FY22 Highlights for LITS Overall:

- We landed the complex LITS budget portfolio on target (within ~.06%!) for the year.
- Despite the strains of the past couple of years, we've had fairly solid retention, hovering around 1-2 openings or ~2% vacancy rate. The remote work policy has been meaningful, and we have figured out effective ways of providing on-campus coverage and of working together and supporting campus work in the context of the remote work policy.
- To continue to develop our capabilities for working within a diverse team, I brought in Pivotal Communication to provide a "Conflict Resolution Skills for the Workplace" training for LITS staff. Team members who are working through particularly challenging areas of collaborations and discussions about meaningful transformations participated so that we could bring new shared language and tools to bear on these team endeavors. Colleagues who participated in the training are citing the tools as valuable for everyday work.
- We completed the first year of NAGPRA work in Special Collections and have begun repatriations, and we have developed the plan of work for the remaining NAGPRA steps in year two. The departmental collections project yielded a clear inventory and a start on guidelines for the College around human remains. We will need to ensure that work comes to fruition in the new year. Telephone - Upgraded campus telephone system, in collaboration with telephone service vendor.
- Gaming Wi-Fi -- developed new service for BMC student community - this project ended up being a sub-project of a larger project to upgrade the campus wireless network. The new version of software that runs our campus wireless network provided the features needed to create a Gaming Wi-Fi network for students. The upgrade of the campus wireless network is complete and a separate network for student gaming has been implemented and tested. Invitations to 4 students (who previously expressed interest) to participate in the testing went out in the latter part of Spring '22 semester – at a time when students would have been especially busy with coursework; none of the four chose to participate in the testing at that time, understandably. A pilot Gaming Wi-Fi service, available to all BMC students, will begin when students return to campus for the Fall '22 semester.
- The LITS EIAR Team completed its two inaugural years and recommended that they sunset themselves as a team and that we move this work forward in new ways. Based on the team's wise recommendations, we'll take a multi-pronged approach to moving diversity, equity, inclusion, anti-racism, and accessibility goals forward in LITS: 1) goals are meaningfully integrated into departmental plans and the overall strategic roadmap in LITS, and we'll continue to review status and update goals at the department and division levels; 2) CIO & Director of Libraries will call upon colleagues across LITS to form an advisory group that does not meet as regularly but that can advise me on DEIAR questions at key junctures; 3) members of the LITS EIAR Team will continue to hold reading/viewing discussions for shared learning; and 4) colleagues of color and LGBTQ+ colleagues and allies within LITS will create open affinity group opportunities for mutual support. The EIAR Team and CIO held a final meeting so that I could appreciate their work and thoughtful recommendations and hear anything additional toward supporting our moving forward constructively.
- CIO & Director of Libraries discussed with CLIC the MISO survey and the other ways LITS collects feedback from the community. We added to the mix the new model of LITS

Academic Department Visits, which we'll start in the fall after endorsement at Department Chairs. And we conducted the biannual MISO survey, for which analysis and communication of findings will happen in FY23.

- CIO & Director of Libraries facilitated in partnership with CLIC members a proposed update to the CLIC portion of the Faculty By-laws, unanimously endorsed by CLIC and carried forward by the CLIC Chair to the Ad Hoc Committee on the By-Laws Revision.
- Collection Development Internship – this was a wonderful opportunity for students to learn about and participate in collection development, and an excellent way for us to support Black-owned and LGBTQ-owned bookstores while diversifying our collection in meaningful ways. The students have gained both broad understanding of academic libraries, public libraries, and bookstores and greater information literacy and confidence in navigating an academic library and helping their peers to do so, too.
- CCURE door access review – we launched this project with senior staff support in order to address chronic issues with doors to libraries (and gym and other buildings) being unlocked at the wrong times and locked at the wrong times, and with people who should not be in the building having card access, while people who should have card access are not able to enter the building. We are midstream in the engagement with UTI Global, vendor for the CCURE door access system, facilitated by Camilla MacKay. They are documenting our current BMC configuration, evaluating current business practices, and providing recommendations for how best to set up the system and address chronic door access issues going forward. This project includes Campus Safety, Facilities, Athletics, Registrar, and LITS.

Information Technology:
- **Enterprise Data, Systems, and Interfaces:**
    o Strategic Plan for BMC and BiCo around Next-Gen Enterprise, drafted in November and developed with you then shared in December with our HC counterparts.
    o With Senior Staff, we framed BMC's next-generation enterprise data and systems strategic planning project, and Kari and I have formed a steering committee, which kicks off on July 19.
    o We partnered with ARD to implement RaisersEdge.
    o We implemented the Fluid interface for PeopleSoft and Elastic Search for PeopleSoft
    o We updated E-Market and integrated it with Single Sign-On
    o We planned for (with Haverford and internally) and began the implementation of Identity Automation for identity and access management to BMC systems
    o We completed the Next-Gen College website project in partnership with Communications. We sunsetted our legacy server, Bascom, and worked with faculty and other community members to migrate their content to new homes. Functionality that was served from Bascom has been either integrated into the new Drupal-based website or moved to a new utility server within Web Services.
    o Web Services team also continued their support across LITS, including core partners such as Educational and Scholarly Technology, and their contributions to the Accessibility Leadership Committee.
    o We partnered with Facilities on a mapping of campus wiring between buildings by way of a third-party engineering firm.

- Developing cost estimates for network wiring in campus buildings – David Bertagni and Vince began discussions on cost estimates for upgrading network wiring across campus – within and between buildings (cable plant). These costs are expected to exceed current funding allocations and had previously been planned, beginning this past year, as inputs into broader campus-wide budget planning discussions. David helped frame the work of developing these estimates as requiring project-level attention– in some cases on a per-building basis. Vendor support will be required in some situations, akin to engagements that Facilities has had.
    - Telephone Service Carrier Migration - Contract is in review with legal and Kari; implementation would occur before September 6th.
- Other project work for the Infrastructure and Systems team over the past year:
    - Buildings
        - Wellness Center - installed new networking / telephony services
        - Park - supported ongoing construction, including removing existing wiring and replacing new wiring where necessary.
        - Park / Data Sciences - Worked with faculty in Biology and PSSC Labs (vendor) to implement a new biology computer cluster.
- Identity Access Management
    - Implemented SSO for Raiser's Edge
    - Implemented SSO for E-Market
    - Implemented SSO for EZBorrow
    - Implemented SSO for TD
- VMware and Storage Infrastructure (BMC)
    - Upgraded firmware and operating system on Dell SC SAN equipment
- Windows servers:
    - Worked with vendor to upgrade EMS room scheduling server
    - Upgraded Booklog server and 3 client workstations for Bookshop
    - Upgraded Visix server to Windows Server 2019 in VMware and worked with vendor to upgrade the Visix application
    - Assisted HC colleagues with their migration off the BMC old filetransfer.brynmawr.edu server (integration server between PS and third-party services)
- Networking:
    - Installed 144 strand single mode fiber between Guild and Canaday
    - Upgraded campus-wide wireless network software (referenced above in Gaming Wi-Fi)
- Backup:
    - Upgraded the campus enterprise-wide Avamar backup software
    - Implemented new PeopleSoft backup server
- Upgraded Load Balancers (software)
- TriCo systems services:
    - Updated virtual network interface cards for TriGallery
    - Installed new SAN
    - Installed new Dell VMware servers (hardware)

- Built new Linux virtual servers for TriCo developers, in support of the Islandora 8 project

- **Client Support and Engagement:**
  o Replaced staff and public copier fleets – this was a massive undertaking that required months of clean-up due to staffing shortages and changes on Canon's side. We are entering year two of a five-year contract that right-sized our printer/copier footprint and offers significant savings to the College
  o We optimized our licensing for remote access to lab computers and associated software based on usage statistics, so the service remains robust, but the cost went down for this second year of the service.
  o A cluster of projects around improving the efficiency and sustainability of our ticketing system began with building a business case for moving our legacy instance of TeamDynamix to the cloud for increased stability and to enable enhanced functionality. Each subsequent project was small-to-medium in effort, but together they have significantly enhanced the useability and effectiveness of the ticketing system in use LITS-wide. Bonnie Wei managed this endeavor start to finish, with robust input from all areas of the department.
    - We implemented a new KnowledgeBase (called Knowledge Owl) that will provide an enhanced environment for technical documentation
    - We renewed our contract and moved TeamDynamix (our system for Help Desk ticketing, service catalog, and LITS project portfolio management) to the cloud to ensure more sustainable/improved support
    - Chat support discovery
    - Bomgar remote support and Teams integrations (in process)
  o Piloted Windows 11 and gathered robust feedback from LITS and community colleagues while internally testing compatibility with systems and software and resolving issues with VPN. As of 5/18/2022, the project team decided to start Windows 11 rollout for all new (23-) and newly imaged devices.
  o Outreach and education workshop series - a goal of the project was to increase CEP's visibility on-campus as more that just break/fix service providers through proactive outreach and education, and to introduce tools that streamline workflow while simultaneously promoting LITS initiatives. Series was successful and uptake was high, seems like a potential model to rerun going forward – currently working on how to collect participant and broader community feedback on the program.
  o Successfully recruited new team member (Technology Support Specialist) after long-time staff member retired
  o We completed the FY22 computer replacement cycle.
  o The team completed implicit bias training and integrated equity, inclusion, and anti-racism enhancements into training for student employees who work at the public service desks.

- **Teaching, Learning, and Research:**

- o We continued to support College history work at a high level with Telling Histories and *Who Built Bryn Mawr?*
- o We supported an array of Digital Bryn Mawr projects.
- o Four of us from LITS participate on the College's Accessibility Leadership Committee, and LITS colleagues contributed to the new UDL guidelines for faculty, to a new consolidated accessibility resource site, and to a guide for faculty on ensuring textbooks or other acquisitions from vendors are accessible.
- o The Educational & Scholarly Technology and Library Research & Instructional Services teams continued to offer numerous Intensives and workshops ranging from Makerspace to Digital Competencies to Information Literacy to Digital Scholarship.
- o Working with Marc Schulz and CLIC, we have begun to understand emerging Data Science program needs, and we are taking a first step toward implementing high-value services for Data Science in the implementation of RStudio Cloud, facilitated by Jenny Spohrer. In conjunction, we'll be meeting with you, Tim, and Marc to think through the right approach for articulating overall program investment needs and identifying funding sources for required investments.
- o We completed the first year of NAGPRA work in Special Collections and have begun repatriations, and we have developed the plan of work for the remaining NAGPRA steps in year two. The departmental collections project yielded a clear inventory and a start on guidelines for the College around human remains. We will need to ensure that work comes to fruition in the new year.

BMC Libraries and TriCo Libraries:
- We've been focused this year on rethinking circulation and associated student employee models across the three libraries – the "library harmony" project. Much important work thus far across three departments and more to go in the new year.
- o The team is in the process of upgrading to Islandora 2 for TriCo Libraries digital asset management and preservation. We will migrate assets from another legacy platform, DSpace, when the relevant institutional repository functionality is in place in Islandora. We've been doing associated planning for TriCo storage, preparing to retire a legacy storage environment and enabling access for colleagues across the three institutions to manage collectively within the shared platform. This platform will play a foundational role in electronic records management and in preservation of, and access to, our unique College collections in digital form. We have some early born-digital records projects to help work through the workflows for electronic records management for BMC.
- o I've continued to serve as the primary liaison with the TriCo Digital Library Developers, supporting roadmap development and progress on current projects. I led a successful search to fill our open position, and the team is working beautifully.
- I've continued to steward the LITS's facets of the Collier Library renovations that took place this year – Reading Room renovation and preparation for the stacks-area renovation and new Digital Collaboration Classroom in later phases. The team has been very creative in working with the existing space-in-progress to deliver robust services and to be a presence for students and faculty.

- It's been a pivotal and positive year for the Friends of the BMC Libraries Board. Overall, we had many more Friends join and donate this year than in recent prior years. I was delighted that Rebecca Bushnell agreed to serve as new co-chair of the Board with me, and she has been an outstanding partner in updating the bylaws and charting directions for the Board's next phase. We invited each individual member of the Friends Board to meet with us so that we could learn more about their backgrounds and interests, and those conversations have been fruitful in helping us set a vision for the Board and the Friends going forward, which we'll continue to do this fall with the full Board. Out of those conversations, we initiated a new Friends Board Seminar Program, where we're learning from members of the Board about their areas of passion/knowledge, such as rare book collecting, rare book appraisal, art collecting, etc.

  In addition, Sarah Conner-Smith started last year to host quarterly managers meetings for those of us across BMC who work with strategic advisory boards (PAC, AAEB, GSSWSR, Career & Civic Engagement, Libraries) to discuss governance and stewardship issues and to develop shared practices in service of College goals and support for the overall alumnae/i volunteer pipeline and ARD alumnae/i engagement goals. Those have been very enjoyable and valuable.

Information Security and Data Privacy:
- Led by Melissa Cresswell in February, we did hold the Ransomware Tabletop Exercise with wonderful set of BMC participants from across roles. We then prepared a summary of key takeaways and sent that out to participants. Lessons learned were clear and helpful.
- Vince Patone has continued to be our lead in addressing emerging compliance standards and increasingly stringent requirements for cyber liability insurance renewal. I've worked with Vince and David Sturgis to continue to tackle compliance review and articulation needs around data privacy in various contexts. Examples from this year include the Safeguard Rules Audit Objective and the retirement plan audit for HR.
- CIO has continued to convene the Information Stewardship Council, this year with Sarah Robertson as co-chair. Sarah has revitalized the Data Weeding program for campus, and we've continued to pave the way for the next-generation enterprise ecosystem and data governance work to come.
- Under the goal "Provide secure options for wireless sensors on campus," we developed a model that better accommodates the articulated needs, sufficient for Paul Hintz and Rich Willard to move forward with implementing refrigeration sensors. This included updating the BMC Data Handling Policy with relevant language and developing a policy, whereby, before IoT devices are connected to the campus network, an email will be sent from the person identified as being responsible for keeping these devices updated and their supervisor, explicitly accepting this responsibility.