

# **FAS Administrators' Town Hall**

**January 16, 2020**  
**Fong Auditorium, Boylston Hall**



# Agenda

**Connect with FAS Colleagues**

Ticknor Lounge

**Welcome, Introductions, and Updates**

Leslie Kirwan

**Harvard Library: from Collections to Connections**

Martha Whitehead

**Financial Updates**

Leslie Kirwan, Jay Herlihy

**HUIT**

Charles Kling, Maria Apse,  
Alan Wolf, Kyle Shachmut

**Administrative Systems Palooza**

Mary Ann Bradley

**Closing / Q & A Session**

Leslie Kirwan



# Welcome, Introductions, and Updates

**Leslie Kirwan**

*Dean for Administration and Finance*



# Harvard Library: from Collections to Connections

**Martha Whitehead**

*Vice President, Roy E. Larsen Librarian  
for the Faculty of Arts and Sciences*

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# Harvard Library and Open Knowledge: Collections and Connections

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Martha Whitehead, Vice President for the Harvard Library and  
Roy E. Larsen Librarian for the Faculty of Arts and Sciences  
FAS Administrators' Town Hall, January 16, 2020

# Outline

1. Research libraries in a global knowledge commons
2. Harvard Library
  - a) Overview
  - b) Sample services
  - c) Key current priorities
3. Discussion



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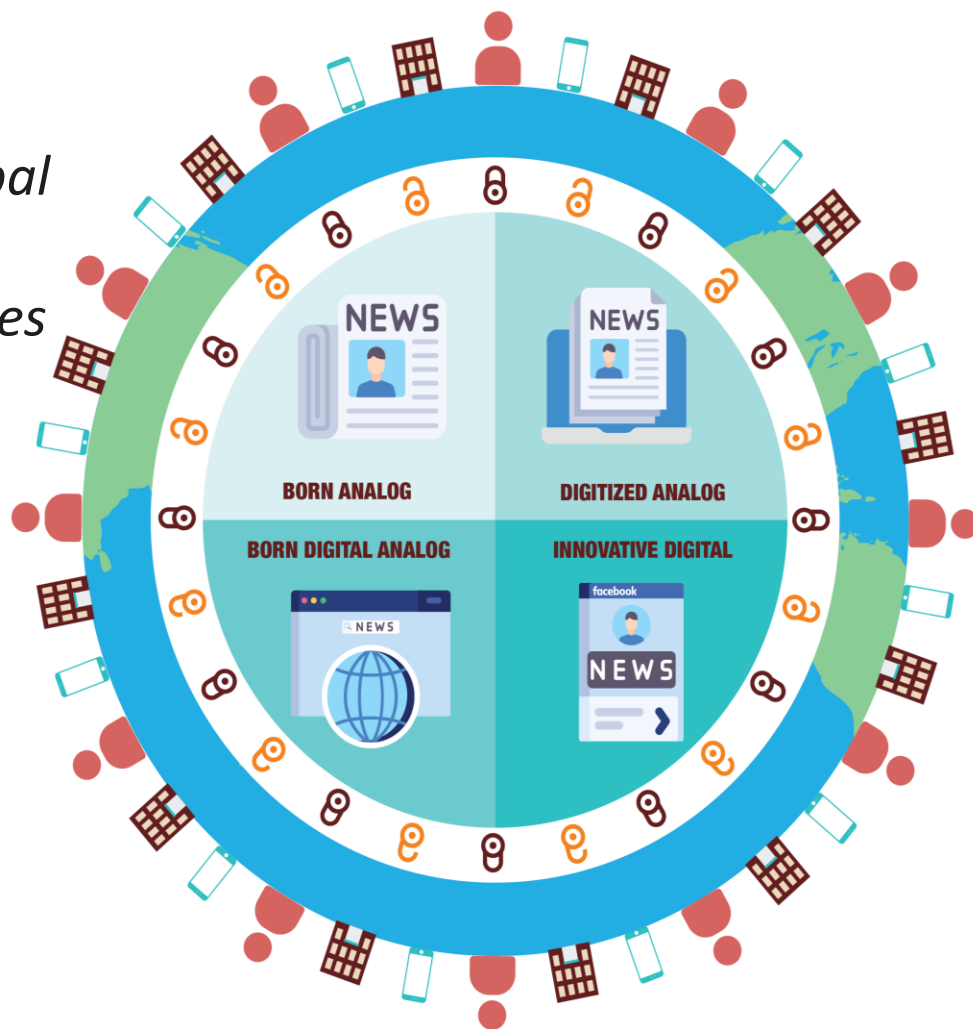
# *Research libraries in a global knowledge commons*

## Our Shared Goal:

*Collaboratively develop a global knowledge commons for the benefit of our user communities*

**Data at the core**, surrounded by enabling layers of:

- policy
- distributed infrastructure
- services that facilitate user engagement with data





## Data at the Core: *Developing a Holistic Vision*

We have distinct associations, initiatives and parts of our organizations focused on these four different forms of data, but they have similar concerns:

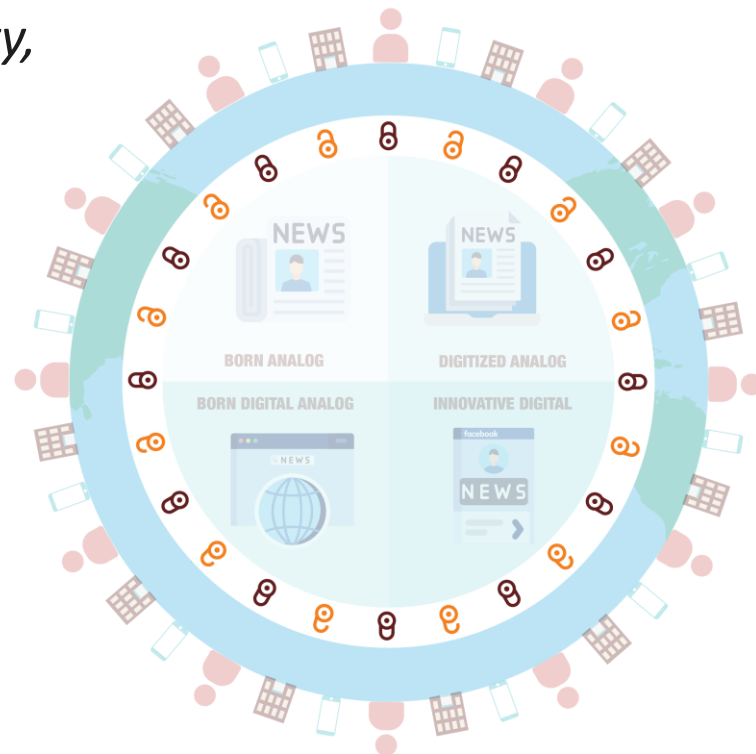
- Acquisition and dissemination
- Discovery, access, and interaction
- Preservation



## Policy:

### *Advancing Openness and Diversity, Respecting Privacy*

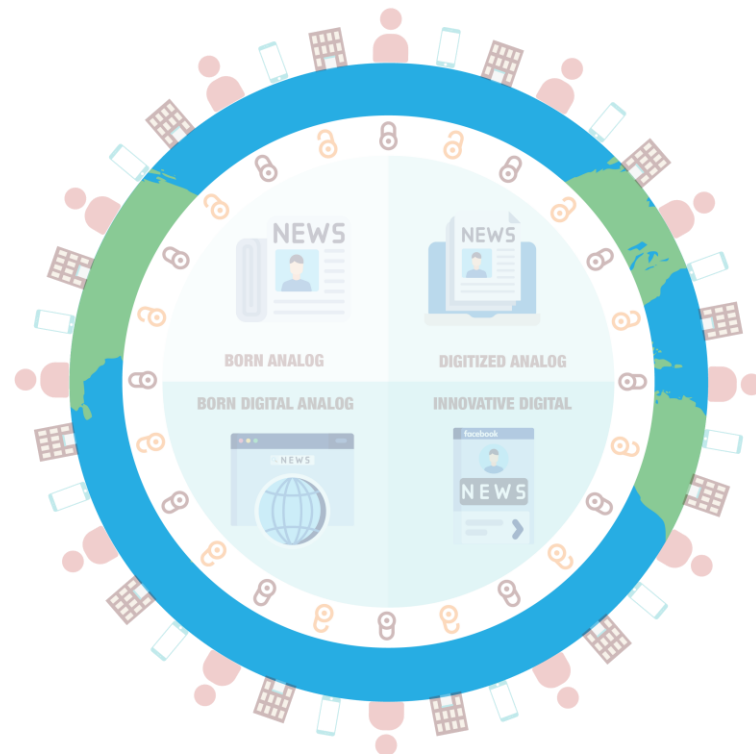
- What are we collecting? Whose voices can be heard? Who can have access?
- Rights management (authors, publishers, users, subjects)
- Data governance (security, privacy, accessibility)
- Value systems of promotion/tenure and rankings



# Infrastructure:

*Open, Distributed,  
Collaborative*

- Distributed, trusted networks (not oligopolies)
- Frictionless, cost-free processes for researchers
- Academic control of data/content
- Reasonable and transparent costs for infrastructure
- No cost for the data/content itself



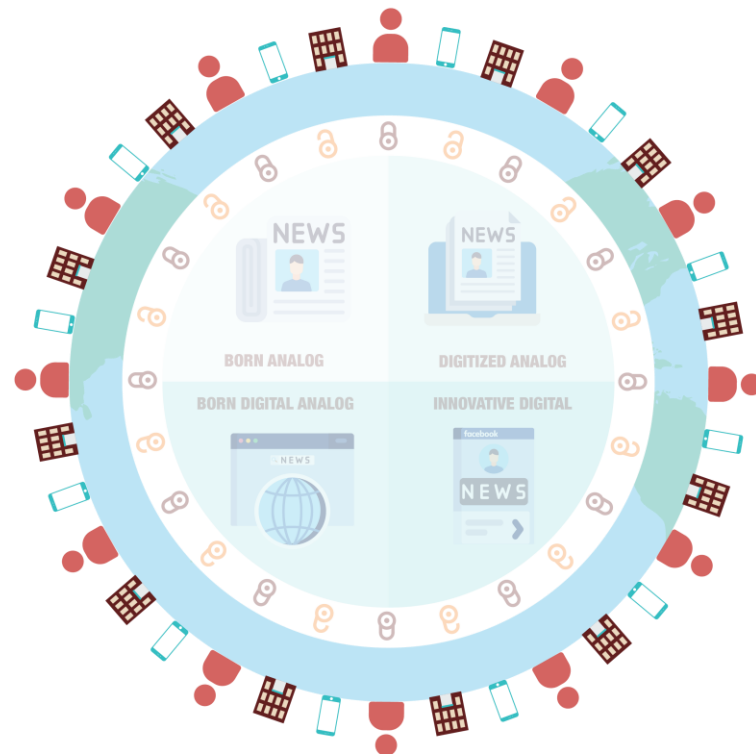
## Services:

### *Enabling Diversity, Inclusion, and Engagement*

Engaging in innovative ways with content in research, teaching and learning

User- focused:

- common standards enable diversity
- systematically learning about user needs
- face-to-face and virtual
- space as service

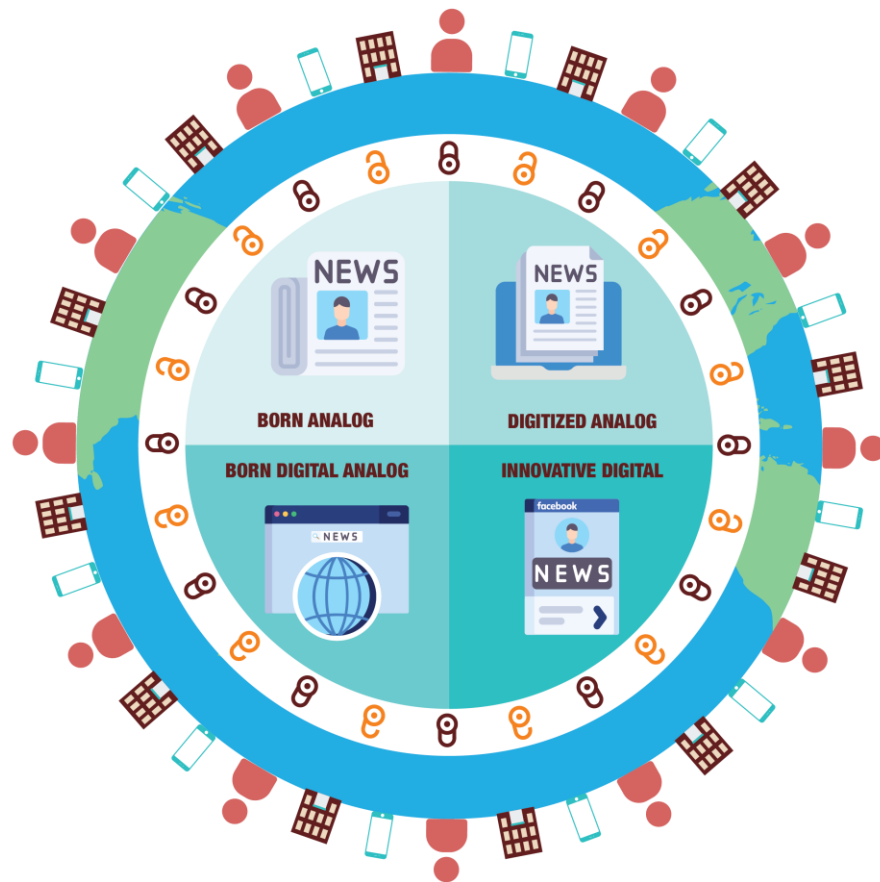




**Maison de la littérature, Ville de Québec.  
“Écrire. Lire. Vivre.”**

In our global data spaces, we have opportunities to share our local communities' unique strengths and promote diversity and intercultural understanding, just as we have in our physical spaces.

*Think globally*  
*Act locally*



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*At Harvard Library...*



PSALME <sup>XXIII, 11 m.</sup>  
2 Hee in the folds of tender-grasse,  
doth cause mee downe to lye  
3 To waters calme me gently lead  
he doth in paths of righteousness  
for his names sake lead me:  
4 Yea though in valley of death I walke,  
because thou art with mee, thy rod  
and staffe my comfort are.  
5 For mee a table thou hast spread  
in presence of my foes:  
thou dost annoynt my head with oyle,  
my cup it over-flowes.  
Goodnes & mercy surely shall  
all my dayes follow mee:  
and in the Lords house I shall dwell  
so long as dayes shall last.

Psalm 24

A psalme of david.  
earth Iehovahs is,  
and the fulnesse of it:  
inhabitable world, & they  
there upon doe sit.

Learning, research and the sharing of ideas and knowledge have been intertwined at Harvard since its inception

“Bay Psalm Book,” 1640, Houghton Library





DIGITAL ACCESS TO  
SCHOLARSHIP AT HARVARD  
DASH.HARVARD.EDU



HARVARD LIBRARY  
Office for Scholarly Communication

[Home](#) » Stories



## Browse

### All of DASH

- Communities & Collections
- By Issue Date
- Author
- Title
- Keyword
- FAS Department

## Submitters

- Login
- Quick submit
- Waiver Generator

## About

- About DASH
- DASH Stories
- DASH FAQs
- Terms of Use
- Privacy Policy

## Statistics

# Your Story Matters

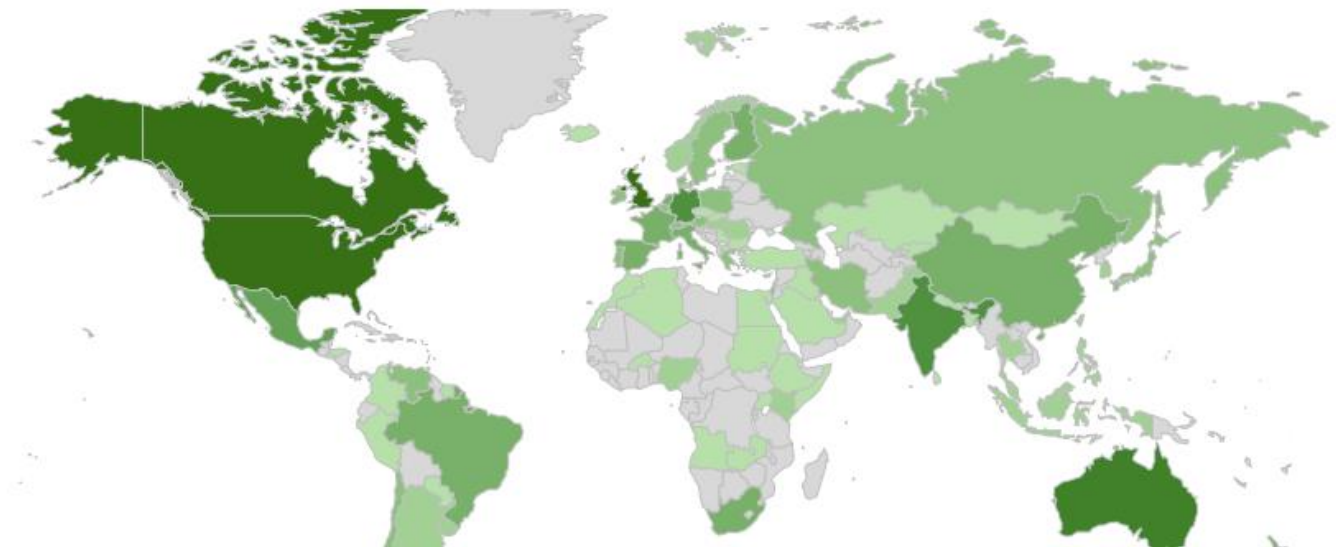
Click to find out what readers are saying about DASH!

Portugal: 6 stories



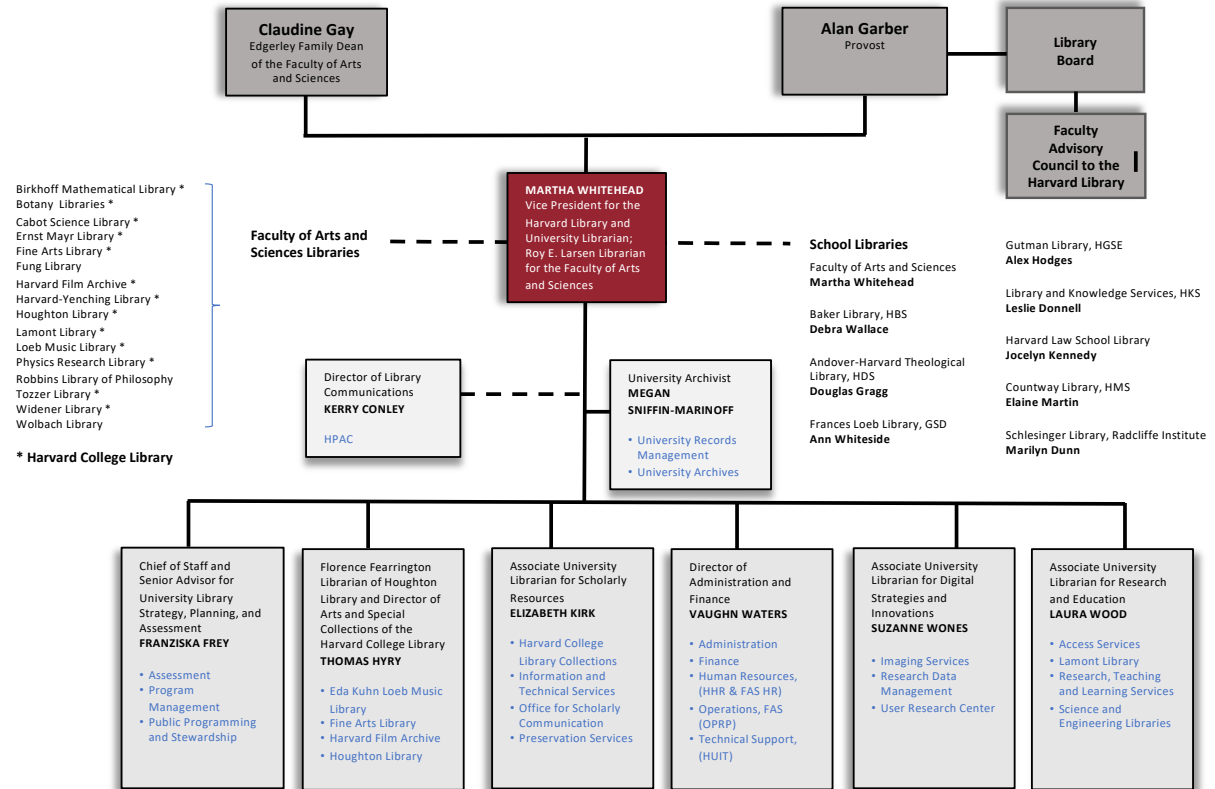
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# HARVARD LIBRARY & HARVARD COLLEGE LIBRARY

As of September 2019





# HARVARD Digital Collections



Search over 6 million digitized items

SEARCH ▶



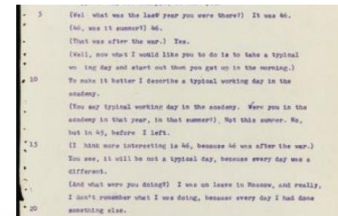
Math thesis no. 105

## WHAT AM I SEARCHING?

Harvard Digital Collections provides free, public access to over 6 million objects digitized from our collections - from ancient art to modern manuscripts and audio visual materials.

[More about Digital Collections](#)

## ITEM HIGHLIGHTS



# Charlie Archive

*Documenting the vigorous debate about fundamental political and ethical issues that followed the 2015 terrorist attacks on the French satirical magazine Charlie Hebdo.*







## RESEARCH DATA MANAGEMENT PROGRAM

[HOME](#) /

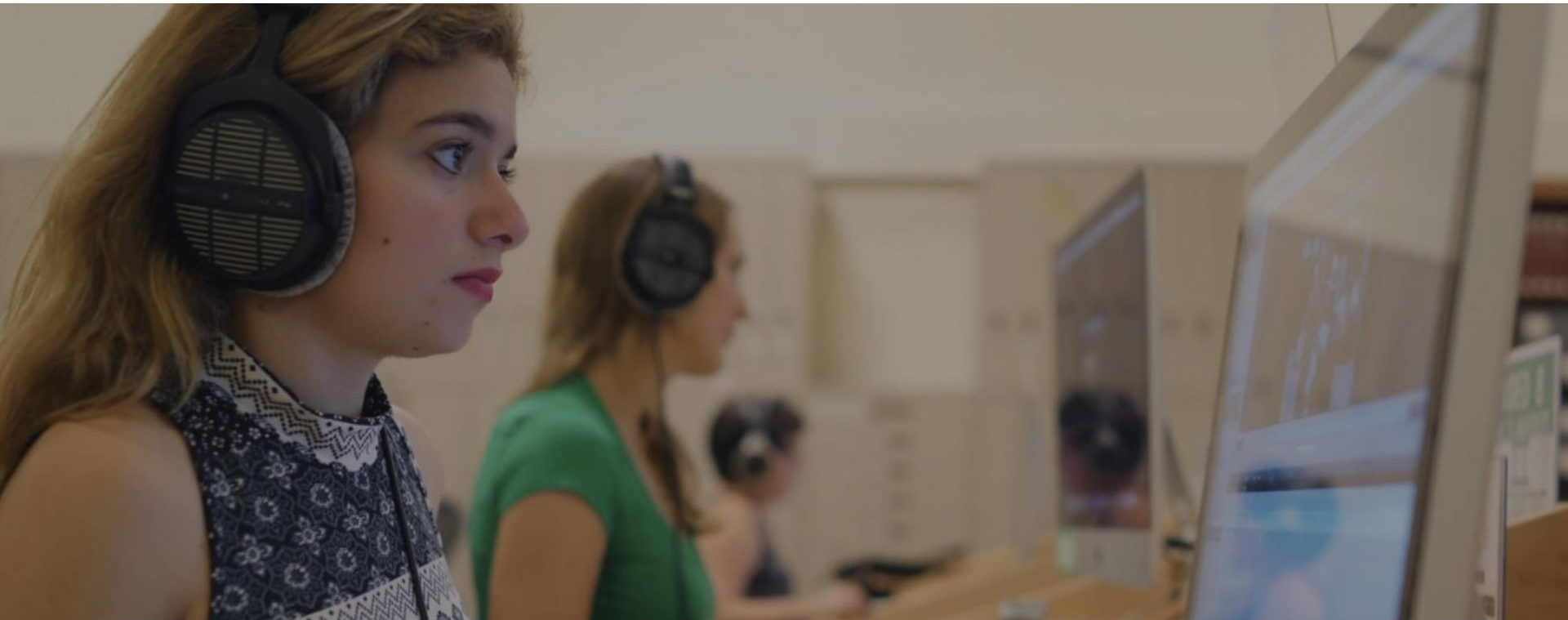
## DMPTool

### What is a data management plan?

A **data management plan**, or **DMP** (sometimes also called a *data sharing plan*), is a formal document that outlines what you will do with your data during and after a research project. Most researchers collect data with some form of plan in mind, but it's often inadequately documented and incomplete. Many data management issues can be handled easily or avoided entirely by planning ahead. With the right process and framework it doesn't take too long and can pay off enormously in the long run.

[Screenshot](#)

# Digital Scholarship



Screenshot

*Interested in AR and VR? Explore different worlds with the HTC Vive Headset at Cabot Science Library.*

**The Cabot Science Library's AR/VR Studio has moved to the Lower Level.**

Interested in augmented or virtual reality?

Come visit the new AR/VR Studio in Room LL04 on the lower level of the **Cabot Science Library** and explore different worlds and universes with the HTC Vive Headset.

Appointments to use the space are required. [Email us to book your visit.](#)





PHYSICAL COLLECTION

## Harvard Student Life Collections: Arts, Sports, Politics and Social Life



PHYSICAL COLLECTION

## Harvard Faculty Personal and Professional Archives

DIGITAL COLLECTION

## Daguerreotypes at Harvard



PHYSICAL COLLECTION

## Environmental Science and Public Policy Archives



PHYSICAL COLLECTION

## Women at Harvard Collections



PHYSICAL COLLECTION

## Harvard Art Museums Archives



Screenshot

PHYSICAL COLLECTION



# Space as a service

- Great progress, more to do
- Collections storage and on-site showcasing
- New user experience opportunities



# A note about collaboration



- *Across Campus*
- *Locally, Regionally, Nationally:* Harvard-MIT Library Collaboration, Massachusetts Historical Society, ReCAP, Ivy Plus Library Confederation, HathiTrust, etc.
- *Internationally:* Open Preservation Foundation, Confederation of Open Access Repositories, Bibliothèque Nationale de France,

# Key Current Priorities

- Diversity, Inclusion and Belonging
- Research, teaching and learning partnerships
- Charismatic collections
- Digital planning
- Space planning
- Financial resilience

# Looking forward, looking back

*“John Harvard’s bequest, which created the first library in the English colonies, did not preordain the library’s present contribution to learning. That has come about because generation after generation of men (and since 1859, women) have changed the library. Numerous and diverse individuals ... have fostered, along with growth, creative change in response to problems and opportunities. Growth and change have gone together.”*

- Harvard President Derek Bok in *The First 350 Years of the Harvard University Library*, 1986



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# *Discussion:* *Questions, Observations, Ideas?*



**HARVARD UNIVERSITY**  
Information Technology

## **AGENDA**

**Brief Updates on:**

Crimson Print

Chat with the Service Desk

Ask for a Supervisor

Zoom

# Crimson Print Benefits



Increased security and confidentiality



Cost recovery with pay for print system



Cost and waste reduction



Flexible printing practices



Scanning integrations



# Crimson Print Update

## What's Next

- Student printing simplification and standardization
- Deployment enhancements
- Feature releases such as scan to SharePoint and custom reporting
- And more!

## Crimson Print Contacts

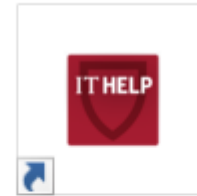
- [Jeff Bernhard](#) – Director, Endpoint Systems Management
- [Jenn Vasconcelos](#) – Technical Project Manager
- [Casey Chapman](#) – Project Management Coordinator





# Chat with the Service Desk from IT Help!

<https://harvard.service-now.com/ithelp> or



Service Portal - IT Help

harvard.service-now.com/ithelp

Apps AI Information Secur... Allston Move Risks... Service Ownership I... My Zoom Pulse Survey Report WiFi Issues Good Day Bad Day Queue Manager Da... Video of Minnesota... HDI Customer Satis... Support Services Pr... 2019 Fall Start Up C...

HARVARD UNIVERSITY  
Information Technology

HUIT ServiceNow Charles Kling

IT Help

Browse Knowledge Request Something Submit Ticket My Tickets IT Service Dashboard

How can we help?

Search information technology

**Browse Knowledge**  
Find information to troubleshoot issues or learn how to do what you need.

**Request Something**  
Explore the catalog of IT services.

**Submit a Ticket**  
Can't find what you were looking for? Contact the Service Desk for assistance.

**POPULAR APP LINKS**  
Access for authorized users

See more apps

HarvardKey  
Office 365  
@college Email  
@mail Email  
Google Apps  
OBI

VPN  
my.harvard  
Canvas  
PeopleSoft  
Oracle Financial Apps

**IT SERVICE DASHBOARD**

All Systems Operational

More information...

Live Chat

# Ask for a Supervisor!

- Not sure what to do or who can help in IT?
- You've opened a ticket but are unhappy about the service?

**Call the Service Desk, 5-7777**

**Ask for a Supervisor**

A Supervisor will “own” your concern until it's resolved!



# Zoom Video Conferencing – For faculty, staff, and students

**Get your free Pro account today at *harvard.zoom.us***

- Host meetings with no time limits
- Collaborate with up to 300 participants at a time
- Connect from any device from any location

***Zoom training is available now – Sign up today!***

- Go to the Harvard Training Portal to
  - ❖ Attend an instructor-led or online class
  - ❖ Watch a training video
  - ❖ Ask me anything sessions
    - Open forum to share ideas or get quick help

***Need Help?***

- Zoom 24x7 Support: <https://support.zoom.us>
- Local IT Help desk or <https://huit.harvard.edu/ithelp>



# Digital Accessibility

Policy & Captioning update | Alan Wolf & Kyle Shachmut

# What is accessibility?

**digital accessibility** — making electronic content available to and usable by everyone [at the same time, with the same ease of use], *including and especially people with disabilities*



# DIGITAL ACCESSIBILITY

We all have a role to play



Under Harvard's new Digital Accessibility Policy, everyone has the opportunity to access the university's knowledge, ideas, and resources.

Starting on **December 1, 2019**, site owners of public-facing University websites should aim to make any new digital content created and produced at Harvard accessible to people with disabilities.

## You're not alone

Harvard's Digital Accessibility Services team offers resources and trainings to help you enhance usability for everyone.

**LEARN MORE AND GET STARTED**

[accessibility.huit.harvard.edu](https://accessibility.huit.harvard.edu)



# Messaging & Promotion

- Community wide e-mail
  - Alan Garber (Provost) and Katie Lapp (EVP)— April 30 & Nov. 4, 2019
  - Anne Margulies (CIO) Jan 16, 2020
- UAC members have sent follow-ups to their constituent communities amplifying the message
  - DAL & local leaders are supporting messaging efforts
- DAS is coordinating with HPAC on print, digital and social media messaging strategy



## Digital Accessibility Liaisons (DAL)

- Understand Harvard's digital accessibility Policies and related procedures
- **Serve as a go-to resource within school / unit**, directing colleagues to accessibility resources and providing or facilitating access to training
- Knowledge of resources available and responsibility to identify areas for improvement
- With DAS, **maintaining a registry of all university websites** within their assigned college or unit
- Monitoring accessibility compliance of university sites within their assigned school or unit
- **Reporting annually** to the ASC & DAS on accessibility
- **Attending scheduled trainings** and sessions with the DAL network

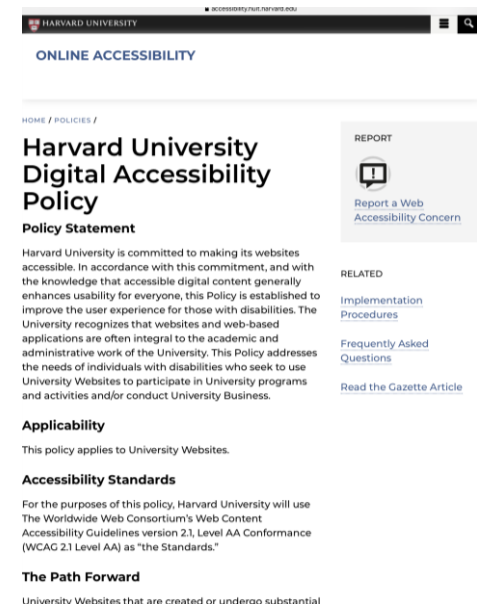
**Details & list:** [accessibility.huit.harvard.edu/digital-accessibility-liaisons](https://accessibility.huit.harvard.edu/digital-accessibility-liaisons)

# Existing Policy & Procedures Requirements

Settlement makes these  
*Policy requirements* into  
**Legal requirements**

1. All audio or video content created & produced at Harvard and posted on a public University Website **on or after Dec. 1, 2019 must be captioned**
2. Upon request from public, all such audio or video content posted *before* Dec. 1, 2019 **must be captioned within 5 business days of the request.**
  - Request & document via: [Report a Web Accessibility Concern](#) form
3. All University Websites **must link** to Digital Accessibility Policy in footer.
  - Link text should include the words “digital accessibility.”
  - It both facilitates request process & demos site’s commitment to accessibility.
4. Captioning must have an accuracy rate equal to that offered by a third-party vendor captioning service such as 3PlayMedia or Rev.
  - Policy’s [Implementation Procedures](#) contain more information.

Full details: [accessibility.huit.harvard.edu/settlement-caption-requirements](https://accessibility.huit.harvard.edu/settlement-caption-requirements)





# Additional Settlement Captioning Requirements

## Captioning



1. Within 2 years of settlement, Harvard must caption all audio & video content created & produced at the University and posted on public University Websites **Jan 1 to Dec 1, 2019.**
  - CADM-funded & carried out by HUIT Digital Accessibility Services (DAS).
  - DAS needs content owner assistance to get content captioned
  - Anyone may proactively alert DAS to such content by completing the [Harvard 2019 video captions form](#).
2. Harvard must live-caption University-wide live-streamed events
  - Includes Commencement, ceremonies for special honorands, & presidential installations)
  - For any other live-streamed event of high interest, Harvard will consider requests from the public for live captioning
3. Harvard must caption certain content posted to official YouTube, Vimeo, & SoundCloud channels of specified Schools, museums, libraries, & other units, listed online

Full details: [accessibility.huit.harvard.edu/settlement-caption-requirements](https://accessibility.huit.harvard.edu/settlement-caption-requirements)



# Administrative Systems Palooza

**Mary Ann Bradley**

*Associate Dean for Administrative  
Operations*



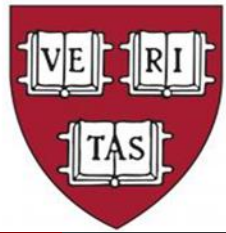
# Administrative Systems Palooza!

FY 20/21 Projects Underway	What Comes Next...
<ul style="list-style-type: none"><li>• <b>Buy2Pay</b> – ePro/Contracts/Sourcing - April thru December 2020</li><li>• <b>Position Tracking &amp; Reporting</b> (PTR) Phase 2 – Faculty go-live 4/1/20</li><li>• <b>File Share</b> (individual drives) Now thru December</li><li>• <b>I-9/E-Verify</b> - Pilot</li></ul>	<ul style="list-style-type: none"><li>• Payroll Costing Redistribution</li><li>• Automated PMF workflow &amp; approvals</li></ul>



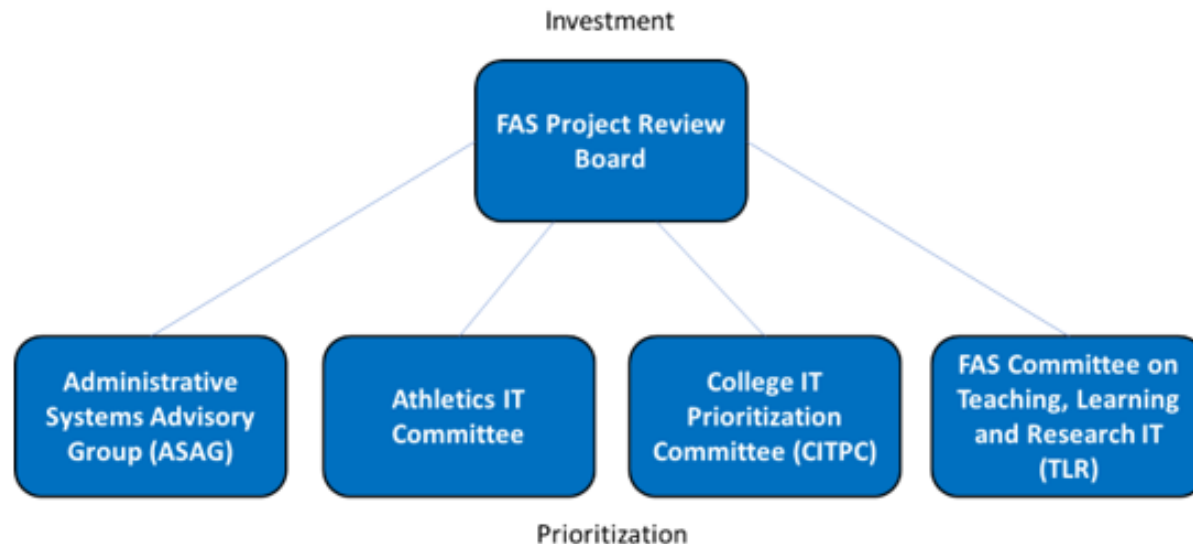
# FAS – HUIT Project Review Board

- Projects must meet the following criteria to qualify for approval:
  - Support FAS administrative, academic, or research processes
  - Define a planned set of interrelated IT tasks to be executed over a fixed period and within certain cost and other limitations to achieve a particular aim or benefit
  - Create new capabilities or functionality, including major upgrades of existing software
  - Comply with IT technical architecture, security, accessibility, quality, and readiness standards
  - Have a total cost of >\$25K
  - Not constitute an on-going operating cost



# FAS – HUIT Project Review Board

- Like the PRB, the staff-led IT Prioritization Committees draw their membership from across FAS and include both technical experts and financial and administrative leaders:
  - FAS Committee on Teaching, Learning, and Research IT (TLR)
  - Administrative Systems Advisory Group (ASAG)
  - College IT Prioritization Committee (CITPC)
  - Athletics IT Committee





# Upcoming Trainings & Other Announcements

- **Admin Ops/ASAP Training opportunities:**
  - **Finance Fundamentals** to kick off next week:
    - Managing Cash – January 30
    - Managing Compensation – February 11
    - Mastering Reimbursements – March 4
    - Monitoring Funds – April 2
    - Maximizing Funds – April 29
    - Mastering Procurement – May 7
  - Take one as a refresher or all six for a certificate 
  - February and March training sessions now available in HTP
    - Including Aurora Lookup & Reporting, Supplier Portal Overview
  - Virtual monthly Drop In sessions – now using Zoom!



# Upcoming Trainings & Other Announcements

- **OneDrive Training opportunities:**

- January 22, 1-2:00 p.m.
- January 29, 10-11:00 a.m.
- February 5, 1-2:00 p.m.
- February 12, 1-2:00 p.m.
- February 19, 1-2:00 p.m.



- **Zoom Training opportunities:**

- January 30, 1-2:00 p.m., 2-3:00 p.m., 3-4:00 p.m.
- February 11, 9-10:00 a.m., 10-11:00 a.m.
- February 25, 1-2:00 p.m., 2-3:00 p.m., 3-4:00 p.m.



- Please use HTP to register for classes
- OneDrive and Zoom classes are held in the Admin Ops Training Room



# Upcoming Training & Other Announcements

- **New BCD Travel Forms**

- Harvard Department Billing Code Request Form
- Harvard University Guest Traveler Authorization Form
- For more information, please visit <https://travel.harvard.edu/resources>

- **PTR – Phase II**

- Faculty positions will be converted on March 20,2020
- New PeopleSoft positions will be created for all active faculty appointments for tenured and tenure track faculty, along with some Senior non-ladder faculty
- Information sessions to be scheduled in March 2020