FY24 Highlights for LITS Overall:

Departments and matrix teams across the Library & Information Technology Services (LITS) division of the College have had a phenomenal year of supporting the work of students, faculty, fellow staff, and outside researchers; facilitating transformation in academic and administrative areas of the College; and continuing to enhance our operational practices.

Working with partners across campus, we prioritized major initiatives have again landed the complex LITS budget and project portfolio on target for the year. LITS managers and staff have stewarded resources wisely toward fulfilling BMC and LITS missions and providing ever-growing sets of services, resources, and meaningful experiences for the BMC community. In this year of transition at the institutional and organizational level, we have also continued to focus on how we evolve to meet changing priorities and needs, and on professional development that helps us enhance our capacities individually and collectively.

Below are highlights from among LITS major initiatives during the 2023-34 year:

- We led the Next-Generation Enterprise Strategic Planning project in partnership with co-executive sponsors in the CFO/CAO role and with core project team colleagues from across departments.
    - We held "Day in the Life" vendor visits in the late spring to introduce stakeholders from across campus to the possibilities offered by contemporary ERP platforms (Oracle Cloud and Workday).
    - The core project team has facilitated a process of articulating and weighting requirements and is moving forward with prioritized areas of business process redesign and articulation of institutional data strategy to pave the way for migration.
    - We developed BiCo SIS high-level guidelines, prepared and coducted an RFP, and developed implementation and staffing plans.
    - The core team reviewed and scored RFP responses from the two leading platform vendors and associated system implementation partners, finalizing vendor demo scripts, and conducting business process redesign in prioritized areas of HR/Payroll/Finance.
    - The two leading vendors provided scripted demos for campus constituents (and relevant Haverford colleagues) based on our requirements.
    - Reference checking and interviews with implementation partners followed.
    - Executive sponsors provided project background and updates for Board Chair Cynthia Archer and the Finance Committee of the Board of Trustees and will continue to provide updates for the Board throughout the NextGen Enterprise project.
    - Following its year of thoughtful and thorough work, the Next-Generation Enterprise Strategic Planning core team delivered a consensus recommendation to executive sponsors for the platform that seemed most appropriate for Bryn Mawr's requirements and goals. We selected both the ERP platform (Workday) and an implementation partner (Alchemy) to work with BMC on HR/Payroll/Finance migration, and completed contracts with each vendor partner.
    - HR/Payroll/Finance migration is scheduled to complete in January 2026. BiCo Student Information System (SIS) discussions and planning continue in parallel, and the SIS implementation will follow HR/Payroll/Finance.

- We partnered with the faculty Committee on Libraries, Information, and Computing (CLIC) on planning toward BMC research computing services, presented a synthesis of identified needs to the full faculty in May, and determined next steps in planning for the new year.
- We successfully recruited a new Senior Manager for Infrastructure & Systems, a key position for future planning and for ongoing management and coordination for a complex portfolio of core services and associated projects.
- At the start of the new academic year, we had 200+ incoming students participate in library orientation programs and are seeing students back in the libraries at pre-pandemic levels.
- We piloted a new Digital Scholarship Faculty Fellowship and will move forward with both academic-year and summer versions of the fellowship model.
- Members of LITS partnered with a group convened by Provost Tim Harte to develop resources for faculty and students around generative AI in the context of teaching and learning. We partnered with the faculty Committee on Libraries, Information, and Computing (CLIC) to think about ways of bringing key questions about generative AI to full faculty discussions, and we'll continue to partner with others across campus thinking about how to offer opportunities for learning about and discussing generative AI, its relevance for our local context, and its implications more globally. This is an area for both competency development for students (and all of us) and for a liberal arts lens on an emergent technology with unpredictable benefits and detriments. Generative AI is also being deployed within many software solutions that we already license for the community, and understanding how those are functioning in order to educate the community will be important.
- The Moodle learning management system upgrade went smoothly at the start of the fall semester, thanks to both the technical team and to the robust communications around this upgrade.
- We supported the rollout of a new tool, integrated with Moodle, that supports faculty in making course materials accessible for students. We are beginning to envision, with CLIC and likely in partnership with the Teaching & Learning Institute, a new offering of the BMC Online Teaching Institute for faculty focused on accessibility.
- We successfully completed the College's GLBA Safeguards Rule compliance assessment and associated penetration testing in partnership with Finance & Administration and Enrollment. We received both reassuring feedback about strengths in our program and helpful guidance about future areas for potential investment and enhanced risk mitigation and will be reviewing those closely and taking appropriate action steps. We continue to run regular internal vulnerability scans and to address critical vulnerabilities promptly.
- We completed the annual update of the BMC written information security program, prepared for the annual renewal of the College's cyber liability insurance coverage, and provided input into the Grant Thornton and PwC annual financial audits from an IT and information security perspective.
- Special Collections partnered in summer 2024 with Facilities Services on archival storage of the MCT inscription stone once removed from Old Library.
- Special Collections offered a rich year-long [exhibition](#) and education program, including *[Cecilia Paredes: Not ~ At Home/Cecilia Paredes: No ~ En Casa](#)*, which opened October 25, 2023, through June 2, 2024, in the 1912 Gallery in Canaday Library.
- The exhibition of the [Reactor Room](#) digital scholarship and critical making project, led by Associate Professor of Russian on the Myra T. Cooley Lectureship in Russian Studies and

Digital Scholarship Faculty Fellow José Vergara, was available to visit through May at Park Science.

- Two core components of our ecosystem have been modernized: in March our team, led by Director of Administrative Information Systems David Sturgis, successfully rolled out Rapid Identity, our new identity and access management system, which will enable automated provisioning and de-provisioning of additional campus services based on roles as community members join the College and depart. Our Enterprise team also successfully implemented EntraID and migrated a number of major campus services, including Office 365, to this updated method for authentication required by numerous contemporary services.
- The Administrative Information Systems team, led by Kristi Wenrich, also completed a PeopleTools 8.59 Upgrade.
- Network Core Upgrade - All administrative and academic buildings (except West House and Child Study) have been migrated to the new network core.
- Bill Kenny, our Manager of Procurement and Partnerships, led a process with College Counsel to add language to our data security addendum for vendor contracts that addresses the College's expectations for the use of Artificial Intelligence (AI). This language states that vendors will not use/share/sell, or otherwise make available, internally or to 3rd parties or affiliates, any of the College's data for the purposes of incorporating into AI training datasets unless mutually agreed to in writing. This terrain is evolving rapidly and we continue to draw on the broader higher ed IT guidance to make sure we're both protecting College data and taking advantage of the advances AI supports.
- The [MISO Survey](), led at the national level by David Consiglio, Director of Assessment, Learning Spaces, and Special Projects, is in its 19th year and going strong with over 200 institutions participating. Bryn Mawr College faculty, students, and staff respond in large numbers each cycle, and this data informs continued LITS service planning and enhancements.
- In November Gina co-facilitated a professional development workshop for LITS staff with Mark CJ Davis, Jr., from Swarthmore on "Diversity, Equity, Inclusion: Strengthening your EQ for inclusive learning organizations." This was a condensed version of the day-long workshop that we first offered via NERCOMP, the Northeast regional higher ed IT organization, several years ago and a reprise of a version we facilitated for Swarthmore IT colleagues in the spring. We previewed this workshop for the LITS JEDI (Justice, Equity, Diversity, and Inclusion) Advisory Team prior to the full staff session to ensure resonance for LITS colleagues.
- Jennifer Coval, Student Success Librarian, partnered with Joi Dallas from The Impact Center and with Sisterhood to plan Black History Month events. On February 12, Sisterhood hosted a mystery book event in the Canaday Nook from 1-2pm. From 11-3pm that same day, LITS also hosted a Read-In, providing a designated quiet space in the library for participants to gather and read works produced by African American authors. Sisterhood provided the list of suggested titles that were made available for participating community members.
- A key area of focus in FY24 was how we manage software on College computers – individual machines but also in labs, classrooms, and teaching spaces of all kinds. We always aim to provide a stable experience, and the Client Engagement and Planning team has been seeking new ways to balance stability with more agile access to software, streamlining complex licensing structures, and staying ahead of security issues. This includes looking at cloud options for Windows and Mac administration, which is enabled in part by the availability of EntraID for authentication.

- As part of the College's ongoing program of NAGPRA (Native American Graves Protection and Repatriation Act) compliance, we worked actively with Tribal representatives on requests for consultation and repatriation throughout the year. While this is quiet, sensitive work, the committee is working toward launching a NAGPRA webpage later this year, based on best practice models at other higher ed institutions, to better communicate our ongoing commitment and provide a clear landing page for Tribal representatives to reach out to us to begin the repatriation process. The committee educated themselves and the broader BMC community with guidance from our expert consultants Bernstein & Associates about the new NAGPRA regulations that took effect in January 2024 and what these mean for the particular materials in College care going forward. We shared this updated guidance with the full faculty in May, and these guidelines will figure into the departmental collections guidance going forward.
- The BMC Libraries spring break internship, Students Shape the Shelves, celebrated its third year. Participating students visited Uncle Bobbie's Coffee & Books for the third year, and we added two new Philadelphia stores, Julia de Burgos Bookstore and Big Blue Marble. It was a particularly successful year, with an engaged and enthusiastic cohort of interns. Two of our Research & Instructional Services librarians, Camilla MacKay and Arleen Zimmerle are delivering an OCLC Works in Progress Webinar about this BMC model program on April 23.
- Our InterLibrary Loan and EZBorrow coordinators, Jacob Long and Karen Willcox, held a SpotLITS event in the Campus Center on March 19 where they talked with approximately 90 people about our ILL/EZB services. A main takeaway was that a fair number of people either didn't know they could borrow items from libraries outside of the TriCo or that TriCo borrowing *was itself* ILL. They are thinking about other recurring opportunities for education around these services to increase knowledge of and thus use of the services.
- Our Multimedia Services team worked over the summer to bring several spaces in Park that had been unavailable during renovation back online with updated technology for teaching and learning ahead of the fall semester. The team also continued upgrades to non-classroom spaces to more easily support hybrid administrative and co-curricular experiences.
- Our 2023 Summer Interns included wonderful student cohorts in three areas:
  - Digital Technology Fellows produced 14 videos for Bionic registration at Registrar's request and 8 videos for new Moodle to guide faculty.
  - *Who Built Bryn Mawr?* interns conducted research on Asian history at BMC.
  - Digital Scholarship Fellows worked on the Reactor Room with our inaugural Digital Scholarship Faculty Fellow and a collaborative team.