and shared with the Building Vision committee.

**Going Forward:** We will continue working on this initiative.
Build new work space for staff and student workers to work collaboratively.

**Accomplished:** We have reorganized and rearranged our working space in the reading room and in the basement to accommodate storage needs and work space needs.

**Going Forward:** We will continue to consider our work spaces in the reading room and in the basement, especially as our materials continue to grow within a confined area. We will continue working with the Building Vision team.

Engage faculty in developing hands-on archival experiences.

**Accomplished:** The Archives staff has worked with the following faculty and classes: Clara Van Zanten Boyle's letter writing class; Kari Gronningsaeter's Norwegian language class; David Faldet, Lauren Anderson, and Thomas Johnson's Paideia sections; and Destiny Crider for two museum studies courses.

**Going Forward:** We would like to continue working with faculty on a one-on-one basis and highlight how interdisciplinary our materials are. We would also like to work more closely with the history department to provide methods opportunities for students.

Participate regularly within Museum Studies program and courses.

**Accomplished:** Archives staff taught a 4-class module during the Introduction of Museum Studies MUST110 class in the fall and then taught a class on copyright issues with collections management in the MUST220 class in the spring. Additionally, we have given a two students individual projects and guidance during MUST220 and supervised a group of 5 students working on installing an exhibit using archival materials.

**Going Forward:** We plan to continue this with Destiny Crider for the 2014-2015 year.

Implement A Campus-Wide Digital Repository For Inter-departmental Collaboration And Archival Preservation. [Archives, Library Services]

Identify a digital preservation team.

**Accomplished:** Ryan, Rachel, and Sasha worked on this. Ryan and Sasha continued after Rachel's departure.

**Going Forward:** Ryan and Sasha will continue working and will contact others as needed.

Write and adopt a digital preservation plan.

**Accomplished:** Researched different policies and approaches at other institutions.

**Going Forward:** We test and implement a software solution and then finalize and adopt a plan.

Select and implement a digital media storage and delivery strategy.

**Accomplished:** Options were narrowed to a solid viable option, Islandora. Currently is being tested.

**Going Forward:** Will continue to build and customize.

Develop workflows for born digital materials including ephemeral and permanent assets.

**Accomplished:** Researched best practices and approaches.

**Going Forward:** Defining workflows will be prioritized when software is implemented.

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

Library Physical Plant: [Library Building Vision]

Coordinate building operations during the work on the library entrance concrete, which is planned for Summer 2013.

**Accomplished:** Areas of greatest concern were patched and the library remained open during the work.

**Consider space needs for Archives and develop short and long term plans.**

**Accomplished:** Short term plans were discussed in May.

**Going Forward:** Implement the short term plans Summer 2014.
Continue conversation with Disability Coordinator regarding possible accessibility review of Preus Library.

**Accomplished:** Conversation held to identify funding and implementation details.

**Going Forward:** LIS will continue to participate in conversation as the project progresses.

**Better World Books: Re-Evaluate Our Participation In Better World Books. [User Services]**

**Accomplished:** We sent 25 boxes of unsold titles from our annual book sale to Better World Books this April.

**Going Forward:** We plan to continue to send unsold titles each spring as long as the organization continues to provide boxes and pay for shipment.

**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]**

**Expand partnership with the Decorah Middle school for History Day initiatives.**

**Accomplished:** We did not pursue this initiative.

**Offer instruction and training to on- and off-campus community members about the Archives and services offered.**

**Accomplished:** Hosted the local Questers’ group for a lecture and tour of the archives.

**Going Forward:** Planning to continuing similar ideas.

Obtain funding and begin providing travel awards to visitors conducting scholarly research in the Luther College Archives for publication.

**Accomplished:** We did not pursue this initiative.

**Engage community and alumni via social media outlets and events with regular content generation.**

**Accomplished:** Orchestrated the Relive Luther reprography campaign.

**Going Forward:** Continue work with social media.

Present and publish projects via professional conferences and organizations.

**Publications:**


**Presentations:**

“Relive Luther: A Rephotography Campaign” - Midwest Archives Conference, Kansas City, MO (April 2014)

“Startups and Stalls- building a digital curation program from scratch” - LYRASIS Preservation Town Hall Meeting, Boston, MA (April 2014)


“Moodle Gradebook - The Next Iteration” (in conjunction with University of Minnesota) - Moodle Gradebook Working Group, Long Beach, CA, June, 2014


“Why the LAE Grader is Critical to Learning Analytics and Learning Analytics is Critical to Better Student Outcomes” - Moodle User Group, Macalester College, June, 2014

5. **Infrastructure**

**Security: Create And Implement A Campus-Wide Data Security Program.**

Establish a standing representative LIS Security and IT Risk group. [LIS Executive Director, Network & Systems]

**Accomplished:** The representative LIS Security and IT Risk group has been established. It meets every other week to report on progress by the groups they represent on security related work items and to discuss vulnerabilities and mitigations.
Segregate the data center network from the campus network. [Network & Systems]

**Accomplished:** This work is partially completed. The data center network is now connected to its own interface on the firewall.

**Going Forward:** To finish this work we need to evaluate our firewall rules and make them more limited to allow no more connectivity than is needed from the campus network to the servers.

Use Switch ACL’s to further segregate POS devices from the campus network. [Network & Systems]

**Accomplished:** After evaluating our options it was decided not to use switch ACL’s to accomplish this, but instead to make a point of sale zone on our network firewall, and to connect to it a physically separated independent point of sale network. The network is partially configured at this time. Target date to have the network completed and POS devices moved to it is 8/31/2014.

Use Switch ACL’s to further segregate HVAC and door controllers from the campus network. [Network & Systems]

**Accomplished:** This goal has not been completed yet and remains a goal for next year.

Use Switch ACL’s to further segregate the telephone switch from the rest of the campus network. [Network & Systems]

**Accomplished:** This goal has not been completed yet and remains a goal for next year.

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]

**Accomplished:** A “Top 50” list of high profile users was generated, and fortunately, most names on that list already have their drives encrypted.

**Going Forward:** User Services will continue to roll out encrypted drives as we upgrade workstations on our regular schedule.

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]

**Accomplished:** FileVault encryption for the Mac was researched and implemented beginning Spring 2014. A key storage solution was developed.

**Going Forward:** We may re-evaluate an enterprise solution once Active Directory is implemented.

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

**Accomplished:** A PII solution, Identity Finder, was tested but we determined that going forward with implementation was too big a learning curve for end-user to move forward.

**Going Forward:** We will reevaluate our need for a PII solution
in the future. The implementation of full disk encryption has moved this project down on the priority list.

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

Accomplished: Issues with our current antivirus installation are being identified and resolved.

Going Forward: Continue configuring our current solution to fully utilize its features and then determine whether or not an alternative solution is desirable.

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

Accomplished: Members of LIS have been beta testing this process Spring 2014. Documentation has been created.

Going Forward: Departments outside of LIS will be contacted to adopt patch management.

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

Accomplished: Much of this work has been accomplished. Progress is managed through the IT Risk team.

Going Forward: Finish remediating all identified issues.

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]

Accomplished:
- LIS Risk Team meets bi-weekly.
- Network and Systems and Software Development meet regularly to review the backup restore verification list with Network and System.
- SaaS Security Assessment Questionnaire is issued to all new software providers.

Going Forward: Ongoing.

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]

Accomplished: Security checklists have been started for both Windows and Linux servers.

Going Forward: Continue to add additional information to these checklists as we learn new things.

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]
Accomplished: Security checklists have been started for network switches.

Going Forward: Continue to add additional information to these checklists as we learn new things.

Windows Imaging: Deploy 64-Bit Windows 7 Images. Faculty And Staff Workstations Will Be 64-Bit Beginning Summer 2013.

Accomplished: Faculty and Staff workstations that have been upgraded since summer 2013 are running on Windows 7 64-bit.


Accomplished: Reviewed policies in place at other institutions.

Going Forward: To be determined.

Antivirus Removal: Streamline The Process For Proactively Removing Viruses From Workstations. [User Services]

Accomplished: Work orders are now automatically created by the enterprise console for the Help Desk Managers who contact the individuals and arrange for removal of the virus.

Checkout Equipment: Create A Process For Determining What Technology Equipment To Provide For Checkout At The Library Circulation Desk. [User Services, Marketing]

Accomplished: Three iPods for recording purposes and additional external hard drives and tripods have been added to the circulation pool. The circulation desk is also handling the checkout of cameras and tripods owned by the Communication Studies department and stored in the Digital Media Center’s storage closet.

Going Forward: Continued to evaluate user needs.

Recycling: Document The Lifecycle Of Technology Equipment On Campus. [User Services]

Accomplished: Technology lifecycle documentation has not been written to capture the process currently implemented.

Going Forward: Documenting process is not a high priority.

Hardware Requests: Standardize The Hardware Request Process And Response Across Campus. [User Services]

Accomplished: Worked through funding related issues.

Going Forward: Continue to review the process.

Software Requests: Standardize The Software Request Process And Response Across Campus. [User Services]

Accomplished: Worked through funding related issues.

Going Forward: Continue to review the process.

Materials Booking: Implement The Materials Scheduling Functionality Once It Becomes Available Through OCLC Worldshare Circulation. [User Services]

Accomplished: Scheduling is now functional in WMS circulation and used to “schedule” or reserve specific items of equipment ahead of dates needed.

Going Forward: investigate whether the scheduling functionality would be of benefit for the Multimedia staff.

Circulation: Integrate The OCLC Worldshare Circulation System. [User Services]

Accomplished: The WMS system has been fully integrated.

Going Forward: As future releases with desired enhancements and push for improved performance and quality from the vendor.

Printer Clicks: Streamline The Processing Of Printer Meter Clicks Which Occurs On A Monthly Basis. [Program Support]

Accomplished: Implemented changes in the KBOX Asset report, which is compared to the Ricoh meter click Excel spreadsheet. Eliminated some steps in the merging process of those two items.

Going Forward: This will be ongoing as we continue to find ways to shorten the process.

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]

Accomplished: Implemented a review process through which LIS Technology Help Desk managers review every work order before it is closed to ensure quality of support and completeness of resolution. Software Development code is stored and managed in GitHub.

Going Forward: This is an ongoing operational objective.

Long-Range Planning: Create A Five Year Capital Investment Plan For LIS. [LIS Executive Director, All]

Accomplished: Some of the key elements of a plan have been identified. They include investments in new Internet connec-

**Going Forward:** There are many more investment areas for which to plan. An example is classroom technology.

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

Accomplished: This remains an objective for 2014/2015. The next step is conversation with the President about this approach to provide visibility to IT Risk to the executive administration.

**Network And Telephone Infrastructure**

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

Accomplished: A comprehensive marketing campaign targeted at new and returning students was created and launched in August 2013, in time for fall move-in. Visuals included a common logo featured on physical posters, digital images, and a short promotional video all created by Innovative Services student worker Hana Bachman. Posters were distributed across campus; blog posts and digital materials were shared via standard campus communication channels and LIS social media accounts.

**Going Forward:** Implement new model of wireless for in-room access points in residence halls.

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

Accomplished: The Main 113 lab was rewired with new CAT 6 ethernet wiring.

Rewire Facilities Services building. [Network & Systems]

Accomplished: Wiring in the Facilities Services building was completed 07-15-2013. The wiring was done to a new relocated wiring closet.

Complete Aquatic Center Networking. [Network & Systems]

Accomplished: The Aquatic Center network was completed 06-07-2013.

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

Accomplished: Completed 08-01-2013

**Upgrade Optivity.** [Network & Systems]

Accomplished: Completed 06-12-2013

Upgrade phone switch software. [Network & Systems]

Accomplished: Completed 06-11-2013.

Upgrade Long Distance billing software. [Network & Systems]

Accomplished: Completed 08-31-2013.

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

Accomplished: Main, Sampson and Valders were upgraded to new wireless access points during summer 2013.

IPV6 Networking: Continue taking steps toward Implementing IPV6 networking at Luther. [Network & Systems]

Accomplished: An IPV6 capable router was installed as an upgrade to the library network. With our switch to our Internet service being provided through the Decorah Metronet and use of new routers there, our Internet connection is better positioned to implement IPV6.

**Going Forward:** Continue updating building routers to support IPV6.

**Server Infrastructure**


Accomplished: All Windows Servers have been upgraded to Windows Server 2008 or 2012 except for 2 GE Wind Turbine Managed Servers.

**Going Forward:** With GE’s Help, Upgrade 2 servers that are Managing our Wind Turbine.

Upgrade SAN hardware. [Network & Systems]

Accomplished: The upgrade was completed on 7-21-2013.

**Going Forward:** Implement speed and capacity upgrades as needs change.

Upgrade EMC Networker server. [Network & Systems]

Accomplished: Our new Legato Server is setup and ready for implementation with our Spectralogic T120.

** Going Forward:** Transfer from old Legato server to the new
Legato server.

Upgrade GoPrint Server. [Network & Systems]

Accomplished: Cut over to new system completed in August 2013.

Going Forward: Perform regular updates and maintenance.

Upgrade Syslog Server. [Network & Systems]

Accomplished: Three opensource products Logstash, elasticsearch, and kibana were identified and evaluated. Together they form a syslog server that nicely meets our needs. A proof of concept was setup during summer 2013.

Going Forward: Completing this server is a special project for summer 2014.

Upgrade knuth the server that supports the computer science lab. [Network & Systems]

Accomplished: A new knuth server was purchased during summer 2013.

Going Forward: The new server will be implemented in place of the old knuth server during summer 2014 before the start of the 2014/2015 school year.

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]

Accomplished: Personal websites removed from students and admin1 on December 26th, 2013.

Going Forward: Website support on the academic fileserver will be turned off when faculty pages are moved to Reason or moved to a dedicated hosting service.

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

Accomplished: Two servers have been purchased, but this goal has not yet been accomplished.

Going Forward: Finish the implementation.

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]

Accomplished: Administrative system; Slate, ImageNow, Symplicity Advocate & Residence authenticate to Active Directory.

Going Forward: Continue to further integrate Active Directory
into our infrastructure.

Colleague Migration: Complete The Migration Of Colleague Data And Software To SQL Server. Identify All Customizations, Os Level Commands, Special Forms, Scheduled Tasks 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]

Accomplished: Five test runs of the SQL Migration process have been completed. LIS is working with users to identify and create essential reports. LIS has a solution for special forms printing. Additional Business Objects licenses have been purchased. Upgraded Unidata to version 7.3 and upgrading Business Objects to 4.0. Colleague User testing and training has begun.

Going Forward:
- Research a reporting solution for processes that require live data
- Resolve Active Directory authentication for Business Objects 4.0
- Complete reporting needs for end users
- Plan, schedule, and implement the migration.

Responsive Design: Incorporate Responsive Design Into New Web Page Style Sheets In Reason. [Software Development, Publications]

Accomplished: Accomplished.

Going Forward: Go live is mid-June.

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]

Accomplished: No progress.

Going Forward: Meet with Human Resources and LIS to review policy and privileges for each affiliation

Project Management: Develop Capacities Within LIS For Project Management. [LIS Executive Director]

Accomplished: Using Agile project management for Reason responsive project and Colleague SQL migration project.

Going Forward: Evaluate effectiveness for future projects.

Contracting: Develop Capacities Within LIS For Contracting. [LIS Executive Director, All]

Accomplished: SaaS Security Assessment Questionnaire is requested of all new software providers. Adam, Paul, and Marcia review responses.

Going Forward: Consider additional managed focus areas in addition to security.

Norse Key: Install And Configure The Open Source Password Management Software PwnOn A Virtual Server. [Network & Systems, Software Development]

Accomplished: Separate norsekey-ad.luther.edu page was rolled out in response to the heartbleed vulnerability in early May 2014.

Going Forward: Active Directory and LDAP and Norse App password changes will be consolidated into a single site.

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 Lektvierer 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.

Accomplished: Alumni and Development offices are processing all incoming donor and gift-related documents. Over 30,000 files were scanned and processed by Ricoh to create the electronic files. These files were imported into ImageNow and are linked to their Colleague records.

Education Department files for 800 students in the teacher accreditation program for the past 10 years were processed by Ricoh and imported to ImageNow. Student teacher certification workflow is in progress.

Going Forward: Expand Alumni Development use to foundation and corporation files. Complete the Education Department workflow implementation. Import Admissions documents and link to Colleague student records

Assessment: Perform Assessments Of Luther College Archives Processes To Stay Current With Trends And Needs. [Archives]

Accomplished:
- Assessed the Inaugural Archives Leadership Institute at Luther College

Going Forward:
- Enhance and reshape ALI program as necessary.
- Complete the Records Management program review.
- Update the accessioning workflow to accommodate Nordic, the digital repository, and the records retention schedule.
Professional Development: Support More Than 75% Of Staff In Participating In Professional Development Opportunities Or Conferences. [All]

**Matt Baumann**
- GusDay 2014, St. Kate's in St. Paul, MN, January 17, 2014

**Andi Beckendorf**
- Summer Faculty Workshop co-led with Diane Gossman, “Enhancing Student Learning Through Information Literacy and Technology,” Luther College, June 3 - 6, 2013
- Presented “The Art of Information: Teaching Visual Literacy with First-Year Students” LOEX, Grand Rapids, MI, May 8-10, 2014
- Presented “Using Collaborative Documents for Collection Development: Two Practical Examples” with Ryan Gjerde and Germano G. Streese, ILA/ACRL Spring Conference, Ankeny, IA May 2, 2014
- IPAL Conference, Des Moines, IA, May 1, 2014
- Elected to serve as Secretary-Treasurer for ILA-ACRL Executive Board
- Co-chair of the Scholarship Committee, Midwest Chapter of the Music Library Association
- Presented “Mixing It Up: Faculty Engagement in Collection Development”, Midwest Chapter Meeting of the Music Library Association, Cleveland, OH, October 2013
- Summer Faculty Workshops, “Prezi and Visual Literacy”, Luther College, July 16 and 23, 2013
- Member of the Instruction Subcommittee of the Music Library Association’s Public Services Committee
- Decorah Public Library Board of Trustees

**Carsten Earl**
- GusDay 2014, St. Kate’s in St. Paul, MN, January 17, 2014

**Robert Erickson**
- InfoComm 2013, June 2013

**Adam Forsyth**
- GusDay 2014, St. Kate’s in St. Paul, MN, January 17, 2014

**Ryan Gjerde**
- ALA Annual Conference, June 28 - July 1, Chicago
- iLead Workshops (instructor), June 17-20; October 21-24, Ames, Iowa
- OCLC Midwest Users Group, September 25-26, Omaha
- Iowa Library Association Annual Conference, October 17-18, Coralville, Iowa
- DLF Forum, November 3-16, Austin, Texas
- ALA Midwinter Conference, January 25-28, Philadelphia
- IPAL Conference, May 1, Des Moines
- Presented “Using Collaborative Documents for Collection Development: Two Practical Examples” with Andi Beckendorf and Germano G. Streese, ILA/ACRL Spring Conference, May 2, Ankeny, Iowa

**John Goodin**
- Iowa OCLC User’s Group meeting in Dubuque, June 7, 2013
- Classical Mandolin Society of America convention, Regina, Saskatchewan, Sept. 25-29, 2013 / Organized & co-presented a workshop “Kickstarting the Classical Mandolin in North America”

**Diane Gossman**
- Summer Faculty Workshop co-led with Andi Beckendorf, “Enhancing Student Learning Through Information Literacy and Technology,” Luther College, June 3 - 6, 2013
- LOEX, Grand Rapids, MI, May 8-10, 2014

**Marcia Gullickson**
- Reason Hack/Doc Luther College, June 3-4 2013
- Marcia presented a session “Where do you use document imaging?” at Iowa Association of Independent Colleges and Universities technology conference at Simpson College on May 13-14th
- CLAC MindShare ImageNow collaboration at DePauw University, April 29-30, Greenville, IN

**Dave Huinker**
- GusDay 2014, St. Kate’s in St. Paul, MN, January 17, 2014

**Paul Mattson**
- Vocation of a Luther College Conference at Augsburg College, July 22-24, 2013
- IPAL Directors Meeting, Northwestern College, October 22, 2013
- Technology Leadership Institute Industry Advisory Board, U of MN, October 31, 2013
- Iowa Association of Municipal Utilities - Broadband Conference, Waverly, IA, November 19, 2013
- CLIR CIO Meeting, Washington DC, December 10-11, 2013
- ACM Library and IT Leaders Meeting, Chicago, April 14, 2014
- CLIR CIO Meeting, Washington DC, April 15-16, 2014
- IPAL Directors Meeting and IPAL Conference, Grand View University, May 1, 2014
- ILA-ACRL Conference, Des Moines Area Community College, May 2, 2014
- Technology Leadership Institute Industry Advisory Board, U of MN, May 15, 2014

**Nathan Porath**
• CLAC MindShare ImageNow collaboration at DePauw University, April 29-30, Greenville, IN

Bob Puffer
• CLAMP Moodle HackDoc in Florida January, 2014
• Moodle Gradebook Working Group, Long Beach, CA June, 2014
• Moodle User Group at Macalester in Minneapolis, MN, June 2014
• CLAMP Moodle HackDoc at Macalester in Minneapolis, MN, June 2014

Jennifer Rian
• Internet Librarian, Monterey, CA, October 2013
• Brick & Click, Maryville, MO, November 2013
• LibTech, St. Paul, MN, March 2014

Jean Ryan
• Jean Ryan was honored as one of recipients of the ‘2014 Outstanding Contributor Award’ award at the Ellucian LIVE conference in Anaheim California in April 2014 for ‘Excellence in Community-Building And Support of Peers and Colleagues’
• Member of Ellucian Colleague Technical Client Advisory Board
• Member of Ellucian Community Source Initiative for software “open source” sharing

Jennifer Self
• Internet Librarian, Monterey, CA, October 2013
• Brick & Click, Maryville, MO, November 2013

Larry Sikkink
• IAICU, Simpson College, May 2014

Lane Schwarz
• CBORD user group conference in Georgia, October 2013

Steve Smith
• Reason Hack/Doc Luther College, June 3-4 2013
• High Ed Web conference in Buffalo New York, October 2013
• Reason Hack/Doc Carleton College, December 5-6 2014
• Reason Hack/Doc Beloit College, June 16-17 2014

Germano Streese
• LOEX, Grand Rapids, MI, May 8-10, 2014
• Presented “Using Collaborative Documents for Collection Development: Two Practical Examples” with Andi Beckendorf and Ryan Gjerde, ILA/ACRL Spring Conference, May 2, Ankeny, Iowa
• IPAL Conference, May 1, Des Moines, IA

Rebecca Sullivan
• “The iPad in Library Instruction: Collaborative Inquiry
• Appointed to a three-year term as Paideia Director, Luther College
• Decorah Public Library Board of Trustees

Benjamin Wilbur
• Reason Hack/Doc Luther College, June 3-4 2013
• Reason Hack/Doc Carleton College, December 5-6 2014

Erin Zidlicky
• GusDay 2014, St. Kate’s in St. Paul, MN, January 17, 2014
Ongoing Team Reports

Archives

The Luther College Archives has undergone significant transition this year. After 15 years, former College Archivist Rachel Vagts left her position in January 2014. In response, Sasha Griffin, previously serving as the Digital Archivist, began serving as the interim College Archivist and Sarah Wicks, previously the Postville Project Manager, began serving as the Archives Collections Coordinator. Both Sasha and Sarah have been made 1.0 FTE, but their time continues to be split among existing grant project commitments. Sasha's time is split with .3 FTE as the Program Coordinator for the Archives Leadership Institute and .7 FTE as the interim College Archivist. Sarah's time is split as .49 FTE as the Postville Project Manager, .1 FTE as support staff for the Archives Leadership Institute, and .41 as the Archives Collections Coordinator. This has been a great opportunity for the Archives to continue working to provide services to the Luther community and external researchers, though we are still operating at slightly less Archives-related staff time as we had before Rachel left.

Additionally, due to special projects, such as the backlog processing project, we are undergoing some big changes within our workflows, procedures, and policies. We ordered several hundred new boxes, thousands of new folders, 12 new shelving bays, and have moved our spaces around to better accommodate multiple processing students. We are seeing a transition to acquiring and preserving more born digital materials and have seen a big increase in our number of reference requests and accessions.

With regards to teaching and learning, we have delivered instructional sessions with the Museum Studies program, the Paideia program, individual classes in the English and Modern Languages department, and outreach sessions for National History Day and local interest groups like the Questers. We hope to build on this and incorporate more of the Luther College Archives and Postville materials within the curriculum for the upcoming year.

Special Projects and Initiatives

The Archives Leadership Institute

The Archives Leadership Institute at Luther College is in year two of its three year commitment. Rachel Vagts continues to serve as the guiding director for the program from Berea College in Kentucky. Sasha Griffin continues as Program Coordinator and Sarah Wicks also shares some of this coordinator/logistics work. Year one saw the implementation of our first Leadership Intensive at Baker Village and the first Practices Workshop held in conjunction with the SAA Annual Meeting in New Orleans, LA. Year two is halfway through and accomplishments include the selection of the 2014 cohort and the planning of the second Leadership Intensive. The ALI@Luther project team used daily evaluations to make short term changes for the 2013 cohort. We also took this feedback and incorporated it within our planning for the 2014 program.

Overview of project activities June 1, 2013 - May 31, 2014:

- The 2013 Leadership Intensive was held on June 16-22 at Baker Village with 25 archival leaders in attendance from around the country.
- The 2013 Practices Workshop was held on August 18, 2013, at the Newcomb College Center for Research on Women, Tulane University, in New Orleans, Louisiana, with 33 attendees.
- We collected daily and short term evaluations for the 2013 Leadership Intensive and the Practices Workshop, which informed the planning for the 2014 Leadership Intensive.
- Significant marketing and promotion initiatives for the ALI@Luther program through social media, at conferences, by word of mouth/recommendations, and direct emailing were leveraged.
  - The application process for the 2014 ALI@Luther program was revised.
  - The 2014 cohort for the 2014 ALI@Luther program was selected.
  - $9,600 in scholarship awards to cohort for tuition and travel was distributed.
  - The 2014 Leadership Intensive was planned.

The Postville Project

The Postville Project was the recipient of a grant awarded in 2013 by the State Historical Society of Iowa for a Historical Resource Development Program for support of the third phase of the project. Working from the objectives outlined in the grant proposal, we have been updating and revising our current project website. The Omeka platform has been updated to version 2.0 and will now be utilized for displaying collection exhibits. The main web site for the project has now become a WordPress site, designed by Nathan Dirks from Driftless Design and managed by Sarah and Ryan Gjerde. This web site links to the new Omeka page, as well as displays featured items and collections, a donations section, an interactive timeline and an Index of Resources on other materials related to the Postville story.

One of the biggest changes we have made to the digital structure of the project is redefining how we utilize CONTENTdm, which is managed by Clint Wrede at the University of Northern Iowa. After discussion and consensus from the project team, we decided that The Postville Project digital collection in CONTENTdm will serve as the digital "archive" for the project, displaying all of the items donated for use in the project. At this time, a landing page is being created for The Postville Project digital collection on the Rod Library website at UNI. The Omeka platform managed by
the Luther College team members will be used to curate and display virtual exhibits of the materials.

Overview of project activities June 1, 2013 - May 31, 2014:
- As of May 2014 The Postville Project has 418 items and 22 collections. Of those, 20 have been processed and are available digitally, while two born-digital collections remain unprocessed. Pursuit of additional materials collections is ongoing.
- Sarah Wicks presented The Postville Project in a session called “Knowing Your Place” at the 2013 Luther College Faculty Research Symposium (November 2013).
- A new Postville Project website was designed and we upgraded our Omeka software to version 2.0.
- The Postville Project materials were used during a Paideia Capstone class for Business Ethics.
- The Digital Agreement and Deed of Gift forms were revised in order to better define digital rights and licensing between donors, UNI, and Luther College.
- Work on a Sustainability Plan to help the project team plan the future of the project without depending on grant funding has started.

Eliminating the processing backlog

As a result of our comprehensive inventorying project since 2010, a 400 linear feet processing backlog has accumulated. This backlog contains materials that had been accessioned over the last 5 years, but were not processed and cataloged into the main archives collection. This past spring, Sasha and Sarah worked on creating documentation and workflows to process the backlog over the summer of 2014. Work began in May with the hiring of two full time summer student workers who will be the front line of the processing work. Additionally, steps were taken to create a workflow for new accessions to be processed immediately into the collection, thereby rerouting new materials to avoid adding to the existing backlog. This “accessioning as processing” approach will be mainly done by Sarah. She is also spearheading the day-to-day management of the student workers’ processing, while Sasha is directing by explaining the standards and archival theory behind their practice. We expect that the processing will be complete by the beginning of the Fall 2014 semester. After that, the materials will still need to be added to the catalog and new labels will need to be printed for the new boxes.

“Relive Luther” - a rephotography campaign

In September 2013, Sasha collaborated with Jennifer Rian (Library), Aaron Lurth (Visual Media), and Teri Olson (Social Media) to launch the Relive Luther rephotography campaign. The campaign took then-and-now pictures that reinterpreted and restaged historical Luther College images and pushed them through to alumni, faculty, staff, and students via social media. The campaign launched at the end of September in order to grow momentum the week prior to Homecoming. Additionally, October is American Archives Month, so it provided a great opportunity to promote and advocate for the College Archives.

The campaign saw a total of 24 rephotographed images, a significant spike in our Facebook followers (started with 488 and ended with 610), and over 7,800 photo views. This helped us understand that we had a high level of engagement and interaction and also that we had strength in our collaboration with other departments on campus. The campaign was shared widely through the Luther News sources and social media. It was featured on the front page of the Luther website and was even a featured highlight in the Alumni magazine. Also, there was a broader awareness of the existence of the Luther College Archives. People started noticing that there was a department on campus that was dedicated to preserving the memory of the college. After the campaign, we started seeing a significant increase in reference statistics and donation offers from people on campus. Additionally, someone even contacted me about running a rephotography mini-campaign for their own department’s anniversary.

Sasha presented the Relive Luther rephotography campaign at the March 2014 LibTech conference and the April 2014 Midwest Archives Conference, to over 100 librarians and archivists in total. The campaign has inspired other cultural institutions to do something similar and has raised the awareness of Luther College.

Orlando W. Qualley’s Papyrus Collection

In January 2014, one of our student workers was performing her usual inventorying of boxes to enhance the descriptions in our catalog. This was an extension of the work that the 2010-2012 Journeys to America grant started. During her inventories, she came across a folder in the Papers of Orlando W. Qualley marked “1st - 5th Century Papyrus.” These materials had been processed and cataloged into the collection in the 1980s and were well preserved in our stacks. She brought it to my attention and together we decided that this was something we should share.

She took it to the faculty in the Classics department, who then wrote a press release that was distributed by the Luther College publications office. KWWL did a news clip on the papyrus for their evening news program, NBC national news picked up the story, and eventually it even made its way to National Geographic’s website. This provided a great opportunity for further instruction and advocacy about what archives are and how our materials are preserved and used. This led to the
publishing of an Ideas and Creations blog post, “Inside the Archives: the value of the ‘old stuff’.”

Additionally, this has resulted in a collaborative project with Will Bunge, professor emeritus, as he is curating an exhibit utilizing pieces from our Archives and his own personal collection to tell the story of Quayle’s life and excavating expeditions in Egypt in the 1920s. We are working with the University of Michigan to re-house and conserve the papyri into a more useable format, which will be done before the exhibit opens during Homecoming 2014.

Elisabeth Koren’s “America Letters”

This past winter, the Luther College Archives was given an incredible donation - Betty Nelson gifted 156 letters written by Elisabeth Koren to family back in Norway that covers 14 years of her life in America. These letters, written by immigrants to family back home, are called “America Letters” and they are a huge source of information for scholars and historians. We are currently working with Øyvind Gulliksen who will be transcribing the letters. These letters are an extraordinary addition to the Luther College Archives, which holds a rich collection of primary sources for Norwegian-American studies and historical research.

Digital Curation and Records Management

Work towards a digital preservation program has been ongoing for several years. This past year has been a year of significant forward movement, as Ryan Gjerde and Sasha Griffin work towards testing and implementing an Islandora environment for access and preservation for both born-digital and digitized archival materials.

Additionally during this past year, Rachel and Sasha began reviewing and revising the Records Management Retention Policy and Schedule. This will help ensure that we continue to receive institutional records including those that are digital.

Work continues on the policy as Sasha plans to visit the academic departments during the Fall of 2014.

Statistics

321 reference requests
- 39 = Faculty
- 105 = Staff
- 37 = Students
- 21 = Alumni
- 36 = Community
- 83 = External researchers

147 accessions from February - May 2014 (statistics prior to February 2014 are unavailable)

14 Instructional Sessions, with special consideration towards the Museum Studies program

Professional Involvement

Sasha Griffin

Presentations:
- “Relive Luther: A Rephotography Campaign” - Midwest Archives Conference, Kansas City, MO (April 2014)
- “Startups and Stalls- building a digital curation program from scratch” - LYRASIS Preservation Town Hall Meeting, Boston, MA (April 2014)

Memberships:
- Consortium of Iowa Archivists
- Wartburg College’s National Library Advisory Board
- ArchivesSpace User Advisory Council
- Midwest Archives Conference
- MAC Program Committee 2015
- MAC Newsletter Task Force
- Society of American Archivists
- Chair, Archivists’ Toolkit / Archon Roundtable
- Vice Chair, Archivists’ Toolkit / Archon Roundtable
- Kent State University School of Library and Information Science Alumni Council
- Conferences/Workshops attended:
  - “Refining the Digital Presence of the Archives” - Midwest Archives Conference Fall Symposium (October 2013)
  - LibTech Conference (March 2014)
  - Midwest Archives Conference, Kansas City, MO (April 2014)
  - Copyright Issues for Digital Archives, Kansas City, MO (April 2014)

Sarah Wicks

- Attended the 2013 Midwest Archives Conference Fall Symposium, “Refining the Digital Presence of the Archives,” in Green Bay, WI. (October 2013)
- The Postville Project was presented during the 2013 Luther College Faculty Research Symposium in a session titled “Knowing Your Place.”
- Attended the 2013 Midwest Archives Conference in Kansas City, MO and participated in the conference workshop, “Soot, Mud, Mold: Beyond the Basics of Salvaging Archives Collections.”

Rachel Vagts

- Attended the Digital Library Federation Forum (November 2013)
- Attended the Society of American Archivists’ annual meeting in New Orleans, LA (August 2013)
Library

During the 2013-2014 academic year Preus Library staff included: Eddy Atwell (Public Services Coordinator), Andi Beckendorf (Research and Instruction Librarian, LIST Department Head, Associate Professor), Kathy Buzza (Interlibrary Loan Coordinator), Martha Davis (Periodicals/Serials Assistant, retired May 2014), 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, Interim College Archivist), Lindy Moeller (Reference Librarian, Assistant Professor), Jennifer Rian (Innovative Services Librarian), Jennifer Self (Public Services Specialist), Germanno Streese (First-Year Experience Librarian), Rebecca Sullivan (Instructional Technology Librarian, Assistant Professor), Rachel Vagts (College Archivist, left for a position at Berea College January 2014), and Sarah Wicks (Postville Project Assistant, Archives Collection Coordinator). The library was also staffed by over 30 student employees in the Circulation, Interlibrary Loan, Technical Services and Archives areas.

Library liaisons met with 14 departments and programs during the 2013-14 academic year, to engage faculty in conversation about research instruction for students and collection development related to student research. These conversations will continue (and we hope complete) in the 2014-15 academic year, along with analysis of the feedback we received as it relates to instruction and collection development.

Research Instruction

Instruction personnel offered a total of 222 sessions for students, 111 sessions for faculty/staff, 25 general sessions (primarily Zotero workshops, open to the campus community), and 16 outreach sessions during the 2013-14 academic year. All categories saw increases over the previous year, which are due in part to more sessions done by librarians, the partnership with the Career Center for Beyond the Bubble, more sessions done for multimedia and technology by both librarians and other LIS staff, and more thorough tracking of sessions (especially those done for students).

The longitudinal data shows the total number of sessions 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. Only one instructor 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 76 first-year Paideia instruction sessions: 35 in the tour/orientation category, 39 in the instruction category, two in the collections instruction category, and two related to technology instruction for Zotero (outside of the open, general sessions offered monthly). We saw in increase in repeat visits during the spring research unit this year, which accounted for four additional sessions beyond the one each section is guaranteed.

There was one research instruction session for a Paideia 450 course this year: Business Ethics.

Course-Related Instruction

This category includes both traditional research instruction and technology-related instruction oriented to Luther College students. Most of the course-related instruction occurred in departments with established library relationships. The Economics & Business department saw a large increase this year, which was due to a new instructor, increasing contact with veteran instructors, and more specialization in senior paper consultations with the liaison librarian; the Religion department also saw a large increase, due to several sections of Religion 101 utilizing library instruction and the Religion 222 class required small group meetings with the liaison librarian. There were 120 course-related instruction sessions: 14 in the tour/orientation category, 61 in the research instruction category, 26 in the technology instruction category, and 15 in the collections instruction category, which includes the Luther College Archives and the Rare Book Room.

Other student-focused sessions included a student request to see highlights of the Rare Book Room collection; a student-faculty research consultation on historical Danish-Norwegian Bibles (Art) and a follow-up research session; and a session for first-year science students (related to the HHMI Grant) which was held during orientation in August. There were 12 open Zotero sessions offered this year; these sessions are counted in the sessions for students because only students attended. In partnership with the Career Center, several members of LIS offered training and instruction as part of Beyond the Bubble, for a total of 13 sessions.

Instruction for Faculty and Staff

Summer 2013 was the third offering of the summer faculty workshop "Enhancing Student Learning Through Information Literacy and Technology", led by Diane Gossman and Andi Beckendorf. Departments and programs represented by the 11 faculty participants included: Communications Studies (2); Education (2); Modern Languages, Literatures and Linguistics (1); Music (1); Paideia 450 (2); and Sociology/Anthropology/Social Work (3). 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 follow-up sessions during both fall and spring semesters for workshop participants to present their work to members of LIS and other faculty.

There were 111 training and instruction opportunities for faculty and staff during the year, including technology instruction, consultation about student research instruction, and librarian conversations with departments and programs.

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

In addition to special collections instruction, the Rare Book Room was host to some additional courses that did not require use of the book collection. This included a fall semester English course,
In honor of the 100th anniversary of the acquisition of the Bishop Bang Collection, Andi Beckendorf created a special display of books that included items from the Rare Book Room and other non-circulating materials. A great-nephew of Laurits Swenson, who was instrumental in the purchase of this collection, visited Luther College and the Bang exhibit at Homecoming. There were two requests for family research related to different copies of the same edition of a 1633 Danish Bible, one from a current Luther College student and one from an off-campus party. Both parties were thrilled to find out more about an item that was part of their family heritage.

Outreach Instruction

Students from six area schools came to Preus Library for research work, including the Ethics class from MFL Mar-Mac High School; National History Day participants from St. Benedict’s School (Decorah), North Winneshiek, Turkey Valley and Decorah Middle School. The composition classes from South Winn and Decorah High School also visited. Outreach instruction to K-12 schools accounted for 13 sessions that reached approximately 206 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

Research Help Statistics

<table>
<thead>
<tr>
<th>Patron Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community</td>
<td>94</td>
<td>5.2%</td>
</tr>
<tr>
<td>Fac/Staff</td>
<td>173</td>
<td>9.6%</td>
</tr>
<tr>
<td>Off-campus</td>
<td>30</td>
<td>1.7%</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
<td>0.4%</td>
</tr>
<tr>
<td>Student</td>
<td>1505</td>
<td>83.1%</td>
</tr>
<tr>
<td>Totals</td>
<td>1809</td>
<td>100%</td>
</tr>
</tbody>
</table>
### Questions by QUESTION TYPE from June 1, 2013 -- May 31, 2014

<table>
<thead>
<tr>
<th>Question Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalog Assistance</td>
<td>67</td>
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</tr>
<tr>
<td>Database Assistance</td>
<td>46</td>
<td>2.5%</td>
</tr>
<tr>
<td>Directional</td>
<td>93</td>
<td>5.1%</td>
</tr>
<tr>
<td>How to Cite Items</td>
<td>88</td>
<td>4.9%</td>
</tr>
<tr>
<td>Locating Physical Items</td>
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<td>14.9%</td>
</tr>
<tr>
<td>Reference</td>
<td>863</td>
<td>47.7%</td>
</tr>
<tr>
<td>Referral</td>
<td>45</td>
<td>2.5%</td>
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<tr>
<td>Technical Assistance</td>
<td>338</td>
<td>18.7%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>1809</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Questions by WEEKDAY from June 1, 2013 -- May 31, 2014

<table>
<thead>
<tr>
<th>Weekday</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>272</td>
<td>15%</td>
</tr>
<tr>
<td>Monday</td>
<td>339</td>
<td>18.7%</td>
</tr>
<tr>
<td>Tuesday</td>
<td>331</td>
<td>18.4%</td>
</tr>
<tr>
<td>Wednesday</td>
<td>283</td>
<td>15.6%</td>
</tr>
<tr>
<td>Thursday</td>
<td>288</td>
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<tr>
<td>Friday</td>
<td>137</td>
<td>7.6%</td>
</tr>
<tr>
<td>Saturday</td>
<td>159</td>
<td>8.8%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>1809</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Questions by QUESTION FORMAT from June 1, 2013 -- May 31, 2014

<table>
<thead>
<tr>
<th>Question Format</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Chat</td>
<td>20</td>
<td>1.1%</td>
</tr>
<tr>
<td>Email</td>
<td>76</td>
<td>4.2%</td>
</tr>
<tr>
<td>Phone</td>
<td>36</td>
<td>2%</td>
</tr>
<tr>
<td>Scheduled app't</td>
<td>28</td>
<td>1.5%</td>
</tr>
<tr>
<td>Walk-Up</td>
<td>1645</td>
<td>90.9%</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>1805</strong></td>
<td><strong>99.7%</strong></td>
</tr>
</tbody>
</table>
the History Department (coordinated by Jackie Wilkie). History faculty and students assisted with the open research portion of the National History Day visits.

Courses Taught

Germano Streese and Rebecca Sullivan each taught Paideia 111 and 112 discussion sections during 2013-2014. During J-Term, Rebecca Sullivan co-taught the Paideia 450 course “Here on Earth” (with Jana Edrington, Nursing, and Terry Sparkes, Religion). During J-Term, Andi Beckendorf co-led the study abroad course ART 290 “Traveling the Path of Early Books” to England and Ireland with Kate Martinson (Professor Emerita of Art). During Spring semester, one library student assistant volunteered in the Seed Savers Exchange library.

Collection Acquisition

René Donlan ordered, tracked, received and paid for $619,282 worth of library materials during this fiscal year: $95,842 was spent on monographs, DVDs, CDs and other single items, $240,365 was spent on serials and $283,075 on electronic resources. This was accomplished using an entirely new system, OCLC’s WorldShare Management Services, and required re-thinking a number of previous processes and procedures. In addition to ordering materials for the library collection, René also ordered library supplies, managed payments and charges for the library copy machines and kept a careful eye on the library budget.

Collection Cataloging

We added 2,923 titles & 3,122 volumes to our collection in 2013/14 and withdrew 1,292 titles and 1,365 volumes during the year. On May 31, 2014 we had 340,812 total volumes, a net increase of 1,757 from 339,055 on May 31, 2013. Our adoption of OCLC’s WorldShare Management Services platform required René Donlan make significant changes in our cataloging procedures and she successfully managed these changes while continuing to provide highly accurate and timely cataloging of both new acquisitions and older items in need of more complete cataloging.
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

The LIS website went live on Reason in August 2013. The migration has led to a vast reduction in the amount of time needed to administer and maintain the system. In Winter 2014, the Publications Department assisted in the final stage of migration - moving images and other supporting files into Reason, and updating internal links.

Since going live with Reason, 638 pages, 349 blog posts, and 60 events have been created or modified.

LIS Website Statistics (June 1, 2013 - May 31, 2014)

Total Pageviews:
• 386,799

Most-visited Pages
• LIS Home: 154,492
• Library Home: 103,216
• luther.edu/helpdesk/sophosuninstall: 12,566
• Technology Help Desk Home: 9,878
• luther.edu/helpdesk/email: 7,367

LISGuides Statistics (June 1, 2013 - May 31, 2014)

Total Pageviews:
• 98,577

Most-visited Guides:
• All Databases: 23,231
• Paideia Research Unit: 5160
• LISGuides Home: 1139
• Nursing Subject Guide: 515
• Econ & Business Subject Guide: 490
• Biology Subject Guide: 411

Electronic Resources (Jan 1, 2013 - Dec 31, 2013)

Total Database Searches:
• 426,177
Average cost per search:
• $0.57
Most-searched Databases:
• JSTOR: 42,035
• Academic Search Complete: 39,762
• eHRAF: 29,110
• Project Muse: 15,909
• PsycINFO: 12,593

Library Catalog, June 2013 - May 2014 (reported from COUNTER statistics for WorldCat Local)

Total Searches:
• 218,511

Most-viewed Titles:
• Precautionary Politics : Principle and Practice in Confronting Environmental Risk (341)
• Reducing Drug Trafficking Revenues and Violence in Mexico (309)
• Oxford Bible Atlas (201)
• Sex, Marriage, and Family in the World Religions (156)
• Understanding and Using Reading Assessment, K–12 (2nd Edition) (119)

Most-downloaded Titles:
• Coconut (9)
• World Council of Comparative Education Societies , Volume 5 : Education, Dominance and Identity (6)
• New Century, Old Disparities : Ethnic and Gender Earnings Gaps in Latin America (5)
• Dumbing Us Down : The Hidden Curriculum of Compulsory Schooling (4)
• Convents Confront the Reformation: Catholic & Protestant Nuns in Germany (4)
• Understanding depression (14)
• Mapping gender in ancient religious discourses (12)
• Ruth & Esther : A Feminist Companion to the Bible (10)
• Abraham, the nations, and the Hagarites : Jewish, Christian, and Islamic perspectives on kinship with Abraham (8)
• Understanding our mind (8)

EBSCO
• User Sessions: 7,736

Most-viewed Titles:
• A Feminist Companion to the Latter Prophets (124)
• Culture, entertainment and the Bible (121)
• Ruth & Esther : A Feminist Companion to the Bible (99)
• Mapping gender in ancient religious discourses (68)
• A Radical Jew : Paul and the Politics of Identity (64)

Most-downloaded Titles:
• Understanding depression (14)
• Mapping gender in ancient religious discourses (12)
• Ruth & Esther : A Feminist Companion to the Bible (10)
• Abraham, the nations, and the Hagarites : Jewish, Christian, and Islamic perspectives on kinship with Abraham (8)
• Understanding our mind (8)

Electronic Resources

During the 2013/14 fiscal year we spent $283,075 on databases, electronic journals, e-reference sources and e-book collections. This was up from $259,641 in the previous year.

Interlibrary Loan

Kathy Buzza and her excellent student employees, along with the part-time assistance of Martha Davis, processed 5,560 ILL transactions during the year (down 11% from 2012-2013). We loaned 1,060 books and sent 955 articles while borrowing 1869 books and receiving 1676 copies of articles during the year. We rented only 2 media items (down from 20 in 2012-2013) but we chose to purchase 224 items (23 DVDs, 2 scores and 196 books) that came to our attention as ILL requests. One hundred and eighty-four of these items were purchased as part of our Patron-Driven Acquisitions program, up from 150 in 2012-2013. We spent $144.80 (compared to $102.50 in 2012-13) on copyright clearance costs while purchasing 4 articles. It is also important to note that our ILL staff also completed
659 Document Delivery transactions (up 12% from the previous year), an important and time-consuming service that is not counted in traditional ILL statistics.

Our service continued to be excellent by any measure. Our average turnaround time to fill an ILL request from another library was only .12 days (twice as fast as in 2012-2013) and our time to “unfill” a request was also .19 days (also a significant improvement). Our turnaround time to receive an ILL request generated by one of our patrons continued to improve and went from 4.7 days in 2012-13 down to 4.33 days in 2013-14.

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. This was accomplished using an entirely new system, OCLC’s WorldShare Management Services, and required re-thinking a number of previous processes and procedures. She also capably managed our bindery shipments. Martha also continued to manage the selection of books for our popular leisure reading collection.
Marketing

LIS Marketing and Promotional Projects

- Promoted new LCWireless5G network in collaboration with Network and Systems
- Promoted Relive Luther rephotography campaign in collaboration with Archives
- Supported installation of permanent signage indicating active/quiet zones throughout the library
- Promoted transformation of the Group Study Rooms and gathered feedback from students regarding changes
- Celebrated student, faculty, and staff published works through the ongoing Luther Authors project
- Promoted reading and library usage via the READ poster campaign (part of National Library Week)

Conference Presentations

Jennifer Self and Jennifer Rian had the opportunity to share marketing success stories with the greater library community via presentations at two professional conferences:

- “Engaging the Academic Community,” Internet Librarian Conference; Monterey, California; October 27-30, 2013. Provided specific, practical tips to foster an engaging, interactive Facebook presence in academic libraries.
- “More Than a Poster: How Marketing Can Revitalize Your Library’s Community Engagement,” Brick & Click Conference; Maryville, Missouri; Nov. 1, 2013. Gave an overview of effective marketing strategies for academic libraries, including creating a marketing plan, implementing participatory design techniques, and tips for enhancing social media presence.

Social Media

The majority of LIS marketing via social media continued to be centered on the Preus Library Facebook page this year. The number of page fans grew steadily, beginning with 301 at the beginning of the school year in August and ending with 467 during spring finals week.

Library Events

Events in the library continued to be a primary means for engaging with the Luther College community. The library events team included Andi Beckendorf, Kathy Buzza, Lindy Moeller, Jennifer Rian, and Jennifer Self. The team met every other week during the school year to plan and execute the following schedule of events.

- Reading for Root Beer: August 7
- International Student Welcome (Coordinated by Germano Streese): August 29
- Family Weekend: September 20-22
- Banned Books Week: September 22-28
- Homecoming: October 4-6
- International Games Day: November 16
- Senior Paper Sweet Rewards (Cupcake Edition) November 26
- Fall Finals Week Study Breaks: December 15 - 18
- Fight Brain Freeze, Warm Up in the Library: J-Term
- National Library Week: April 13-19
- Senior Paper Sweet Rewards (Ice Cream Edition): April 30
- Spring Finals Week Study Breaks: May 18 - 21
Network & Systems

During the 2013-14 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).

Improved Services

• The remaining 802.11G wireless access points were upgraded to dual band 802.11N access points, and improvements were made in the ability to handle a denser user base in many areas.
• Our Internet connection was replaced with a new faster connection that is shared with our partners in the Decorah Metronet.
• Work began and was completed in the summer of 2014 to install new wireless access points in Miller and Dieseth Halls.
• Our Compellent SAN (Storage Area Network) that provides the disk storage for many of our servers was upgraded.
• Upgrades were performed on the GoPrint server, our VMWare servers, our Network Sentry appliances, Long Distance billing software, and our telephone switch.
• Several data wiring projects for the year were done in conjunction with other projects. This included:
  • Wiring as part of the construction of the new pool
  • Wiring as part of the remodeling of the ground floor of the union
  • Wiring to support the installation of security cameras
  • Wiring as part of the construction of the multimedia lab in the Library
• Progress has been made toward our goal of upgrading all Windows 2003 Servers before it reaches end of life in July 2015.
Software Development

During the 2013-14 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 (Technical Support Analyst), Steve Smith (Web Programmer Analyst), and Ben Wilbur (Programmer Analyst and Database Administrator).

New Services

- Improved NorseCard and redevelopment in Reason Summer 2013
- Course Evaluations enhancements for the Dean’s office in KATIE
- Substantial design and workflow improvements in Admissions First-Year placement testing in KATIE
- Project began to develop Learning Analytics in KATIE
- Gradebook enhancements in KATIE
- KATIE responsive design August 2013
- Moodle Audience Response System in KATIE using the IPAL mobile application for Android devices
- ‘Recent Courses Block’ feature added to KATIE
- ATP Portfolios, an extension of Morsle for KATIE
- Reason responsive design for mobile device and large screen display
- Reason release 4.5 coordinated by Luther College
- my.luther online pay advice for all permanent and student employees
- Audience View box office system for online ticket sales, subscription sales, and Christmas at Luther
- ImageNow Document Management System for Alumni

Software, Infrastructure, and Server Upgrades

- LIS site moved to Reason, Summer 2013
- Agile project management for SQL Server migration team
- Upgrade Unidata 7.3 for SQL Migration project
- SQL Server environment form printing
- Backup and Restore tape verification process
- Ansible (IT automation) for Reason servers

Collaboration

Moodle

- Continued strong collaboration with the sixty schools that are a part of CLAMP (Collaborative Liberal Arts Moodle Project) with two HackDoc events and a Moodle User Group meeting.
- Began a new collaboration with the “California Moodle Conference Call”, meeting monthly by video conference. This brought about the Moodle Gradebook Working Group Conference. Weekly conference calls were held specifically to prepare for this event. This collaboration includes UCLA, UCSB, University of Minnesota, LSU, SFSU, CSUN, Martin Dougiamas, the founder of Moodle, University of Canberra, Idaho State University, Moodlerooms, Cal Poly, CSU San Marcos, Remote-Learner and UMass, Amherst.

<table>
<thead>
<tr>
<th>Total pageviews during 2013-2014 school year = 4,458,653</th>
<th>Count</th>
<th>Avg</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Unique students having over 500 pageviews on KATIE during the year</td>
<td>2,430</td>
<td>2,545</td>
<td>Avg of student accesses</td>
</tr>
<tr>
<td>Unique instructors having over 500 pageviews on KATIE during the year</td>
<td>292</td>
<td>34,850</td>
<td>Avg of instructor accesses</td>
</tr>
<tr>
<td>Number of activities utilized during the year (914) courses, courses with only course evaluations excluded</td>
<td>39,314</td>
<td>43</td>
<td>Avg per course</td>
</tr>
<tr>
<td>Number of actual student grades awarded through KATIE for the year (467 courses)</td>
<td>239,253</td>
<td>511</td>
<td>Avg per course - divide by number of students</td>
</tr>
</tbody>
</table>
Reason

- Collaborated with other Reason CMS schools at the HackDoc at Carleton College in December 2014 and at Beloit College June 2014.

ImageNow

- Marcia and Nathan participated the Consortium of Liberal Arts Colleges (CLAC) MindShare project working collaboratively on ImageNow workflows with representatives from St. Olaf, Kalamazoo, Trinity, Wooster, and DePauw University. We benefited from the knowledge of the group in our work on the Education Department student teaching licensure process. DePauw University initiated the grant-funded workshop and hosted the event on April 28-30th.

Instruction

KATIE

- Two sessions held in the Fall for new faculty on introduction to KATIE
- Four open office hours sessions held for all faculty on and KATIE subject
- Two gradebook sessions held for new faculty and any other faculty
User Services

As of the end of May 2014, the User Services team included: Edward Atwell (Public Services Coordinator), Erin Zidlicky (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).

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 Sept. for previous year:

- 2012-13 … 52
- 2011-12 … 85
- 2010-11 … 60
- 2009-10 … 50

Equipment

Circulation Desk equipment available to students (as well as faculty/staff) this year included four Chromebooks, 15 laptop computers, two iPads, two digital cameras, 16 external hard drives, 14 digital video cameras (including five high-definition cameras), and four iPods for audio recording purposes.

Technology Help equipment available to faculty/staff at the circulation desk included: 13 PC laptops, three Chromebooks, 11 iPads, eight MacBooks, LCD projectors, video screens, clickers, memory card readers, recording iPods, webcams, wireless mice, and wireless presenters with laser pointers. 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 20 laptops for checkout to students signing contracts with SSS.

Special Initiatives

In addition to daily operations, Public Services staff continue to coordinate several special initiatives.

- LIS Events Calendar: the Public Services Coordinator continued to maintain an events calendar on the LIS digital sign in the library.
- 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.
- Classroom Update: Hovde Room and Room 120 continue to be regularly scheduled classrooms primarily for usage by Preus Library building occupants. The Public Services Coordinator schedules the rooms for use apart from regular classes scheduled there by the registrar’s office.
- Student Handbook: The Circulation Department Student Employee Handbook was updated and distributed to new circulation department students at the beginning of the year.
- Curriculum Library: The Public Services Coordinator maintained a listing of Elementary, Middle, and High School Textbooks held in Preus Library. Materials were added by Lindy Moeller.

Circulation Statistics

The number of people passing through

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Gate Count</td>
<td>222,884</td>
<td>229,094</td>
<td>238,881</td>
<td>234,621</td>
</tr>
<tr>
<td>Checkouts</td>
<td>49,497</td>
<td>45,551</td>
<td>48,806</td>
<td>51,469</td>
</tr>
<tr>
<td>Renewals</td>
<td>11,139</td>
<td>11,656</td>
<td>13,709</td>
<td>13,113</td>
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<tr>
<td>Returns</td>
<td>49,112</td>
<td>49,640</td>
<td>54,212</td>
<td>51,230</td>
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<tr>
<td>Holds/Recalls</td>
<td>595</td>
<td>442</td>
<td>388</td>
<td>348</td>
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the entrance of the Library continues to decline. From a peak of 310,470 in 2003 - 2004, the gate count has dropped steadily over the past decade (with two small 'blip up' years) to this past year's count of 222,884. Much of this decline can be attributed to the increasing amount of traditional library sources and resources available online (both through subscription databases provided by the library and outside providers), the loss of the Upward Bound program two years ago (100+ students entering the library at least twice a day for six weeks in the summer), and the increased availability of computer labs and printers on campus (the library was once the go-to print destination for much of campus). This past year, counts may have also been hurt due to the disruption on the lower floor while the digital media center was under construction and book stacks were dismantled and shifted.

Checkouts, after gradually declining in recent years, rebounded a bit this past year. This may be attributed to the increasing amount of technology equipment that is being circulated through the library circulation desk as well as a stabilization in the decreasing number of print materials circulating as online sources have become more available.

Hold/Recalls numbers have risen noticeably in recent years. This is primarily due to the increasing volume of acquisitions driven by the Interlibrary Loan Patron-Drive Acquisitions program and procedures put into place when the library moved to its new library management system in the summer of 2013. When new titles requested by faculty arrive, the books are officially placed on Hold for them rather than being placed on the Hold Shelf with a note.

Over winter break, the Macs in the Jenson-Noble lab were upgraded to 21.5" iMacs. The Mac podiums in Jenson-Noble were also upgraded to 21.5" iMacs.

Faculty Workstation Support

During the summer of 2013, the workstations were upgraded for faculty in Music and Nursing 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 2013 Faculty Roll officially began Monday, July 8th, and ran for three weeks in July. Windows users of new workstations now have Windows 7 and Office 2010. Mac users of new workstations now have Mountain Lion and Office 2011.

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 on a staggered three year cycle, with one third of departments being refreshed each year. This new cycle is manageable for most needs and maximizes our hardware investments.

Windows users of new workstations now have Windows 7 and Office 2010. Mac users of new workstations now have Mountain Lion and Office 2011.

Departments upgraded during the 2013-14 academic year included: Alumni, Development, Admissions, Document Center, Mail Center, Publications, Student Academic Support Center, Counseling Service, and Dining Services.

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

Classrooms and Meeting Spaces Audio-Visual Support

- Installed an audio-visual system in our new Aquatic Center.
- Led for LIS the vendor installation of our IP based Campus Security camera system.
- Remodeled Main 113.
- Upgraded technology in Main 116B.
- Led the move from analog to digital in our podium classroom technology.
- Remodeled Olin 207, 208, and 209.
- Completed digital upgrades in Olin 207, 208, and 209.
- Installed Publications conference room technology.
- Purchased and installed 1080p digital projectors.
- Attended the CEC conference and developed security camera contacts.
- Improved our podium technology towers with better countertops.

Training Summary

Throughout the 2013-2014 school year, LIS staff held 360 training sessions for faculty, staff and students from Luther’s administrative and academic departments. The course-related sessions included topics such as podcasting, QuickTime, classroom technologies, Zotero, and Microsoft Excel. The chart on the previous page (Total Users Trained) lists the technology training sessions offered throughout the school year, followed by the total students, faculty and staff trained on each topic.

Atomic Learning is a library of short, easy-to-view-and-understand tutorial movies that can be accessed 24x7x365 by the Luther Community. During the 2013-14 academic year, there were 433 views. A summary is displayed on the previous page (Atomic Learning).

Classroom and Lab Workstation Support

During the summer of 2013, Olin 213 was upgraded to Dell 7010s. In addition, Olin 205 was upgraded to 790s, Olin 113 was upgraded to 780s, and the Valders West Podiums and Olin podiums were also upgraded.
Summary of Workstations on Campus

<table>
<thead>
<tr>
<th>Row Labels</th>
<th>Mac Desktop</th>
<th>Mac Laptop</th>
<th>PC Desktop</th>
<th>PC Laptop</th>
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<tr>
<td>Acad</td>
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<td>137</td>
<td>84</td>
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<td>Admin</td>
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<td>105</td>
<td>229</td>
<td>181</td>
<td>573</td>
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<td>Kiosk</td>
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<tr>
<td>Lab</td>
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<td>LIS</td>
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<td>7</td>
<td>8</td>
<td>37</td>
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<tr>
<td>Podium</td>
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<td>1</td>
<td>58</td>
<td></td>
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<tr>
<td>Research</td>
<td>5</td>
<td>1</td>
<td>37</td>
<td>16</td>
<td>59</td>
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<tr>
<td>Grand Total</td>
<td>242</td>
<td>250</td>
<td>806</td>
<td>422</td>
<td>1720</td>
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</tbody>
</table>
• Worked with Facilities and vendors on the CATV contract Renewal.
• Attended the Crestron Lighting control class.
• Responded to emergencies, such as water damage events.

Digital Media Center

During the 2013-14 academic year, a Digital Media Center was constructed on the lower level of Preus Library. This newly allocated area consists of a Multimedia Studio and Multimedia Lab. LIS conducted a five-month assessment that measured academic and administrative needs for digital media storage, creation, and policies. The results indicated that existing equipment and physical spaces at Luther were not adequate to sustain the growing needs for digital media demands. The Multimedia Lab is open and available to faculty, staff, and students when the library is open. The Multimedia Studio is available with advance reservation.

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 oo onto
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, 2013 to May 31, 2014, the Technology Help Desk opened 2,875 work orders and closed 1,277 work orders. This represents 29% of all work orders opened by LIS (total 9,876) and 13% of all work orders closed (total 9,818). Work orders tracked include requests from faculty, staff, students, alumni and friends of the College as well as internal LIS projects.

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. 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, 2013 to May 31, 2014, Help Desk staff recorded 4,606 1st Call Resolutions. These include 2,074 Phones, 2,216 Walk-Ups, and 316 emails.

LIS Work Order Survey

The 2013-2014 school year saw a change to the method in which the satisfaction survey was presented. It was adapted to a survey asking only to rate the satisfaction of the experience on a scale of 1-5 with 5 being the highest. The survey also was adjusted to only be sent to 1/3rd of closed work orders with a random generator selecting when the survey was sent.

Of the 9,818 work orders closed in 2013 - 2014, 266 survey responses were received (results below).
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<td>Phone</td>
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<td>2</td>
<td>23</td>
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<tr>
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<td>2</td>
<td>4</td>
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<td>LIS Multiple Teams</td>
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</table>
Objectives for 2014-15

The following enumerate the LIS Objectives for the 2014-2015 fiscal year. They were developed as part of an annual planning process. Individual teams met and proposed new projects for the coming year and those teams prioritized the possibilities. The individual teams presented their prioritized objectives at LIS Strategy Day (June 25th, 2014) to the entire LIS organization for feedback and further input. The teams then updated their objectives. They have been organized by our Guiding Principles.

1. Improves teaching and learning outcomes for faculty and students

   - Implement Learning Analytics in KATIE throughout the year with pilot 2014FA: Luther College is collaborating with five other colleges to modify and enhance a ‘Learning Analytics’ module for KATIE (Moodle). Learning Analytics will measure multiple performance factors for each student in KATIE and identify students at risk, passing this information to multiple sources. Pilot for this program is expected for 2014FA term. [Software Development]
   - Implement the Moodle 2.8 gradebook in KATIE 2015SP: Luther College has been collaborating with multiple large schools and organizations to improve the KATIE (Moodle) gradebook. Greater use of the gradebook in KATIE will give the Learning Analytics program more data from which to draw conclusions of students at risk. The Moodle version in which this gradebook will appear will be released in October. [Software Development]
   - Form cross-LIS team to develop and implement enhanced KATIE support for faculty, staff, and students. [User Services, Software Development, Library, Marketing]
   - Set a direction for the next three years regarding the instructional technology/design services centered in the Library. [Library]
   - Focus on fully integrating the Digital Media Center as a fourth point of service along with the Circulation Desk, Research Help Desk, and Technology Help Desk. [User Services, Building Vision] Goals include:
     - establishing procedures to promote seamless referrals between service points
     - conducting appropriate levels of cross-training so staff from each desk can provide an appropriate level of assistance in the absence of staff from other desks
     - building rapport between staff working each of the service points
   - Become familiar with the new threshold concepts in the Framework for Information Literacy for Higher Education. [Library]
   - Continue to integrate information literacy/fluency by identifying and cultivating strategic collaborations. [Library]
   - Identify initiative to continue to make the library collection more relevant and easier to use. [Library]
   - Study utilization of materials (print & electronic) to inform acquisition and retention. [Library]
   - Complete conversations with academic departments/programs and determine what implications there are for library collections and instruction. [Library]

2. Provides differentiation for prospective students and parents

   - Explore partnerships within LIS and with academic support centers to determine support for building a learning commons environment. [User Services, Library, Building Vision]

3. Improve prospect of differentiation for graduates on their next steps (service, jobs, vocations, graduate school, etc.)
• Develop policies, procedures, training and workflows for the newly constructed Digital Media Center. [User Services, Library, Building Vision]

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

5. Infrastructure

• Complete the SQL Server Migration providing better security management, better reporting options, automated database management, standardized database access and better programming options for data transfer to other systems and future application development. [Software Development]
• Storing and linking Admissions materials to Colleague student records for use in Registrar’s office, Student Life, and Financial Aid through document imaging. Providing secure access to student information and reducing the time and resources to produce paper copies of these materials. [Software Development]
• Enhance Reason CMS to use Norse apps as authentication source to improve security and reduce IT risk. [Software Development]
• Continue to develop and maintain infrastructure that aspires to protect against unauthorized use, disclosure, modification, damage or loss of data and assets. [User Services, Network & Systems, Software Development]
• Review workflows and operations after first year of WorldCat Local implementation. [Library]
• Implement digital repository system currently in testing to support preservation initiatives in development by Archives. [Library]
• Hire and train a new Technical Services Assistant. [Library]
• Establish direction and expectations for marketing work within LIS. Distributing core responsibilities across Innovative Services Librarian, Public Services Specialist, and Technical Services Assistant, utilizing additional LIS team members as necessary. [Library, User Services]