

# LIS Staff Meeting September 2013

# Agenda

1. Awards
2. Policy Updates
3. General LIS Updates
  - a. Organization
  - b. CTLR conversations
  - c. Strategic Directions
4. Director Updates
  - a. Mary
  - b. Chris
  - c. David

# Staff Awards

**Employee of the Month** - Petar Mitrevski

**Students of the Month** - Tiffany Park and HiMi Kanaumi

**Crew of the Month** - AS400 Decommissioning Team

Dave Condon

John Connors

Julie Tumminia-Tomsuden

Travis Stafford

Cindy Peet

Rick James

# Policy Updates

September, 2013

# Overview

Copyright & Fair Use Guidelines (updated)

Computing Policies - General / Faculty & Staff (updated)

E-mail Policies (updated)

Network Policies (updated)

Data Classification Policy (new)

PCI Compliance Policy (new)

Confidentiality & Handling of Sensitive Data (existing)

# Copyright & Fair Use Guidelines (updated)

## **Purpose**

The purpose of the copyright and fair use guidelines page of the handbook is to provide Middlebury College faculty with basic, clear advice about the use of copyrighted materials for pedagogical purposes. The Fair Use section is more broadly applicable to anyone wishing to copy copyrighted materials in certain narrowly defined ways, without necessarily needing to obtain explicit permission from the rights holder.

## **Scope**

The scope includes all content on Middlebury web sites.

## **Link**

[go/policy-fairuse](https://www.middlebury.edu/go/policy-fairuse)

# Computing Policies - General/Faculty & Staff (updated)

## **Purpose**

The purpose of our computing policies is to ensure that the technology resources, systems, and services that our community depends on, are used in a responsible and ethical manner.

## **Scope**

The scope includes all devices connected to Middlebury's network resources and all technology services provided by Middlebury to our community.

## **Link**

[go/policy-computing](#)

# E-mail Policies (updated)

## **Purpose**

The purpose of our email policies is to ensure that email is not used in ways that could have dramatic negative impacts on productivity or delay the rapid distribution of emergency or critical information.

## **Scope**

The scope includes all email systems owned and/or managed by Middlebury.

## **Link**

[go/policy-email](#)



# Network Policies (updated)

## **Purpose**

The purpose of our network policies is to ensure the optimal performance of, and to minimize the risk of service interruption to, the College's network, so that the academic and administrative work of the College can be completed.

## **Scope**

The scope includes all devices connected to Middlebury's network, including all network infrastructure owned and/or managed by Middlebury.

## **Link**

[go/policy-network](#)

# Data Classification Policy (new)

## **Purpose**

The purpose of the data classification policy is to outline access use and safeguards for different classifications of institutional data.

## **Scope**

The scope includes all data owned by the institution. The proposed classifications of data are: Extremely Sensitive, Internal, and Public.

## **Link**

[go/policy-dcp](https://go/policy-dcp)

# PCI Compliance Policy (new)

## **Purpose**

The purpose of the PCI policy is to establish guidelines for accepting and processing credit card and eCommerce payments to comply with PCI DSS.

## **Scope**

The scope includes all Middlebury business processes and systems which accept and process credit cards and/or eCommerce payments.

## **Link**

[go/policy-pci](#)

# Confidentiality & Handling of Sensitive Data (existing)

As employees of LIS and the College, we have agreed to abide by the policies in the College Handbook and to keep informed of changes to the handbook. As stewards of the College's technology resources and as partners in the stewardship of its data, there are particular areas of the Handbook that we ask you to review periodically. These include the Code of Conduct where we agree to the accuracy of the records and data maintained by the college; the Network Policies where we agree to support the academic mission of the network and avoid malicious applications; the Responsible Use Policy where we agree to (a) ethical and law-abiding behavior, (b) conservation of our common resources, and, (c) respect for others; the Password Policy where we agreed to the confidentiality of passwords and the use of strong passwords; and the Privacy policy where we agree to the confidentiality of the College's data and the confidentiality of.

You must ensure that you are familiar with these and all sections of the Handbook and agree to uphold your commitment to the values of confidentiality and privacy here at Middlebury.

Links to the applicable sections of the College Handbook will be provided via email.

# Questions

Copyright & Fair Use Guidelines (updated)

Computing Policies - General / Faculty & Staff (updated)

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# Organizational Update

[http://www.middlebury.edu/media/view/262067/original/current\\_lis\\_organization.pdf](http://www.middlebury.edu/media/view/262067/original/current_lis_organization.pdf)

# CTLR Planning

Digital Humanities, Digital Scholarship, and the Digital Liberal Arts

Curricular Technology

# The Five Major Areas of Focus for LIS: 2013-

1. Sourcing Strategy
2. Access
3. Quality and Reliability
4. Innovation
5. Efficiency

see [http://www.middlebury.edu/offices/technology/lis/about/strategic\\_directions\\_and\\_goals](http://www.middlebury.edu/offices/technology/lis/about/strategic_directions_and_goals)

[http://www.middlebury.edu/offices/technology/lis/about/strategic\\_directions\\_and\\_goals](http://www.middlebury.edu/offices/technology/lis/about/strategic_directions_and_goals)



# User Services

*Areas of Focus for FY2014*

# User Services Overview

Circulation Services

Media Services

Technology Helpdesk

- Call Center and Walkin
- Service Requests

Telephone and Printing Services

# Management Team

Mary Backus - Area Director

Joe Durante - Helpdesk - Call Center and Walkin

Peggy Fischel - Telephone and Printing Services

Dan Frostman- Circulation Services

Petar Mitrevski - Media Services

Lisa Terrier - Helpdesk - Service Requests

# FY14 Priorities

- Improve customer satisfaction with our services
- Service Level Agreements
- Storage and Access strategy

# Customer Satisfaction

Conduct surveys, analyze results and make improvements in 4 specific services:

- Video Conferencing
- Fixing computer issues
- Public printing
- Event Recording

# Service Level Agreements

- Communicate our SLA's to the community
- Develop measurement tools and share with the rest of LIS

# Storage and Access strategy

Contribute to the LIS priority by evaluating tools from the end user point of view:

- Ease of use
- Ease of support
- Desired features

# Our Goals

Thank you, and check out our goals here:

<https://sites.google.com/a/middlebury.edu/lis-strategic-planning/directiongoals/goals-2014/user-services>