

**COMMITTEE ON LIBRARY AND INFORMATION TECHNOLOGY
ANNUAL REPORT TO THE RIVERSIDE DIVISION
DECEMBER 4, 2018**

To be received and placed on file:

The Committee on Library and Information Technology (LIT) met six times during the 2017-2018 academic year. Following is a summary of Committee activities from September 1, 2017 to August 31, 2018. At the committee's first meeting, the Conflict of Interest statement and 2016-2017 Annual Report were reviewed and approved.

Associate Vice Chancellor Gianforte announced that Computing and Communications (C&C) is now officially renamed Information Technology Solutions (ITS). She then noted that the process for "IT Rationalization" at UCR began several years ago to scrutinize the information technology functions across campus. This involved analysis to determine the right technical functions across campus that are suitable to rationalize into ITS (formerly C&C). The assessment led to the restructure of ITS divisions over the summer in order to create better collaboration and strategic alignment of internal ITS teams. Included in this restructure was also appropriate budget reallocation that included necessary allocations to infrastructure renewal expenditures, appropriate licensing that was previously neglected and establishing a formal professional development program to ensure technical support resources have the necessary professional development to stay abreast of the latest technology opportunities. Along with this functional and budgetary restructure was the elimination of 15 staff positions. The selection of the 15 staff members involved a balanced effort to ensure no one single service was impacted more than any other. However, it was noted that many process improvements (ie. Wi-Fi guest account for visitors) are still needed in order to improve technology services to campus. The ITS leadership team is actively making plans for process improvements over the coming year to better impact campus. A member noted that with the ongoing increase of faculty and staff (for example with MRB1), more ITS support resources will be needed (not less). AVC Gianforte strongly agreed.

Sam Robbin, Director of Campus Support & Assessment, oversees the Bear help desk support staff. Their goal is to improve the experience for faculty and staff. Sam Robbin noted that a ticketing system known as Service Link has been installed. Escalations and service times will improve with this new system. Service Link also tracks daily metrics which will give them access to their weaknesses, so processes can be improved.

A member of the LIT committee suggested having at least two dedicated help desk personnel for iLearn and iGrade as these are widely used by faculty. Israel Fletes, Director of Educational Technology and Computing Services, noted that Information Technology Services has identified two help desk personnel to designate to iLearn help tickets. It was also noted that ITS has weekly training meetings with their staff.

Eric Martin, Project Manager for Enterprise Info Systems, gave an update on eFile. Three of the eight items are complete and deployed. He noted that they consulted with APO and agreed that these three were fairly easy and proceeded with coding, testing, and deployment.

- Allow for longer web URLs in the Publications "Website" field. When entering a website address for a publication eFile limits the number of characters allowed, so the links end up broken if over the number of characters.
- Provide better info to Dean's Analyst. Similar functionality is available to the AP Analyst. Utilize the green checkmark to indicate to the Dean's Analyst that the Dean has provided a decision.
- For the File Preparer, allow easier selection of faculty reviewers. In the Snapshot Review Information tab, allow "select all" for the checkboxes.

In May 2017, support for online, electronic solicitation of Extramural Letters within the eFile system was deployed.

A new “rewrite” project - called the Academic Personnel System (APS) - that will combine eFile and the Academic Personnel Management System is underway, and development has started. This new system should be complete and ready for the 2018-2019 academic year.

It was noted that there will be a formal review of iLearn and a committee has been created. Israel Fletes, Director of Educational Technology and Computing Service, noted that Information Technology Solutions (ITS) is going to conduct a review of iLearn/Blackboard. ITS will be forming a working group to review the challenges of the current system and whether there is enough merit to keep the current system and make changes or to prepare a new system. One of current challenges is that the system miscalculates grades. Israel Fletes noted that the assessment is not expected to be time consuming on the members, but it will be lengthy and asked for a volunteer(s) from the LIT committee. Chair Liao will send out an email requesting volunteers.

A request was received by the Basic Needs Working Group and the ASUCR Vice President to add a campus resources item to the iLearn course menu. The Basic Needs Working Group includes staff, students and faculty at UCR, as part of a systemwide Basic Needs committee addressing food and housing insecurity at UC. One of their highest priorities is to ensure that students and faculty are informed about campus resources available to students in need. To this end, and in collaboration with ASUCR, they would like to submit a request to add an item, "Campus Resources," to the iLearn course menu.

University Librarian, Steven Mandeville-Gamble, gave an update on the subscriptions. Journal subscriptions had been rising about 11% per year on average nation-wide until the great recession, at which point the rate of increase dropped to 6% per year. However, the UC system has been able to negotiate that rate down to closer to 2-3% per year by negotiating as a group. Of the \$4.4 million budget, less than 25% is allocated to monographs. The library acquires about 25,000 print books per year. It was also noted that UCR needs to review database subscriptions to ensure that we are meeting as much of faculty and student research and curricular needs while living within the budget. A member asked if web traffic data is measured (ex. how many people ask for journals that they can't access?). The Librarian will look into this and report back to the committee.

The committee also discussed UCR journal subscriptions. One member noted the library should ask each department which journals they need and/or use. Another member asked which journals UCR subscribes to.

Assistant University Librarian for Collections, Tiffany Moxham gave the committee an overview of the library collections and subscriptions. She noted that there is an individual subscription increase between 2 and 10% per year, with an overall need to budget for at least a 4% increase in the collections subscriptions budget per year. Because of this, the library uses money from their reserves each year. New subscriptions are requested daily/weekly from faculty. A member of the committee suggested that that the LIT committee write a memo to request an inflation increase to the library budget.

Israel Fletes gave an update on the Multi-Factor Authentication and noted an email was sent out to all faculty informing them how to enroll. As part of the University's efforts to address the increasing threats to the security of our information systems and data, Information Technology Solutions (ITS, formerly C&C) is now offering the use of Multi-Factor Authentication (MFA) for all UCR faculty, staff and UCR-employed students. The chance of compromised credentials is high. If this were to happen, a bad actor now has access to all of your single sign-on applications such as *R'Space* and your respective UCR email system. Even if your password is compromised, MFA prevents anyone but you from accessing your

account. Once entering credentials into an application, MFA prompts to utilize a mobile phone or a bypass code to verify your identity, which is required in order to sign in successfully. Multi-Factor Authentication is available to early adopters now and enrolling is easy. ITS encourages everyone to visit the MFA enrollment page (mfaportal.ucr.edu) to enroll and begin using the secondary authentication device or method. For more information and videos, visit the MFA site (cnc.ucr.edu/mfa).

The Committee reviewed and provided feedback on the following:

- Revised Biophysics Graduate Program Proposal
- Draft WASC Institutional Report
- Sustainability Ad Hoc
- Cluster Hiring Initiative: Status and Future Plans
- Systemwide Review: Proposed Presidential Policy on Open Access for Theses and Dissertations
- Revised-New Master Degree in Supply Chain and Logistics Management (MSCLM)
- Joint Entomology BS/Entomology MS Five-Year Combined-Degree Program
- UCR 5-Year Planning Perspectives 2018-2023
- Proposed Changes to Regulation R1.6.1

The Committee received the following review items but did not submit feedback:

- Course Scheduling Policy Workgroup Report
- Masters of Science in Business Analytics (MSiBA)
- Medical and Health Humanities Minor

Respectfully submitted,

Jiayu Liao, Chair

Lisa Raphals, Vice Chair

Joseph Genereux

Weifeng Gu

Adam Harmer

Matthew Mahutga

Misaki Natsuaki

Leonid Pryadko

Marlo Raveendran

Daniel Wong

Steven Mandeville-Gamble, University Librarian (*ex officio*)

Danna Gianforte, Associate Vice Chancellor Computing & Communications and Chief Information Officer (*ex officio*)

Hayden Jackson, ASUCR Student Representative

Siddarth Agarwal, GSA Student Representative