

Draft of Node Statement  
March 21, 2005

Information Services established the nodes in order to provide a structure through which the information needs of academic and administrative units could be identified and addressed. Each node consists of IS staff members who work with particular groups of faculty or staff, and is led by a node coordinator who serves as a liaison between IS and those groups. **The coordinators are responsible for working with their groups to identify needs and set priorities for the full range of IS services, including hardware, software, technical support, teaching and research support, and information resources; for helping faculty and staff find the appropriate people within IS to solve a problem or discuss a new idea; for encouraging the creative use of technology and information resources in teaching and research; for helping faculty and staff resolve problems with other units within IS; and for serving as an advocate for users' interests to IS, and as an advocate for IS to the rest of the community.** As of January 2005, nodes have been established for the Humanities, Sciences and Social Sciences departments, and for Administrative units.

In addition to the coordinator, a number of other IS staff members are associated with each node. The node coordinators convene meetings of these IS staff members so that they can share information about interests, services, and issues of concern to the units served by the node, and to encourage collaboration among staff members across IS departmental lines. Some staff members may participate in more than one node.

**Role of the Node Coordinator**

The responsibilities of the node coordinator are outlined in the first paragraph. The coordinator is not intended to be the first point of contact for all interactions with IS; most interactions will continue to be at the help desk, reference desk, circulation desk, and with individual IS staff members. Coordinators should expect to be called by individuals who do not know where to go for help with a problem, who want additional

help getting their problems resolved, or who want to discuss an information technology opportunity or idea.

### **Role of the Administrative Node Coordinator**

The Administrative Node Coordinator plays much the same role for administrative offices as the other node coordinators play with the academic departments. The major difference for the administrative node is that the coordinator works in coordination with members of the Administrative Computing staff to identify staff technology needs that go beyond PeopleSoft, Black Baud, and other administrative systems.