



LEHIGH  
UNIVERSITY

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# LTS LIBRARY & TECHNOLOGY SERVICES

Greg Reihman, Ph.D.

*Vice Provost for Library and Technology Services*

*Director, Center for Innovation in Teaching and Learning*

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Teaching

Research

- Student Affairs
- Finance & Administration
- Admissions & Financial Aid
- Development & Alumni Relations
- International Affairs
- Athletics
- Office of Diversity, Equity, & Inclusion
- General Counsel
- Instit'l Research & Strategic Analytics
- Communications & Public Affairs
- Registration & Academic Services

LTS

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Center for  
Innovation  
in Teaching and  
Learning  
(CITL)

Library  
Services  
&  
Collections

Client Services, Computing  
Consultants, HELP Desk

LTS

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## CITL, Libraries, and Client Services

Teaching & Learning – Library Instruction – Instruct'l Tech Consultants  
TRAC Writing Fellows – Writing Across Curriculum – Computing Consultants  
Digital Media – Digital Scholarship– Spec. Collections  
Research Computing – Web & Mobile Services  
Distance Education & Online Learning

Classroom Technology & Design – Library Technology

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## Computing Consultants

### Enterprise Systems

Data Governance,  
Data Strategy,  
Data Architecture

LTS

Admin  
&  
Planning

## Technology Infrastructure and Operations

Systems Engineering – Network Engineering – Telecom & Network – Data Center

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## 151 staff

*17 took early retirement;*

*8 of those positions retained*

# LTS Select Facts and Figures



- >3,000 daily visitors; 800K annual visitors; >10,000 annual help tickets
- 1,957 seats in libraries (600 added in past 5 years)
- 31 computer sites with 407 computers (PCs, Macs)
- 800,000 library print volumes; 400,000 e-books; 60,000 periodicals; 16,000 streaming videos; 200 databases; 40,000 Special Collections volumes
- 136 technology-enabled classrooms
- Support 80 Distance Ed courses: 682 DE student registrations
- 6,500 student writing conferences; 162 course visits by librarians
- >150 faculty partners (CITL Fellows, Course Dev. Grants, etc)
- New Faculty Orientation; Symposium on Teaching and Learning; Winter Workshop; Communities of Practice
- 2,000 Course Sites; 1,800 WordPress Sites; 150 Lehigh websites
- 2,227 phones migrated to the new Cisco VoIP system
- 293 switches; 3,126 wireless access points; 23,341 LAN jacks, 25,776 network ports; 5,000 miles cable: indoor, outdoor, copper, fiber

# LTS Facilities

- Linderman Library
- Fairchild-Martindale Library
- Library Annex (Mt-top Building J)
- Public Computer Sites
- Classroom Technology Sites
- Other staff/service Locations:
  - Enterprise Systems & Web and Mobile Services in Christmas Saucon
  - Creator Spaces in Building C
  - Distance Education in Jordan Hall





# LTS Communications

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LTS Website: <http://lts.lehigh.edu>

LTS News (monthly newsletter): <http://ltsnews.lehigh.edu>

Facebook: LehighLTS

Twitter: @LehighLTS

System messages on outages and security threats

# LTS Challenges

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## Supporting Faculty Research

**Library Materials:** Meeting faculty needs for scholarly materials in light of growing journal expenses, new research fields, faculty growth.

**Research Computing:** Providing secure, centralized & cloud, research computing software, services, and support

**Collaboration Tools:** Promoting new approaches to collaborative research, information sharing, communications, and networking.

**Teaching and Learning:** Supporting and encouraging new forms of teaching and learning; promoting inclusive teaching; providing appropriate tools and consultation for instructional technology, library instruction, online learning, and digital scholarship

**Places, Spaces, and Support for Students:** Meeting student needs for study spaces (quiet and collaborative); writing, research, and technology support; digital forms of creation and communication.

# STRATEGIC PLAN



1. Foster innovation and excellence in teaching and learning
2. Enhance support for academic research and scholarship
3. Upgrade campus cyberinfrastructure and strengthen cybersecurity
4. Promote efficient and effective university information systems
5. Develop LTS staff and refine internal LTS operations

**Jan 1, 2021:** Look for the LTS 2021-2025 Strategic Plan

# What's Next?



<https://lts.lehigh.edu/giving>



## Fairchild-Martindale Transformation

Re-imagine FML as a hub of innovation, creativity, and experimentation.



## Student Experiential Learning

Deliver high-impact opportunities to prepare students for rewarding careers



## Scholarly Materials

Build distinguished endowed collections for emerging areas of study



## Center for Innovation in Teaching and Learning

Inspire faculty, spark innovation, and imagine the possibilities

# LTS Recent Major Projects

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- Library System: FOLIO
- Instructional Technology (Classroom and Online)
- Distance Education & Online Learning Outreach
- Enterprise System Servers/Banner to the Cloud
- High Performance Computing (81 nodes; 7M computing hours)
- Visualization Lab; DIY Recording Studios; Computing Sites
- Residential Networking (wireless)
- Servers (Portal, Course Site, Identity Management)
- CISCO VOIP Telephone System

# LTS Recent Major Projects

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- CITL Faculty Fellowships and Major Partnerships

CITL Faculty Fellows; Digital Scholarship Fellows; Humanities Lab Teaching Grants; Creative Inquiry Faculty Fellows; Global Learning Faculty Fellows; CBE Faculty Fellows; PC Rossin Doctoral Teaching Fellowships

- Faculty Workshops & Seminars

AR/VR Communities of Practice; Inclusive Teaching; Student Voices; Teacher Development Program; Software Training

- CITL Winter Workshop

- Annual Symposium on Teaching and Learning

# LTS Recent Major Projects

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- Rodale Archives Acquisition
- Jira Service Help Desk: a new interface for LTS Help
- LuApps launched for anytime, anywhere, any device access to software apps
- Eduroam – secure wireless internet access at participating institutions around the world
- Digital Library Projects: Rodale; Gloria Naylor
- Research Computing and Big Data Storage Expansion
- Residential Hall Wireless Phase II Completed

## Led by LTS Vice Provost Greg Reihman

- Faculty Development, Greg Reihman
- Instructional Technology and Distance Education, Peggy Kane
- Writing Across the Curriculum, Greg Skutches
- Research Computing Support, Alex Pacheco
- Learning Space Technology and Design, Judd Hark
- Digital Scholarship Projects, Julia Maserjian



## Led by University Librarian Boaz Nadav-Manes

- Assistant Director for Collections and Scholarly Communications, Jasmine Woodson
- Library Access, Sharon Wiles-Young
- Special Collections, Lois Black
- Library Technology, Chulin Meng

## Lead by Chief Technology Officer Ilena Key

- Client Services, Gale Fritsche
- HELP Desk, Stacey Kimmel-Smith
- Technology Infrastructure and Operations, Jim Monek
  - Systems Engineering, Amanda Caton
  - Telecom and Network Infr, Lizanne Hurst
  - Network Engineering, Mark Miller
  - Infrastructure Operations, Lori Carrol
- Enterprise Systems, Manny Pena & Kurt Weber

Lead by Chief Information Security Officer Eric Zematis

- Identity and Access Management, Colin Foley

# LTS: Planning and Admin

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Lead by Director Pam Steigerwalt (Jesse Pearson on 2/1/20)

- VP's Executive Secretary Helen Zuercher
- Business Manager, Justin Patterson

# Thank you

