COMMITTEE ON LIBRARY AND INFORMATION TECHNOLOGY
ANNUAL REPORT TO THE RIVERSIDE DIVISION
DECEMBER 1, 2020

To be received and placed on file:

The Committee on Library and Information Technology (LIT) met five times during the 2019-2020 academic year. Following is a summary of Committee activities from September 1, 2019 to August 31, 2020. At the committee's first meeting, the Conflict of Interest statement and 2018-2019 Annual Report were reviewed and approved.

Library
University Librarian Steven Mandeville-Gamble, Anne Frankel, Deputy University Librarian, Research & Instructional Services and Tiffany Moxham, Assistant University Librarian for Content and Discovery provided updates on the following: (1) the status of the Elsevier negotiations; (2) the status of the move towards a System-wide Integrated Library System; (3) a new Systemwide Library and Scholarly Information Advisory Committee Study Group charged to "review systemwide library collaboration in this era of Open Access (OA), new uses of library spaces, and the continuing need to collaborate on collections and other library functions. The study group should pay particular attention to cost-efficient ways to maintain our leadership in library collections and scholarly innovation."; (4) General Obligation Bond 13 – Authorizes $15 billion for school and college facilities in California, including $2.0 billion for the capital outlay financing needs of the University of California and Hastings. If approved, Rivera Library will benefit from a renovation and seismic upgrade; (5) External Library Review Committee Report – The external review of the Library was held on December 5-9, 2019 and has been completed, and the report has been received. A copy of the report will be forwarded to the LIT committee. (6) Elsevier update – the door is open for negotiations. A poll has been sent out to faculty to gain their feedback; (7) HathiTrust opening up access to digitized versions of print books that UCR owns during COVID-19 crisis. Now, UCR faculty, researchers and students can get many of the books they need online through the HathiTrust Emergency Temporary Access Service (ETAS), which grants lawful access to digital copies to over 50% of the physical books held by the UCR Library. Even better, HathiTrust recently added access to digitized volumes from all libraries in the ten-campus University of California network, raising the total number of e-books available to UCR Library patrons to more than 10 million.

https://library.ucr.edu/about/news/online-access-to-ucrs-books-more-during-covid-19-closure

1) PLoS One (Public Library of Science) transformative publishing agreement
2) Course Reserves and access to materials during COVID-19 closure of Campus

University Librarian Steven Mandeville-Gamble noted that as the COVID-19 crisis continues, the Library remains closed at this time, and there is no estimated date as to when the Library staff will be able to return to campus.

In the meantime, a team is working to develop a contactless delivery capacity for faculty and graduate students: they are exploring everything from a drive-by process whereby Library staff would page requested books for faculty and graduate students and have a contact-free delivery option of bringing books to faculty offices similar to what some restaurants and grocery stores are already doing.

The more troubling issue the Library is dealing with is that currently the library is able to provide access to more than 10 million in copyright books from the stacks of the UC Libraries systemwide that have been digitized over the past 15 years via the HathiTrust's new Emergency Temporary Access Service

(see: https://library.ucr.edu/about/news/online-access-to-ucrs-books-more-during-covid-19-closure and https://www.hathitrust.org/ETAS-Description).

Access is being provided with the explicit understanding by the HathiTrust that those books are being made available to our users only on the understanding that we cannot provide physical access to any of our print books. The UC Libraries agreement with the HathiTrust makes clear that as soon as we begin providing physical access to content in the Stacks, in theory HathiTrust will discontinue access for our students and faculty to that digital content.

At the moment, the University cannot risk having access to this content be cut off for all of the faculty and students who are working and studying remotely. The UC Libraries through the California Digital Library are working to convince the HathiTrust that providing limited access to the physical content to a select number of faculty and graduate students should not result in the vast majority of our community being negatively affected.

Another option that the Library is exploring - once we are able to have a small number of staff return to campus - is rapid digitization on demand for faculty and graduate students from our print books. In other words, if opening up our physical collections results in loss of electronic access to those 10 million books in the HathiTrust, we may instead want to opt for scanning books and other materials needed by our faculty and students. A number of research universities around the country have already announced that they have taken that route and are in the process of developing procedures to implement that approach as soon as they are able to have some staff return.

Both the limited drive-up access/contactless delivery and the digitization-on-demand options assume that some library staff can return to campus. At the moment, the campus remains under the State of California's Safer-At-Home order, so we cannot have staff return to campus to work in the Library until the requirements of that order are met (e.g. contact tracing, robust testing of people on campus, adequate personal protection equipment, etc.), none of which are in place at this time.

Many students want to return to campus and the libraries. When UCR staff and students are able to return to campus, there will most likely only be one library open and they will have to limit the number of people inside the library. Safety precautions will be put in place: plexiglass shields, hand sanitizers, and Lysol wipes will be available throughout the library. Two thirds of the public computers will also be removed.

It was also noted that the library will need more funding. The library is currently running at half the capacity from 2010. More custodial staff will also need to be hired to keep the study spaces clean.

Information Technology Systems
Mike Kennedy, Chief Technology Officer and Cesar Higueros, Deputy Chief Technology Officer introduced Project Genesis: A New Beginning. As America's fastest-rising university, UCR takes a pioneering approach to overcome the complex challenges confronting our world. Innovative research and discovery are at the very core of UCR's purpose and must therefore be powered and protected by the most advanced and secure data management technologies available.

For this reason, Information Technology Solutions (ITS) is proud to introduce *Project Genesis*. Project Genesis aims to meet the mounting data management demands of our top-ranking University by migrating key data center infrastructure and equipment to a leading-edge colocation data center facility. The Cyxtera LAX3 Data Center in Irvine, CA, provides carrier-neutral connectivity, rigorous critical systems infrastructure, and multi-tier security.

At a time when power providers are abruptly shutting down the grid, fire and earthquake danger is high, and cyberattacks are on the rise, these advanced data management safeguards are invaluable to the continued success of our growing University. In Fall of 2018, UCR experienced seven power outages as a result of disruptions in service from Riverside Public Utilities. These outages caused critical campus systems to fail, effectively shutting down campus operations for days at a time.

These troublesome events served as the catalyst for change, compelling campus leaders to take an innovative and forward-thinking approach to solve our data infrastructure deficiencies. An initial evaluation of our current data center revealed that the renovations required to support the wide range of administrative data systems placed too great of a financial burden on the University. After careful consideration of all viable options and stakeholder interests, it was decided that our current data center would be repurposed to serve other UCR IT initiatives and Cyxtera would be engaged to house the core data center infrastructure and equipment that powers our critical campus systems. Project Genesis was born.

For more information please go to genesis.ucr.edu.

ITS will be developing a Campus Data Center Advisory Committee to establish standards, processes and general governance of a research focused data center.

David Gracey, Interim Associate Vice Chancellor for ITS & Chief Information Officer, Kathleen Rose Rondeau-Taylor, *Executive Director, Portfolio Management Office,* Alexandra Chrystal, *Communications and Training Manager and* Bryan Meeker, *Systems Programmer gave updates on the following:*

1) Identity and Access Management system – enable the right individuals to access the right information at the right times for the right reasons. The objective is improve and optimize the account lifecycle for university-issued accounts and access for all students, employees, affiliates, and guests of the University. The assessment of the current homegrown IAM architecture attests it cannot efficiently and effectively support the Unniversity's continous growth and evolving campus needs. The proposed solution it to replace the current architecture with a sustainable and scalable commerical off-the-shelf solution and ITS will submit an RFP to engage vendors capable of providing a comprehensive IAM solution that meets the University's current and future needs. Please direct any questions to the Identity & Access Managment Team at *itsiam@ucr.edu*.

2) Project Genesis is still underway. ITS has successfully accomplished Cyxtera LAX3 Data Center setup and four (4) move events, totaling approximately 40 applications.
Operational priorities have shifted to supporting remote working and teaching in response to the COVID-19 pandemic. Ensuring that faculty and students have a viable and reliable online learning environment during this unprecedented time has become ITS' absolute first priority. Following closely behind this effort, ITS' second priority is to ensure that all staff have the support and resources they need to continue core University operations while working remotely. In addition to the disruption created by the virus, feedback and data collected during the non-production move events have provided additional insight into the best approach for proper migration of specific services to the new data center. ITS is currently incorporating the preliminary move event findings into the overall move process.
As frequently mentioned, ITS is committed to ensuring the continued success of the campus throughout the course of this project. As such, we are currently making schedule adjustments identified as necessary to mitigate prolonged service interruption. More information and an updated schedule will be provided as soon as these adjustments are reviewed and confirmed. Any questions or concerns, please email projectgenesis@ucr.edu.

3) VPN – The new Virtual Private Network (Palo Alto GlobalProtect) will replace the current campus VPN (Cisco AnyConnect). Palo Alto's GlobalProtect VPN offers greater security features than Cisco's AnyConnect, including better integration with our internet firewall. It also supports multi-factor authentication (MFA) and enforces our security policy. UCR will continue to support Cisco until June 19, 2020.

4) Response to COVID-19 and remote teaching – ITS has spent countless hours and money on supporting remote working and teaching including performance tuning of iLearn, procurement of zoom licenses, technologies for remote teaching, and the loan to learn program.

VPDUE Jennifer Brown, Richard Edwards and Israel Fletes presented on XCITE (Exploration Center for Innovative Teaching and Learning. They too have spent countless hours in response to COVID-19 and remote teaching with the creation of websites, webinars, video captioning, web labs, CRM solution and providing welcome tablets to Teaching Assistants.

In July 2022, UCR's Blackboard contract will be expiring and the campus is looking for a more common learning management system (LMS). Given heightened faculty needs due to remote teaching, faculty are requesting different LMS solutions other than Blackboard. The UCR campus is currently looking into using Canvas which allows more options than Blackboard. Seven other UC campuses are already using Canvas. UCR's adoption of Canvas would help California reach its goal of 100% adoption of a common LMS in the UC system. There are several other reasons UCR is looking into a new LMS: UCR is 5+ years behind in LMS technology; current UCR solution is local-server based not cloud-based and subject to performance interruptions and blackouts; faculty want more teaching and learning options than the current version Blackboard allows and faculty want better integration with third party software solutions such as Yuja.

A faculty Canvas Task Force will be created to evaluate LMS transition and coordinate faculty interest and questions. A survey will be sent to all faculty to identify faculty interest in LMS transition. The plan is to transition to a new LMS solution (either Canvas or upgraded Blackboard) with the implementation completed by Summer 2022.

The Committee reviewed and provided feedback on the following:
- UCR Online Course Agreement (ILTI Agreement)
- Senate Regulation R1.8.1-Final Exam Duration
- 4th Round: Masters of Science in Business Analytics (MSiBA)
- Master of Science Degree in Robotics
- Resubmission-UCR Online Course Agreement (ILTI Agreement)
- Proposed New Presidential Policy on Gender Recognition and Lived Name
- Campus Five Year Planning Perspectives (2020-2025)
- Proposal to Extend COVID-19 Remote Instruction at UCR
- Senate Regulations and/or Policies

Respectfully submitted,
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