

SPECIALIZING IN FUTURES



HISTORICALLY AMERICAN.  
UNIQUELY CARIBBEAN.  
GLOBALLY INTERACTIVE.

# University of the Virgin Islands

## Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012

June 2009

ITS Newsletter Vol. 4, Issue 3

### Letter from the CIO

How quickly time flies, it seems as if we've only just completed graduation exercises, and yet the fall semester is almost here! Information & Technology Services (ITS) is already preparing to upgrade computer labs, to install new smart classrooms and to introduce new services for the academic year (AY 2010).

**INTERNET2:** Internet2 (I2) is now available on both campuses. This means that any traffic to an I2 University will be routed through our connection to Florida International University. St. Croix has a 45mb connection dedicated to I2 and St. Thomas has a 7mb connection via the inter-island microwave. This connection capacity will be increased in upcoming months. The Center for Excellence in Teaching and Learning (CETL) will be offering information sessions on I2 resources during AY 2010.

**WIRELESS:** The installation of the wireless network continues to progress. The President's Office funded the purchase of equipment to provide wireless access in most classrooms. This equipment has been received and work is ongoing. In the fall semester, students and faculty will have increased options for wireless access to the campus network from the learning environment.

**CLASSROOM & LIBRARY IMPROVEMENTS:** ITS is upgrading computer labs, installing new smart classrooms and continuing our steps to improve and stabilize network services. Additionally, the request for bids to develop architectural plans for St. Croix Library renovations is underway.

We invite you as our stakeholders to provide feedback via the Helpdesk on what we can do to assist you in your preparation for the new semester.

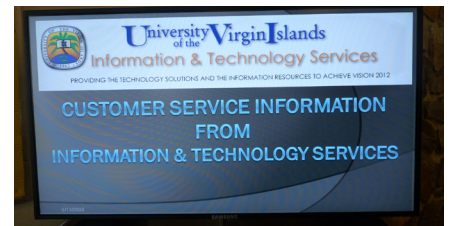
Tina M. Koopmans  
Chief Information Officer  
Tina.Koopmans@uvi.edu

### IN THIS ISSUE:

- |   |                                       |
|---|---------------------------------------|
| Digital Signage, Page 1                   | New ITS Staff Members, Page 3         |
| Come Chat With Us, Page 1                 | STX Library Renovation, Page 3        |
| ITS to Host Student SIG, Page 1           | Information Literacy, Page 3          |
| ITS Rocks!, Page 2                        | Collection Development, Page 3        |
| Years of Service Awards, Page 2           | News Casting Technology, Page 4       |
| ITS Graduates, Page 2                     | New Tool added to Blackboard, Page 4  |
| Celebrating National Library Week, Page 2 | ITS Staff Receive Scholarship, Page 4 |
| Blackboard/VC Survey, Page 2              | Microsoft Software Update, Page 4     |

### Digital Signage

Information & Technology Services has invested in a digital signage display system in an effort to enhance Customer Service and provide up-to-date, real-time communication to the University community. Messages posted on the digital display bulletin will include: technology updates/news, library service updates, notice of unscheduled service outages, upcoming events in ITS, changes in operating hours, scheduled maintenance, number of available computers in labs and Internet bandwidth usage.



### Come Chat With Us

In March 2009, the libraries launched a new chat reference service for the UVI community. The potential of this service was demonstrated by a non-UVI inquiry in April from Bloomington, IN. The German-born patron was interested in finding information about her great-great-grandfather who sailed quite often to the Danish West Indies between 1875-1885. He was the owner of the ship, *Doris Brodersen*, which is the patron's maiden name. The patron wrote, 'I am highly interested in locating the book, *Von Flensburg nach Westindien*, because it describes my family.' The question was received by the St. Thomas Librarian and the resource was found on St. Croix. The patron, who is planning to visit St. Croix, was directed appropriately to make the best use of her short stay. This chat service will supplement in-person, email and phone services. It allows patrons to get answers, in real time, from a cross-campus team of librarians without disconnecting from a current internet session and it provides off-campus patrons with access to a librarian for research assistance. To use the service, go to <http://library.uvi.edu> and click on the link, "Chat Services." At scheduled hours throughout the day, librarians will be available to respond to queries in real-time. We look forward to chatting with you!

### ITS To Host Student Special Interest Group

Students, would you like to share your ideas regarding the use of technology for teaching and learning at UVI? ITS-Learning Resources and Student Technology Services is hosting a series of Special Interest Group (SIG) meetings to hear your ideas in order to establish a student committee that will share ideas, make recommendations and identify and resolve student issues as they relate to the use of technology. The first meeting was held May 14, 2009 where agenda items and criteria for committee membership were established. We invite all interested students to attend upcoming meetings. The schedule of upcoming meetings will be announced. For further information contact Rachelle Shells at 693-1372.

## ITS Rocks!

There's jubilation in the ITS component – ITS Rocks and it's been sanctioned! Dawn Matthew, an Information Technology Specialist I, is the University of the Virgin Islands – St. Thomas Campus, Employee of the Year. Dawn was nominated because she performs beyond the call of duty, exemplifies professionalism, supports the activities of the University, works as a team player, and her ideas have resulted in an increase in ITS efficiency and accountability. Dr. Ragster presented Erik Pattison, ITS Supervisor for Learning Environments, with one of this year's President's Awards for his dedication and excellent service. It is a pleasure to be associated with such highly motivated and committed individuals. ITS asks you join us as we congratulate Dawn Matthew and Erik Pattison for their accomplishments and for making ITS ROCK!



Cherie Wheatley, Dawn Matthew, Rachelle Shells and Coreen Matthew



UVI President, Dr. Laverne Ragster congratulates Erik Pattison

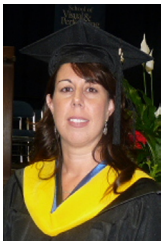
## Years of Service Awards



Congratulations also go out to Wenda Stephenson on her 10 years of Service Award and to Marilyn Henderson on her 5 years of Service Award.



## ITS Graduates



Congratulations to Suzanne Darrow, IT Supervisor, who received her Master's in Education/Instructional Technology from Western Connecticut State University. Her thesis, 'Connectivism Learning Theory: Instructional Tools for College Courses' has been acknowledged as a distinguished Master's Thesis. She will be presenting her paper at the upcoming Blackboard World Conference in July.



Congratulations to Janice Simon, Library Specialist I on St. Croix. She received her Masters in Library and Information Science through the UVI/ University of Pittsburgh program.



Congratulations to Brian Thomas, our St. Thomas ITS intern. He received a Bachelor of Arts in Business Administration with a concentration in Computer Applications. Brian is continuing to work in ITS as an Administrative Assistant.

## Celebrating National Library Week

National Library Week 2009 was observed with a variety of activities to engage students and faculty and to highlight programs and services of the UVI Libraries. Both libraries held a very successful amnesty week for students and staff during which fines were waived on overdue, returned library materials. Each library also held unique activities to celebrate. On St. Croix, there was a 'Know your Staff' quiz with prizes for winners, and a Local Author Appreciation Day to honor Prof. Marvin Williams. On St. Thomas, there was a library treasure hunt and bulletin board quiz with prizes, a faculty weeding party to obtain library collection development input, and 'Read on the Green' activities to encourage reading.



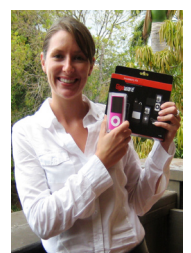
STX student contest winners for National Library Week 2009



STX students enjoy refreshments in the STX Library

## Blackboard/VC Survey

From April 13 - 18, 2009, faculty and students were invited to participate in a survey providing feedback about their experiences using Videoconference (VC) and Blackboard Course Management System (CMS). All participants in each category (faculty/student) were entered into a raffle for an iPod Nano; one for each campus. Congratulations to our survey winners: Faculty Member, St. Thomas campus : Martha Joseph, Faculty Member, St. Croix campus: Vanda Espinosa, Student, St. Thomas Campus: Chelcy Angol, Student, St. Croix Campus: Lacey Baker



## New ITS Staff Members

Ms. Joyce Hobson joined ITS in March and is the Administrative Assistant to the CIO. She represents and supports the CIO in projects to advance the goals of the University, including planning, implementing, and supporting key areas of ITS. Prior to joining ITS, Joyce worked for more than seven years as the Administrative Assistant to the Humanities and Social Sciences division on St. Croix. She has a Bachelor's Degree in Business Management, enjoys spending time with her sons and listening to music. She has a pleasant attitude and is a team player. Joyce will be a real asset to ITS.



Joyce Hobson

Mrs. Rachel F. Fenske has been a reference and instruction librarian for 21 years working in the academic sector for 18 years prior to moving to the Virgin Islands in the Fall of 2005. Mrs. Fenske received her Master's of Library Service degree from the University of Alabama and has a Bachelor of Arts degree in Communication Studies from the University of South Alabama. She brings to the UVI Library her expertise in information literacy where she developed and implemented vigorous library instruction programs at the university level. She has presented her research findings in information literacy and student assessment at national, state and local conferences. On St. Croix, Mrs. Fenske has worked as the Head Librarian at St. Joseph Catholic High School and the Florence Williams Public Library. When not teaching students and faculty how to use library resources, she is sailing with her husband, Matt, on their 40 foot sailboat which they call home.



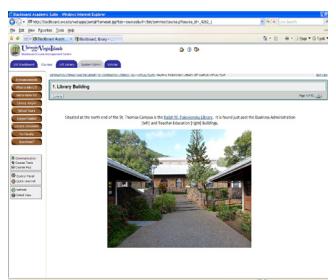
Rachel F. Fenske

## STX Library Renovation FY 2010- Redesigning for the 21st Century

Schematic drawings for the STX Library renovation project are now on display in the library. The drawings show the proposed redesign for improving the flow for staff, students, and materials in core service areas; and for creating dedicated spaces for quiet study and group work. There are several major changes anticipated. The back balcony and front alcove next to the elevator on the 700 level and the balcony on the 900 level will be covered and enclosed. This will add approximately 1,100 sq. ft. to the library's overall space. Both reclaimed spaces on the 700 level will facilitate the development of that floor as a dedicated quiet study space, and will create the first QUIET study room in the history of the St. Croix Library. Also on the first floor (700 level), in the current periodical storage section, expect to see an improved reading room with seating arranged close to windows to take advantage of natural light and view of rolling landscapes, making the space more conducive to quiet study.

## Information Literacy, Blackboard Debut

Information literacy (IL) is defined by the American Library Association as the ability to "recognize when information is needed and to locate, evaluate, and use effectively the needed information." Library navigation and foundational research skills comprise the core of the IL program at UVI, which has traditionally been conducted in electronic and lecture format with students at computer workstations. However, UVI libraries now offer a novel tool to assist the academic community in becoming more information-literate. "Information Literacy and the Library 101" is a new course designed to present IL principles by harnessing the interactive functionality of the University's Blackboard Course Management System (CMS). All UVI students are pre-enrolled into the course which had 500 hits during its first month. A virtual tour of the Ralph M. Paiewonsky library on St. Thomas is a highlight of "Information Literacy and the Library 101". The virtual tour for St. Croix is pending due to renovations. There, users will also find photo profiles of library course instructors, a glossary of IL jargon, multimedia resources such as a YouTube clip entitled, "Why not to use Wikipedia for research", help sheets to supplement library instructional material, links to various UVI library tools, and more. Content is continuously being added and modified with the Fall 2009 semester being the target date for the full launching of the Blackboard CMS course.



## Collection Development

Collection development is as much a part of the creed of librarianship as commitment to service and resistance to censorship. Required Master's level courses prepare librarians to understand the legal and ethical implications of copyright, intellectual property, and fair use for collection development and use of information. Librarians plan for and coordinate the growth of collections in ALL library systems: school, public, special, and academic.

Collection development is dynamic and requires staff to conduct an ongoing assessment of the collection regarding space, condition of the item, circulation, duplication, relevance to the current curriculum, and overall appropriateness for use at UVI. As a result of usage trends, we recently changed our subscription format from print to print and online for various journals including: Review of Public Personnel, Review of Educational Research, Gifted Child Quarterly, Journal of Business Communication, Journal of Cross Cultural Psychology and Journal of Black Psychology.

The Collection Development Librarian and other library staff identify publishers relevant to the various academic divisions, review dealer catalogs, read reviews, identify serial titles which should be considered for addition to the collection and more. The Libraries subscribe to CHOICE Reviews, the premier academic tool for publication reviews, to provide faculty with lists of new publications for consideration. The resource is also available for faculty who wish to locate reviews of new publications on their own.

An integral component of maintaining a collection is the selection and deselection (weeding) of materials. Faculty play an important role in those processes and are encouraged to participate in the selection and weeding of library materials. Here at UVI, the Collection Development Librarian serves as liaison and contacts faculty to promote communication and interchange about the library's collections. These activities enhance the library's ability to support instructional programs and to be responsive to changes in curricula. Instructors, Deans, students are all encouraged to contact the collection development librarian at any time to give input as well as assistance in shaping the library's collection. For additional information please contact Tanisha Mills, 693-1373.



## Center for Excellence in Teaching and Learning (CETL)

### News Casting Technology

How does the University benefit from the Government's economic development program? Here is one example of how we win. In St Croix, there is a Company named US Viking. They manufacture software called ENPS for the news business, that runs like the scheduling arm of the News producer. It runs the newsroom of a television or radio station or a newspaper. On one computer screen are wire services like Associated Press and locally produced stories from local reporters. The software links the story with the graphics and video clips to keep it all together. The software has tools to organize a broadcast, tools to insert commercials and station breaks; everything right down to the text that appears on the teleprompter. The software is for professionals. It is so complete that CNN runs their entire operations in Atlanta with ENPS software. So does the BBC, CBS, FOX and International Broadcasters in 57 countries from Sweden and Norway to Australia and Hong Kong. Hundreds of news channels, television stations and other professional media outlets use ENPS, and so does UVI. That's right. Viking fulfilled its EDC requirements – in part – by offering UVI the use of their software. In the fall of 2009, COM-205 – Broadcast Communication I will begin utilizing the ENPS software. We expect to begin learning how to use the software and how to build complete broadcasts. Dr Alex Randall, Professor of Communication, said, "We are going to continue reinventing our whole Broadcasting curriculum to incorporate ENPS into every class." We dream of sending students to job interviews in CNN in Atlanta and having them say "I already know your software. We used it at UVI! THAT will get some UVI graduate a job!" A huge Thank You to former Journalism Professor Robin Sterns who pursued the donation of this software. She saw the vision and kept pushing to get ENPS on our campus.



### Provost launches VC Connection to CFBC, St. Kitts



On Wednesday, April 29, 2009, UVI and Clarence Fitzroy Bryant College (CFBC), St. Kitts, presented an inaugural videoconference connection. Under the direction of Provost Musah, collaboration between UVI and CFBC which began in early 2008, came to life with this connection. Present at the inaugural ceremonies from UVI were President Laverne Ragster, Provost Al Hassan Musah, Registrar Judith Edwin, Professor Simon Jones-Hendrickson and other UVI faculty and staff. Representing CFBC were Principal Sonia Boddie-McPhail, Professor Hugh Heyliger, Professor Randy Taylor and numerous other CFBC faculty, staff and students. The government of St. Kitts was represented by Deputy Prime Minister and Minister of Education, Hon. Sam Condor and many others from the Education Ministry. On hand also were representatives from St. Kitts Cable & Wireless (LIME). With the assistance of Cable & Wireless (LIME) of St. Kitts, the selected room was rebuilt, new lights installed, air conditioners relocated, new carpet installed along with curtains and a fresh coat of paint, and a high speed network connection of up to 1 Megabit provided. In February 2009, ITS Supervisor, Erik Pattison and Spectrum A/V owner, Doug Purvis, spent several days in St. Kitts at CFBC installing the new videoconference equipment and training users. The inaugural connection was completed successfully. We look forward to its deployment for courses in the near future.

### New Tool Added to Blackboard CMS

Faculty Technology Services has recently installed a Blackboard/MERLOT interface that will allow instructors to quickly and easily add free teaching materials and resources to courses. MERLOT (Multimedia Educational Resource for Learning and Online Teaching) is a free, leading-edge, user-centered, searchable collection of peer reviewed and selected higher education, online learning materials and services. Directions to search and add MERLOT content in Blackboard:

- 1) From the Course Control Panel, click into a Content Area
- 2) From the 'Select' Drop-Down Menu on the right, click on 'MERLOT Search' and then click 'Go'
- 3) Enter search terms that you would like to find material for, ex. 'microbiology'
- 4) View results and place a check mark next to the items that you would like to add to your Blackboard course.
- 5) Click 'Insert' at the top of the page, then refresh to come out of the interface.

To directly access MERLOT, go to <http://www.merlot.org>. Instructors can also join MERLOT to contribute their own learning materials to the collection.



### ITS Staff Receive Scholarship to Attend Leadership Program

Mrs. Cherie Wheatley and Mrs. Celia Prince Richard have been selected to attend the Third HBCU Library Alliance Leadership Institute on a full scholarship. The sessions begin with on-site presentations on August 2-4, 2009 in Stone Mountain, Georgia; the final session is scheduled for June 4-6, 2010. Funded by a grant from the Andrew W. Mellon Foundation, the nine-month leadership program will focus on developing leadership skills among staff at HBCU institutions through both web-based and in-person classes, site visits and mentoring. This is the second time ITS staff has been granted the opportunity to participate and benefit from this training opportunity.

### Microsoft Software Update

Effective the Fall semester, faculty and staff will be allowed to download Microsoft software from a website. The option will also be available to have a copy mailed to the individual, at the cost of shipping. Look out for additional information.