

# Middlebury

## Library and Information Services

### 2012 Annual Report



Giant gift box in the lobby of Davis Family Library, May 11, 2012.

Working outside and all around the box.

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# Introduction

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*Reading through the over 20 pages of dense detail within this report provides a snapshot of how the rapid changes within the world of technology and information services are impacting the way the Middlebury community is creating, sharing, and using information in service of the College's mission to create the world's first and foremost global liberal arts college. From e-books to smart phones, Facebook, twitter, discovery tools that mimic Google, paperless admissions, shifting to hosted services, increasing the number of smart classrooms, building more resilient and secure infrastructure, and building information literacy programs to prepare our students for new modes of research and communication, we are quickly and radically changing how we provide service to our community. And in the face of all of this novelty, we also continue to operate our bread and butter services: email, circulation, interlibrary loan, the distribution of new computers, building collections (and special collections!). Each year as I write this introduction, I marvel at the sheer amount of activity required to balance these two competing demands: providing reliable services that meet existing needs, and putting in place new services and resources that meet emerging needs. I wish I could honestly say that the next year will be a less busy year, but looking over our ambitious goals for the upcoming year, and reviewing the goals of the College, the best I can offer is this: it is clearer than ever that we all need to get better at setting priorities, at working with our campus partners to establish what is essential, and what can wait. LIS will continue to play a central role in enabling innovation and transformation at the College, and also in serving as an information utility company that just needs to work 24/7. In looking at our myriad accomplishments from last year, it is clear that we have the willingness and ability to play these two important roles. Our challenge, and it is a challenge across our campuses, is to learn how to do all of this in a sustainable way, being both planful, but also opportunistic. The good news is that the entire campus is focusing its attention on planning and prioritization, and so our efforts will take place in the context of a new annual college-wide planning process.*

*--- Michael D. Roy*

*L. Douglas and Laura J. Meredith  
Dean of Library and Information Services  
and Chief Information Officer*

# Research and Collection Services

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## Collections

### Collections & Metadata

- **Successfully hired** .5 FTE Collections Associate, Lisa McLaughlin.
- Launched the **Collections Confab**, a [triennial meeting](#) of RCS and User Services to discuss library collection decisions, trends, and topics.
- **Budget oversight.** Reached a spending goal of 0.00041% of the library materials budget.
- **Graphic Novels collection.** Transferred English language graphic novels and comics to the main floor and enhanced MARC genre tags. A Letter to the Editor in the *Middlebury Campus* paid tribute to the new collection.
- **Revived Browsing collection.** Initiated a partnership with the locally-owned Vermont Book Shop to put new life into our Browsing collection and support the local economy. **Foreign Language Browsing** was weeded, re-classed, and new acquisitions were added.
- Improved access to our **Chinese collection.** Processed 1,172 Chinese titles from Bowdoin College and re-cataloged the existing Chinese collection for improved access. [Blogged it!](#)
- **Streamlined audio CD cataloging.** Implemented a new workflow to reduce a backlog of 933 audio CDs to 18 and to speed up the accession and cataloging of new CDs.
- **Crow about new books.** We flaunted new library books through an [Amazon-like front covers](#) feature and a new policy that selectively retains [dust jackets](#).
- **Growth of eBooks and eReaders.** By the end of the fiscal year, our collection of ebooks and digital audiobooks exceeded 120,000. We purchased two circulating Kindle Fires. Circulation rates for the Fires have been, well, *on fire*. Joined the [Educause eTextbook Pilot](#) in FY12.
- **Getting the word out.** Through signage, displays, and blogging, CM drew attention to a variety of library collections. E.g. graphic novels; [newly purchased Browsing books from a local book store](#); books and DVDs on food and farming; faculty authors in the sciences; foreign language books, audiobooks, and films; a [newly organized Harman Periodical room](#); and timely features related to [Nobel Laureates](#), [International Women's Day](#), etc.
- **JSTOR Alumni access.** Working with the Alumni office, launched JSTOR Alumni Access in time for reunion weekend. (A few weeks later, a Midd student tweeted it!)
- **Weeding.** Essential, though not glamorous. Weeding in Browsing, Foreign Language Browsing, H1-99, HE, HM, Ref PN, HQ, L, Armstrong. (And always more to be done.)

## Digital Scholarship

- **Middlebury History Online** ([go/middhistory](http://go/middhistory)) was revived and launched.
- The **MiddLab** Digital Scholarship Group was conceived of and “soft-launched.” Several new faculty projects got underway during the FY12. One example is Professor Tom Beyer’s [Svetlana Geier Library](#).
- **Institutional Repository** rechristened as *Scholarship at Middlebury* in ContentDM with thirty-four new 2012 theses. Once all theses are migrated from the legacy system our collection will total nearly 300 student theses.

## Interlibrary Loan

**Staffing** - Due to the departure of long time ILL Lending Associate Morgan Connor, Kate Schmitt was promoted from ILL Assistant to ILL Lending Associate, and Sigrid Howlett was hired as our new ILL Assistant. We used this opportunity to document the ILL staff workflow and procedures on the LIS Wiki throughout the year.

### Enhancements and Improvements

- Created a MIDCAT add-on for ILLiad based on the Innovative add-on released by the IDX project. This add-on, an improvement to the IDX release, scopes to Middlebury holdings exclusively, allows us to search for materials in a web-based MIDCAT window from within ILLiad, and sends the search for ISSN or title directly from the request to the MIDCAT add-on.
- Trained Special Collections work study students to use the ILL Book-Eye scanner, and defined responsibilities for changing scanner settings to make sharing the equipment possible.
- Assisted with scanning projects when possible
- Instituted a system for delivering copies of materials scanned by ILL staff (for filling of ILL requests) to Special Collections for digital preservation.
- Edited ILLiad web pages to make it possible for the patron to select the type of material, and expanded the acceptable types in ILLiad to allow for increased variety of materials. This allowed us to track media requests as part of our goal of reviewing the effects of increased CD and DVD lending.
- Completed an ILL Media Lending Analysis for ILL Service last year, since we began lending CDs from the former Music Library and DVDs from the new browsing video collection to our holdings in Davis Family Library. The analysis revealed that we processed a significantly higher number of media requests in Lending -- an increase of 80% from the previous year lending -- and also reviewed the effect of increased media lending on ILL workflow using statistics on number of requests sent, UPS shipping costs, packing material costs, and estimated staff time. (For FY 10-11 we lent only 170 CDs

and DVDs and in FY 11-12 we lent 1,648 DVDs and CDs.) We are using the analysis to make changes to both our policies and workflow to streamline continued media lending processing.

- Over the course of the last year the majority of Middlebury's electronic journals holding data have been added into OCLC Knowledge Base using Pubget, including more than 50 databases, and 45,677 journals and serials. Middlebury Lending has been processing article requests through the Knowledge Base as of May 15, 2012. Since then, our turnaround time (TAT) for articles has averaged 4.22 days, while articles processed via our new "Awaiting E-journal processing" queue (submitted via the OCLC Knowledge base) averaged 19.2 hours, or a mere 25% of the total TAT! Additionally, our fill rate for Knowledge Base requests is 10% higher than for all Lending articles.

### **Continuing ILL Services**

- We again worked cooperatively with the larger Middlebury community by providing ILL services to Middlebury Summer language students at Mills College in California. Students at Mills College use MIDCAT and ILLiad to request materials, and we fill or order the requests in Vermont for delivery to Mills.
- Purchased 75 items through Collections Management to fill difficult ILL loan requests as part of our "Purchase on Demand" program.
- Rapid has helped us to provide articles in 25% of the TAT of a traditional ILL request. Most importantly, we loaned or borrowed more than 30,000 items for ILL patrons at Middlebury and beyond, with speed and efficiency.

## **Preservation and Processing**

- **Periodicals Condition Survey:** A condition survey of the Bound Periodicals Collection in Davis Family Library was completed by Ginny Faust (Binding and Conservation Technician). All items that are not library bound were listed and the style of housing (box, pamphlet binder, etc.), as well as the condition of the paper (brittleness) was documented. The next step will be for subject liaisons to review these items and make retention decisions.
- **DVD recase project:** Through the summer and fall of 2011 the entire DVD collection in Davis Family Library (ca. 12,000 items) was rehoused in locking cases and reprocessed. Cardboard cases were color photocopied to create new sleeves for the new cases. Large sets were broken up and cataloging created additional item records as needed. Kudos to Circulation Services, who loaned their student employees to work on the project.
- **Integration of music collections:** The processing and maintenance of the music collection was integrated into P&P due to the move of the Music Library into Davis Family Library. The separate music binding account was merged with those for Davis. Preservation treatments and end processing for music has been fully integrated



into our procedures at Davis, with one result being that the quantity of items being sewn into pamphlet binders has doubled due to the addition of music scores and folios.

- **Binding statistics review:** 1) The number of monographs sent to our commercial binder was increased considerably this year as we were more proactive in monitoring the re-shelving area for worn and damaged books. We have revisited this and plan to scale back our efforts somewhat this year to be less conservative about treatment decisions. 2) The periodical binding numbers were low this year because of a staff vacancy in the Periodicals work area.
- **New spine label printer:** In response to a deterioration in the quality resulting from our dot-matrix printer, we purchased a new Zebra ZM400 heat transfer spine label printer identical to that used for the high quality labels coming from our shelf-ready vendor, YBP. These labels are clearer, easier to print, and easier to apply to items.
- **Preservation Open House:** As part of National Preservation Week in April 2012, we hosted an open house to highlight the work we do to preserve the libraries' collections. We had roughly a dozen attendees; while we may not repeat soon, it was an excellent way to review the work we do within the department and increase, even if modestly, outside awareness of our efforts.

## Davis Library Facilities

- Created and installed signage for the quiet study areas.
- Worked with a moving company and circulation staff to shift book collections for the LIB140 economics lab expansion.
- Worked with college Facilities Project Coordinator to plan and manage expansion of classroom LIB140.
- Worked with LIS staff to purchase and install 2 cell phones booths in Davis Family Library.

## Special Collections and Archives

### Curricular Teaching & Research

- Introduced students from more than two dozen classes to Special Collections and research with primary source materials, principally for the departments of History, Religion, History of Art & Architecture, American Studies, English & American Literatures, and J-Term classes for American Studies Web Museum (Holly Allen) and Social Interaction in Higher Education (Matt Longman).
- More than 200 students used Special Collections materials for research during the current academic year.

## Collection Management

- Thanks to regular collaboration with Rebekah Irwin and Richard Jenkins, we now have access to over 2 dozen Manuscript Collections and College Archives materials from MIDCAT, as well as an improved workflow for creating metadata for digital collections;
- 80% cataloging of Archive of the Morgan Horse Archive including books, periodical and serials;
- Began development of new workflow for Special Collections and finalized student worker and volunteer component of that plan;
- Finalized cataloging of A10 (College Miscellaneous Pamphlets) record group of College Archives;
- Supervised processing and finding aid creation of two extensive archival collections: Stephen A. Freeman collection and Helen Hartness Flanders Collection (field recordings). New student assistant workflows have been extremely successful in undertaking and completing project-based assignments.

## Exhibitions and Events

- The major accomplishment of the year was the unveiling of [Middlebury History Online](#), an online exhibit documenting Middlebury College history using archival materials from digital collections created by Special Collections staff.
- The major Davis Family Library exhibition of the year was of materials from the Eric Tunis Collection of Antique Maps and Prints (15-19th centuries) related to the Middle East, India, and Pakistan.
- Three Abernethy Lecture Series presentations were offered:
  - Werner Pfeiffer, on his book construction *Out of the Sky*, commemorating the victims of 9/11 (September 2011)
  - Brenda Dixon Gottschild, on “The Black Dancing Body: a Measure of Culture” (October 2011)
  - a panel discussion “Women Who Write About Dance,” featuring poet Kathryn Levy, author Toni Bentley, and dance critic Deborah Jowitt (March 2012)
- In March 2012, poet Kathryn Levy read from her book of poetry *Losing the Moon*.
- In April, the 2012 Ron Rucker Lecture sponsored by the Friends of the Library, featured Robert Swinston, Cunningham Director of Choreography speaking on “Preserving the Merce Cunningham Legacy.”
- The 2012 Abernethy Lecture, *The Twenty-First Century International American Novel: A Brief History*, was presented by Gordon Hutner, Professor of English, University of Illinois and Editor of *American Literary History*
- The annual faculty authors reception was held in Special Collections in April, 2012.



## Research

- Responded to more than 150 e-mail requests for research information and/or reproduction of archival materials from the Abernethy, Flanders, College Archives, and Rare Books & Manuscripts collections.
- Approximately a dozen scholars from outside the College came to Middlebury to do research in Special Collections in the Flanders, Abernethy, and College Archives.
- Filmmaker Joel Gardner did intensive research in the Abernethy and College Archives for a documentary on his father, the novelist John Gardner.

**Acquisitions** - A selection of the extraordinary acquisitions added to Special Collections includes:

- Erastus Hibbard Phelps (Middlebury Class of 1861) Civil War Archive (purchased at Cowan's Auctions, Cincinnati, OH, 12/2011)
- Erastus L. Hackett Civil War Archive
- A. Richard Turner Library of 15th-17th century Italian Renaissance literature (approx. 75 items)
- Complete Voyages of Captain Cook (1773-85, 9 volumes)
- *A brief history of the war with the Indians in New-England, from June 24, 1675 . . . to August 12, 1676 . . .*, by Increase Mather (1676)
- *The history of the powder treason : with a vindication of the proceedings . . .*, by John Williams (1681)
- Exposition of the Moravians (in French, 1762)
- Gladys Jane Swift Seibert (Class of 1946) World War II Letters (Gift of Peter Seibert)
- Significant additions to the Abernethy dime novel collection:
  - Young Athlete Weekly
  - complete runs of Three Chums Weekly and Frank Manley Weekly
  - 145 Frank Tousey Golden Weeklys
- Deposits of records from administrative offices, including the Office of the Vice President of Academic Affairs, Dean of the Faculty, SGA, Alumni Office, College Advancement, Italian Summer School, etc.

## Research and Instruction

### Information Literacy

- We mapped introductory skills to resources and services; see Infolit Skills Resources. Our [guide for first-year seminars](#) links to many of these resources and services, and it can be used as a starter template for guides for specific courses.

- Tutorials: We started a [Tutorials](#) site to house the tutorials we've created; new and updated tutorials include [go/lib: Now What?](#), [Summon](#), and [Finding Classical Music](#). In January, Larraby Fellows from Community College Vermont visited to give us advice on how to create tutorials. We are currently selecting software and developing a new workflow.
- With help from the Office of Planning and Assessment, we performed an information literacy skills assessment on a subset of fall 2011 incoming students. We shared our findings with LIS area directors, LIS staff, Faculty LIS Advisory Committee, Student LIS Advisory Committee, LIS Faculty Divisional Advisory Groups, Academic Affairs, Center for Teaching, Learning, and Research and fall 2012 first-year seminar instructors. Planning for a fall 2012 assessment has begun.
- We continued to work on plans for instruction and assessment of intermediate and advanced information literacy skills through pilots with the departments of Chemistry and History of Art and Architecture. Chemistry completed its list of intermediate and advanced skills and mapped the skills to existing courses. History of Art and Architecture is designing a course that teaches information literacy skills. We shared updates on these pilots with LIS area directors, LIS staff, Faculty LIS Advisory Committee, Student LIS Advisory Committee, LIS Faculty Divisional Advisory Groups and Academic Affairs.

### **Assessment**

- We had planned to assess both the Liaison Program and the Research and Instruction Workgroup. Due to organizational changes in the fall, Terry and Carrie took the lead, and we reduced the scope of our assessment to the Research and Instruction Workgroup. The Liaison Program will be assessed in the future.
- We surveyed students who have used our services. We also queried the general student body regarding awareness of our services; we received over 350 responses from the dining halls, thanks to a hard-working Circulation Desk student and many bags of candy. We reviewed statistics regarding in-person and online services, and we compared our statistics to peer institutions. We also evaluated answered reference questions.
- We are currently analyzing the findings. Any changes will be implemented in the fall.

### **Reference & Instructional Accomplishments**

- Our proposal for a Science Data Librarian position was approved by the Staff Resource Committee, and our search resulted in a successful hire! We are excited to welcome Wendy Shook as of August 6, 2012. Unfortunately for us, Jess Isler departed for a terrific opportunity at the University of Maine, Augusta. We will miss her!

- In early spring 2012, we launched a new Chat Reference Service. We chatted! Our numbers went up in late April and early May. So far, undergrads seem to be finding the service more frequently than Language School students (during April and May, we averaged about 1 chat interaction per day; during the summer months, we averaged fewer than 1 chat interaction per week).
- Our social media presence is small but growing. We have 137 ‘likes’ on Facebook and 67 followers on Twitter. Take note of this surprising development: In late spring 2012, Twitter was the top referrer to the LIS blog!
- We are fortunate to have strong representation in nearly all of the cross-departmental work that goes on in LIS teams. Members of our workgroup participate in the Curricular Technologies Team, the Education and Training Team, the Space Team, and the Web Team. We also have one member of R&I on the HEAT replacement team (proposed nickname: HEA-RT!).
- With last year’s addition of over 40,000 EBL ebooks to the library’s collection, we prepared for questions about downloading and reading ebooks. When the questions came, we were ready with documentation that was developed collaboratively between the R&I Workgroup and Collections Management ([EBL Ebook Downloading](#) and [EBL Ebook Details](#)).
- We also got to know [Summon](#), our new discovery tool, and we adapted to changes in its interface and functionality throughout the year. Documentation such as the [What’s Summon](#) page, the [Summon video tutorial](#), and the [Find Music](#) guide have been useful. UVM is implementing a discovery tool this summer, and their librarians seemed to benefit from an in-person discussion with our Head regarding our experiences at Middlebury.
- R&I librarians assisted with the purchase of about 30 online resources by requesting, testing, and obtaining faculty feedback on a variety of trial subscriptions.
- We kept busy in the area of professional development as well. We attended conferences in New England and beyond. Three of us presented at the Dartmouth October Conference. We also attended many online seminars, for example ISIS and EDUCAUSE, and webinars for various e-resources. We share conference reports in the Liaisons Blog and/or the LIS Blog, depending on the content. In addition, we now keep a shared list of professional publications we follow and conferences we attend.

### **Liaison Program**

- Much time and effort has been put into the decommissioning of Segue. We attended training workshops and created Moodle documentation for the LIS wiki. We also provided training to HelpDesk staff and developed a procedure for coordination with HelpDesk on curricular technology questions. We signed up to staff Segue migration and Moodle worksessions for faculty, but attendance was extremely low.
- In our ongoing attempts to increase our visibility, we attended the Writing Retreat, Fall Faculty Meeting, Winter Term Faculty Reception, and all faculty/staff author receptions. We also regularly attend departmental lectures. We welcomed new faculty

early in the summer via email and later in the summer through an orientation workshop. We scheduled meetings with individual faculty members for a general check-in in the fall and spring, and we plan to meet with department heads for a general check-in later this summer/fall.

- We served as a go-between for HelpDesk communications regarding various technology issues including teaching software needs. The upgrade to Windows 7 prompted many questions from faculty.
- Divisional Faculty Advisory groups met; notes are [here](#).
- We continue to value communication with other areas of LIS. We offered several orientations to Circulation and HelpDesk student workers. We shared our proposed plan for [Liaison Communication and Referrals](#) with other LIS managers. As a result, Ian Burke came to a liaison meeting to discuss security issues. We use the Liaisons Blog to discuss workflow issues and related news with liaisons and staff in other workgroups.
- Training workshops (“Liaison Discussion Section”) were offered to LIS staff on: ArtStor’s Shared Shelf, Finding Music Resources, Scopus, Congressional Resources, “Let the Technology Do the Work: Sharing the Same News to Different Audiences,” Copyright Questions and Answers, Video Tutorials for Library Instruction, Executive Branch Information Resources, Migrating from Segue to WordPress and Moodle, and Customer Care and Feedback. Most workshop descriptions can be found [here in the LIS Blog](#).
- Liaisons attended the Spring Research Symposium and some provided tech support.
- In December, we met to revisit our expectations and protocols for meetings. We decided things are going pretty well! A few minor changes to the documentation were made.
- Liaisons again invited departments to allow their students to submit their senior theses for storage and retrieval in our online digital repository. We received thirty-four theses in total, about the same number as in previous years. Participating departments this year include: CSCI, ECON, ENAM, GEOL, HIST, INTL, IPAE, PSCI, WAGS.

## **Government Documents**

- We deaccessioned 7,000+ printed documents, for a total of more than 65,000 documents removed from the collection in the past four years. This enabled us to further tighten and shift the documents collection to make space for some of the general stack collections to be moved from the lower level to the main level to accommodate the expansion of Room 140.

- Hans Raum presented 2 staff training sessions. Both sessions included handouts and visuals in Moodle format.
  - Major Congressional information resources (Oct. 2011)
  - Major government information resources for the executive branch of the federal government.
- Ginny completed online documentation for the Government Documents Department, at [http://mediawiki.middlebury.edu/wiki/LIS/Government\\_Documents\\_Department](http://mediawiki.middlebury.edu/wiki/LIS/Government_Documents_Department)
- Receipt of printed and microfiche documents are at their lowest level since 1975, as government information resources are increasingly being made available online. This has allowed Ginny Faust to reduce her hours working with government publications from 4 to 3 hours, daily.
- The Government Printing Office (GPO) requested all federal depository libraries to complete a planning document as the foundation for a state action plan designed to assist the GPO in creating a national plan and strategy for making available government information in a digital age. In May 2012, after completing our planning document, Middlebury hosted a meeting for government documents librarians from each of the 7 federal depository libraries in Vermont. At that meeting, we finalized a Vermont state action plan for submission to the Tri-State Regional Federal Depository Library, University of Maine at Orono.
- We completed our annual item number selection review and the GPO Biennial Survey that all federal depository libraries must complete. Our current item number selection rate is about 21%, a substantial reduction from our 29% selection rate in recent years.
- In October 2011, Hans attended the Federal Depository Library conference in Arlington, Va. The conference included preliminary discussion on planning for the above-mentioned national plan and strategy for government information resources in the digital age.

**Library Collaborations with MIIS (compiled by Peter Liu)** - Since July 1, 2010 when we officially became known as “A Graduate School of Middlebury College,” we at the MIIS Library have been living the exciting and productive advancement of integrating into the College LIS. It was clear from the beginning that in order for the MIDD-MIIS library partnership to be successful, it would have to be cost-effective and beneficial to faculty, students, and staff at both campuses. During Terry Simpkins’ Monterey visit in June of 2011, we identified e-resources to be shared with Middlebury College libraries as one of our top priorities for FY11/12. Here is a list of shared e-resource titles and projects completed:

1. China Data Online
2. Digital National Security
3. EBSCOHost eBooks shared collection
4. Elsevier Freedom Collection

5. OECD iLibrary
6. Science Online
7. The BLC Library of Foreign Language Film Clips

In January 2012, the Library of Foreign Language Film Clips (LFLFC) online database maintained by the Berkeley Language Center at the University of California, Berkeley recognized Middlebury and MIIS libraries as one single participating institution. As a result, faculty and students on both campuses are able to search and access both libraries' films and DVDs online at no cost under the "fair use" provisions of U.S. Copyright Law.

Also, MIIS is developing a new MA degree program focused on international education management (MAIEM). It is a joint program with the Middlebury Schools Abroad. We have been engaging colleagues at Middlebury by adding new materials to support its curriculum development. The Program Head Prof. Puntene presented MIIS Library with a complete list of library acquisitions, which have been purchased with the strategic initiative funds. MAIEM officially launches in the fall of 2012, with the first class entering in 2013.

Finally, Interlibrary Loan (ILL) activities between MIIS and Middlebury libraries have been growing steadily. As the data below shows, Middlebury College is the 2nd largest ILL provider to us over the last 3 years.

<b>TOP 3 MIIS Library borrowed from:</b>			
UCSC Interlibrary Loan	MIIS	617	20.06%
Middlebury College Library-ILL	MIIS	318	10.34%
NPS Dudley Knox Library	MIIS	301	9.79%



# Enterprise Applications

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## Central Systems & Network Services

The Central Systems and Network Services (CSNS) work group completed a number of notable projects during FY2012 that provide for enhanced reliability, capacity and performance in the delivery of information technology services, including:

- Expanded the skill set, experience and depth of our team by hiring an additional network administrator, Billy Sneed.
- Completed the “Network Refresh” project that began in FY2011, in particular replacing network infrastructure in academic, administrative and residential hall buildings on the Middlebury and Bread Loaf campuses with faster wired ports (1gbps) as well as uplinks (10gbps) to the network core and servers. Vastly improved coverage and performance of network wireless service in the residential halls.
- Redesigned and implemented new servers for our primary file server “middles” that provide additional capacity, reliability and is designed to minimize recovery time in the event of a problem.
- Combined Voter and Library Data Center data storage systems (SANS) into a combined logical cluster with real-time data replication across the data centers of our most critical systems. We are now replicating 65% of all data storage across the two data centers.
- Enhanced our virtual server systems with fail-over capacity between the Voter and Library Data Centers and implemented a high-availability (HA) solution of the virtual server administration components
- Implemented a new Backup-to-Disk solution that eliminated our tape library as a single point of failure and reduced our weekly full backup time by more than 1 day.
- Installed new network fiber to 4 buildings on the Middlebury campus including 95 S. Main, 121 S. Main, 204 College and 220 College as well as 3 buildings on the Bread loaf campus including Cornwall, Treman and Frothingham.
- Implemented server and storage consolidation and virtualization at the Monterey campus with new SAN storage and virtual server systems.
- Improved network monitoring with geographic and logical diagram modeling with real-time alerts and historical performance.
- Extended the capacity and reliability of email servers with the addition of network load balancing appliances.
- Improved security by keeping our servers up to date by automating system and application updates.
- Upgraded our total Internet bandwidth from 600 megabits per second to 1,000 megabits per second.

- Outfitted the new David Folger Middlebury Research Vessel with a network of servers and workstations.
- Replaced or significantly upgraded the following key infrastructure systems which provide essential networking, email, web, & database services: DNS/DHCP servers, Internet spam filters, Wireless controllers, core network switches, digital content management (content DM), virtual server hosts, web and database application servers.

## **ERP Development**

The past year has been an exciting time for the Administrative Systems team. The first 6 months of fiscal 2012 were largely dedicated to one of the largest projects in our history: the migration of the Banner ERP System to the Ellucian (formerly Sungard Higher Education) hosted data center. This project was large, complex, and had many moving pieces that required some long hours and creative solutions made possible only by incredible cooperation and collaboration of our team and the Banner Functional Leads.

Once the Banner ERP system was moved to the new hardware in the Ellucian data center we turned much of our attention to updating and enhancing some of our base systems including upgrading our Oracle Databases from 10G to 11G and upgrading our web application servers from Oracle Application Server 10G to the newer Oracle 11G Fusion Middleware with Weblogic. Additionally we began the process of upgrading many of our Banner Modules to the latest code offerings from Ellucian.

Throughout the past year we have also worked to update and upgrade many of our other systems besides Banner including the migration of our Hyperion Reporting System to hosting within the Ellucian data center concurrent with an upgrade from Hyperion System 9 to the newest Hyperion EPM System 11. This project has been ongoing for part of the year and should complete in late Fall 2012.

2012 also presented the opportunity to deploy the college's new Document Management System, Nolij, to the college community as we assisted Undergraduates Admissions efforts to go paperless during their 2012 admissions cycle last fall. We were also able to import all of UG Admissions 2011 document archives into the new Nolij system. International Student and Scholar Service has also successfully embraced the Nolij Document Management System.

The past year has been a very busy time for all of our programmers! Electronic check stubs were introduced over the past year allowing for a dramatic reduction in paper waste for the college. We completed enhancements to the online directory, the implementation of the new RAVE alert system, implementations of the Terra Dotta system for Schools Abroad, and the implementation of dozens of customizations and enhancements throughout the Banner system to better support the needs of functional users in business offices across the institution.

## Web Development

We launched two major curricular platforms to help Middlebury collect and distribute information from across multiple online resources. The Course Hub (<http://courses.middlebury.edu>) is the one location for faculty and students to find their course list and related web-based resources all in one place. The Hub also provides faculty with the ability to create course resources that are automatically synched with their course roster. Following up from the LMS Pilot, we implemented Moodle (<http://moodle.middlebury.edu>)

This year, 787 courses have used a total of 1, 437 resources linked to the Hub. This includes 249 Eres accounts, 431 Moodle sites, and 119 WordPress sites.

We also launched Mobile Dashboards (<http://m.middlebury.edu> and <http://m.miis.edu>) providing our internal and external communities with an aggregated view of what we are doing, from News and Events to Dining Menus and Scoreboards. Including the new constituent gateway pages (<http://students.middlebury.edu> and [faculty.middlebury.edu](http://faculty.middlebury.edu)) they are the 5th most visited web sites in Middlebury's web presence according to Google Analytics (which now tracks web activity across most of our web platforms). Using the device detection technology we were able to create a desktop/laptop version which has become our Portal (<http://portal.middlebury.edu>). Faculty, staff and students may log in to see private information from the sources like the Course Hub, and to customize their view of the information. Since the launch of this feature there have been about 1,000 logins.

Middlab (<http://middlab.middlebury.edu>) now presents over 700 research related activities. MiddStart (<http://middstart.middlebury.edu>), which has supported over 35 projects, was presented at the CASE D1/D2 conference. Its sister site, MiddGoal (<http://blogs.middlebury.edu/middgoal/>), now supports 5 Athletic related fundraising activities.

Middlebury's instance of WordPress (<http://blogs.middlebury.edu>) now has over 1,200 sites, and contains over 100 themes for our community to choose from. Monterey's instance of WordPress (<http://blogs.miis.edu>) was recently consolidated with Middlebury's codebase.

The Digital Media Tutors helped over 30 faculty with over 50 projects. These ranged from migrating sites out of Segue into WordPress, converting clips on VHS tapes to mp4s, to working with faculty in ArcView and iMovie.

# Security and Advanced Technology

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## Information Security

The replacement of our antivirus solution with Sophos resulted in improved protections from malicious software threats to client computers. Coverage of the Middlebury desktop infrastructure is now above 90% with over 2,500 managed systems. Since implementation, User Services has reported fewer virus tickets and other related issues. Due to associated outreach and education efforts, an increase in campus awareness about the presence of antivirus protections has been a largely positive experience.

The integration of intrusion prevention systems into our network infrastructure resulted in improved protections from external threats to our campus computing resources. Correlated with additional data feeds, this improvement to our edge security has helped to mitigate a number of events and is providing insight into threat trends.

The development of a network monitoring policy, technology incident response policy, data classification policy, confidentiality reminder, and collaboration on a PCI policy, have all helped to strengthen our information security posture. The network monitoring and technology incident response policies are now represented in the College handbook ([Network Monitoring](#), [Incident Response](#)). The data classification and PCI policies are both in final draft form. The confidentiality reminder will be introduced to LIS staff in Fall 2012. These efforts support stronger information security policy and education background for the campus.

## Advanced Technology

The framework to support disaster recovery planning activities for critical technology systems and services was completed. An internal risk assessment of identified critical systems was completed. An update on mission continuity and disaster recovery planning progress was delivered to LIS and to our auditors.

Satellite telephones were deployed to twenty Schools Abroad sites to support emergency communications. These devices connect to orbiting satellites instead of terrestrial cellular sites to provide similar functionality to mobile telephones anywhere in the world. These devices were assigned to the Schools Abroad directors who received an overview of basic operations and safety protocols.

The collection of externally-monitored technology services was expanded to include hosted Banner, several Library services, and PeopleAdmin. The availability percentage for internal services increased from 98.6% to 99.7% while external services increased from 99.4% to 99.7% availability. These availability percentages include planned downtime.

Research and support was conducted for various technology explorations including; Unified Communications, Femtocel hardware, Windows tablets, Cloud Email, Google and Microsoft as

SaaS providers, Managed File Transfer, Mobile technologies including Mobile Device Management and BYOD approaches, Active Directory authentication, eCommerce solutions, Cyber Insurance, Communication, Secure messaging, and more.

# User Services

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## Tech Media/Services

- Media Services led the creation of six new smart classrooms (MCFA 125, 126, 209, 210. MCC Crossroads Cafe, Marbleworks Conference Room).
- We upgraded five existing smart classrooms (LIB 140, MBH 338, 438, 538, AXT Auditorium). These spaces are now digital and HD-ready. The Twilight auditorium projection system now features surround sound, as well as an upgraded Panasonic projector with better color quality and contrast. LIB 140 became a dual projection smart classrooms with two new digital, high definition projectors and large projection screens.
- Analog Sunset: The technology industry is planning on retiring VHS, Laserdisc and other technologies. Indeed, the production of new VHS tapes ceased a few years ago, and multiregion VHS players are only available on the grey market. In anticipation of this, Media Services has begun converting VHS tapes into a digital format (whenever this is legally and technically possible). In June, over 50 tapes were converted into a digital format.
- Planning for future projects:
  - Recording upgrades: In early FY12 we outlined a set of upgrades that will make it possible to create high quality recordings in more classrooms.
  - Upgrading existing classrooms: In FY12 we began planning upgrades of the media equipment in all the Warner classrooms - some of the oldest smart classrooms on our campus.
  - New smart classrooms: In collaboration with a variety of offices and academic departments we created a two year plan to convert most classrooms without projection into smart classrooms.
- Videoconferencing projects:
  - Began regular checks with MIIS to ensure we have up-to-date and high quality videoconferencing infrastructure - from the videoconferencing equipment to the network equipment.
  - Evaluated a variety of multi-party videoconferencing/collaboration solutions.
  - Looking forward to more projects around videoconferencing.
- The new Student Consultant training module goal was reached and worked well for new summer hires. It is now organized in one folder rather than having to be pieced together when training is needed. It will need to be updated as technology changes.
- Implemented Go To Assist remote access tool
- Evaluated Helpdesk Incident tracking and inventory systems to replace the current systems, and will implement the selected systems in December 2012.



## **Service Requests and Distribution Team**

The Service Requests and Distribution Team underwent a restructuring process that began as a facilitated retreat to examine what was working well for the group and what was not. The group examined how they could continue to deliver excellent service and find the right balance between the need to be generalists and the need for in depth expertise in specific areas of technology. As a result, they have reorganized into sub groups that specialize in Software, Hardware, Computer Imaging and Distribution.

## **Labs & Public Computing (LPC)**

As part of restructuring within User Services, the LPC team became part of the Service Requests group. We hope that this transition will eliminate some redundancy and provide an overall better service.

Before the transition, the LPC team accomplished the following projects:

- Upgraded 20 podium computers to faster Dell computers.
- Created a Windows 7 image and tested over 100 software packages for compatibility. Using a new and more efficient imaging and management process we upgraded over 200 classroom and other lab computers to Windows 7. The same image was also used to seamlessly upgrade the virtual computer lab to Windows 7, thus reducing some maintenance effort. Upgrading our Dell PCs to Windows 7 ensures that we get critical support from Microsoft, but also adds improved features and future software compatibility. Also, upgrading to Windows 7 has reduced the computer login time in all the classrooms and labs, from 2 minutes to 30-45 seconds!
- In general, we found that using Microsoft's Active Directory & Group Policy to manage our computers offers lots of flexibility, while saving us time.
- The Mac computer labs were maintained using Casper – our new Mac management tool, allowing similar flexibility and time saving as we have with our Windows management tools. The lab team spearheaded the introduction and implementation of Casper.

## **New Lab/Classroom Projects**

- LIB140 is currently being converted into a 36-seat, dual projection computer lab. The lab was designed with input from academic departments, but also drew inspiration from labs at peer institutions. The project began in late FY12 and is expected to complete in time for Fall '12.
- Johnson 206 will become a computer lab, as well, with 18 Mac computers. Planning for this conversion took place in mid-FY12 and the project is expected to complete in time for Fall '12.

Lisa Terrier was promoted to Helpdesk Manager – Service Requests in May, 2012.

Jamie Carroll and Chris Anderson joined the team in July, 2012 to fill two positions that had been vacant for much of the year.

## Circulation Services

This was the first full year of having the DVD collection in locked cases in the stacks. The move has been a huge success - circulation of DVDs has increased from 13,835 to 18,580, despite an increased loan period. There was some initial confusion about the shelving and color scheme, but clear signage and patron education has mitigated most of that. Following the inclusion of the Music Library into the Davis Family stacks, there were several small clean-up stacks shifts and projects that were completed.

We have started circulating iPads and Kindle Fires. These have proven extremely popular, and are often booked a month in advance. We cannot keep them on the shelf. The addition of the Kindles also coincides with the launching of LIS's [Overdrive](#) subscription for audio and ebooks.

We conducted a successful survey of staff, faculty, and students concerning loan periods and other policies. Results can be viewed [here](#). One of the changes we hope to implement in the coming year, based on the results, is a system of penalty points for overdue items that will block borrowing privileges for a set period of time.

## Telephone Services & Printer Management

- We upgraded the voice infrastructure of several Bread Loaf campus buildings including the Inn, Annex, Maple, Treman, and the Barn classrooms.
- New safe-wait telephones were wired and installed in all stairwells at Bicentennial Hall for handicapped use in the event of a building evacuation.
- In late summer 2011, LIS removed the cash-based Equitrac equipment that previously enabled students to copy to our public copiers. We purchased an upgrade to our existing PaperCut print management system that allows students to use their existing PaperCut accounts for copying as well as printing. To accommodate this change, we leased new Kyocera copiers for Davis and Armstrong libraries and moved existing Canon copiers to other campus locations.
- Developed a plan for printer/copier consolidation with the goal of removing many of our stand-alone printers in locations where multi-function machines are nearby. There are approximately 175 printers out of a total of 339 campus printers meeting the criteria. These printers will not be replaced when they stop working or need new parts.

# Teams

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## Space Team

The activities of the Space Team were suspended for most of the year. We met briefly in March to create a plan to shift some of the book collections to accommodate an expansion of classroom LIB140. In the late spring we developed a draft plan for relocating LIS staff because the number of offices available for our use was being reduced. That plan was presented to and adopted by LIS Administration. We are now actually short one office, and when positions are filled we will need to acquire additional offices for those newly hired staff.

## Security Team

The LIS Security Team worked on a number of important projects this year and each project introduced the security team to departments across the campus.

- **'Software as a Service' (SaaS) Survey:** As Middlebury moves to vendor-hosted services it becomes important to ensure that there is a consistent method to audit these services for security safeguards. The original version of the SaaS survey was a lengthy paper questionnaire which evaluated the service for security concerns ranging from authentication to physical safeguards. The revised version is a web based format which streamlined the process and added questions to address PCI and HIPAA concerns.
- **Information Security Education:** An information security web site was developed to support education efforts related to information security (<http://go.middlebury.edu/itsecurity>). Information security roadshows were conducted by security team members who presented and discussed key security issues with functional areas across campus.
- A **security risk assessment** of critical technology systems was completed in advance of the annual IT audit. The security team helped facilitate the completion of this survey.

## Education & Training Team

The Education & Training Team directed much of their energy over the past year toward staff development and training improvements within Library and Information Services (LIS). Based on the skills inventory compiled in 2011, the team proposed specific technology skills language to be included in all LIS job descriptions and it was accepted by the Leadership Team in April 2012. Later in the spring, the team gathered materials to create an in-house orientation for new LIS staff. The checklist <http://www.middlebury.edu/offices/technology/lis/about/orientation> with resources was shared in May and, after incorporating feedback, efforts culminated in the launch of a new web page to guide LIS supervisors. This new checklist site is already being put to use with our recent hires who are, we hope, benefiting from a consistent approach to learning about our department, its goals and our many resources.

The team also made training contributions benefiting the greater College community, including on-going work with Human Resources to enhance materials provided during new employee orientation and the promotion of lynda.com's video-based online learning acquired last year. Lynda has proved very successful, growing from 229 accounts in July 2011 to over 1,000 by the end of the fiscal year. This wonderful learning resource has seen over 900 hours of viewing use with nearly 13,000 movies being accessed.

## Web Team

- Initiated usability surveys for 4 principal web pages within the LIS site (Home, Library, Technology Helpdesk, and Curricular Technology)
- Offered user needs surveys and focus groups on the same 4 pages.
- Based on feedback, began marketing LIS website features including:
  - Searching using the Middlebury Google search instance and a dedicated Helpdesk Google search
  - Training via Lynda.com
  - Improved documentation and new editing interface for Drupal
  - Self-service PIN and password updating
  - Event Recording and Film Screening forms from Media Services
  - Middmedia
  - More information available here: <http://blogs.middlebury.edu/lis/2011/11/17/lis-web-presence-marketing-project/>
- Silverback usability testing
  - More information available here: <https://docs.google.com/a/middlebury.edu/document/d/1gV854k5GKTKnaMpEQaD0C4GK4uGgSIBYrZ4mUUun7YE/edit>

## Curricular Technology Team

- Evaluated off-site hosting options and chose Remote-Learner to host Middlebury's instance of Moodle.
- Recommended Moodle and WordPress course creation be facilitated through the Course Hub. Adam Franco wrote the code.
- Set the timeline for decommissioning Segue. The last semester it was available was Fall 2011.

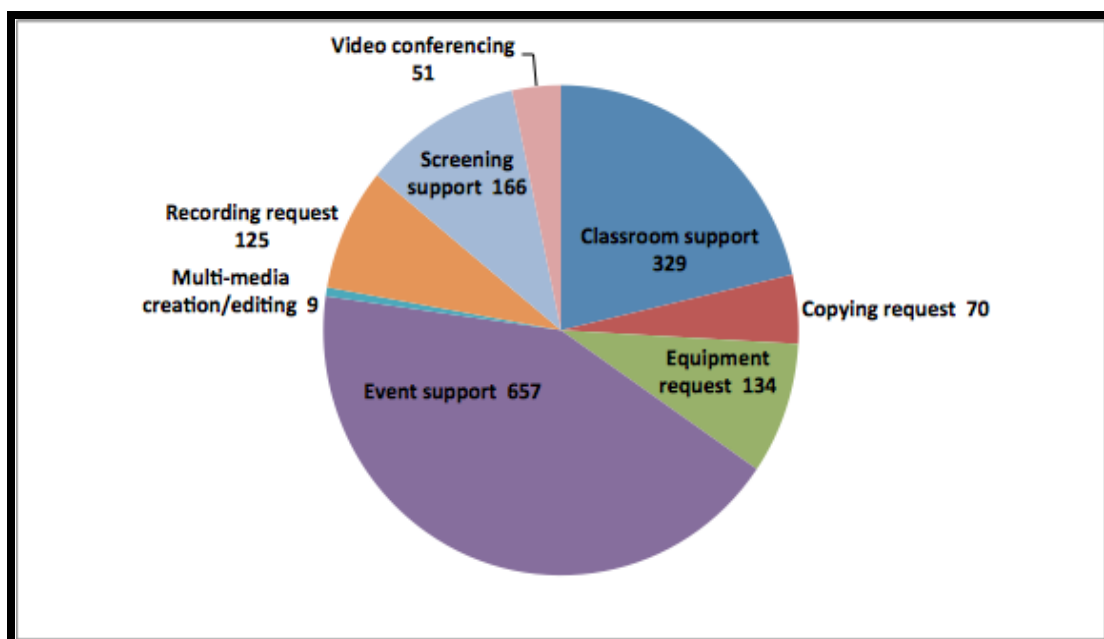
- Scheduled and staffed 15 workshops for migration of Segue sites and training in Moodle and WordPress by June 30, 2012. This includes spring workshops for MCUG faculty and June 2012 workshops for LS faculty. With the notable exception of the Portuguese School's session, almost all of the workshops were very poorly attended. Many were cancelled because there were no participants. As a result, liaisons and CTT members met with many faculty on a one-on-one basis to assist with migrations.
- Implemented monthly, automatically-generated emailings to faculty members who had not yet migrated their sites. These will continue through scheduled Segue shut-off date of August 31, 2012.
- Migration started during the fiscal year, and continues through August 31, 2012.
- There were many changes in the membership of the Curricular Technology Team over the course of the year. Dan Frostman rotated off the team, Alex Chapin, our principle curricular technologist left the College for a position at other institutions, and Steve Bertolino and Kellam Ayres joined.

# Library Statistics

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Circulation and Reserves	
Total circulation, all branches	192,177 items
Total gate count, all branches	1,282,136 entrances and exits
Total items placed on reserve	6,139 items
Total active ERes pages	277
New ERes documents added	2,282

Media Services	
Classroom support	329
Copying request	70
Equipment request	14
Event support	657
Multi-media creation/editing	9
Recording request	125
Screening support	166
Video conferencing	51





Helpdesk: Computers distributed:	
Faculty	156
Staff	357
Labs and Classrooms	111
<b>Total</b>	<b>624</b>

Support issues resolved:	
Faculty	3,223
Staff	8,136
Students	3,049
<b>Total</b>	<b>14,408</b>

## ILL Statistics

ILL Borrowing			
Status	Articles	Loans	Total
Submitted	8023	5222	13245
Cancelled	781	850	1631
Filled	7242	4372	11614

ILL Lending			
Status	Articles	Loans	Total
Submitted	10442	8175	18617
Cancelled	3502	2177	5679
Filled	6940	5998	12938

### NExpress:

NExpress Borrowing	
Status	Loans
Submitted	5245
Cancelled	224
Filled	5021

NExpress Lending	
Status	Loans
Submitted	5096
Cancelled	214
Filled	4882

### Rapid:

Rapid Borrowing	
Status	Articles
Submitted	2865
Cancelled	92
Filled	2728
<b>Average Filled TAT</b>	16.0 hours

Rapid Lending	
Status	Articles
Submitted	2634
Cancelled	881
Filled	1711
<b>Average Filled TAT</b>	22.6 hours

**Total Resource Sharing requests: 42,203. Total provided: 34,455**

## Printer Management

**Public Printing FY12 - Total Pages Printed - 7,193,524 (+351,239 compared to FY11).**

With the installation of the new PaperCut software in August 2011, the user reports now include usage on the public copiers and thus the number of pages and jobs is somewhat higher in FY12 than the previous year.

Print Management Statistics			
All users:	# Users	Total # Pages	# Jobs
July 1, 2011 - June 30, 2012	5,889	7,193,524	1,361,147
July 1, 2010 - June 30, 2011	6,246	6,842,285	1,353,943
July 1, 2009 - June 30, 2010	5,971	7,831,763	1,468,917
July 1, 2008 - June 30, 2009	5,914	9,504,805	1,751,704
July 1, 2007 - June 30, 2008	6,011	9,920,756	1,809,929
August 6, 2006 - June 30, 2007	5,230	9,219,860	1,665,233

Jobs sent to a printer but never released, preventing them from printing and wasting paper.	
July 1, 2011 - June 30, 2012	<b>300,943</b> sheets saved consisting of 520,141 pages of data from 49,453 jobs.

## Research and Instruction Statistics

Workshops	
169 workshops (2,333 attendees) [19 more workshops than last year]	
First-year seminars	46 = 80% coverage of all 49 first-year seminars (we reached 37 FYSE; we were able to provide 2 workshops each to 9 of them)
Other courses	85
Language Schools	19
LIS Staff Training	8
Other (eg, faculty orientation)	11

Consultations	
294 total [66 more than last year]	
Student Research/technology: 112 Technology only: 1	113
Faculty (includes meetings) Research/technology: 122 Technology only: 59	181

Questions Answered Questions received by librarians	
1,527 Total [200 more than last year]	
Reference	1,152 [132 more than last year]
Non-reference	375 [68 more than last year]
Virtual (email, text, chat)	68 [185 more than last year]

Questions received by Circulation Desk staff during Stats Week	
Summer Stats Week (July 2011)	28 [no comparison]
Fall Stats Week (November 2011)	34 [56 fewer than last year]
Spring Stats Week (March 2012)	56 [13 fewer than last year]

	Summer	Fall	Spring	Total
Directional	8	10	19	37
Equipment	4	14	18	36
Guest Password	6	1	6	13
How to	2	0	2	4
ILL/Nexpress	0	0	2	2
Reference	8	9	9	26
Total	28	34	56	118

# Collection Management, Statistical Appendix

## New Acquisitions & Statistics

General statistics	
Total collection count	2,001,242
Total paper journal subscriptions	770
Total electronic journal subscriptions	87,815
Total number of eBooks	123,649
Total CD count	23,639
Total DVD count	12,769

Books, DVDs, etc. added in FY12	
Total orders placed FY12	3,336 (8.5% increase from FY11)
Overall items added for the Fiscal Year	18,590
Books (approval plan)	4,109
Books (firm orders)	2,252
DVDs	1,696
Audio CDs	961
Gifts	1,267

EBooks (selected)	
EBL titles available in June 2012	73,528
EBL titles purchased	61
EBL number of "uses" (charges incurred)	2,510
EBL number of "browse" sessions (no charge incurred)	5,683
Elibro (Colección Español Completa)	38,983
Safari Technical Books	5,042
Springer eBooks	27,492
Overdrive (eBooks & audiobooks)	92
Overdrive activity (6/20/2012 - 6/30/2012, 10 days)	44 downloads

### New Journal Subscriptions

- Capitalism Nature Socialism
- Cold Spring Harbor Protocols
- Consumer Reports
- Disability & Society
- Environmental Justice
- Fertility and Sterility
- Journal of Eastern African Studies
- Nature Geoscience

- German Politics
- Philosophical Psychology
- South Asia: Journal of South Asian Studies

## **New databases, archives, etc.**

**American West** - A research database from the British publisher Adam Matthew with original manuscripts, maps, ephemera, and printed sources from the Newberry Library, Chicago. The documents detail frontier life, Native Americans, the growth of urban centers, the environmental impact of westward expansion, and life in the borderlands.

**Annual Reviews Sciences Collection** - This annual series identifies and summarizes principal contributions in 37 disciplines in the sciences and social sciences from their inception in 1932 to the current-year.

**Barre Montpelier Times Argus** - The daily morning newspaper serving the capital region of Vermont. Established in 1897 and owned by the same family as the Rutland Herald.

**Birds of North America Online** - From the Cornell Lab of Ornithology, BNA Online provides life histories for each of the 716+ species of birds breeding in the USA (including Hawaii) and Canada along with image and video galleries showing plumages, behaviors, habitat, nests and eggs, and recordings of songs and calls.

**Cambridge Histories Online** - Online access to over 300 volumes published since 1960, over 196,000 pages and over 15 different academic subjects from ancient history, economic history, history of music, language and linguistics, theatre studies and performing arts, and religious studies.

**China Academic Journals (CAJ) and Century Journals Project** - The China Knowledge Resource Integrated Database is a cross-searchable full-text database of the China Academic Journal (CAJ) containing more than 7,200 journals paired with the Century Journals Project, an archive of the most important academic journals published in China, dating back to 1887.

Middlebury's current collections focus on economics, education and social sciences, literature, philosophy, history, and politics, military affairs, and law. A Chinese search is also available.

**China Data Online (China Data Center) \*Now with census and GIS data** - Access monthly and yearly national, provincial, county, city, and industrial data for China along with yearbooks, census data and GIS data.

**Confidential Print: Africa, 1834-1966** - Online archive to the United Kingdom's Colonial, Dominion and Foreign Offices' confidential correspondence relating to Africa between 1834 and 1966. Coverage includes: European conquest and colonization, the early stages of imperial expansion and indigenous resistance in the interior of western and southern Africa, the European scramble for the continent in the late 19th century, the expansion of settler colonialism in southern and eastern Africa, the rising challenges to imperialism in the 20th century, and European withdrawal from the continent in the 1950s and 1960s.

**Confidential Print: Middle East, 1839-1969** - Digitized archives based on 'Confidential Print' documents issued by the United Kingdom Foreign and Colonial Office and detailing the Egyptian reforms of Muhammad Ali Pasha in the 19th century, the Middle East Conference of 1921, the Mandates for Palestine and Mesopotamia and the Suez Crisis in 1956, upwards to the partition of Palestine, post-Suez Western foreign policy and the Arab-Israeli conflict.

**Consumer Reports** - Consumer Reports is an "independent, nonprofit organization whose mission is to work for a fair, just, and safe marketplace for all consumers and to empower consumers to protect themselves." Accessed through the Middlebury Library, ConsumerReports.org will provide full access to all of the reviews, without the required membership fees.

**DRAM (Database of Recorded American Music)** - A database of streaming, CD-quality audio recordings, original liner notes and essays from independent record labels and sound archives. DRAM's primary focus is the preservation and dissemination of important recordings that have been neglected by the commercial marketplace.

**e-libro: Spanish full-text ebooks and more** - Over 45,000 original texts of Spanish language books, research papers, and doctoral thesis, all available in full-text. [View a full list of titles here.](#)

**Environment & Energy Publishing (E&E)** - Environment & Energy Publishing (E&E) is a "leading source for comprehensive, daily coverage of environmental and energy policy and markets." Included publications are *Environment and Energy Daily* (E&E Daily), *Greenwire*, and *Land Letter*.

**Everyday Life and Women in America, 1800-1920** - An archival research collection from Adam Matthew with documents from the Sallie Bingham Center for Women's History and Culture, Duke University and the New York Public Library. This collection documents the social and cultural forces that shaped the lives of Americans from 1800 to 1920 including the study of families and home life in the South and in the North, religion, race, education, employment, politics, marriage, sexuality, health, childhood, fashion, travel, and entertainment.

**Foreign Office Files for India, Pakistan and Afghanistan, 1947-1980** - Three archival collections drawn from the British Foreign Office files on the countries of South Asia from shortly before Indian partition and independence up to 1980. The archival documents are divided into the following sections: (1) Independence, Partition and the Nehru Era, 1947-1964, (2) South Asian Conflicts and Independence for Bangladesh, 1965-1971 (3) Afghanistan and the Cold War, Emergency Rule in India, and the Resumption of Civilian Rule in Pakistan, 1972-1980.

**GREENR Global Reference on the Environment, Energy, and Natural Resources** –

A site for research on sustainability and the environment. News, video, interactive maps, and original documents covering energy systems, healthcare, food and others.

**IEEE Computer Science Digital Library** - The IEEE Computer Society Digital Library (CSDL) provides online access to 27 society magazines and transactions and more than 4,100 conference publications.

**Lily: A Temperance and Abolitionist Newspaper** - The first newspaper for women, the Lily was published in Seneca Falls, New York from 1849 until 1853. The Lily originated as a temperance journal for the Seneca Falls Ladies Temperance Society and was edited by Amelia Bloomer (1818-1894).

**National Geographic Magazine Archive** - The complete archive of the magazine from 1888 to the mid-1990s, including every page and every photograph. (Later issues will be added in the upcoming months and years.)

**ProQuest Dissertations & Theses Full text** - Search for millions of full text dissertations and theses from around the world from 1861 to present. Contains full text for most of the dissertations added since 1997.

**Rutland Herald** - Online access back to 2000 of the second largest daily newspaper in Vermont (after the Burlington Free Press). The Rutland Herald is the sister paper of the Barre Montpelier Times Argus. The Herald is the oldest family-owned newspaper in continuous operation and it is the main source of news geared towards the southern part of the state.

**Safari - Books Online (\*New & improved! Less waiting. Lots more books.)** - Safari is the premier electronic reference library for programmers and IT professionals.

Conduct searches across all of the technical books in the Safari bookshelf. From XML, to database to .Net, you'll find your answer in Safari. [go/safari](http://go/safari)



**Shen Bao, Shanghai News 1872–1949** - *Shen Bao*, formerly transliterated as *Shun Pao* or *Shen-pao* (申報). Full-text access (1872–1949) covering politics, military, economy, culture and society from the later Qing Dynasty to the Republican Period.

**Slavery, Abolition and Social Justice** - A research database from Adam Matthew with original material from 30 libraries and archives including the British Library, Duke University, and the Schomburg Center for Research in Black Culture, NYPL. Close attention has been given to the varieties of slavery, the legacy of slavery, the social justice perspective and the continued existence of slavery today.

**SpringerLink (\*expanded with new ebooks)** - Over 2,000 journals and 53,000 ebooks in the fields of science, technology, and medicine. ([go/springer](#))

**Statista** - A quantitative statistics portal with over 60,000 topics on agriculture, finance, politics, and many more. Search in either German or English.

**World Scholar: Latin America & the Caribbean** - A collection of primary source documents about Latin America and the Caribbean plus academic journals and news feeds covering the region; reference articles and commentary; maps and statistics; audio and video.

# Goals for Upcoming Year

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We've posted our goals for the upcoming year, organized by area, team, and workgroup on the [LIS Strategic Planning Website](#).