Library & Information Services Annual Report
2011-2012

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Introduction & Executive Summary

This Annual Report will serve as a final report for the Library and Information Services (LIS) 2008 Long Range Plan. Progress in 2011-2012 will be highlighted. There is a new 2012 LIS Long Range Plan, as well as some detail reports covering 2011-2012 for several ITS areas, that may be found at www.canisius.edu/its/planning.asp.

Library staff played a key role in the activities of the Library Planning Committee, chaired by Dr. Walter Sharrow. The Library Planning Committee offered two options to continue further planning for the Library Learning Commons. Nevertheless, the 2008-2012 period has had many library improvements that moved the library closer in functionality, if not in renovation, to its goal of a Learning Commons. These improvements have led to a 55% increase in attendance and a 62% increase in circulation since 2007-2008. There were over one half million visitors Bouwhuis Library in 2011-2012.

The MyCanisius portal was introduced to students for Fall 2011 and faculty and staff in November 2011. Geared toward internal audiences, the portal provides “single sign on” and customized information to different campus constituencies. For example, the Senior Operating Team (SOT) has detailed, real-time deposit and financial aid information on freshmen applications for the Fall 2012 class through the new Executive Dashboard, and this access has enabled adjustment to financial aid tactics in a timely manner. Though the portal has been well accepted by students, its first year has been a learning experience not without its challenges.

LIS staff members have played a key role in the development of the Task Force on Online Education: Analysis and Recommendations Report. ITS continues to play a key role in many aspects of online education. A Sloan Foundation Grant, targeted at improving the quality of faculty life, supported FacTS Center training of a large number of faculty in Summer 2011 for online instruction, and another cohort will be trained in Summer 2012.

LIS has worked to support the increasing reality of mobile and ubiquitous computing. A group of librarians and technologists have been experimenting with mobile technologies to determine how they could best be used for academic support. ITS is working with CampusEAI to implement a mobile presence on smart phones, now targeted for Summer 2012.

ITS and the Media Center played an important role in planning and implementing the Science Hall technology environment. ITS and the Media Center have worked with faculty to design improved learning spaces, including a new technology enabled classroom optimized for group learning (“scale-up rooms”). Along with Facilities and Cannon Design, ITS helped develop an RFP for network and telephone systems. With the addition of Science Hall Phase II to the construction schedule, ITS has had to plan the move of its Network Services, Administrative Computing, and Computer Infrastructure operations to Science Hall for late 2012. This move, along with the planned move of Academic Computing, including the FacTS Center, to the library, will completely move ITS out of the Wehle Technology Center, its home since 1981.

Following recommendations of a representative printing committee, ITS led a project to replace campus printers and copiers with a new fleet provided and maintained by COMDOC. This project, along with a previous project to charge students for printing over a specified allowance, has resulted in an overall decrease of 25% in campus printing outside of the Print
Shop. The new equipment will also better position the College to substantially reduce Print Shop demand.

Finally, as LIS leadership retires in Summer 2012, so will the organizational structure in LIS. The Library and ITS will separate, and both will report to the Vice President for Academic Affairs. The Library and ITS will maintain a special collaborative relationship to fulfill the vision of the 2012 LIS Plan.

Table 1 shows the LIS Plan major objectives and indication of progress. Most of the items met the plan objectives. Of course, this isn’t to say more could not or should not be accomplished in these areas. More detail is presented in the body of the report.

Table 1: Major Objectives Described in the
2008 Library and Information Services Long Range Plan

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LIS Recommendations and Progress from Long Range Plan

Academic

*Library Learning Commons*

Recommendations from 2008 LIS Plan

- Renovate the Library to:
  - provide better service and increase hours.
  - improve space for information literacy instruction.
  - provide space for academic partners such as the Tutoring Center, Center for Teaching Excellence (CTE), and Faculty Technology Support Center (FacTS).
  - provide informal learning and social space, including a new campus coffee shop.
  - provide additional space for small group study.
  - update technology to provide a modern, digital environment.
  - concentrate most widely used services on the first floor.
  - enable the creation of digital content by students and faculty.

Progress in 2011-2012

- Compact shelving was installed in summer 2011, opening additional areas for student seating on the first floor.
- Additional furniture was obtained from the LeRoy street storage facility and reupholstered.
- A Mediascape unit, which fosters collaborative efforts with technology, was installed in one group study room. This was sponsored by the President’s Discretionary Fund. Another group study room will be technology enabled in Summer 2012, also sponsored by the President’s Discretionary Fund.
- A large committee chaired by Walt Sharrow engaged in a planning exercise for the Learning Commons and forwarded its findings to the President.

Previous Progress in prior years of the plan

- 24-hour access to the library was provided during final exam periods starting in Fall 2010.
- The ITS Help Desk moved to the library in Summer 2009.
- The Tim Hortons coffee shop opened in the Library in the Spring 2009 semester.
- Services have been concentrated on the first floor. Collections such as popular reading and DVDs have relocated near the coffee shop.
- Some of the first floor book collection, particularly in the reference area, was shifted to other floors of the library. This has resulted in more seating that may be configured by library patrons as well as more natural light.
• The windowed area facing the Tower on the 2nd floor has been used for the Archives Speaker Series and other receptions.

• Innovation Alley, a “sandbox” to experiment with furniture types and seating arrangements, was established near the coffee shop. Movable tables, chairs, and writing boards were installed as well as laptop tables.

• Innovation Alley has also served as public space for Banned Books weeks, organized by the Canisius College Archives. After three years, qualifying now as an annual event, Banned Book Week features public reading of books that have been or still are banned from libraries or schools. The event underscores the academic mission of the College and the Library.

• Used furniture from the residence halls was reupholstered and made available for expanded student seating.

• Bottom line: attendance and circulation has been increasing as the library becomes a more desirable destination. (See Figure 1, below). Library attendance is up 55% increase in attendance and a 62% increase in circulation since 2007-2008, the last full year prior to Tim Hortons opening. In 2011-2012, the Library had over a half-million visitors.

![Figure 1: Library Attendance and Circulation]
Finding Library Materials

Recommendations from 2008 LIS Plan

- Obtain better software for finding library materials that will have the following Amazon.com, and Google.com-like characteristics:
  - patron queries will be filled in relevancy order.
  - patrons will be able to "tag" and review items. These tags will supplement the standardized library cataloging.
  - patron queries will span the library collection in intelligent ways. Patrons will not need to know to look in a particular database or for a book rather than a journal article.

Progress in 2011-2012

- Canisius College implemented, Encore, a discovery tool to find books and articles in the Canisius catalog and Connect NY. In Summer 2012, Canisius will be enhancing the ability of Encore to find additional journal articles, and Encore will be used as the default library search.

Previous Progress in prior years of the plan

- Canisius incorporated links to Google Books full text from the Canisius online catalog.
- The Library adopted LibGuides (libguides.canisius.edu/) to provide focused student research help for specific disciplines. The product has some Web 2.0 features such as user comments.
- The online catalog/website has been displaying RSS feeds for new books, bestsellers, and DVDs.

Library Collections-General

Recommendations from 2008 LIS Plan

- Provide resources for increased emphasis on scholarship such as:
  - facilitated access to primary source materials through membership in the Center for Research Libraries (CRL) and similar associations.
  - additional full text databases in support of the curriculum and research.
  - support for the College’s effort to increase its graduate programs.
- Add additional funding to hasten acquisition of electronic materials.
- Actively collaborate with other institutions to facilitate faculty and student access to collections outside of Canisius College.

Progress in 2011-2012

- Connect NY contracted with EBL for consortial purchase of electronic books. Initially, 12,500 books have been added to the Connect NY and Canisius College online catalogs. This continues an earlier pilot with Coutts. There are now over 30,000 e-books available through the Canisius Catalog, almost all of it acquired in the 2008-2012 period.
There has been a continued budget pressure on library acquisitions. Over the period (2007-2012) covered by the 2008 Long Range plan, the following databases were cut:

- America History and Life  
- Historical Abstracts  
- STAT-USA  
- Gale Literature Resource Center  
- Catholic Periodical & Literature Index  
- Old Testament Abstracts  
- Lexis-Nexis (later reinstated)  
- Book Review Digest  
- Current Issues/Reference Shelf Plus  
- New Palgrave Dictionary of Economics  
- Bibliography of the History of Art  
- Wiley-Blackwell Online Journals  
- Web of Science  
- Country Watch  
- American Reference Books Annual  
- Capital Changes  
- InfoSci Online  
- Buffalo News  
- S&P Net Advantage

Previous Progress in prior years of the plan

- Progress has been extremely dependent on the budget condition of the College. But in spite of notable additions such as CRL, there has been disappointing net progress on addressing collection shortfalls. Over the previous 5 years we have cancelled 278 serial titles and 20 databases. This will make it all the harder to support planned advanced graduate programs without major budget infusions to the library collections budget.

- Figure 2 shows a suffering library materials budget over the period 2008-2012. Even as the share of the budget consumed by electronic materials increases, there has been an overall drop of 8% for the library materials budget. As the number of academic programs grows, this represents a diminishment to existing programs. Given the library materials inflation rate of 2% for books and 10% on everything else, the constant amount further diminishes purchasing power to support existing academic programs, no less advanced graduate study.

- There has been a bright spot in the ability of the library to share periodical content with other libraries through Rapid ILL. Figure 3 depicts Connect NY and Interlibrary Loan (ILL) activity. Connect NY and Rapid ILL, an expedited ILL process, are important sources for thousands of items. Over the period of the 2008-2012, there was a 42% increase in Connect NY transactions and a 106% increase in Interlibrary Loan transactions. One interpretation of this is that decreasing resources at all partner libraries are requiring greater dependence on external scholarly sources. Greater efficiency or the tragedy of the commons?
Figure 2: Library Materials Budget

Figure 3: Interlibrary Loan & Connect NY
Special Emphasis on Collection Improvement: Catholic Identity

Recommendations from 2008 LIS Plan
- Strengthen the Catholic Identity portion of the collection that will be emphasized as part of the Canisius College Strategic Plan.

Progress in 2011-2012
- President John Hurley contributed funds that were used to enhance the book collection associated with Mission and Identity.

Previous Progress in prior years of the plan
- Resources were added to the base collections budget in 2008 to support mission based purchases.

Science@Canisius

Recommendations from 2008 LIS Plan
- Incorporate state-of-the-art-technology into Science Hall.

Progress 2011-2012
- In anticipation of the opening of Science Hall considerable time was spent with Cannon Design in planning for the conference rooms, computer labs, and technology classrooms. There will be a new type of classroom, optimized in its design for technology enabled group learning.
- ITS met with Cannon Design to plan for space in the building for ITS Network Services, Computer Infrastructure, and Administrative Computing.
- ITS worked with Facilities and Cannon Design to design and evaluate bid documents for networking and classroom technology.

Previous Progress in prior years of the plan
- Note above comments on the library collection cuts, which had several cuts specific for science, including the Web of Science citation index.

Instructional Technology Improvements

Recommendations from 2008 LIS Plan
- Incorporate additional video content for instruction.
- Provide for digital content creation in select classrooms.
- Provide capabilities for online meeting tools.

Progress
- Progress for “Instructional Technology Improvements” have been merged with progress for “Improved Instructional and Assessment Support for Faculty,” below.

Improved Instructional and Assessment Support for Faculty

Recommendations from 2008 LIS Plan
- Move FacTS and CTE to the Library to provide larger accessible space.
- Investigate and implement technologies to support academic programs.
- Recruit an Instructional Designer.
Progress in 2011-2012

- Training 79 registrants in online teaching techniques, ITS continued its key role in providing support for online education.
- Although ITS did hire an additional instructional designer in August 2010, that position was lost to ITS in 2011.
- **Presidential Task Force on Online Education:** LIS had four members on this committee that set out policy recommendations for online education. In addition to the full Task Force, our staff participated in several subcommittees: Resources, Role of the Instructional Designer, and Student Services. The policy was submitted to the President for approval in May.
- **Copyright policy launched:** The Senior Operating Team reviewed the new copyright policy that was authored by LIS and may be found at [www.canisius.edu/copyright](http://www.canisius.edu/copyright). The policy site affords Canisius the ability to exercise the provisions of the Teach Act in online courses.
- **Graduate Orientation:** Working with the Graduate Admissions and key constituents, a new Graduate Orientation page was designed and implemented. The Instructional Designer recorded and uploaded videos of key campus individuals, including the President, the Deans of all the schools, and the Registrar, along with audio podcasts from student service offices to welcome new students and to inform them of the services available on campus whether they are taking online or face-to-face courses. [www.canisius.edu/gradorientation/](http://www.canisius.edu/gradorientation/)
- **Online Teaching Summit:** The first annual day-long Online Teaching Summit, sponsored by the Dean of the SEHS, was held on July 13, 2011. It was geared toward faculty who have either taught online or who have “graduated” from the Online Course Development Workshop. Participants explored the theme of “Collaboration in Online Learning” with keynote speaker and presenters from the College’s full- and part-time faculty. The purpose of the summit was to form a community of learning around online teaching and the response was very enthusiastic. Plans are shaping up for this year’s summit on July 18. [http://www.canisiuscampus.net/onlineteachingsummit](http://www.canisiuscampus.net/onlineteachingsummit)
- The Annual Digital Day was held this year on Friday, March 2. This year, the event was sponsored by M&T bank with a generous contribution toward expenses. Approximately 110 participants from Canisius as well as schools in the western New York area attended twenty presentations and a poster session. For the first time, the well-received keynote was delivered virtually via Eluminate by Tamara Rosier.

Previous Progress in prior years of the plan

- From December 2009 through June 2012, FacTS Center staff taught 13 Online Course Development Workshops with 161 registrants and 115 graduates. In addition, there were five Mission SoftChalk workshops with 45 registrants and 18 graduates.
- **OLC, Readiness and Preparedness sites:** Three new sites,  
  - Online Learning Community ([www.canisius.edu/olc](http://www.canisius.edu/olc))  
  - Readiness ([www.canisius.edu/readiness](http://www.canisius.edu/readiness))  
  - Preparedness ([www.canisius.edu/preparedness](http://www.canisius.edu/preparedness))
were set up in WordPress blogs and implemented. These sites provide a space for sharing resources, discussing teaching and learning, and serve as a repository for tutorials on using technology in teaching and learning.

- Academic computing has been researching possible alternative course management to Angel.

- The Media Center and Academic Computing upgraded many instructional technology classrooms (ITC’s). Particularly notable was OM-414 where several ITS staff participated in the renovation of this classroom as a state-of-the-art Education methods instruction room. Twelve new Macintoshes were added to the class, as well as moveable furniture, a Smart Board and a Smart Table. The Media Center and Academic Computing also collaborated on classroom design for Science Hall and for the new Financial Markets Lab.

- **Podcasting studio**: To support the use of new technologies for faculty and to enhance our training courses and web pages, a new podcasting studio was created out of a storage closet in the FacTS Center. Using materials that had been discarded, the equipment for recording podcasting was moved from a public area of the FacTS Center into the more sound-proof closet. The new studio has been used to record audio for web-based initiatives as well as by faculty for their courses.

- Figure 4 shows the continued path to more sophisticated classrooms on campus over the course of the 2008 LIS Plan. Level 1 classrooms (only video screen and DVD player) continue to lose share, while Level 3-4 continue to increase share. This is accelerated by the planned Science Hall classrooms.
Figure 4: Instructional Technology Classrooms

Information Literacy

Recommendations from 2008 LIS Plan

- Increase librarian staffing by .5 FTE to support an expanded information literacy role for the Library.
- Collaborate with Faculty Senate and Academic Affairs to incorporate information literacy objectives into the core curriculum and major programs.

Progress

- Faculty/librarian collaboration continues with the continued roll-out of the new core.
- Within the Library, librarians have made their library sessions with students more interactive and responsive to learning goals.
- The Library increased its use of LibGuides (libguides.canisius.edu/) to provide focused student research help for specific disciplines.
- The Library initiated Book a Librarian (individual appointments) and has collaborated with the Tutoring Center to reach additional students at the point of need.
- With the staffing changes planned for Summer 2012, there will be a search for an Information Literacy Coordinator, a new position.

Archives

Recommendations from 2008 LIS Plan

- Increase digital collections.

Progress

- With grant funding obtained by the Archivist, *The Griffin* has been digitized and made searchable through 2003.

Administrative

Increase Organizational Efficiency and Effectiveness

Recommendations from 2008 LIS Plan

- Increase the number of web applications that tie directly into Banner.
- Implement a campus intranet.
- Automate the distribution of reports in electronic form (web, spreadsheet, etc.).
- Automate communication and reminders triggered by transaction events in administrative departments.
- Implement secure processing of electronic signatures.
- Develop a data repository that is optimized for reporting of administrative data.

Progress in 2011-2012

- Collaborated with Enrollment Management, the Senior Leadership Team, and Maguire & Associates to develop a new Financial Aid strategy.
- Moved UG Application process back into Banner from Hobsons to improve processes.
- Designed and implemented a reporting system for tracking the progress of the Organizational Review.
- Collaborated with faculty to investigate and adopt a new system (Campus Labs) for course evaluation.
- Improved Canisius Fund solicitation and processing.
- Improved compliance with NY State immunization requirements.
- Additional Web applications implemented in 2011-2012
  - Executive Dashboard – successfully enhanced and integrated with the new campus portal (see “Student Life”, below).
  - An online web application was implemented that allows a new student to submit a photo for their id card online.
  - A series of Web applications and reports were implemented to assist in the data collection for the production of the College Catalog.
  - In order to better manage the challenge of non-persistors a web application and associated communication and reporting modules were put in place.

**Previous Progress in prior years of the plan**
- A sample of previously implemented Web Applications
  - Enhancement of the Financial Aid Estimator web application for students
  - Degree Audit Replacement System (DARS)
  - Human Resources Total Compensation web-based reporting for faculty and staff
  - Ignatian Scholarship Day web application
  - Student assessment system, a key resource leading to a much more positive review of Canisius assessment efforts by accrediting bodies.
  - Online telephone directory replacing a published paper directory
  - Financial management upgrades for grant holders and for the Athletics department
  - Credit card deposits to ID card balances for Golden Choice account
  - Online selection of meal plans for students
  - Application to capture Student Concerns directly from advisement faculty along with a communication module that automatically keeps the faculty member and appropriate advisors informed
  - Employment Contract Acceptance system
  - Staff parking application
  - Tutoring Center check-in process for Tutoring, Study Center and Supplemental Instruction

**Student Life**

**Student Email**

**Recommendations from 2008 LIS Plan**
- Outsource student email to Google.

**Progress**
- All students are now Google Gmail users.
**Campus Portal**

**Recommendations from 2008 LIS Plan**
- Stage 1: implement the Google home page for students (over the next 2-3 years).
- Stage 2: implement a full-scale portal for the campus (starting in year 4 of this plan).

**Progress in 2011-2012**
- LIS obtained external funding for part of the purchase of the CampusEAI MyCampus portal and implemented it for 2011-2012.
- In addition to single sign-on for many campus applications, the following systems have been made available through the portal:
  - Executive Dashboard
  - Course Evaluation
  - Student alert system proactively tied to retention criteria that anticipates potential dropouts
  - Registration and billing notices
  - Deposited student portal

**Improved Collection for Recreational Viewing and Reading**

**Recommendations from 2008 LIS Plan**
- Increase the Library collection for recreational reading (e.g. best-sellers in both fiction and non-fiction).
- Increase the Library collection for theatrical release of DVD.

**Progress**
- The location of recreational reading, graphic novels, and DVDs near Tim Hortons as well as the appeal of the collection resulted in substantial increases to circulation of these materials.
- The Library will be loaning Kindles and iPads to pilot the use of e-books for recreational reading.

**Migrate to Industry Standard Solutions**

**Recommendations from 2008 LIS Plan**
- Adapt systems for faculty and staff that are more prevalently used outside the College. Examples (systems to be replaced in parenthesis) include Microsoft Windows/Active Directory (Novell Netware/eDirectory); Microsoft Outlook/Exchange (Mirapoint email).

**Progress**
- The migration to Windows Active Directory for faculty & staff is complete.
- The migration to Outlook/Exchange for email and campus calendaring is complete.

**Improved Technology Support for Mobile Computer and Library Users**

**Recommendations from 2008 LIS Plan**
- Provide improved support for mobile technology users. Mobile technologies include laptops and smartphones.
- Increase the external Internet capacity as demand warrants.
Progress in 2011-2012

- iPad Support: Interest in iPads on campus is high! Not only students, but faculty and staff are purchasing iPads and exploring their use for their academic and personal pursuits.
  - iPad Users Group: Academic Computing staff initiated an iPad Users Group that has met once a month to form a community of sharing around the iPad. Eight meetings were held during the academic year. Attendance ranged from 1 to 13. Participants shared their favorite apps and tips for using the iPad.
  - Justice Project: In October, SEHS faculty received a five-year JUSTICE (Justice for Underserved Students: Teacher Preparation in Inclusive Classroom Environments) grant from the US Department of Education. Academic Computing staff worked with them to purchase and configure 20 iPads and a cart that will be used by faculty and students in a research study on their use in Inclusive Classrooms. Together, a loan plan and policy was written and a procedure for checkout, checkin and “re-imaging” was completed. The iPads are being distributed by the Help Desk staff.
  - The Library purchased a small number of iPads and Kindles and will be circulating them to patrons while studying their utility.
- The library adapted an application to text mobile users information they have found in the catalog. Unfortunately, this is not yet available in Encore, the next version of the catalog interface.
- Campus bandwidth to the Internet was increased.
- Because of exceptional demand, wireless services for the residence halls was outsourced (to Apogee) in summer 2011.
- Bandwidth (network capacity) to the Internet was increased by 100 million bits per second (Mbits/s) to over 250 Mbits/s.
- The Campus EAI portal in development will support a mobile interface. This will be implemented in summer 2012.

Night Access to Services

Recommendations from 2008 LIS Plan

- Extend Help Desk schedule to 24 hours, five days per week.
- Extend Library schedule to 24 hours, five days per week.

Progress

- Starting in Fall 2010, the library was open with 24 hour access during Finals week and the week before for both Spring and Fall. Students wanted this service, and they have used it in respectable numbers.
- Help Desk tracking has been improved so that many problems are tracked automatically when submitted electronically or when a message is left on the Help Desk voice mail. No matter what time they are submitted, follow up should be improved.
Best Practices

Additional Technology Renewal
Recommendations from 2008 LIS Plan

- Provide funding for purchasing/replacing desktop computers on a four to five-year cycle.
- Provide funding for purchasing/replacing server and networking equipment on a four to five-year cycle.

Progress in 2011-2012

- There was no further progress on this item. Indeed, with funding new faculty and staff out of replacement funds, there was some backsliding.

Additional Best Practices Progress

- LIS participated in the Organizational Review process. LIS saved funds by:
  - Increasing cycle times of equipment procurement for computer labs and instructional technology classrooms.
  - Consolidating mobile phone service to a campus plan instead of individual plans.
  - Eliminating paper phone directory advertising.
  - Consolidating printing equipment and suppliers and reducing the quantity of paper printing and copying. Printing outside of the Print Shop was reduced by 1,000,000 sheets per year. A previous project to charge students for printing exceeding a specified quantity resulted in another 1,000,000 sheet annual savings.
- ITS increased offering of training via screencast (e.g. Jing) to administrative users.
- Conference Room Upgrades
  - Specified and coordinated technology for President’s Boardroom AV installation
  - Regis Room – Installed 24 conference microphone stations with CD recorder for Board of Trustees/ Regents mtgs.
- ITS/Wehle conference room
- Classroom Technology
  - Many classrooms received projector, computer, and AV equipment upgrades over this period.
- Video Upgrades for Communication Studies and DMA
  - TV Studio was upgraded for high definition
  - Network and storage infrastructure was upgraded in DMA to accommodate high definition

ITS Planning

Recommendations from 2008 LIS Plan

- Implement a mutual aid information technology disaster plan with Niagara University.
- Provide email backup for all.
Progress

- The Niagara University disaster backup site has been operational; portions of the backup have been tested. It could be activated within 48 hours. In 2011-2012, the system was expanded to include backup for Exchange.
- There is disaster recovery backup for email, but restoration of individual mailboxes is difficult.

Leadership Training

Recommendations from 2008 LIS Plan

- Target at least one person in the Library and ITS for leadership training.

Progress in 2011-2012

- There was no further progress in 2011-2012 for this item, though Joel Cohen has provided more active mentorship as his retirement looms.
2012-2013 Information Technology Services Organizational Chart

Interim Director of Information Technology Services
Walter Drabek

行政Associate
Claudia Hojnacki

Director of Academic Computing
Estelle Siener

Faculty Technology Services (FacTS)
Leah MacVie
Fr. Mike Pastizzo, S.J.
Joseph Rizzo
Steve Warszawski
Open
Open

Student Technology Services
Scott Clark
Lisa Mastropaolo

Help Desk/Operations
Mark Hammersmith
David Koenig
Kathleen Nowicki
Thomas Prince
Jetson Bryant .5
Open .5

25 Students

Director of Network Services
Lawrence Deni

Administrative Computing
Russell Caliano
Roseann Cancilla
Pamela Dart
Michele Folsom
Robert Schaedel
David Shakarjian
Tracy Wass
Additional Programmer

Director of Computer Infrastructure
Frank Kirstein

Associate Director of Network Services
Michael Szymendera

Network Engineering & Security
Open

Server Administration
Andrew Chaplin
Alan Weitzsacker
Infrastructure
Timothy McAllister
Marc Schnirel

Director of Media Center
Daniel Drew

Instructional Media Support
Robert Grabowski
Nathan Johnson
Erik Michalensen
Garrett Weinholdt .5

Academic Computing Advisory Committee (ACAC)

Canisius Information Management System (CIMS)