

CHALLENGES IN INFORMATION SERVICES

Key challenges facing Information Services, and some ways they are being confronted, include:

- Leveraging Enterprise Systems to improve college operations, both tactically and strategically. For example, how can ES help Admissions or Advancement achieve departmental goals using Enterprise Systems resources? What projects will benefit the College most in achieving its priorities? How will funding be provided and maintained?
>> Use the IT governance structure to identify projects and initiatives, ascertain their value and/or complexity, and work with campus to prioritize projects.
- The role and scope of instructional technology applications in the College's educational program. How shall we determine the best use of available technology resources for the biggest gain? How do we sustain success and grow the program? When and how do we adopt new technologies?
>> Use the Teaching with Technology Task Force to explore options and suggest directions; involve other College groups for support; propose new or improved programming when ready.
- How will a shift to digital collections and a "just-in-time" model of collection development affect selection, ownership, licensing, workflows, access, use, budgeting, training, etc.? All libraries and publishers are dealing with the fundamental changes in collection development models and the impact on research and scholarship. How do we maximize access and service in the future?
>> The Collection Management Task Force is at work exploring options for moving from print to digital materials using a demand-driven acquisitions (DDA) model. The TF will investigate other issues and help guide implementation as needed.
- As the Shain Library renovation project progresses, how do we continue to offer an excellent program of information services for all members of the community during the transition years? What are the best ways to provide services when Shain is closed, and how shall we publicize those plans to inform our students, current and prospective, and their parents? How shall we prepare for unintended consequences when the building reopens?
>> Transition planning groups are established and are working with other College groups to locate and plan services and access to resources. College Relations staff, working with these groups, are coordinating publicity rollout about the project and transition.
- How can IS help the College meet its challenges in the coming years, as the traditional liberal arts model and its high cost are questioned and tested? What will be the right mix of IS resources and services in the future? What technologies or applications will be valuable to the College's future?
>> IS planning efforts attempt to work through these questions and offer options to the campus. IS leadership members are involved in professional organizations to bring outside perspective to the College. IS staff members collaborate with their colleagues on these issues.

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