

MIDDLEBURY COLLEGE
LIBRARY AND INFORMATION SERVICES



ANNUAL REPORT
2009-2010

November 2010

INTRODUCTION

What follows is the annual report for Middlebury College's Library and Information Services (LIS). This report covers the period from July 2009 through June 2010. We've organized the report into three sections: New Initiatives, Improvements to Existing Services, and Statistics. Through these three lenses we document the many ways in which LIS supports nearly all aspects of the work of the College: in recruiting students, in the academic program, in promoting administrative efficiency and data-driven decision making, in building community and connections between the College and our alumni.

By most measures, this was a challenging year for the College and for LIS, as we continued to adjust to the 'new normal' of reduced budgets and reduced staffing. In the face of these challenges, this report of our achievements is all the more heartening, as it demonstrates the deep commitment to this College that our staff continue to show through their hard work and creativity.

--- *Michael D. Roy, L. Douglas and Laura J. Meredith Dean of Library and Information Services*

NEW INITIATIVES

Library Naming - The College recognized Jim Davis and his family this spring by naming the library in his honor. Davis and his family have been long-time supporters of the College both through generous financial contributions, and through service to the College on the Board of Trustees. More information about the naming ceremony, and about the Davis Family, can be found at <http://www.middlebury.edu/newsroom/archive/2010/node/255167>

Project Directory - The LIS Project Directory was created to gather information about projects that LIS is (or will be) involved in, and to make this information available to members of the College community in an effort to encourage transparency and communication. The expectation is that the LIS Project Directory will help raise awareness about the diverse and exciting work that LIS performs in support of the College's mission, while helping to inform planning efforts. Extensive efforts were made

over the past year to gather, update, and keep current information on over 200 LIS projects. (<http://go.middlebury.edu/lispd>)

Google Apps Evaluation - Middlebury began a formal evaluation process of Google Apps for Education, an integrated communication and collaboration solution that includes email, calendars, document sharing, and site creation tools. While Middlebury has been running a 'live pilot' version of Google Apps since late 2008 (which now serves nearly 300 individuals), recent economic drivers and increased interest in collaboration tools have prompted LIS to formally investigate the viability of Google Apps for Education. LIS has created a blog about the evaluation process to help community members get involved and stay apprised of the project's status. (<http://blogs.middlebury.edu/googleapps/>)

Web Makeover Completed – On February 4th, 2010, we launched a new version of the main web site for Middlebury College changing everything, including the platform, design, information architecture, and the way we manage and maintain Middlebury's most visible web presence. [295 people](#) collaborated to complete a complex project with an aggressive schedule. Ben Molberger, LIS Graduate Intern, led over 120 workshops, training over 200 people to be able to build web presences for their functional areas. The leaders of the project used [blogs](#), Google Docs, Facebook, Twitter, and a number of other mediums to keep the College community informed and involved on the progress.

As part of the project, on September 15th, 2009, we launched a new main web site for the Monterey Institute of International Studies.

Web Course Catalog - A team composed of faculty and staff from LIS and the Registrar's Office worked together to build a new course catalog front-end. This new application pulls together and indexes the course-data stored in Banner to provide users with a way to search and browse extended course information that can be hard to find via BannerWeb. The application also feeds course listings for departments and instructors into the new college website and provides students with bookmarking tools to help them plan their course schedules prior to registration.

MiddLab - MiddLab launched on May 12 and has since recorded over 4,000 visits making it one of the most popular blogs on our site. MiddLab features work from the Spring Research Symposium and three separately submitted projects. The most popular Middlebury project on MiddLab is [Deconstructing Butter](#). This fall we hope to generate discussion on the site and feature projects as the research is being conducted.

Digital Media Tutor Highlights - During the summer of 2009, the Digital Media Tutors helped faculty prepare for the academic year, with activities that ranged from creating WordPress and Segue ([Concert Choir](#)) sites, to digitizing large collections of slides. One of the more advanced projects was the creation of 3D environments for the study of spatial navigation differences between men and women, conducted by Professor Marcia Collaer and Tony Richardson (SMC).

The DMTs continues to support media assignments throughout the academic year. The most challenging project was the creation of a conversation space for Spanish, where ~70 students took a virtual Language Pledge, created Hispanic personas, and practiced their [conversational Spanish in Second Life](#).

Monterey first-ever online Banner course registration - The Monterey Institute for International Studies switched its course registration system to Banner, allowing students to register for courses using the same system that Middlebury undergraduates use. This represents a major

milestone in the conversion of MIIS to Middlebury's administrative systems. (<http://catalog.middlebury.edu/catalogs/view/catalog/catalog%2FMIIS>).

Print Management - Library and Information Services implemented a Print Management system to support the College's carbon reduction efforts. The phased approach began with the introduction of a Guest printing policy in June 2009, which required guests in public locations to pay for printing.

In February 2010, student quotas were implemented using the Papercut print management software.

Removal of Phone Service for Students - In October of 2009, the decision was made to remove telephones from student housing. Most of these phones were unused and not activated by students who preferred cell phone service. 2,436 telephones were removed.

ArtStor SharedShelf - We are participating in a collaborative project with eight other colleges and universities to develop a shared image cataloging utility that will allow Middlebury to share digital image collections via the ArtStor platform. Materials shared via this platform will be searchable separately, or can be searched concurrently with the materials within ArtStor. (<http://www.artstor.org/shared-shelf/s-html/shared-shelf-index.shtml>).

Print Management Statistics					
All Users	Number of Users	Number of Pages	Number of Jobs	Number of Pages	Number of Jobs
August 6, 2006 - June 30, 1007	5,230	9,219,860	1,665,233		
July 1, 2007 - June 30, 2008	6,011	9,920,756	1,809,929		
July 1, 2008 - June 30, 2009	5,914	9,504,805	1,751,704		
July 1, 2009 - June 30, 2010	5,971	7,831,763	1,468,917		
Comparisons:					
FY 2010 to FY 2007*	741	-1,388,097	-196,316	84.90%	88.20%
FY 2010 to FY 2008	-40	-2,088,993	-341,012	78.90%	81.20%
FY 2010 to FY 2009	57	-1,673,042	-282,787	82.40%	83.90%

LIS Teams - As part of an effort to re-organize LIS in the face of major changes in staffing levels, and in recognition of the reality that certain aspects of the services LIS provides are by necessity interdisciplinary and require the talents of staff from across the organization, we have launched a set of teams that are responsible for a variety of functions that were either missing from the organization, or were not optimally located within any one given area. Teams that we have formed include: space planning, digital archives, LIS website, security, curricular technology, and education/training.

Details can be found at

<http://www.middlebury.edu/offices/technology/lis/about/teams>

Tech Fair - On May 26, 2010, LIS and the Center for Teaching, Learning, and Research (CTLR) co-hosted the second annual Technology Fair. The fair provides an opportunity for faculty to demonstrate the many and innovative ways technology is being integrated into the curriculum. With the help of Event Planning, Facilities, LIS and CTLR staff, the Great Hall of McCardell Bicentennial Hall was set up as a poster area. Each faculty member displayed a poster with information about his/her use of technology and demonstrated his/her work in real time using laptop computers and large screen monitors. Moving the fair from the Harmon Reading Room in the Davis Family Library to the Great Hall enabled a larger number of faculty, particularly the denizens of Bicentennial Hall to participate.

Details of the Tech Fair, including examples, photos and descriptions are available at the 'Teaching with Technology' blog, available at

<http://blogs.middlebury.edu/teachwithtech>

Participants and topics included:

Jeff Byers (Chemistry) used Wikipedia entries as an assignment in a senior elective chemistry course, CHEM0442. Jeff finds that writing Wikipedia entries helps students to understand the collaborative nature of scientific research.

Matt Landis (Biology) demonstrated his use of NetLogo, a freely available programming environment, to investigate evolution through computer simulation. Students develop a hypothesis, load the model onto the computer and then adjust the variables to assess the validity of their hypothesis.

Tim Parsons (Horticulturalist) displayed the campus tree map which he developed in collaboration with Bill Hegman, GIS Specialist and Katie Clagett and Chris Rodgers, former GIS interns at LIS. Tim used the campus tree map in his Urban Forest class.

Catherine Combelles, represented in her absence by Carrie Macfarlane of LIS uses personal polling devices (clickers) in a large Cell Biology and Genetics course. The course enrolls about 70 students. Used every day at the beginning of class, she asks a question to test understanding and comprehension of concepts from the past lecture or from readings. This enables her to adjust her classes to fit the needs of her students.

Jason Mittell (Film and Media Culture) demonstrated his use of MediaWiki.

Student Research Symposium - The Office of Undergraduate Research is becoming part of the Center for Teaching, Learning and Research. This spring, for the 2010 Student Research Symposium, Shel Sax with support of many LIS staff provided the technical and media support for the student posters and presentations. The support from LIS was substantial: digital media tutors working with student presenters on poster and PowerPoint preparations; Media Services staff setting up the

Great Hall and each of the seven presentation sites (6 at McCardell Bicentennial Hall and 1 at Johnson Hall); and LIS staff and media tutors providing support for each session in all locations. Detailed information including schedule, location, presenters and faculty moderators is available at:

<http://www.middlebury.edu/academics/resources/uro/symposium/2010SpSymp>

Following the opening session in the Great Hall, featuring welcoming remarks from Professors. Glenn Andres and Pat Manley (Associate Dean of Undergraduate research) and a keynote address from Gruia Badescu 07 In total, about 40 students did poster presentations and some 135 students did oral presentations which usually included a PowerPoint presentation.

CTLR/LIS Pedagogy Series - This spring, the CTLR presented its fifth annual Pedagogy Roundtable Series. One of the components of the series was the 2nd annual Pedagogy and

Technology Fair which is described elsewhere in the report. Also part of this series were several workshops offered by Shel Sax (CTLR) and Alex Chapin (LIS) on "Teaching with Course Web Sites: Wordpress and Segue" and a session on "Course Management: Where We Are and Where We're Going" in which Mike Roy (LIS), Alex Chapin (LIS) and Shel Sax (CTLR) provided results from a recent faculty survey, course management options and possibilities and a tentative timeframe for the move to a new course management system. See <http://www.middlebury.edu/academics/resources/ctrl/teach/pedagogy/2010> for details.

Collection Development Advisory Group – We formed a group to review major purchase requests; initiated a review of e-book options, with the aim of implemented a purchase-on-demand program in 2010-11.

ILL Highlights

- This year, ILL staff began to converting some ILL requests in to purchase request, for relatively new materials that are difficult to acquire through traditional ILL methods. In the roughly 6 months we've been doing this, there have been 30 ILL requests that we have purchased rather than borrowed.
- Middlebury ILL stopped lending music CDs
- Armstrong Library is now a pick-up location for traditional and NExpress
- ArticleReach was discontinued as the means for fulfilling NExpress article requests, in favor of Rapid.

Statistical Highlights

- Traditional ILL - Middlebury is a net lender (13,300 filled loans (66%) / 11,614 filled requests to borrow (88%)); the majority of both are article requests
- NExpress: Middlebury fills 25% of all NExpress article requests
- Total resource sharing requests: 44,417. Total provided: 33,663 (76%)

Microphilanthropy - During the recent web makeover project, College Advancement approached LIS with a request to develop a "microphilanthropy" concept to promote and

encourage community involvement, financial support, and interaction with students. LIS prototyped, developed, and presented a proof-of-concept model for micro-giving, which eventually grew into the MiddStart project.

CyberSource eCommerce - To increase Middlebury's level of PCI-compliance and improve the integration capabilities for the College's eCommerce initiatives, Middlebury transitioned all managed eCommerce services from a locally-hosted TouchNet payment gateway system, to a remotely-hosted payment gateway solution called CyberSource. This project included the migration of over a dozen online merchant accounts to the new platform and the reconfiguration of all managed eCommerce services (i.e. online forms, web applications, Banner web, online donations). LIS partnered with Finance to provide training for functional areas and system administrators. The transition to CyberSource was completed in August, 2009, and resulted in increased security for the handling of sensitive financial data, while reducing risk to the College by ensuring PCI/PA-DSS compliance. Middlebury no longer collects or stores sensitive credit card information for eCommerce transactions on any Middlebury-managed servers.

Service/Staff Reductions/Staffing Plan - As part of the College's overall plan to reduce staff in order to develop a sustainable budget, many of our colleagues in LIS took advantage of the College's incentives to either retire early or to voluntarily leave the College. In addition, we left many vacant positions unfilled. As the budget situation stabilized, and it became clear that there would not be layoffs, we worked with the staffing resource committee to develop a staffing plan that allows us to restore our staffing levels to 84 FTE (down from 104).

IMPROVEMENT TO EXISTING SERVICES

Banner 8 Upgrade - Banner, the College's main administrative database, was upgraded this Spring to version 8. This new version keeps us current with the latest version of the software, and positions us to take advantage of many improvements to this critical system.

Monterey Administrative Systems Implementation and Conversion

Student:

- Development of new codes and conversion, upload and verification of Monterey student data from former CMDS system into Banner Student tables: student attendance records; grade history; transfer work; adviser records; comments and degrees information.
- Modification of custom SSB package that displays the Middlebury's course schedule to display Monterey courses.
- Development of Monterey Daily Change Reports: daily changes in total credit hours by term by student; lists students who dropped a course within the last 24 hours
- Modifications to FormFusion transcript and student billing templates to accommodate Monterey needs.
- Identification and publication of Hyperion reports needed by Monterey, including creation of a data model for Monterey.

Finance:

- Conversion and setup of Monterey using Banner Accounts Receivable, with new scripts to load balance forward amounts from Monterey's CMDS system into Banner A/R.
- Conversion of Monterey direct deposit feeds to new bank (Wells Fargo).

Banner/Oracle/Hyperion Projects

Advancement/Alumni

- **Harris OLC** - In collaboration with College Advancement, College Communications, and the Career Services Office, LIS helped migrate alumni data and online services to a new alumni online community, hosted by Harris Connect. This new alumni online community, called Middlebury Online, serves as an online hub for Middlebury UG/LS/BL alumni, as well as matriculated current students and parents. MiddleburyOnline.com hosts Middlebury's alumni directory, the MiddNet career center, all

alumni event marketing and registration, and all online giving forms for donors to support the College's mission.

(<http://www.middleburyonline.com>)

- **Parents "Agents-in-Action"** - A new application for Middlebury parents, using the original Agents-in-Action application as a template, and subsequently building a new flexible sub-menu structure for this application and future SelfService Banner (SSB/BannerWeb) work.
- **Online Donor Roll** - An updated process to support the online donor roll data lists. Data is refreshed weekly and can be viewed via the Middlebury website.
- **Advisor Data Extraction** - A new process to support the new data analysis and visualization/trending tool called Advisor. Various staging tables and Hyperion reports were developed to implement this first wave of development for this application.

Budget/Controller/Finance

- **Monterey conversion/integration** - Conversion and setup of Monterey using Banner Accounts Receivable, with new scripts to load balance forward amounts from Monterey's CMDS system into Banner A/R.
- **Conversion of Monterey direct deposit feeds to new bank (Wells Fargo)**
- **Data review** - Custom Banner form for limited number of authorized staff members in controller's office to review and correct transaction dates/data

Human Resources/Payroll

- **Common Matching** - New functionality that requires data-entry users to check for pre-existing person or vendor records in the Banner database to prevent duplicates from being entered as often as they were previously.
- **Monterey conversion/integration** - Migration of MIIS employees to the "Middlebury College Health & Welfare Benefits Plan" including: MIIS employees' use of the on-line Open Enrollment web application; new processes to send annual

and bi-weekly data files to the vendor for medical/dental insurance and flexible spending accounts.

- **Benefits coding** - Modification of many Hyperion queries and custom scripts due to the addition of a new deduction code, a new plan code, a new earn code, and a new relationship code. Modifications to system parameters and calculations were programmed to accommodate changes in deductions, coverage, and rates.

Admissions/Financial Aid

- **Common Application (Middlebury undergraduates)** - Development and programming of Common App process, enabling functional users to update Banner from Common Application data.
- **Monterey / Language Schools / Bread Loaf** - Development of Self Service Banner web admissions forms for prospective students to submit application data and for admissions staff to view submitted statement of purpose and resume files, and creation of job submission process for functional staff to copy data from custom temporary tables to Banner baseline tables and make various updates.

New or revamped PL\SQL functions and procedures and definition of standards for use in Hyperion reports, including Monterey.

- **Middlebury Monterey Language Academy (MMLA)** - A new process to load matriculated student data from an Excel/CSV file to the Banner tables running the process from job submission in Banner.
- **Specialized Admissions packages** - Modifications to Travel Itinerary Program, Alumni Admissions Program web interface, application status and decisions web interface.
- **Yale iDocs Financial Aid application** - Installation and adaptation of Yale's Banner program to process electronically submitted financial aid documents via the College Board IDOC program
- **Financial Aid Payroll Load** - Customization of payroll load process that serves as an interface between Banner HR and Financial Aid for students on financial aid/work study.

Student

- **Monterey conversion/integration** - Development of new codes and conversion, upload and verification of Monterey student data from former CMDS system into Banner Student tables: student attendance records; grade history; transfer work; adviser records; comments and degrees information.

Modification of custom SSB package that displays the Middlebury's course schedule to show Monterey courses.

Development of Monterey Daily Change Reports: daily changes in total credit hours by term by student; lists students who dropped a course within the last 24 hours

Modifications to FormFusion transcript and student billing templates to accommodate Monterey needs.

Identification and publication of Hyperion reports needed by Monterey, including the creation of a data model for Monterey.

- **National Student Loan Clearinghouse connection** – New database procedure for server side authentication to access the Clearinghouse: when students login to SSB and click on the Enrollment Verifications link they are automatically logged into the Clearinghouse site, allowing them to print their own enrollment verification certificates and get information on student loans.
- **Housing/room assignments** - Enhancements to room draw SSB application forms and room assignment processes for students and residential systems coordinator to improve efficiency and include additional helpful information.

Identifying Roommates and Suitemates: new table and views to identify more easily which rooms are grouped together and to build a Hyperion public safety report to find a student's roommates or suitemates (in anticipation of H1N1 flu outbreak).

Modifications to Location Management Banner forms and Hyperion reports resulting from removal of telephones from student rooms.

- **Mills (Language Schools) extract** - Modification of shell script for secure ftp a file containing student/faculty/staff data to Mills College
- **SSB access to student data** - Modifications / creation of SSB pages that allow Commons heads to view student's data; faculty advisors to view advisee data; Degree progress (audit) report.
- **Credit Card processing** - Creation and modification of packages to connect to new credit card payment processor, Cybersource, and to receive post back data from CyberSource to create and update Accounts Receivable and Application records.

Systems

- **Banner Upgrades** - Banner student module 7.5-7.6 upgrades were applied in October 2009. Banner clients changed to use Java Plug-In (JPI) instead of Jinitiator in November 2009. Testing and implementation of Banner 8 proceeded through the fall and winter, with implementation in production environment in February 2010.

At Middlebury's request, SunGard provided an assessment of our application and systems environment. The Enterprise Systems Administrator and a SunGard remote DBA are working through a checklist of enhancements recommended by SunGard.

With the change to Banner 8, programmers modified various custom shell and PL/SQL scripts and Hyperion reports to work correctly.

- **Oracle infrastructure** - With the move to Banner 8, databases were upgraded from 10.2.0.3 and then 10.2.0.4. Patches & security updates are being applied by the remote database administrator.
- **Server infrastructure** - A new database server (spinel) was put into production, and new Banner application servers were placed into service during the past year (amethyst; jade), running up-to-date AIX 5.3 operating system. Security patches are regularly applied. All FTP processes in Banner were converted to

use the new DFS folder structure (middfiles), and code was designed and developed to use in shell scripts that copy files to appropriate directories.

- **Security** - The lockdown project continued in 2009/10 further restricting the way applications, reports, and individual users (including programmers) access the Banner production environment; DBA privileges were removed from all Banner schemas. Individuals are assigned to roles, and all roles & schemas have been reviewed and modified to levels of access appropriate to user needs.
- A new hidden password file was created and Banner developers modified PL/SQL scripts to retrieve schema passwords from the hidden password file rather than hard-coding them in plain text in procedure shell scripts.

Programmer access to the Banner production environment was tightened. In addition, we began a process of normalizing and simplifying departmental access to the database, which also has the effect of improving security.

- **Change management: Code review and promotes** – Many steps were taken toward managing a software development lifecycle (SCLC). Programming projects requiring more than one day of programming time are now reviewed and approved by the dean of LIS, the enterprise systems administrator, and the director of enterprise applications, including detailed functional and technical specifications. Prior to promotion of code to production, code is reviewed by a senior programmer analyst, and promoted by the systems administrator or database administrator. One of the successes that came from the code reviews is better definition of data standards in order to automate the flow of data in a more efficient way, resulting in the Display Name and MNET projects (MNET represents the fully-qualified email address that is now populated in Banner).
- **Hyperion** - With the support of Velaris/DoubleStar consultants, Hyperion 9.3 service packs were installed. A script for Interactive Reporting Web deployment was implemented to upgrade automatically all Middlebury and Monterey end-users' client

- software. Also, various system reports and functions were created including: usage tracking; consolidated job failure listing; cache cleanup; log reporting database. For the various application/functional areas, key functions and applications developed, created or installed during 2009-10 included:

Inventory Management

- Tracking 4,764 devices in inventory system:
- 3,089 computers: 1,122 laptop; 334 of those laptops are Apple; 788 of those laptops are PC
- 1,603 desktops; 158 of those desktops are Apple; 1,445 of those desktops are PC
- 1,493 external monitors
- 101 Local printers
- 81 Scanners
- We have donated 175 computers in the past 2 years to local schools and non-profit organizations
- The Helpdesk has upgraded approx. 783 computers in FY10

Classroom Upgrades - The following classrooms have had complete upgrades:

- Old Chapel: 206, 401 are now HD-ready classrooms
- Warner: Hemi, 202, 203, 208; projector upgrades
- Sunderland ILC1, ILC2 and ILC3, projector upgrades
- Munroe 401, 407, projector upgrades
- MBH 148, 303, projector upgrades
- Chateau 109, projector upgrade
- Dana received a newer 35mm projector as well as platter system for showing 35mm films.
- Sunderland 202 had a new switching system installed (Extron).
- A portable cart was designed that can turn any space into a SMART classroom.
- Podium/Lectern computers were upgraded in:
 - Warner Hemi 202, 203, 208, 506, 507
 - Twilight Auditorium
 - Hillcrest 103, 200
 - Pearsons Max KDE
 - MBH 104, 216, 218 and 220

Lab Reductions - Low usage statistics led us to remove the public computers from Sunderland ILC 1 and 2, and to upgrade and increase the number of

computers in Sunderland 202, which would also provide a more usable teaching space during the day. The laptop computers in Library 140, which were rarely used, were also removed, and this room will be used to pilot virtual environment computing. The number of public computers was reduced by 67.

Wireless Improvements - All wireless access points in the Davis Family Library were replaced with newer equipment capable of faster throughput. Infrastructure improvements were also made which extended the reach of wireless coverage at the Bread

Loaf campus. For a map showing access points on campus, go to

(<http://web.middlebury.edu/services/campusmap/go/oglemap/index.php>).

Yankee Book Peddler – As of the end of the FY10, our primary English-language book vendor, Blackwell North America, was subsumed by Yankee Book Peddler. As a result, the library worked with YBP to convert existing approval (i.e. automatic purchase plans) from BNA to YBP, and set up our systems to interact with the YBP online ordering database. We also trained librarians and acquisitions staff to work with the new system.

Library Reference Services - Librarians began offering references services from their offices instead of the reference desk, using a large “Librarian on Duty” visible from the lobby and circulation desks to indicate which librarian is on reference. We also reduced the number of service hours from 43 (spring 2009) to 36 (spring 2010).

In addition, we also began accepting reference questions via a new Text-a-Librarian service.

Web Analytics for Web Makeover - In early February 2010, work was completed to instrument the new drupal web environments (for <http://www.middlebury.edu> and <http://www.miis.edu>) with Google Analytics to collect statistical information about visitor usage trends. While Middlebury has been using Google Analytics to measure trends in our online services since 2006, access to the data was recently made more widely available to the College community, in order to support the improvement of Middlebury's primary web site experience.

Web Analytics (General) - In 2009, several additional online services were instrumented with Google Analytics to collect statistics related to usage trends. This included internal services, such as WebMail, Account Activation, Web VPN, Blogs, MediaWiki, and Segue as well as vendor-hosted services such as MiddleburyOnline.com, MatchingGifts.com, and Google Apps for Education. Additional services are planned for instrumentation in 2010.

Liaison Program Reorganization - Completed the roll-out of the new liaison program. Departmental assignments were rearranged so that all primary liaisons are members of Research & Collection Services area

LIS Support for GIS – Summary - Successfully transitioned from providing full-service GIS analysis year-round to providing it only during the summer. We offered map-making and visualization support to Digital Media Tutors, students and faculty during the school year and we are working on a few extensive GIS projects for faculty over the summer.

Publicized our services in several ways, some new and some traditional, including posters around campus and a blog posts emphasizing various projects (Campus Tree map, Trailrunner). Developed our skills by discussing innovative ways to display geospatial information, and investigating new tools such as the GeoPress and GeoMashups

plugins. Our staffing model, in which we have an experienced tutor mentoring a new tutor, served us well.

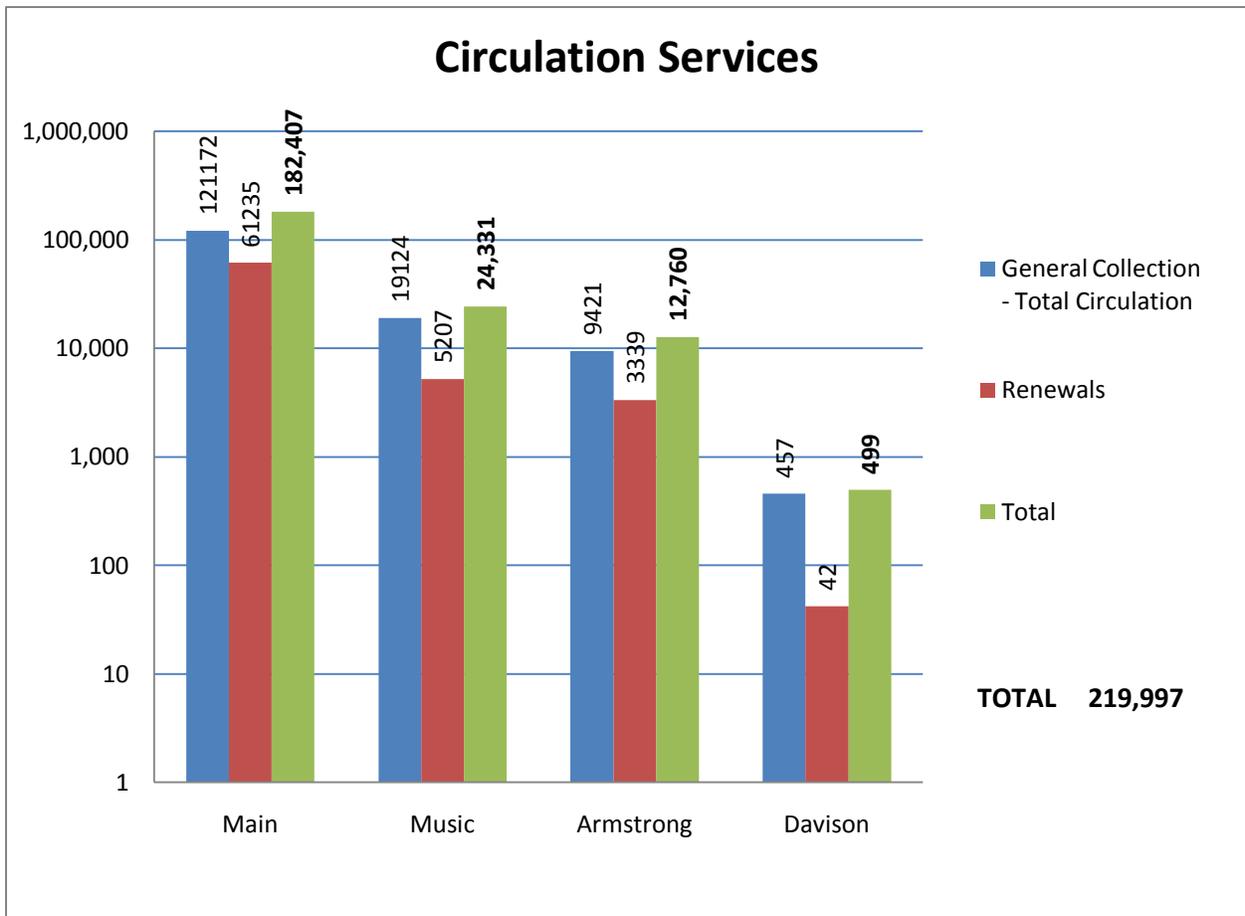
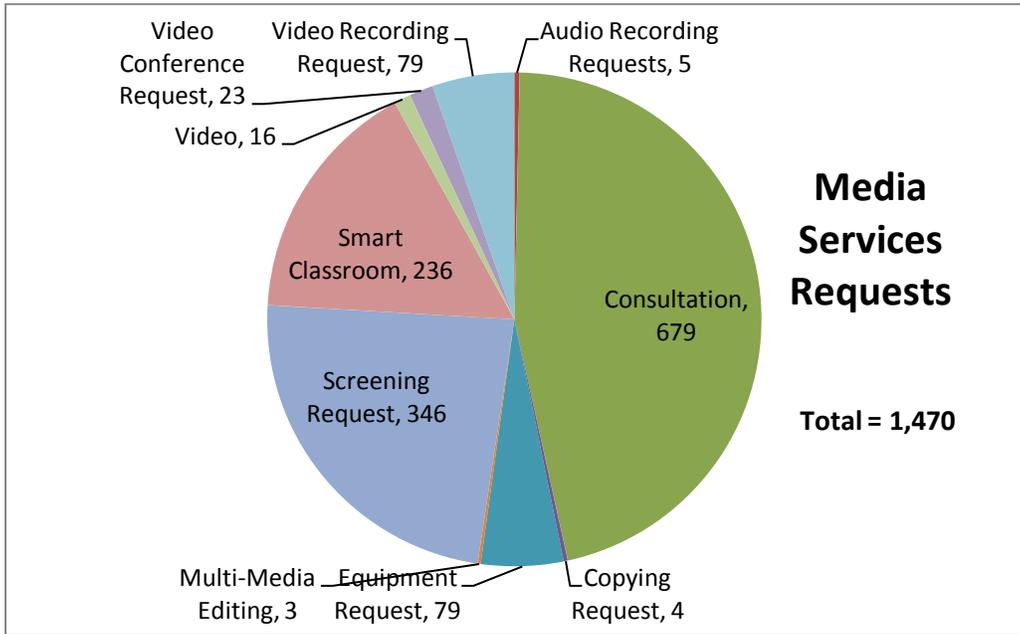
For 2010-11, we expect to integrate GIS support into the suite of services offered via the Digital Media Tutors in the Wilson Media Lab, with liaison contact as necessary.

Completed Projects – for a list of completed projects go to:

<https://sites.google.com/a/middlebury.edu/pd/completed>

STATISTICS

Helpdesk Statistics											
	Staff	Student	Faculty	LIS Helpdesk	LIS	Emertius	Summer Grad	Guest	Schools Abroad	Summer	Total
Application	2,434	708	1,152	37	7	55	12	1	11		4,417
Password & PINs	789	1,304	410	312	4	32	31	2	14	2	2,900
Equipment	1,066	770	689	21	246	24	6				2,822
Network	1,000	1,069	610	18	12	13	16	6	5	2	2,751
Account Management	1,260	361	404	27	1	17	5		10		2,085
Distribution	965	48	566	3	9	4			2	1	1,598
Media Service	807	96	547	13	4	2	1				1,470
Program. & Dev.	1	1,304									1,305
Training	1,139	51	54	1		2					1,247
Miscellaneous	451	280	252	47	1	9	6	36	2		1,084
Web Site	600	138	138	13	1	5	2	3	3		903
Telephone	585	59	53			2					699
Remote Access	148	34	79	10		6					277
Lab/Classroom	95	42	57	3	53		1				251
					Grand Total			23,809			



Librarian Instruction Statistics	
Course-related	52
First-year Seminars	45
Senior Thesis Seminars	10
Language School	15
RefWorks	12
Staff Training	4
Misc (e.g. faculty orientation)	2
Totals	140
Librarian Consultations	
Students	115
Faculty	17
Liaison Meetings	10
Totals	142
Reference Statistics	
Sept 09 - May 10	1065

Library Collections by Volume/Acquisitions Statistics		
2010	Net Growth or Loss from 2009	
Monographs	68,6243	8,235
Bound Periodicals	71,361	-7,353
Microforms (sheets/reels)	380,093	2,810
Maps, Broadsides, Prints	4,762	131
Manuscript Collections	20	15
Music Scores	36,597	101
Music/Spoken Word CDs	22,008	556
Cassettes, LPs, 78s, etc.	2,664	3
DVDs	9,653	1,019
Videocassettes, laser discs, etc.	7,878	-1
16 mm & tape reels	143	0
Slides, realia, kits	21	0
Physical computer media (CD-ROMs, software, etc.)	2,666	32
Circ equipment	737	-184
Online resources	731,534	14,555