Library & Information Resources

2003–2004 ANNUAL REPORT

Introduction

It is again my pleasure to present the Annual Report of the Library & Information Resources (L&IR) departments: the Libraries, Media Services, and Information Technology Services (ITS). Our mission is to meet the academic and administrative information needs of students, faculty, and administrators. The level and quality of the library services, the media services, and the information technology services reflect the goal of UNE to become a preeminent institution of higher education.

Libraries, Media Services, & Information Technology Services

UNE's decision to merge the Libraries, ITS, and Media Services into Library and Information Resources in 1990 was prescient. The evolving universe of scholarly information, the integration of technology into the activities of academia, and the rapidity of change in information resources are the realities in which higher education exists today. UNE Libraries, ITS, and Media Services function within that reality and have risen to meet those challenges. These departments are all well positioned to continue to meet these challenges in the future: maintaining the Libraries' commitment to electronic information, the robust network infrastructure of ITS, and the digital production capabilities of Media Services.

"In recent years, many higher education institutions, from liberal arts colleges to major research universities, have integrated their information technology (IT) and library organizations.... [Merging these operations] simply makes sense from both the user's and the administrator's perspective."

EDUCAUSE Review, May / June, 2004

The L&IR staff is an exceptional group of individuals who are committed to fulfilling the departmental mission and to providing services in all areas of UNE's academic and institutional goals. We stress reliability and dependability in all of our services; we support all activities of the University; and we foster creativity and efficiency within our user community.

Respectfully submitted,

Andrew J. Golub,
Vice President for Information Resources

Highlights and Accomplishments

An Artist's Book from Rebbeca Goodale's Threatened and Endangered exhibition at the Ketchum Library

From 2003 to 2004 the Library and Information Recources directors and staff managed all L&IR functions and activities throughout the University, emphasizing assessment, self-study, customer service, and fiscal accountability. L&IR services and efforts were expanded in the categories of outreach activities, marketing efforts, and partnerships and collaborations, all of which resulted in the outstanding L&IR accomplishments briefly summarized on the following pages.

L&IR staff participated in dozens of UNE campus activities, served on many University committees including the Institutional Assessment Committee, Faculty Assembly, Academic Affairs Library Sub-Committee, HealthWise Committee, Student Retention Committee, Martin Luther King, Jr. Celebration Committee, Capital Fund Library Committee, and Banner ID Task Force; and supported staff workshops, vendor education, training, and professional development opportunities.
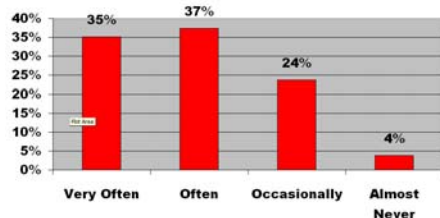
The following are brief departmental reports
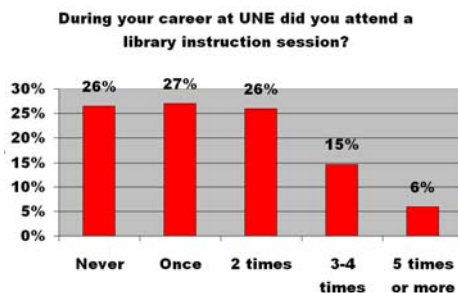
Over 70% of graduating seniors have attended at least one library user instruction session, and 96% think that library research skills will be useful in their chosen profession.

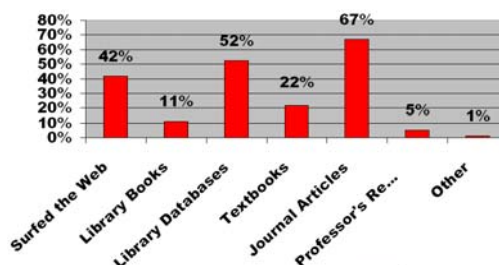UNE Libraries Public Services Department
Barbara Swartzlander, Director

The UNE Libraries Public Services Department upholds the philosophy: "FIND IT, OR REFER IT." Based upon that motto, our Library User Instruction program is intense and user-centered, enabling students and faculty to find needed resources on their own. If stumped, students and faculty have at their service a Reference Staff who are extremely capable, friendly, and knowledgeable. Our Collection Development process is visionary with much of the materials budget spent on electronic resources, including full-text databases and ejournals. These electronic resources serve our continually diversifying categories of patrons at multiple locations simultaneously. "24/7/365" remote access to the Libraries' website allows anyone with a current UNE ID card to conduct their research at convenient times. The UNE Libraries are small, but "*wired*", and the future is now!

Do you think that library research skills will be useful in your chosen profession?

	Very Often	Often	Occasionally	Almost Never
	35%	37%	24%	4%

When you had to complete a class assignment, what two sources did you use the most?

Surfed the Web	Library Books	Library Databases	Textbooks	Journal Articles	Professor's Re...	Other
42%	11%	52%	22%	67%	5%	1%

As part of its charge to assess the student learning outcomes associated with library instruction, the Library Outcomes for Users Team (LOUTS) assessed the library skills of graduating seniors. By comparing the senior survey profile to the previously done freshman student profile, we can gauge how thoroughly UNE students are acquiring library research skills.

The Public Services Staff coordinated and expanded library user instruction on both campuses for students, faculty and off-campus sites, reaching 1762 users in 93 instructional sessions and workshops, including more undergraduate students in their first years; planned for and implemented a new Library computer training area in the Ketchum Library; explored goals for an Information Literacy component in Women's Studies, American Studies, and History; participated in Freshman Orientation; and presented to a number of departments such as the reorganized Learning Assistance Center.

The Library Outcomes and Users Team (LOUTS) created and implemented a comprehensive assessment plan for library user instruction; conducted a graduating senior survey; graphed and analyzed the data; compared the graduating senior profile to the freshman student profile; continued with other data collection and analysis; and completed the Student Learning Outcomes Report & Indicator Worksheet.

The operations of the Maine Women Writers Collection in the Westbrook College Campus Library continued with several major accomplishments: acquired the Glenys Tarlow Kate Douglas Wiggin Collection; completed 85% of a major fundraising campaign to acquire Kent Bicknell's nationally noted Sarah Orne Jewett Collection; initiated a successful MWWC grant writing program and received a $50,000 grant from the Stephen & Tabitha King Foundation for the Jewett campaign; designed and printed a brochure, a second series of bookmarks and a commemorative pin; and partnered for programming with UNE Core Connections, UNE Leader Scholar Program, Portland Public Library, Women's Literary Union and Rocky Coast Radio Theater.

UNE Libraries Technical Services Department
Sharon Eckert, Director
The Technical Services Department supports the UNE Libraries' service mission of meeting the teaching and research informational needs of students and faculty by 1) acquiring, organizing, and providing bibliographic access to the Libraries' collections; 2) assisting students and faculty in maximizing and expediting access and use of the Libraries'

collections; 3) facilitating access to materials not owned by the UNE Libraries through resource sharing with other libraries worldwide; 4) maximizing the life of the Libraries' collections by ensuring their care, preservation, and security; and 5) fostering expertise, collaboration, and excellence in the expeditious delivery of services.

During this period, the Technical Services Department completed the MWWC special cataloging project (6551 titles); completed Innovative Interfaces, Inc. *Millennium* software implementation; implemented the second and third stages of a Maine State grant-funded retro-conversion project to catalog older portions of the Libraries' collections; and added to the UNE Libraries' catalog a gift collection of 34 videos focusing on diversity.

Additional Libraries' highlights

"...[D]espite all the ways that we have diversified and innovated libraries, the book is still our main staple. Like a cockroach, it resists extinction. Its handy size and ready convenience keeps it alive."

American Libraries, Feb 2004

Implemented *WebBridge* software to provide online full-text access to articles cited in a database; loaded patron records into the UNE Libraries catalog from Banner; and upgraded Ketchum Library public access computers from 14 to 22.

Received a $5,000 grant, from President Featherman's "Innovative Proposal Award," to provide student access to Library DVDs and videos.

Added a Diversity-Book-of-the-Month feature to the traditional 35+ Library and website displays commemorating and celebrating diversity; created a FAQ (Frequently Asked Questions) page for the UNE Libraries website; and updated the Library web pages.

Collaborated with the New England Osteopathic Heritage Center (NEOHC) Advisory Committee in hiring a part-time archivist and in opening the Center, now housed in the Weeks Room, Ketchum Library.

Media Services Department
Holly Haywood, Director

"We like to make it easy; we're here to help. We help students make videos, record sounds, present a snazzy, creative project. For faculty and staff we support all their media-related needs."

"Our goals are ongoing. To move from an analog world to the digital workspace requires a different mindset. The challenge is to think ahead, think wisely and stay full of ideas and creative responses. Another challenge is to advocate for expanded resources on a yearly basis. The Media Services Department sees itself as a viable, ever-growing service to the university. We are a talented and professional group; we bring our individual expertise to the job and we make the institution look and sound better. Our role is evolving: merging practical, creative and energetic solutions on a daily basis. We are committed to excellence, each one taking great pride in their work. This idea underlies whatever we do, from the most mundane to the most complex. Our objective is to hang onto that philosophy, and provide creativity and successful experiences. "

Media Services completed the Martha Hall "I Make Books" video; produced and screened the Maine Osteopathic Association video entitled "With These Hands"; had the Ruth Moore video "I Have Seen Horizons" accepted by the Maine International Film Festival; and submitted several independently produced documentary films for screenings and awards.

During this period the Media Services staff upgraded the cafeteria projection system, the video conference system, and the student lounge entertainment centers; converted Westbrook College historical films to digital format; advised student affairs on entertainment/recreational expenditures; continued to move workflow to digital; and provided support, expertise and training to all university programs, including live, interactive broadcasts for the Maine Health Occupational Educational Association (MHOEA) and UNECOM.

The new Library Computer Training Area on the first floor of the Ketchum Library.

Information Technology Services

Susan Mellady, Director

The mission of the Information Technology Services Department is to anticipate and support the increasing technology needs of the University of New England community by offering a full-service academic and administrative support and operations center. The department provides telecommunications services to all students, faculty, and staff and to all off-site University Health Care locations. The Banner Team provides administrative computing systems, services, and support. The ITS department delivers reliable Internet services to the entire University. The goals of ITS have expanded over the years to include all the student-related services. The Internet and government have presented us with major challenges. The government-mandated HIPAA and GLB security and privacy measures and Internet viruses and "spy-ware" have complicated and increase the amount of computer desktop support needed, especially for students.

"My philosophy is JUST DO IT. There is no question that we will not answer and we will try to get the best service to every customer in a timely manner. The expectations of faculty, students, and staff have become that network/Internet services will be provided to them 24 hours a day, seven days a week. If these network/Internet services fail, the staff, faculty and become unacceptable to them." *Susan Mellady*

U-Online logins include:

3678 student logins

1377 staff logins

308 faculty logins

ITS highlights and accomplishments include:

- Completed major Banner 6 Student Information System upgrade and phase I of Banner ID conversion project; changed Banner ID numbering from SSN to random generated numbers; went live with Employee Self Service and Admissions "Prospect piece"; and implemented eVisions and Intellicheck software, Fringe Benefit Charge Back to Departments, and Purchase Card electronic load to Banner.

- Created databases for COM, Payroll, Admissions Counselors and Student Affairs; modified Student Invoice Report; upgraded Oracle, TouchNet and all security patches. ITS supports several other databases such as COM Clinical, COM Curriculum, OsteoAdmit, Judicial System, Vertere Chemical, IRIMS, WaPac networked door

locks, Innovative, Blackbaud, Liquid Matrix, BlackBoard, eVisions, and ID Works.

- Averaged 3,400 Help Desk calls and 642 Help Desk e-mail questions a month; purchased and installed over $500,000 worth of computers and peripherals; personally touched thousands of student computers to remove the Fall Blaster virus that shut down university networks nationally; brought over 1000 residential students up on ResNet annually in a matter of days.

- Upgraded UNE's backbone to gigabit by installing new core switches, DNS and DJCP servers, and implementing a new IP scheme for UNENet and RESNet; installed Network Monitoring Software, servers to host Zenworks for Desktops, new Windows 2003 servers, router traffic graphing software; and installed and implemented a new network named ResearchNet; put new updated switches in 8 of the ResHalls on both campuses.

- In-sourced and increased the firewall service for UNENet and ResNet; installed and configured in-house firewalls with e-mail virus and anti-spyware scanning; implemented monitoring of all network/student services to cell phones; implemented student e-mail quotas, file aging along with anti-virus & anti-spy ware scanning; implemented "Accepted Applicant" for Admissions in Campus Pipeline; created a secure FTP "UNE Drop Box" for the transfer of large files; and continued monitoring of the network for worm and virus infiltration.

- In Telecommunications we averaged 118,000 Switchboard, Security and Auto-Attendant calls per month; and 850 Telecom help calls and 538 Telecom e-mail questions a month. Every extension was audited and reported for e911 for Maine. We are responsible for hundreds of adds, moves, and changes on both campuses. We documented voice mail trees, PBX, and switchboard procedures; tripled service to all the Residence Halls on the UC campus to add 110 more Internet and telephone ports per pillow.

Information Technology Services challenges and goals:

- Purchase, install, and implement "Internet Native Banner"

- Purchase, install, and implement Schedule 25/Resource 25 scheduling software

- Continue work on project to eliminate Social Security Numbers as identifiers

- Continue proactive detection and elimination of virus and worm infiltration

- Complete alumni e-mail and communications services design and implementation

- Continue upgrades of all servers and labs

- Continue proactive detection and notification of suspected virus and worm infiltrations

- Deploy the Intranet as a method to distribute information and forms to employees

- Plan for and complete the next stage of student portal deployment

- Control ResNet network bandwidth usage by individual student

- Continue to improve intrusion detection on all servers

- Implement departmental firewalls for University Health Care and around key UNE servers such as Banner

- Add encryption and virus scanning to "UNE Drop Box"

- Plan and install the Liquid Matrix server

- Plan and install an updated UNENet backup solution

- Create a test network with Netware and Linux servers

- Upgrade library and Blewett lab workstations

- Test Novell Branch office for possible use with health centers

- Upgrade switchboard with a new data base for directories for "real-time" updates

- Post timely information on employee adds, moves, and changes for account management

- Create firewalls, update virus and spyware detection software, and other security solutions in all University Health Care clinics.

- Connect all University Health Care to a secure storage device

- Provide web-based secure email solution for doctors and patients

- University Health Care Technical position to support all University Health Care customers and desktops

L&IR Current and Future Goals and Challenges

- Complete revision of the UNE Copyright Policy.

- Complete the UNE Libraries' retro-conversion project.

- Complete Alumni e-mail and communications services design and implementation.

- Complete the UNE Libraries' Disaster Recovery Plan and integrate with the University Disaster Plan.

- Continue L&IR assessment activities, diversity activities, and professional and staff development activities.

- Continue to pursue Information Literacy goals.

- Continue digital upgrades, media upgrades, wireless upgrades, computer and server upgrades, and security and intrusion detection upgrades.

This photograph of Carmen Pettapiece, DO is from the recently established New England Osteopathic Heritage Center in the Weeks Room, Ketchum Library on the Biddeford campus.

- Migrate to OCLC (Online Computer Library Center) Connexion software; clean up authority records; and expand electronic full-text journal offerings.

- Enhance the security system and preservation activities of the Maine Women Writers Collection.

- Expand regional presence and activities of the New England Osteopathic Heritage Center.

- Work towards standardizing media needs for distance education.

- Create an independent film series with mission statement.

L&IR Professional Development Opportunities

"**Research content is highly aggregated...and access management is complex. Libraries make a 'substantial' contribution to the access management of digital material, and if the system is working properly, the user community gets the impression that the content is free and there is no work involved."**

The Future of Libraries, AT/L – **August 2004**

"**The real heroes of the digital revolution in higher education are librarians; they are the people who have seen the farthest, done the most, accepted the hardest challenges, and demonstrated most clearly the benefits of digital information. In the process, they have turned their own field upside down and have revolutionized their own professional training. It is a testimony to their success that we take their achievement for granted."**

Educause Review, **Nov/Dec 2003**

- During this period L&IR staff attended:

AACOM (American Association of Colleges of Osteopathic Medicine) annual meeting

AACOM (American Association of Colleges of Osteopathic Medicine) Librarians' meeting

ACRL/NEC (Association of College & Research Libraries/New England Chapter) annual conference

HSLIC (Health Science Libraries Information Consortium) annual meeting

Innovative Interfaces, Inc. national conference

International Innovative Users Group meeting, Boston MA

Load Profile Training (for importing customized records into the UNE Libraries catalog)

Millennium Media Management training

MLA (Medical Library Association) conference

MOAB (Management of Aggressive Behavior) training

New England Innovative Users Group meeting, Nashua NH

SMLD (Southern Maine Library District) spring conference

RIT (Rochester Institute of Technology) digital flow workshop

Vendor education sessions

MeSDA (Maine's Software & Information Technology Industry Assn.) annual conference

LinuxWorld Conference & Exposition

SCT (Systems & Computer Technology Corp.) Summit

SCT (Systems & Computer Technology Corp.) Road Show

Oracle 10G training

Lighthouse Storage Seminar
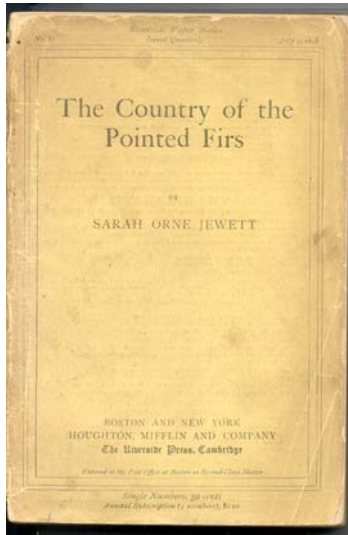
Lighthouse New Server Technology training

Ingram/NACSCORP Computer Technology Fair, CA

EDUCAUSE national conference, CA

MTUG (Maine Telecommunications Users Group) monthly meetings & annual conference

CISSP (Certified Information Systems Security Professional) training at Sage Data Security

Microsoft Windows 2003 Server Configuration

The Kent Bicknell Collection of Sarah Orne Jewett books aquired by the Maine Women Writers Collection includes this rare early paperback edition of *The Country of the Pointed Firs*.

Fluke Networks

IBM & Lighthouse – IBM Storage

IBM & Lighthouse – IBM pSeriex & xSeries Roadmap

Novel – Linux Configuration

HP Compaq – Enterprise Insight Manager

Novell User Groups meetings

- L&IR staff served as:

Chair, HSLIC (Health Science Libraries Information Consortium)

Host for a summer intern from Wheaton College

Internship Site Supervisor for an MLIS candidate, U. of South Carolina

Maine Writers & Publishers' Alliance board member

New England Archivist board member

Planning Committee for 2004 MWWC (Maine Women Writers Conference) conference

Steering Committee member for AACOM (American Association of Colleges of Osteopathic Medicine) Council of Osteopathic Librarians

Steering Committee member, Ariel Grant, HSLIC (Health Science Libraries Information Consortium)

MTUG (Maine Telecommunications Users Group) board member

- L&IR staff presented:

Program on electronic resources for *Northern Maine Living with Cancer* Conference, Presque Isle

Program on UNE Libraries assessment for Maine Community Colleges/Information Literacy Conference

Program on Martha Hall for Friends of Martha Hall

Program on MWWC for literature class from SMCC (Southern Maine Community College)

Program on Cooperative Purchasing Agreement Among Maine Libraries for NLM (National Library of Medicine) Annual Resource Sharing meeting

Program on Agnes Safford, Westbrook Seminary and Junior College headmistress, for WC alumni

Workshop on archival arrangement & preservation for Maine Media Women

Exhibit booth for NEOHC (New England Osteopathic Heritage Center) at Maine Osteopathic Association's conference

Exhibit booth at SSAWW (Society for the Study of American Women Writers) conference

Media workshops for Yarmouth High School Career Program

Program on Campus Portals for ACRL/NEC (Association of College & Research Libraries, New England Chapter) Information Technology Interest Group

Program on Practical Approaches to Security at UNE for MTUG (Maine Telecommunications Users Group) annual conference

- **L&IR staff convened:**

MLA (Medical Library Association) Osteopathic Librarians Special Interest Group

- **L&IR Staff Hosted:**

Maine Booksellers Association meeting

College Club of Portland meeting

The Baxter Society (2) lectures