

FY21 Annual Report for Library & Information Technology Services (LITS) at Bryn Mawr College

7/20/21

During this year so intensively impacted by pandemic and racial reckoning, the Library & Information Technology Services organization at Bryn Mawr College has engaged deeply in providing academic and business continuity for our institution and in understanding our role across departments in supporting diversity, equity, inclusion, accessibility, and anti-racism at the College. In many ways, we had developed processes and skill sets and collaboration approaches that helped us to move through this difficult period as well as an organization can.

In the summer of 2020, LITS colleagues focused on planning for hybrid and online teaching, learning, and research that would likely take place in Academic Year 2020-21 as a result of the evolving pandemic. This involved offering multiple instances of the Online Teaching Institute for faculty and instructors, with over 100 participants in four cohorts thinking together about building online community, trauma-informed teaching and learning, and designing effective learning experiences in fully online or hybrid contexts; surveying the equipment, software, and classroom technology needs of academic departments and working with the President, Provost, and CFO to prioritize investments and then across LITS departments to facilitate ordering, deployment, and training for the community; implementing remote public labs and remote access to specialized software; and continuing to facilitate access to scholarly resources in innovative ways.

Throughout the period of remote and hybrid teaching, learning, research, and operations, LITS departments have provided robust services and have continued to adapt to the changing context with new approaches to delivering services. Demand for support has been much higher than normal in many areas. We've seen 10x the prior level of help requests and 5x the number of monthly Tech Doc views as compared to recent pre-pandemic years. In addition to the high volume of support requests, LITS colleagues have extended support beyond normal "business hours" to evening and weekend coverage throughout the year to smooth the challenging year for community members.

Throughout the summer and fall, the CIO & Director of Libraries worked to design a professional development program for LITS that would provide shared concepts and tools for thinking about how to articulate equity, inclusion, and anti-racism goals relevant to each of our service areas. The LITS Equity, Inclusion, and Anti-Racism Team and CIO Direct Reports Team provided valuable input into that design process, and all LITS departments participated in these professional development sessions in January and February of 2021, followed by each department articulating a set of equity, inclusion, and anti-racism goals pertinent to their areas of responsibility. With input from LITS staff, those goals were prioritized and synthesized into our [LITS Prioritized EIAR Goals report](#) that will guide forthcoming work.

These goals were also integrated into our updated [LITS 5-Year Strategic Roadmap](#), against which we've continued to make progress, including such large projects this year as the next-

generation alumnae/i relations & development platform and broader next-generation enterprise ecosystem planning, capital planning for infrastructure, supporting College histories projects, and implementing the TriCo digital asset management and preservation system.

[Completed FY21 Projects](#)

This has been a straining year and a year of loss collectively and for so many individuals. It has also been a year of surfacing inequities and differential experiences across our society and within our local Bryn Mawr context. LITS colleagues have continued to serve the College well throughout this difficult season, and the organization has also prioritized mutual understanding and support, empathy, and flexibility as we've attempted to navigate these challenging contexts, learning and reflecting, and aiming to emerge with new insights into ways of working in support of the College's mission and ways of working that support wholeness and wellness for all in our community.