



PACIFIC LUTHERAN UNIVERSITY

INFORMATION RESOURCES

Date: November 3, 2004

To: President's Council

From: Chris Ferguson

Subject: Information Resources Update, Fall 2004

Here is the first of what will be a quarterly series of status reports for Information Resources (IR) -- principally for President's Council, but also for Instructional Resources Committee, Student Life Council, Deans' Council, and others. Your feedback on content and format is welcome.

Current Projects & Initiatives (anticipated completion date in parentheses)

- *Voicemail* Close to a final recommendation. Product and vendor reviews included. (Recommendation & purchase in November, roll-out during intersession)
- *Technology plan* First installment in what will be a rolling three-year strategic plan is coming together. Should have much useful direction for this budget cycle. (December)
- *Library Inventory* First one in over 25 years. Using real-time wireless laptops to scan barcodes, identify problems; 210K items down, 210K to go. (Early 2005)
- *Morken Center* Technology and A/V design reviews winding down. IR interested in taking lead for 1st floor multimedia & open labs; working with deans on concepts.
- *Digital collections projects* PLU has 280 archival inventories in regional program that offers 2.2K such guides through the Web; emerging PLU digital asset management system has over 8.5K images, including many from Archive, Photo Services, and Wang Center.
- *Redesign of IR web presence* Will greatly improve access to and promotion of IR services, especially instructional programs, help, and systems status notices. Also, change name to Information & Technology Services?
- *Banner Advancement implementation* On schedule and within budget! (June 2005)
- *Mortvedt Commons, MiniMort* Mortvedt Commons planning group about to form; makeover of Haley Center, help desk up from depths, addition of espresso (soon?)

In Our Sights (projected completion date in parentheses)

- *Cell phone strategy* Mindful of desire for increased cost control and convenient access to variety of plans, we're pulling together some options. (Spring semester)
- *Open source strategy* Higher ed's best hope to avoid being consumed by escalating costs for large commercial software systems. (Will be part of technology plan)

Administrative Computing Priorities (anticipated completion date in parentheses)

- Priority 1¹: Ongoing maintenance and user support = 70% of staff time

- Priority 1²: Advancement implementation (June 2005), Banner 7.x implementation (Spring 2005)
- Priority 2: fsaAtlas (in planning phase)
- Priority 3: ACH vendor payments, research & design for interface to new ID card

Under Continuing Surveillance

- *Voice-over-network (VoIP)* Should undertake engineering study as next step, perhaps FY06. Reasons for caution: fledgling industry still volatile, this is a major investment without clear ROI, and security for digital transmission of voice.
- *Music downloading* Some colleges deploying home-grown solutions (expensive), others working with commercial entities (so far, questionable results). Best to wait and watch.
- *Banner II* After Advancement implementation, we should pursue data integration, customizable portals, imaging, and paperless processes. (Caution: It won't be cheap.)

Issues President's Council Should Track (because they affect entire university and increasingly are focus of attention in national arenas; IR is prepared to brief/review with you.)

- *Network security and performance* Policies, malicious software (i.e., malware: spam, viruses, worms, spyware), local and industry practices, balancing security and privacy.
- *Increasing cost of distractions* Malware, network & desktop security, copyright infringement now equal 10-15% tax on IR human & financial resources
- *Open source software* Critical to financial future of higher ed: cost-effective, high performance course management (eCourse), calendaring, email, digital portfolio, personal information management, custom portalling, digital asset management, and administrative information systems.
- *Resources* As services proliferate, more support is expected, the phone system and data infrastructure age, and resources needed to sustain security and combat malware increase, we find ourselves in service crisis mode more often. Case study: Sept.-Oct. each of last two years. (Technology plan will address these topics and potential sources of revenue.)

Recent Accomplishments

- *An increasingly digital library* 80% of interlibrary loans now wholly digital, from web-based order to desktop delivery (most within 24 hrs.), circulation notices & renewals via email, virtual reference service taking off, a quarter of acquisitions budget goes to digital information resources.
- *Central storage and email* Email performance now outstanding after several months of incremental upgrades & refinements plus recent deployment of new mass central storage system that also greatly improves automatic backup of critical systems.