



Brandeis University

Library and Technology Services

**Program Plan for Fiscal Year 2006  
Library and Technology Services  
Brandeis University  
December 2005**

Brandeis University is a community of scholars and students united by their commitment to the pursuit of knowledge and its transmission from generation to generation (Brandeis University Mission Statement). Library and Technology Services (LTS) mission serves the mission of Brandeis University by providing services to support and enhance learning, teaching, and scholarship activities. Our vision is to create a rich environment of people, technology, information, and facilities that serves learning and research activities and that provides high quality, accessible, and reliable systems to support operational decision-making, planning, and analysis.

The purpose of the LTS Program Plan for Fiscal Year 2006 is threefold:

- To communicate about initiatives that provide new and improved services to the community
- To provide concrete objectives that can serve as a base for evaluating our success in serving the community
- To provide a view of the scope and complexity of the services, tasks, and projects that LTS undertakes

Our goal is to present a yearly program plan to the community. We want the community to know the activities and responsibilities of LTS and to work toward a shared understanding of roles and priorities. The demand for services and project support are relentless and complex. Expectations are high.

This inaugural program plan will explain the governance of LTS, how priorities have been set for the current fiscal year, what new activities LTS is taking on, how the joining of the library and information technology departments serves the community, and how many services and of what type are provided.

#### **Governance**

The Library and Technology Services Advisory Committee (LTSAC) advises the Vice President and Vice Provost for Library and Information Technology on the mission and activities of LTS. The committee members include representatives from the four Arts and Sciences Schools, from the three graduate schools, and one each for undergraduate and graduate students. Faculty and staff members of the committee are appointed by the Provost. Student members are appointed by their respective governance organizations. (See page10 for FY2005 current membership)

The Student Information Technology Advisory Committee (SITAC) advises the Chief Technology Officer on issues that pertain to student use of technology. Student members are appointed by their respective governance organizations.

This year additional governance, focusing primarily on information resources, will be introduced. The goal is to establish Information Resource Working Groups (IRWGs) for each of the Schools (Creative Arts, Humanities, Science, Social Science) with appropriate representation from Heller, IBS, and Rabb. Structure and details of membership are to be developed.

## **Program Plan Structure**

We have defined eight functional areas to provide a structure in which to comprehend the complex and varied activities of the organization. Each functional area is discussed briefly.

1. Instructional initiatives
2. Research initiatives
3. Access and support
4. Information systems
5. Web technology
6. Information technology security
7. Information technology infrastructure
8. Facilities

### **1. Instructional initiatives**

Supporting faculty and today's students, who relentlessly use technology and expect faculty to do the same in their pursuit of learning, is the most vital mission that LTS supports. In just five years the number of courses that faculty teach using our course management system has almost reached 500 and library instruction offerings have increased every year. Virtually every Brandeis student takes at least one course that uses a course management system. Digital information continues to change the landscape of teaching and learning and brings with it new concerns about information literacy.

### **2. Research initiatives**

Supporting the research requirements of the faculty and students is a daunting task. The challenges facing us derive from requirements for very high speed Internet access, digital initiatives, special collections, and, of course, providing appropriate access to both electronic resources and print materials. Demands are daunting for information resources, and the requirements for exploring the best new ways for obtaining access to materials is a top priority.

### **3. Access and support**

Providing high quality, user-centered services for the community is a requirement that requires constant attention. Those seeking help or resources expect quick appropriate professional service. The notion of structuring an information commons as a way to provide a single location for services is one way to focus attention on providing appropriate services.

### **4. Information systems**

Another of today's critical services is administrative information systems. It is not possible to manage day-to-day activities or carry out trend analyses without fully investing in administrative information systems infrastructure. PeopleSoft is the core administrative system, but there are dozens of other critical systems that require constant attention and integration with each other and with PeopleSoft.

### **5. Web technology**

Today's expectations for Web technology seem boundless. The web has become a primary communications tool and source of information. The critical focus in this area is to enhance and continue to maintain a stable, managed environment for the Brandeis University Web.

#### 6. Information technology security

IT Security has moved to the fore as identity thefts continue to increase and as hackers have infiltrated computers containing sensitive information. The completion of an IT Security Audit on the Brandeis campus in September 2005 points to the requirement to develop a formal risk assessment for computing systems on campus. We must also develop an education program for the Brandeis community and implement remedial security activities to mitigate risk.

#### 7. Information technology infrastructure

The underlying infrastructure supports all of the above functional areas. Having fast efficient safe networks and servers is mandatory. Providing wireless access in all campus buildings is this year's major project. Providing a way to manage on-demand distributed video is another priority for supporting faculty use of films in their curricula.

#### 8. Facilities

One of the fundamental pressure points on any library has been the endless requirements for storage space. It is imperative in this age to reexamine the model of how information resources are provided to scholars. We need to review our existing facilities to examine their functionality in the light of community expectations for services and use. With the offices of the Crown Center and the National Women's Committee in Goldfarb, it is important to examine the appropriate mix of activities in Goldfarb that would best serve our community.

#### **Incessant Support Activities**

Each year the LTS division takes on a number of new projects, most of which are dictated by replacing or upgrading vital services (new phone system; campus network upgrade) or by demands for new services (digital collections; wireless campus). Although many of these projects have high visibility, day-to-day service activities take well more than one-half of the FTEs available. Each functional area described above requires dedicated resources for supporting instruction, research, Web, information systems, security, and infrastructure activities. Networks and phone systems have to be monitored 7X24 as do file services and administrative information systems. Integrated library systems have to be available night and day, and service facilities have to be monitored. The Information Desks in the libraries, the Tech Desk in Feldberg, and the Help Desk in the Shapiro Campus Center respond to questions all day long and into the night. Reference librarians and information technologists provide training and support for faculty and students. All of these activities are vital to serving the community. (See list of ongoing activities for details)

## **Library and Technology Services Programs**

### **1. Instructional Initiatives**

- Activity 1: Develop and Support Online Course Management Systems
- Activity 2: Develop Learning Tools
- Activity 3: Develop Instruction Aids

### **2. Research Initiatives**

- Activity 1: Information Resources Assessment Plan
- Activity 2: Boston Library Consortium (BLC) Cooperative Collection Development Project
- Activity 3: Special Collections Program
- Activity 4: Digital Initiatives
- Activity 5: Internet2 (Advanced Network Consortium)
- Activity 6: On-Demand Distributed Video

### **3. Access & Support Services**

- Activity 1: Relocate ITRC to Goldfarb Library
- Activity 2: AV Materials Online Catalog
- Activity 3: Online, Self-Service Ticket Tracking System

### **4. Information Systems**

- Activity 1: Establish a data warehouse
- Activity 2: Establish a schedule for maintaining software
- Activity 3: Create a schedule for implementing additional functionality
- Activity 4: Create effective working groups and steering committees

### **5. Web Technology**

- Activity 1: Web Development and Support
- Activity 2: Content Management System (CMS)
- Activity 3: Community Tools / Intranet

### **6. Information Technology Security**

- Activity 1: Identity Management
- Activity 2: Firewall
- Activity 3: Security framework for system risk classification
- Activity 4: Security training program
- Activity 5: Security policies and procedures
- Activity 6: Establish standard credit card processing procedures
- Activity 7: Improve security of building access and ID-card applications

### **7. Information Technology Infrastructure**

- Activity 1: Campus wireless network
- Activity 2: On-demand video services via campus network

### **8. Facilities**

- Activity 1: Evaluate existing facilities
- Activity 2: Repurpose existing space

## Ongoing routine activities

### Instructional Support Activities

- Course management software (Web CT) support and training
- Citation software support and training
- Collection development for library materials in at least 50 disciplines
- Maintenance and weeding of the collection
- Production of research guides, publications and documentation
- Support of multimedia software, audio-visual production, language-specific technology, and faculty and student scanning
- Fine Arts image database conversion project
- Academic purchasing request form
- Mid-semester evaluation project
- Supporting online courses/distance education courses
- Streaming and videotaping instructional presentations
- Creation of instructional multimedia
- Outreach and orientation events, publications, and marketing
- Participation in area workshops, conferences, collaborations with other schools
- Teach research instruction classes

### Research Activities

#### *Information Resources*

- Allocating and expending a \$3 million budget for information resources to support the scholarly research and educational mission of the university.
- Negotiate and manage 400 licenses for electronic products.
- Coordinate training and monitoring of collection decisions with 17 subject selectors.
- Oversee a \$350,000 approval plan for monographs.
- Provide assistance to faculty and students on copyright issues
- Works with 19 institutions within the Boston Library Consortium on issues pertaining to collection development and cooperation
- Work with Special Collections to organize files and collections and advises staff on patron requests

#### *University Archives & Special Collections*

- Arrange, describe, and catalog archival and special collections
- Solicit, acquire, and oversee transfer/donation of archival and special collections
- Respond to requests for information: in person, email, and phone
- Maintain departmental website and update electronic finding aids
- Maintain internal record system for tracking provenance, acquisition, and disposition of archival and special collections
- Conduct classroom instruction, departmental tours, outreach/educational programs, and training sessions
- Create exhibits
- Apply for archival reformatting/preservation grants
- Interact with university donors
- Advise departments, offices, and faculty on management and disposition of university records and personal papers

- Oversee permissions regarding copyrighted and confidential information
- Provide digital access to archival collections (i.e, scanning) where possible

*Preservation Activities*

- Treat materials for damage and preservation as necessary
- Assess collection needs
- Select, purchase, and process specialized archival materials
- Monitor and control library building environments
- Develop emergency preparedness, response and recovery plan
- Provide consultation services for issues associated with mold, brittle books, storage of non-print materials

**Access Services**

*Maintain Goldfarb Library and Gerstenzang Science Library Facilities*

- Organize and provide access to facility keys
- Serve as main directional reference point for patrons; train students and staff, develop directional materials
- Liaise with Facilities Administrator to evaluate and troubleshoot facilities
- Administer, evaluate, and develop library use policies

*Circulate and provide access to LTS Materials: Maintain libraries' material retrieval, borrowing and return cycle*

- Maintain, evaluate, and troubleshoot patron records database
- Maintain checkout and return systems and workflow
- Maintain all stacks maintenance systems and workflow including shelving quality assurance processes, develop training procedures and documentation; schedule, supervise and train students
- Collaborate with LTS staff in collection development stacks space planning
- Maintain Access Services web pages
- Administer, evaluate, and develop borrowing policies

*Maintain Reserves Service*

- Maintain, evaluate, and troubleshoot all reserves systems and workflow outside of course management system (WebCT)
- Develop and provide documentation on processes and procedures for faculty
- Develop training procedures and documentation; schedule, supervise and train students; educate staff
- Maintain reserves web pages
- Liaise with faculty regarding reserves processing, availability of materials, and processes and procedures

*Maintain Interlibrary Loan and Document Delivery Services*

- Maintain, evaluate, and troubleshoot all Interlibrary Loan systems and workflow, including the interlibrary loan (ILL) software system, ILL web pages, and patron interfaces
- Process borrowing requests for Brandeis community
- Process loan requests from outside institutions

- Develop training procedures and documentation; schedule, supervise and train students; educate staff
- Maintain and evaluate resource sharing agreements and relationships with other institutions
- Communicate with patrons regarding interlibrary loan processing, availability and location of materials, processes and procedures
- Maintain ILL web pages
- Liaise with LTS staff in managing faculty requests
- Journal Article Delivery Service (JADS) maintain, create, and troubleshoot user accounts; evaluate service providers, patron interfaces, and informational materials

*Maintain Individual Research Spaces in Library*

- Administer locker, carrel, and research room contracts
- Develop directional materials for locker and carrel users
- Administer, evaluate, and develop individual research space policies

**Information Technology Infrastructure**

*Networks and Systems*

- Design, troubleshoot, update, and support the University's connections to telephone and Internet services
- Support the physical and logical networks on campus
- Support the large array of computer servers and file storage units on campus
- Run basic service software to operate e-mail, calendar, directory, and Web services
- Also, run sophisticated software such as PeopleSoft and other administrative systems.
- Daily tasks:
  - Create user accounts
  - Create/maintain shared directories/printers
  - Check security logs
  - Maintain records of installations
  - Perform data and system backups
- Patch systems for security and functionality.
- Install new software and refreshing or recycling hardware components.

*Middleware and Systems Architecture*

- Design, implement, and support identity management system
- Regular maintenance and troubleshooting of the existing account management processes and sponsored account creation
- Large e-mail folder management processes
- Highly technical support for: online system access and phone directories, backup systems, help desk call tracking system, WebCT and Maximo (facilities work order tracking system).

*Tech Desk and Help Desk*

- Desktop refresh program
- Support for Opening Day

- Tech Desk: Phone and in-person support to graduate students, faculty, and staff on desktop hardware and software issues.
- Help Desk mirrors services provided by the Tech Desk: Phone and in-person support to undergraduate students on desktop hardware and software issues.

#### *Administrative Systems*

- Provide oversight of the PeopleSoft implementation at Brandeis
- Support other related administrative systems including financial aid, the integrated library system, online and phone directories, major database software, ID card system, WebCT and others
- Enhance production and expand reporting capabilities for administrative systems
- Provide day-to-day support of administrative system users
- Monitor data loading, checking system security logs, analyzing issues submitted by users, producing routine reports, and testing and applying patches and updates.
- Oversee software patches, security holes, reporting issues, or data loading problems with all administrative systems

#### **Web Technology Services**

- Develop, support and maintenance of Brandeis web sites on www.brandeis.edu
- Support for content updates and enhancements for Brandeis web publishers
- Conversion of Brandeis web sites from various designs into Brandeis standard site design
- Provide development including moving data between systems and creating web links for core university applications
- Offer development, support, maintenance, usage statistics, and functionality enhancements for Brandeis internal shared web pages (myBrandeis)
- Support application level WebCT and myCourses
- Provide support for university's online catalog system and related tools
- Facilitate and support transferring audio or video to the web

#### **Administration**

##### *Project Management/Project Support*

- Supervise student employment:
  - Manage recruitment
  - Maintain student employment documentation
  - Review promotion requests
- Complete questionnaires and accompanying documentation
- Oversee production of LTS publications
- Manage budgets
- Manage employee relations

**LTSAC Membership 2005-06**

**Arts and Sciences**

Chemistry

Bruce Foxman

Fine Arts

Charles McClendon

Near Eastern and Judaic Studies

Marc Brettler

Psychology

Robert Sekuler

**Heller School**

Dominic Hodgkin

**International Business School**

Simon Sherrington

**Library and Technology Services**

Lori Dembowitz

Perry Hanson

Tracey Leger-Hornby

Anna Tomecka

Susan Wawrzaszek

**Rabb School**

Michaele Whelan

**Student Members**

Graduate

Daphne Hunt

Undergraduate

Anna Mazhbits

**LTS Staff List – 12/2005**

Abramson, Karen Adler	Hill, Janet	Roppola, Chris
Adamowicz, Joanne C	Homzie, Leslie R	Rosenbloom, James P
Anderson, Chris	Hovsepian, Ani C	Safford, Brett
Ashland, Matthew	Johnson, Rosalie L	Schulsinger, Lori D
Bai, Jie	Kahn, Walter	Scott, Darwin F.
Barry, Martha Jane	Kaminska, Izabela	Shaughnessy, Marie
Bartes, James	Keen, Sherry	Shaw, Zach
Bazarian, Catherine	Keenan, Cornelia Anne	Shesgreen, Patricia
Bensman, Lida	Kendall, Elliot	Simpson, Evan D.
Bergeron, Chad	Lacis, Dzintra Vaida	Singer, Muriel
Bernard, Jason P	Lambert, Jim	Springsteen, Anne
Button, Katherine H	Lee, Charmaine A	Stebbins, Leslie
Cenkl, Jirina	Lee, Wendy	Stinehart, Kurt
Cruz, Migdalia	Leger-Hornby, Tracey	Sullivan, Luke
Deak, Vera Lampert	Li, Canchuan	Szymczak, Ralph J
Dellelo, Mark	Libner, Kelsey	Tomecka, Anna
DeLoreto, Brenda A	Mahoney Jr, John	Trudel, Richard
Dembowitz, Lori	Masciantoni, Jason	Turner, John
DeMings, Lisa	Mazur, Nancy W	Valicenti, Thomas R
Dickerman, Mitch	McNeely, Maggie	van Reijendam, Jaap
Dong, Xing	Mooney, Andrea J	Vaver, Anthony T
Evensen, Robert L	Murphy, Paul Michael	Venegas, Ramon
Febo, Patricia M.	Noreen, David	Ventrone, Vince
Fishman, Joel S	O'Neil, Tim	Wawrzaszek, Susan
Fitzgerald, Mike	Parece, Nick	Wedaman, Dave
Frenkel, Ann	Pinnolis, Judith S	Widmer, Lois J
Fribley, Karla	Pino, Mike	Wiecki, Lisa Ann
Fucci, Michele	Post-Quinn, Alasdair	Williams, Peter
Goedicke, William	Reicher, Leslie	Williams, Ryan
Hanson, Perry	Reiner, Laura	Wilson, Josh
Hart, Jennifer	Reynold, Susan	Wisniewski, David
Hartigan, Todd	Rifkin, Ian	Wong, So Wai
Herron, Keith	Rookey, Anne	Zibman, Nancy
	Livermore	

## LTS Service Lines

**UNet Help Desk:** **9UNET**  
Computer assistance for undergraduate students

**Tech Desk** **6SRVC**  
Computer assistance for faculty, staff and graduate students

**Repair Shop:** **64801**  
Hardware support, upgrading, and repair needs for Apple and PC-compatible desktops, laptops, printers, and peripherals.

### PeopleSoft Help Lines

Financial Systems	(781-726-1263)
HR/Payroll	(781-726-0911)
SAGE	(781-726-0910)

### Media Technology Services

AV rentals, set ups	64635
Video services	64662
Classroom Technology	64429

**Classroom Emergency Hotline:** **64632**

### Library Access Services

Main Library Circulation Desk	64624
Science Library Circulation Desk	64728
Reserves Services	64630
Interlibrary Loan Services	64676

**Robert D. Farber University Archives and Special Collections** **64701**

### Research and Instruction Services

Main Library Information Desk	64670
Science Library Information Desk	64730
Instructional Technology Resource Center	64739

### LTS Administration

**67777**  
Vice President and Vice Provost for Libraries  
and Information Technology Perry O. Hanson  
Chief University Librarian Susan V. Wawrzaszek  
Chief Technology Officer Anna Tomecka