LIBRARY & TECHNOLOGY SERVICES

ANNUAL REPORT 2017

A MESSAGE FROM THE CIO, RAVI RAVISHANKER

Given all the talk about Workday implementation during the past year, one might think that's all LTS did! Not true. We present here all the work that we have been able to accomplish during the past year and I hope you agree that we had yet another impressive year, where we continue to offer the best possible service while innovating in the use of technologies to improve teaching, learning, research, and administrative efficiencies, while practicing fiscal discipline. I am proud of everyone in LTS for their continued hard work, creativity, and service orientation.

I would like to express my gratitude to the entire Wellesley community, especially the senior leadership and ACLTP (Advisory Committee on Library &Technology Policies), without whose support and encouragement we could not have accomplished these achievements.

On the cover: Quantitative Reasoning and the Writing Program take up residence in the Brackett Reading Room of Clapp Library following renovation, below.

RESEARCH AND INSTRUCTION SUPPORT

Librarians and Technologists partner with faculty and students across the curriculum to support innovation in teaching, learning and research. Requests for instruction sessions, consultations and workshops continue to increase, with evidence of impact on campus and beyond. Featured projects can be found in our online Showcase, and through the Making & Fabrication website.

> Thanks so much for all of the support you gave our students this semester. From the looks of the papers that have already come in, they are the best set I've ever gotten.
>
> *Faculty member to Research & Instruction librarian*

CONSULTATIONS & INSTRUCTION SESSIONS
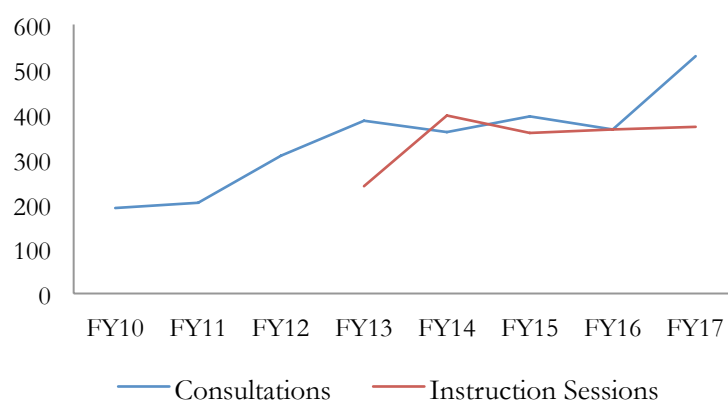
TOP 10 RESEARCH GUIDES (# of VIEWS)

Black Lives Matter: Race, Policing, and Protest	27,628
Search Tips: Truncation and Boolean Searching	5,198
Political Science	3,937
Writing in Foreign Languages	2,410
Interlibrary Loan (ILL)	2,212
Art and Architecture	1,574
Comics & Graphic Novels	1,490
Alumnae e-Resources	1,454
Psychology	1,407
Wellesley College Archives	1,259

INNOVATIONS IN TEACHING, LEARNING, AND RESEARCH

VIRTUAL REALITY

Jordan Tynes and Kamile Lukosiute, '19, collaborated with Professor Adam Van Arsdale to create a fully-immersive 3D virtual reality (VR) laboratory environment for students in Biological Anthropology, Human Evolution, and Forensic Anthropology courses at Wellesley College. Utilizing high-resolution 3D scans of existing human skeletal and fossil replica collections, the 3D VR lab will allow students to study, manipulate, and learn from these valuable resources in new ways and with improved accessibility.

Working with the Knapp center and Knapp intern program has given the students in my classes the opportunity to put the knowledge and theoretical content discussed in our classes together with the technical and practical methods that are foundational to the production of that knowledge. Whether it be the study of human anatomy or an understanding of the major transitions in our evolutionary past, by getting access to the tools and skills available in the Knapp center--3D printing, scanning, virtual reality applications--my students are given an understanding of data acquisition, processing, and representation, that otherwise would not be available to them.

Adam Van Arsdale, Professor of Anthropology

TRANSCRIBATHON

In collaboration with experts from the Folger Shakespeare Library, Laura O'Brien and Katherine Ruffin organized Wellesley College's first *Transcribathon*, co-sponsored with the Blended Learning Initiative. On March 7, 50 students, faculty, and staff gathered in the Pendleton Atrium for 5 hours of collaborative (and occasionally competitive!) transcription of an early modern manuscript, the Trevelyon Miscellany of 1608. Participants were introduced to the basics of paleography (the study of historical handwriting) and of making a manuscript machine-readable. By the end of the day, **193 pages** of the manuscript had been transcribed.

INNOVATIONS IN TEACHING, LEARNING, AND RESEARCH

NETWORK ANALYSIS OF A NOVEL

Rebecca Darling and Laura O'Brien taught students in Hélène Bilis' FREN 278 class to visualize the relationships between characters in a 17th century French novel, *Le Princesse de Cleves*, using the social network analysis tool Gephi. Students translated the unique interactions of the members of the fictionalized French royal court into data they could visualize to support their analyses of the novel.
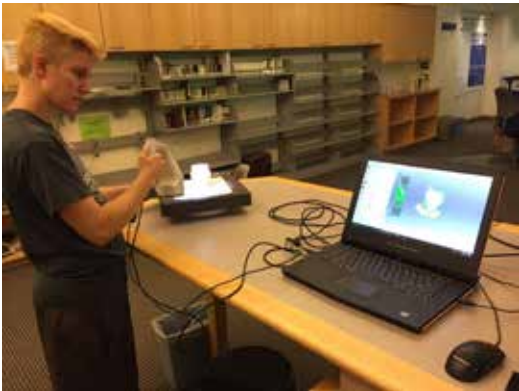
Over the past year I have worked with Bryan Burns from the Classics Department to help digitalize the excavation site he works on over the summer in Greece. Using different technologies such as drones and hand 3D scanners led me to think about the various ways we can integrate technology and humanities. It is because of my work with him that I am currently working on an interdisciplinary thesis, where I am attempting to tell the myth of Theseus and the Minotaur through the lens of a 5th century Athenian using a video game format.

Kaylie Cox (Classics, '18)

KNAPP CENTER AT A GLANCE

3 new VR software applications built from scratch

7 Interns currently supporting work in the Knapp Center

25 workshops designed and taught by Knapp Interns

36 hours of drone flight time for in-class instruction and faculty research

424 3D models generated by Knapp staff using high-res scanners and photogrammetry

5,280 meters of 3D printer filament printed

LIBRARY COLLECTIONS

Throughout the year, librarians worked with faculty, students, and colleagues at Wellesley to ensure that library resources supported the mission of the college while being mindful of issues such as budget, space, and the rapidly changing world of scholarly communication. Our collections include a wide range of materials owned, licensed, subscribed to, and shared. A statistical overview of those collections is available on our website.

A revision of the Wellesley College Library Collection Development Policy ensures that the collections will continue to grow in a "thoughtful and purposeful way". This updated policy includes principles and practices that are applied to the library's collections as a whole rather than by disciplines thereby allowing for greater flexibility. It recognizes the increasingly greater role of digital collections and electronic resources in scholarly communication and teaching, and it acknowledges Wellesley's participation in cooperative access and preservation initiatives.

The information resources provided by the library continue to be essential to teaching, learning, and research, but we also continue to see changes in how they are discovered and used. Physical item checkouts, once the gold standard for assessing library collections is only one of the criteria we use now. While still numbering in the tens of thousands, checkouts should be measured along with the use of ebooks, ejournals, databases containing information such as statistics, streaming media, etc., and the articles and book chapters provided through our interlibrary loan service. Not measured is the use our physical items receive without being checked out. In-house use is facilitated by cellphone cameras and encouraged by the pleasant and study-conducive environment of our library buildings.

Another factor whose importance will only increase in the future is the growth of open access. LTS supports open access initiatives such as Knowledge Unlatched to help make scholarly resources freely available to members of the community and the world and use of those resources is not reflected in our site-specific statistics.

Karen Bohrer, Director of Library Collections

ARCHIVES & SPECIAL COLLECTIONS

403 individual researchers and
89 classes with **1,065** students used
3,522 resources last year.

Wellesley's unique collections continue to grow in importance and size. The materials in our Archives and Special Collections are increasingly used by faculty, students, and outside researchers. The 2016 presidential election threw a spotlight on our Archives as the global media sought to gather information about Hillary Clinton, '69.

ARCHIVAL COLLECTIONS PROCESSED

Hubert W. Lamb collection
Jean Baker Miller papers
Irene Stiver papers
Wellesley Centers for Women records
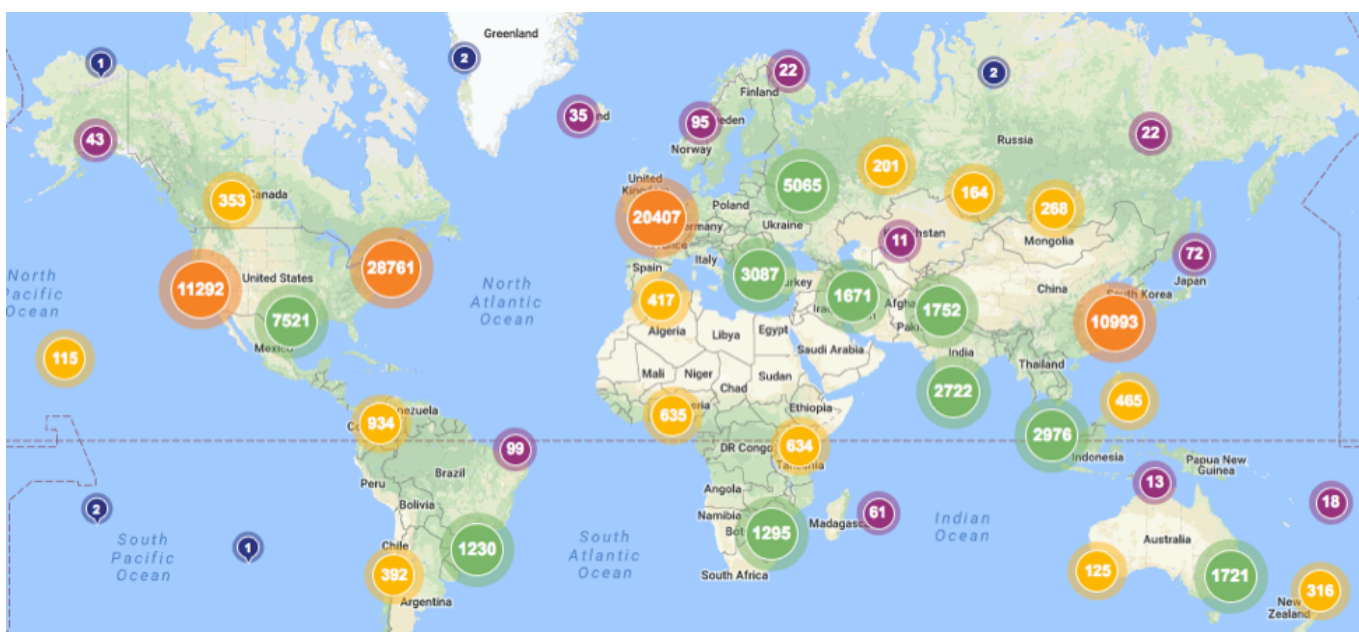
INSTITUTIONAL REPOSITORY

29 new faculty articles

106,824 downloaded articles

221,999 downloaded student theses

2,049 new repository posts

82 countries

6,934 institutions

COLLEGEWOMEN.ORG

This year Wellesley made a significant contribution to collegewomen.org. LTS Digital Collections staff digitizing over 9500 pages, including 1305 letters, 5 scrapbooks, and 450 photographs, for the site.

College Women is funded by the NEH, and is a collaborative effort among the Seven Sisters colleges to establish an online research repository that documents the history of women's colleges, and the women who attended them.

ALSO DIGITIZED

1,200 photos

29 musical works by former faculty member Hubert Lamb

Pre-1970s editions of "Wellesley News"

LIBRARY E-RESOURCES

248,823

E-BOOKS USED

12,096

E-BOOK TITLES IN CATALOG

280,158

E-JOURNALS ACCESSED

15,123

E-JOURNAL TITLES IN CATALOG

222,837

DATABASE SEARCHES

3,011

ARTICLES BORROWED VIA ILL

781

BOOK CHAPTERS LOANED FROM OTHER LIBRARIES

'EAST' LIBRARY COLLECTION INITIATIVE

The Wellesley College Library is an active participant in EAST (Eastern Academic Scholars' Trust).

In early 2017, EAST finalized plans with 46 academic libraries to collectively retain over 6 million print volumes for a minimum of 15 years. Through this shared initiative, EAST will retain at least one copy of each of these 6 million books to guarantee continued access to all participating libraries.

As a retention partner in EAST, LTS is committed to retaining over 168,000 library volumes.

9

Checkouts by Location

Legend:
- Art Library
- Clapp Library
- Music Library
- Science Library
- Recreational Reading
- Off Campus Storage
- Interlibrary Loan

Y-axis: 0, 10000, 20000, 30000, 40000, 50000, 60000, 70000, 80000

X-axis: FY13, FY14, FY15, FY16, FY17

Checkouts by Patron Type

Legend:
- ILL materials borrowed by Faculty & Staff
- ILL materials borrowed by students
- items checked out by Faculty & Staff
- items checked out by students
- Course Reserves borrowed by students

Y-axis: 0, 10000, 20000, 30000, 40000, 50000, 60000

X-axis: FY13, FY14, FY15, FY16, FY17

11

The successful implementation of Workday HCM (HR) and Financial Management and subsequent high adoption and satisfaction has made *Workday* part of the community vocabulary…

"why can't we do this in Workday?"

We have been able to **reduce** completed expense reimbursement payments to an average of **4 days**.

This is great; now I can check my grants and awards anytime.

Faculty member

It's an adjustment, but it absolutely makes sense.

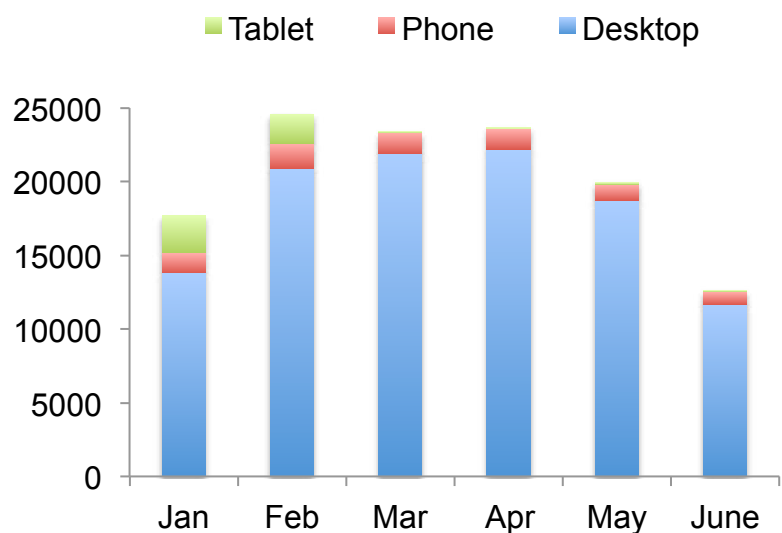**Academic administrator**

WORKDAY IMPLEMENTATION

3,180 Active employees

256 Contingent workers

3,869 Workday users

1,674 Unique users logged on

24,577 Peak monthly logins

Legend: ▇ Tablet ▇ Phone ▇ Desktop

Chart (monthly logins Jan–June): y-axis 0 to 25000. Bars for Jan, Feb, Mar, Apr, May, June.

12

STUDENT PRINTING

In response to a College Government initiative, LTS worked with students to provide printers in each of the residence hall neighborhoods. Based on a student run survey, printers were relocated from existing printing locations to common areas in Bates, Shafer, Stone-Davis, and Tower. The residence hall printers were turned on on February 1, 2017, and printed more than 200,000 pages through the end of the spring semester. Residence hall printers accounted for approximately 22% of the student printing during this time period.

February 1, 2017 printers were moved into the residence halls.

200,389 total # of pages printed on res hall printers until June 30, 2017.

915,088 total pages printed on student printers (all locations) during this time.
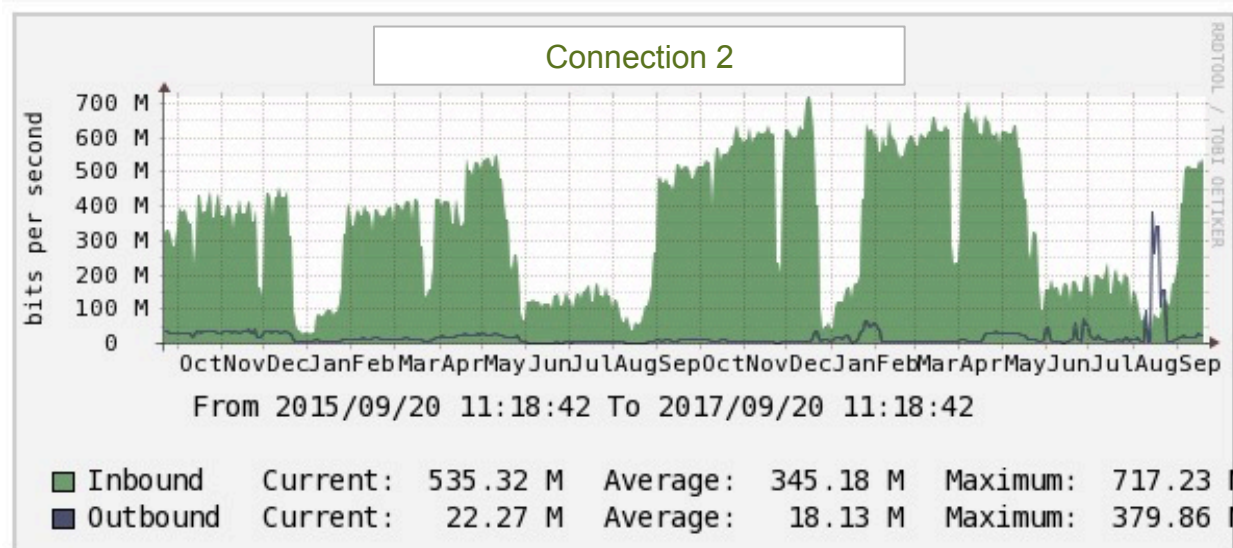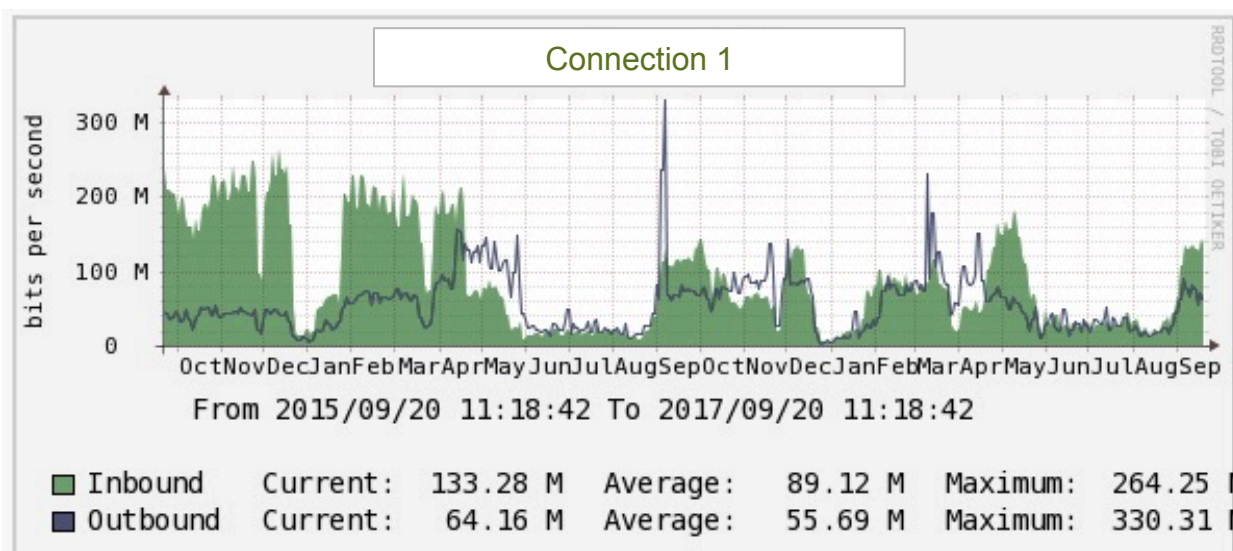
WIRELESS ACCESS

In 2017, LTS continued to expand the number of wireless access points (AP) in the residence halls. While Fall 2016 increases provided better room coverage, the Fall 2017 increases provided improvements in residence hall common areas.

ACCESS POINT TOTALS

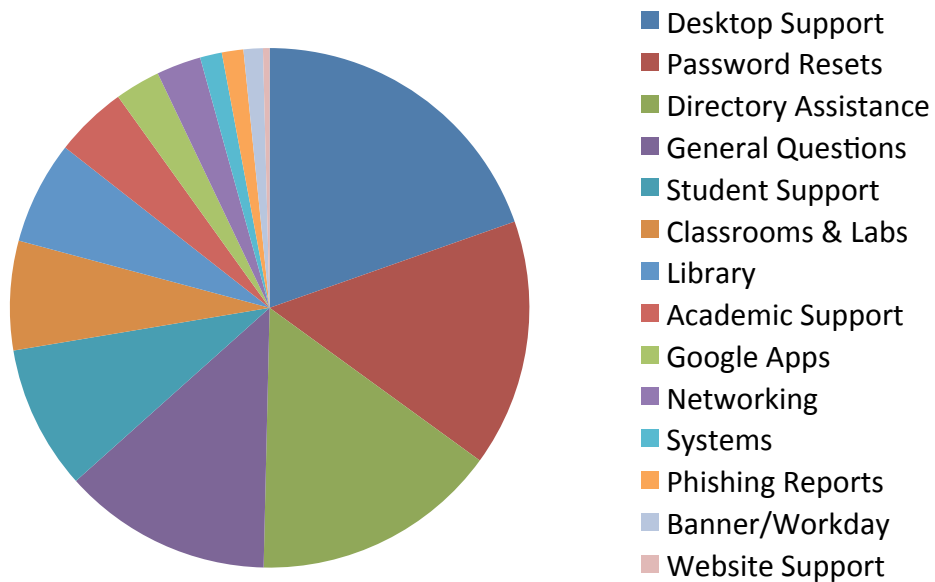| Residence Hall	Prior to July 2016	Fall 2016	Fall 2017
Bates	27	55	64
Beebe	17	57	55
Cazenove	25	61	61
Cedar Lodge	2	8	7
Cervantes	2	6	6
Claflin	27	61	64
Dower / Orchard	5	19	18
Freeman	24	50	57
French	3	12	12
Homestead / Instead	3	14	12
Lake	9	35	36
McAfee	24	60	60
Munger	29	70	69
Pomeroy	25	66	66
Severance	23	66	65
Shafer	18	60	61
Stone-Davis	30	105	106
Tower Court	54	123	122
Simpson West	1	1	4
TOTALS	**348**	**929**	**945**
Net Change		581	16

NETWORK USAGE

We have two 1 Gigabit connections to the Internet through two different providers to provide redundancy. Our Internet Service Provider data shows the patterns of network activity on campus since Fall 2015.

Connection 1

bits per second

From 2015/09/20 11:18:42 To 2017/09/20 11:18:42

| ■ Inbound | Current: | 133.28 M | Average: | 89.12 M | Maximum: | 264.25 M |
| ■ Outbound | Current: | 64.16 M | Average: | 55.69 M | Maximum: | 330.31 M |

Connection 2

bits per second

From 2015/09/20 11:18:42 To 2017/09/20 11:18:42

| ■ Inbound | Current: | 535.32 M | Average: | 345.18 M | Maximum: | 717.23 M |
| ■ Outbound | Current: | 22.27 M | Average: | 18.13 M | Maximum: | 379.86 M |

HELP DESK TICKETS

The breakdown of the 16,664 Help Desk tickets created this year demonstrates the wide-range of services LTS supports for the Wellesley College community.

- Desktop Support
- Password Resets
- Directory Assistance
- General Questions
- Student Support
- Classrooms & Labs
- Library
- Academic Support
- Google Apps
- Networking
- Systems
- Phishing Reports
- Banner/Workday
- Website Support

STAFF AWARDS, PUBLICATIONS & PRESENTATIONS

Sarah Barbrow, "Putting Assessment into Action: Selected Projects from the First Cohort of the Assessment in Action Grant," edited by Eric Ackermann, *Portal: Libraries and the Academy*, Vol. 16, No. 4, p. 848-849. https://doi.org/10.1353/pla.2016.0057

S. Barbrow, D. Brush, and J. Goldman, "Research data management and services: Resources for notice data librarians," *C&RL News*, Vol. 78, No. 5, p. 274-278. http://crln.acrl.org/index.php/crlnews/article/view/16660/18116

Hélène Bilis (French) and **Jenifer Bartle**, "Between Hairstyle and History: Marie-Antoinette's Almanac," appearing in "Notes and Queries," *Journal 18*, May 2017. http://www.journal18.org/1788

Hélène Bilis (French), and **Jenifer Bartle**, "Engaging Students in Digital Scholarly Collaboration" Roundtable, The American Society for Eighteenth-Century Studies Annual Meeting, Minneapolis, MN, March 2017.

Hélène Bilis (French), and **Jenifer Bartle**, "A Royal Menagerie: DH Projects in the Wild" Digital Humanities Caucus Roundtable, The American Society for Eighteenth-Century Studies Annual Meeting, Minneapolis, MN, March 2017.

Jenifer Bartle, Wellesley College; Alicia Peaker, Bryn Mawr College; Ashley Sanders, Claremont University Consortium; Emily McGinn, University of Georgia; Rachel Schnepper, Grinnell College; "Gendering Labor in Digital Humanities," Panel Discussion, The Berkshire Conference on the History of Women, Genders, and Sexualities 2017, Hofstra University, May 2017.

Jenifer Bartle with Mariana Oller and Surella Seelig, Brandeis University, "The Civil War Letters of Wellesley College and Brandeis University," 2017 Massachusetts History Conference, hosted by the Massachusetts History Alliance, Worcester, MA, June 2017.

Angie Batson, Doug Chudzik, and Laura Sherriff, "Managing Student Workers in a Merged Library and Tech Organization," NERCOMP Taming the Student Worker Beast Conference, University of Massachusetts, Amherst, December 2016.

Rachael Coombes, "Selling the Data Experience: How to Foster Institutional Adoption of Business Intelligence." Data Lift-Off: Launching a Business Intelligence Initiative, NERCOMP Professional Development Workshop, organized by R. Coombes, Norwood, MA, June 12, 2017.

Rachael Coombes, Lisa Newman, and Tony DiPesa, "Data Analytics Under the Hood: The Technical Infrastructure Behind a Dashboard," NERCOMP Annual Conference 2017, Providence, RI, March 29, 2017.

Rachael Coombes, "Analytics in Academia: How Wellesley College Is Using Its Data." Rachael Coombes. NERCOMP Webinar, Online, December 8, 2016.

STAFF AWARDS, PUBLICATIONS & PRESENTATIONS

Rebecca Goldman, elected Vice Chair/Chair Elect of the College and University Archives Section, Society of American Archivists, 2016.

Marci Hahn-Fabris and Sara Ludovissy, "Collegewomen.org: Documenting the History of Women in Higher Education," Wellesley, MA, Wellesley College Digital Scholarship Day, March 2017.

Carol Lubkowski, "Review of *Music and Capitalism: A History of the Present*," Timothy D. Taylor, *Notes: Quarterly Journal of the Music Library Association*, edited by Liza Vick, Vol. 73, No. 3, March 2017, p. 531-533.

Sara Ludovissy, "Enriching Collaboration: Processing the Records of the Wellesley Centers For Women," Society of American Archivists, Summer Meeting, Atlanta, GA, August 2016.

David O'Steen, "From Blended to MOOC and Back," Blended Learning in the Liberal Arts, Bryn Mawr College, May, 2017.

Ravi Ravishanker and Rachael Coombes, "From Reports to Analysis: Big Data and Data Analytics in Small Institutions," *The Evolllution*, March 23, 2017. https://goo.gl/YvdxDP

Ravi Ravishanker and Beth Francoeur, "Workday Project Deployment One Year On: Lessons Learned," NERCOMP Annual Conference 2017, March 28, 2017.

Ruth Rogers, "Languages of the Book" lecture, Society for the History of Authorship, Reading, and Publishing. Paris, Bibliothèque Nationale, July, 2016.

Ruth Rogers, "Layers of Perception," Smith College Library, keynote lecture, Northampton Book Fair, December 2016.

Ruth Rogers, Taught ARTH 299 (History of the Book from Manuscript to Print), Spring 2017.

Ruth Rogers, Awarded Faculty Exchange Fellowship, University of Verona, Italy, 2017.

Katherine Ruffin, "A Typology for Book Arts Programs," *Openings: Studies in Book Art*, In Press, 2017.

Katherine Ruffin, "Fantasies and Hard Knocks: My Life as a Printer by Richard-Gabriel Rummonds," *Printing History 21*, Winter 2017, p. 70-1.

Katherine Ruffin, "Sure, We Can Do That! Book Arts Programs and Innovative Collaboration," presentation with Sarah Smith (Dartmouth College) and Aaron Cohick (Colorado College), College Book Art Association Annual Meeting, Tallahassee, FL, January 2017.

STAFF AWARDS, PUBLICATIONS & PRESENTATIONS

Katherine Ruffin, "Book Studies & the Book Arts Program at Wellesley College: A Model for the Liberal Arts," Hamilton College, Clinton, NY, April 2017.

Bryan Burns (Classical Studies) and **Jordan Tynes**, "Excavation Progress and Artifact Manipulations in a Virtual Environment," CAA Annual Conference, Atlanta, GA, March 14, 2017.

Bryan Burns (Classical Studies) and **Jordan Tynes**, "3D Models for Curatorial Dialogue and Undergraduate Education," CAA Annual Conference, Atlanta, GA, March 14, 2017.

Jordan Tynes, "Photogrammetry with Aerial Mapping," Dronefest, Colgate University, Hamilton, NY, August 18, 2016.

Jordan Tynes, Ian Roy, Douglas Higgins, and Lucian Chapar, "Instilling a MakerMindset on Campus," World Maker Faire, New York, NY, October 1, 2016.

Jordan Tynes, "Anatomy of a Maker Project," Making and Fabrication for the Liberal Arts, Wellesley College, Wellesley, MA, October 13, 2016.

Jordan Tynes, "Distributed Spaces for Making: Supporting Digital Fabrication Across Distinct Academic Contexts," NELA-ALS Annual Conference, UMASS, Lowell, MA, November 18, 2016.

Jordan Tynes, Ian Roy, Douglas Higgins, Ahmad Khazaee, Hazal Uzunkaya, "The Role of Emerging Technologies in Higher Education: Impacts on Teaching, Learning and Research," ELI Annual Meeting, Houston, TX, February 13, 2017.

Jordan Tynes, and Ian Roy, "Digital Fabrication Workflows in Support of Faculty Field Research," ELI Annual Meeting, Houston, TX, February 14, 2017.

Jordan Tynes, Ian Roy, Douglas Higgins, Ahmad Khazaee, Hazal Uzunkaya, "The Role of Emerging Technologies in Higher Education," ELI Annual Meeting, Houston, TX, February 13 & 14, 2017.

Jordan Tynes, Jason Parkhill, and Tim Stonesifer, "To Drone or Not To Drone?" EDUPLACE Webinar, April 21, 2017.

Jordan Tynes, Bryan Alexander, Ian Roy, Emory Craig, and Maya Georgieva, "Virtual Reality," NERCOMP PDO, Southbridge Conference Center, Southbridge, MA, April, 27, 2017.

Jordan Tynes, Christina Pollalis, Whitney Fahnbulleh, and Orit Shaer, "HoloMuse: Enhancing Engagement in Museums through Gesture Based Interaction with Holographic Artifacts," TEI '16, Tokyo, Japan.

Jordan Tynes, "Articulating Scholarly Research with Audio-Visual Writing," EDUCAUSE Review, May 2017.

STAFF AWARDS, PUBLICATIONS & PRESENTATIONS

Heather Woods, Lisa Forrest, Dave Smallen, and Naranjan Davray, "Merge Ahead: IT-Library Organizations in the Liberal Arts," EDUCAUSE, Anaheim, CA, October 26, 2016.

Heather Woods, Lisa Forrest, and Megan Brooks, "The Evolution of Merged Research and Instruction Teams," CLAC, Trinity College, June 22, 2017.

Heather Woods, "Library-IT Partnerships," New York Six ITAP Mentor Meeting, November 2016.