FY23 Highlights for LITS Overall:

In the past year, we have tackled and accomplished major undertakings across all areas of Library & Information Technology Services, many of those enhancing our capacity to deliver services, resources, and programs to the Bryn Mawr College community. Building on the upheaval of the pandemic years, we have carved out space to think more proactively about continuous transformation – of our systems, of our ways of working to deliver services, and of our ways of partnering across teams and across campus to support Bryn Mawr's mission and strategic priorities of the institution. We have again landed the complex LITS budget portfolio on target for the year.

This continues to be an organization where we focus on wise stewardship of resources in service of institutional goals; on accessible, responsive, equitable, and sustainable services for the community; on mutual respect and support; and on continuous development of ourselves professionally and organizationally. This year Liz Roan introduced a new internal biweekly LITS newsletter, *LITSen Up: News You Can Use*, featuring LITS and campus events and announcements and connecting colleagues with one another. We have benefited from that additional mechanism for information sharing across teams and for highlighting news and activities of broad interest. At the recommendation of our original LITS Equity, Inclusion, and Antiracism Team, we transitioned to a model of a strategic advisory group, JEDI (Justice, Equity, Diversity, and Inclusion) Advisory Team, that the CIO & Director of Libraries convenes to discuss topics related to equity, inclusion, and antiracism in LITS, including professional development programming. This team has met twice so far.

- We launched the Next-Generation Enterprise Data & Systems Strategic Planning project in March of 2023. Our selected strategic planning partner, Moran Technology Consulting, is working closely with our internal project leadership team, with the institutional System Evaluation Team (SET), and with campus constituents through spring 2024 on institutional readiness, business process review and reimagining, data strategy, requirements articulation, and the RFP process for both the next-gen ERP platform and the implementation partner who will assist with our implementation and migration. The SET core project team consists of talented and engaged representatives from across key areas of the College (HR, Payroll, Finance, Dean's Office, Enrollment, Provost's Office, Registrar, LITS, Institutional Research, President's Office). We anticipate moving through the assessment and planning phases through mid-fall and completing the RFP and selection process for new core ERP (HR/Payroll/Finance/Student) and associated implementation partner with Moran's assistance by spring 2024. The assessment and planning process includes BiCo engagement to articulate high-level requirements and to assess leading options for the BiCo elements of our next-gen Student Information System (SIS) approach. BiCo Presidents, CFOs, CIOs, and Registrars met to frame this shared work in May, and Registrars are leading a team that includes associate provosts and advising deans to help identify necessary and desirable facets of BiCo seamlessness for students, faculty, and staff.
- LITS colleagues supported Alumnae/i Relations and Development in their implementation of RaisersEdge.

- Building on recommendations from the faculty Committee on Libraries, Information and Computing (CLIC), we launched an Academic Department Visit Program, in which a small team of LITS representatives are meeting with academic departments and programs to discuss emerging trends in their disciplines that may shape their library and IT needs. We are regularly reporting findings back to CLIC and will confer with the President and Provost regularly to inform strategic planning and prioritization. Only a handful of academic programs asked to schedule discussions this year, so we will continue the outreach next year and will also evaluate the need for the program in this form, perhaps shifting to a model of open invitation for academic departments to meet with LITS representatives at any time (which is always the case, but we would make that opportunity explicit through communications welcoming such connections).
- Our spring break "Students Shape the Shelves" library internship was a success in its second year. Six students engaged in a rich learning experience and selected titles from independent bookstores in Philadelphia (Uncle Bobbie's and Giovanni's Room) as part of learning about collection development and supporting the ongoing mission of diversifying our collections. These students become ambassadors, sharing their love of the libraries and their understanding of how academic libraries work with their peers so that they are helping us to connect more students with information literacy programs, research support, and available resources and programs: https://guides.tricolib.brynmawr.edu/sss-internship
- Librarians represented Bryn Mawr nationally as they presented on innovative BMC library programs at LOEX (premier library instruction conference) and at ACRL (Association of College & Research Libraries) biennial conference.
- The third installment of *Who Built Bryn Mawr?* – "A Rough Draft in Stone" – opened on September 16 in the Class of 1912 Rare Book Room in Canaday. The exhibition opening was well-attended by a broad cross-section of community members, and it will be open through the fall term. https://www.brynmawr.edu/inside/latest/events/opening-rough-draft-stone-who-built-bryn-mawr
- The College's NAGPRA committee continues this important work, supported by senior leadership and expert consultants Bernstein & Associates.
- The Administrative Information Systems (AIS) team is currently implementing and migrating to a new and improved identity management and access system, RapidIdentity from Identity Automation, which is an important core component of our environment. This new platform will enable the team to control access more dependably and to automate access provisioning for new services at the College. Following implementation, Bryn Mawr and Haverford will each maintain passwords in our respective Identity and Access Management (IAM) systems – Fischer for HC and Identity Automation for BMC. The shared BiCo namespace will continue to be managed within PeopleSoft.
- LITS Recruitment and Staffing:
  - The Research & Instructional Services team has successfully hired a Library Assistant for the 2023-23 academic year, Sharin Lefevre, and is now fully staffed.
  - The Client Engagement & Planning team has successfully hired a new Technology Purchasing Coordinator, Grace Weldon, and a new Technology Support Specialist, Will Alston, and is now fully staffed.

o The Educational & Scholarly Technology team had three colleagues depart for new jobs at other organizations and has now successfully filled these three positions to staff up fully. We welcomed to this team Jeff Hopkins and Sean Keenan, Educational Technology Specialists, and Soaad Elbahwati, Educational & Scholarly Technnology Assistant.

o We have successfully filled the position of Seymour Adelman Director of Special Collections after an initial failed search and are very fortunate to have Janelle Rebel joining the team in July.

o After a failed search for the Information Security Analyst position, we have decided to address the need for additional cybersecurity focus and expertise in a multi-phased approach: in the short-term (FY24), we will fill the Senior Manager of Infrastructure & Systems position and draw upon expert consulting resources as needed; in the near future, we recommend introducing a new Chief Information Security Officer position to oversee this critical and fast-evolving area of risk management for the institution.

Additional Teaching, Learning, and Research Highlights:

- The libraries offered creative and engaging new forms of welcome and orientation for new students this fall, including "CanadayLand" and "Camp Carp" – with stations introducing students to the rich array of resources and the wonderfully helpful people of the libraries, and with candy and S'mores. First-year students completed a module in Moodle over the summer that introduced them to the libraries, and a more in-depth follow-up on library research was introduced in the THRIVE curriculum.

- At the request of Faculty Chair Catherine Conybeare, LITS and CLIC prepared a presentation for the full faculty on ChatGPT in the context of teaching and learning. Jenny Spohrer presented, provided a resource, and facilitated a very engaging discussion. Faculty across disciplines shared thoughts about ways to mitigate risks of academic dishonesty (generally and in relation to AI/ChatGPT), as well as about ways to leverage the capabilities of AI/ChatGPT in teaching, learning, and research.

- The Moodle learning management system upgrade is scheduled for mid-August, between Summer Session II and start of fall semester, and the work is progressing well.

- We are iterating on our campaign to improve awareness of the College's accessibility policies and available assistive technologies. We launched this campaign last year with increased outreach, programming, and self-help resources. Results from the spring MISO survey showed statistically significant increases in self-reported awareness and usage of assistive technology among staff, but not among students and faculty, and we are developing more targeted outreach and programming for these groups.

- The ventilation system for the Makerspace was upgraded over fall 2023, enabling us to safely use the laser cutter and woodshop tools. We continue to work with student clubs and instructors to set up visits, workshops, and projects for specific groups, such as partnering with a spring anatomy and physiology class to laser cut and 3D print models of structures they were studying. We've also continued to raise awareness about the space and encourage community exploration through public events, experimenting with a variety of formats, such as themed workshops (e.g., circuit-based Valentine's cards), drop-in hours for

beginners, and pop-ups at campus events (e.g., outfit embellishment and repair clinics for May Day), to find those that resonate with different audiences. Makerspace Coordinator Bronwen Densmore published an article with Geology's Selby Hearth, "Mineral-specific Issues in 3D Scanning and Printing for Digital Collections, Outreach, and Display," in the *Journal of Natural Science Collections*, Volume 11, Pages 88-97, 2023.

- With input from CLIC, President Cassidy, and Provost Harte, we are piloting a new Digital Scholarship Faculty Fellowship model with José Vergara as the inaugural DS Faculty Fellow.

- Our Digital Scholarship Summer Fellows 2022 created the Critical Web Design Toolkit, learning about full-stack web development, as well as key areas of design equity -- such as web accessibility, environmental sustainability, and designing for geographic justice/the digital divide. The fellows will be presenting on their project at the Bucknell Digital Scholarship Conference on October 20. Once they had completed the toolkit, they put their recommendations into practice by developing a prototype for the Encyclopedia of the Dog project, a collaboratively annotated, bilingual digital edition of Sasha Sokolov's novel Between Dog and Wolf, led by Assistant Professor José Vergara (Russian). Through workshops in data cleaning, data visualization, text analysis, CAD, critical making, digital exhibitions, digital preservation, GIS, and other areas, they built a range of digital competencies beyond their project work. Weekly readings, group discussions, and daily personal reflections deepened their intellectual and critical engagement with digital technologies and helped them develop metacognitive frameworks for their new skills. Each fellow also participated in career-focused workshops, such as resumé building and interviewing, and visited the Philadelphia offices of Aveva to learn about careers in software development and data visualization.

- Bethany Collins was on campus in March for an artist's residency, which included three compelling performances of different versions of "The Battle Hymn of the Republic" – one covered by WPVI-TV and one at the historic Bethel AME Church in Bryn Mawr, which created a positive connection between BMC and that church.

- In partnership with the Center for Visual Culture (CVC), Special Collections hosted a campus residency with artist Ellie Ga in November and December. This has been a richly generative multi-year relationship that has included programming for the community, "combing" of our special collections, an exhibition, and production forthcoming of a new commissioned work of art for our collections based on this research engagement. Also in partnership with CVC, Special Collections will host artist Bethany Collins this spring for a residency and exhibition, including the College's recent acquisition, The Odyssey: 1990/1851/1980/2002/2000 (2022).

- The TriCollege Libraries Governing Board met in early February for our annual review of strategic initiatives and the proposed TriCo Libraries budget for the new fiscal year (and five-year model). The Governing Board approved the proposed FY24 TriCo budget. This year strategic endeavors have included migration to Islandora 2.0 (digital asset management and preservation platform), migration with help of Bryn Mawr Infrastructure & Systems of our systems files and digital assets to a new TriCo storage environment, successful negotiation of new licenses to allow TriCo lending of entire ebooks, incorporation of independent bookstores into our acquisitions process and inclusion of students in selecting book titles to support DEIA goals, a new community of practice among research and instruction librarians

to share effective approaches and resources, inclusive language replacing outdated language in our catalog, and integration of special collections finding aids into our library catalog to enable discovery of these distinctive collections.

- With TriCo + Lafayette, the librarians delivered the fourth annual Careers in Libraries and Information Science (CILIS) summer intensive for students from underrepresented groups: https://www.brynmawr.edu/cilis
- In partnership with President Cassidy and Provost Harte, we hosted an expanded Faculty and Staff New Scholarship Celebration attended by Trustees during the April Board meeting in Canaday Library.

Additional Client Support and Engagement Highlights:
- On August 15th, LITS launched a new support tool: Ask Athena. This resource is rich with how-to guides and troubleshooting information for LITS services. Ask Athena is a significantly upgraded version of our old help resource "Tech Docs," which launched back in 2010. Streamlined self-service resources are important to and heavily used by students, faculty, and staff. Ask Athena also provides a foundational knowledge base for student employees assisting clients at our LITS Help Desk.
- We launched a new antivirus/malware detection platform, Crowdstrike, replacing the old Sophos software. Deployment went smoothly, and this modern, powerful platform with endpoint detection and recovery features has already served us well in early alerts to nefarious activity that we have been able to address.
- We brought together campus stakeholders to select a new, easier to administer, more secure Digital Signage platform. This project is nearly complete, and the service will be coordinated by Conferences & Events.

Additional Enterprise Data, Systems, and Interfaces Highlights:
- Our Infrastructure & Systems (I&S) team worked with service providers to transition the campus telephone service to a new carrier on September 1 without interruption to service.
- Web Services renewed our hosting contract for the College website and is completing the project of making the functionality represented within the website more portable to enable more flexibility in selecting hosting providers as we move forward.
- The I&S team completed the very large project of replacing the College's VMWare virtual server infrastructure.
- Our I&S team also recently upgraded and expanded the College backup system to enable the needed additional capacity.
- The Storage Area Network (SAN) replacement project is underway, and we are beginning to reconceptualize the partitioning approach for network storage to optimize how we work with available capacity across multiple data storage contexts. The equipment has just arrived, and the team will be assisted in the installation and configuration process by Presidio.
- I&S is midstream (~40-50% complete) on the network core replacement project, still experiencing delivery delays due to supply chain issues, but making progress with the

equipment in hand. Once this work is complete, each building will be migrated to the new network core on a case-by-case basis.
- We have paused on a BMC CCURE door access review project as we await filling a new technology coordinator role in Campus Safety (replacing the prior door access manager role). We had been midway through this planned review of our CCURE door access system configuration and business processes toward enhancing both configuration and business process with the goal of ensuring effective management of building security. This is a BiCo system.

Additional Information Security and Data Privacy Highlights:
- We completed annual cyber liability insurance renewal.
- We contracted with expert consultants for our annual penetration testing, which complements our regular in-house vulnerability testing. This year's report identified some significant strengths in our current cybersecurity approach and also yielded valuable recommendations that are helping us to continuously enhance our risk mitigation strategy.
- In partnership with the Controller's Office, we are also working with a consultant to assist with GLBA Safeguards Rule compliance and will complete that work in early FY24.