

Raymond Frohlich

Raymond ("Ray") Frohlich is the Director of Client Services and IT Operations for Yale University Library, where he leads enterprise systems and services that support research, teaching, and cultural heritage work. With 25+ years at the intersection of information technology, libraries, and research, Frohlich has built a career focused on human-centered digital environments. His work helps organizations make thoughtful technology choices and deliver services that align with academic mission.

Frohlich's leadership is grounded in practical problem-solving and translation across disciplines. He works with technical teams, library colleagues, and campus partners to build shared understanding through clear governance and service design. His experience spans technology strategy, portfolio planning, infrastructure and cybersecurity, digital workplace transformation, and enterprise applications. He has also guided organizations through large-scale change, maintaining a steady focus on outcomes, communication, and trust.

Frohlich began his Yale career at the Beinecke Rare Book & Manuscript Library and later moved into broader leadership roles within Yale University Library. Before Yale, he served as Director of Information Technology at the Historical Society of Pennsylvania and as Systems Manager at New York University. He holds a B.S. in Communication and an M.P.S. from New York University's Interactive Telecommunications Program.

NERCOMP has been a defining professional community in Frohlich's career. He currently serves as Co-Chair of the NERCOMP Leadership Ecosystem Committee alongside a talented group of colleagues, where they design and facilitate programming that builds leadership capacity across higher education IT and library communities. He also serves as Yale's Institutional Representative to NERCOMP and contributed to development of NERCOMP's Mentorship Program, creating sustainable pathways for professional growth. He chairs the organizing committee for Yale's 2026 One IT Conference, strengthening connection and collaboration across distributed IT communities.

Beyond NERCOMP, Frohlich is active in national professional organizations. He serves as a proposal reviewer for EDUCAUSE and has presented on IT

governance at the Coalition for Networked Information. He also serves as a peer reviewer for Information Technology and Libraries (ITAL), to advance scholarship across the library and information technology communities.

NERCOMP has given Frohlich some of the most meaningful professional relationships of his career. These are connections built on genuine care, shared learning, and mutual support that extend beyond transactional networking. Check-ins at committee meetings, the conversations with mentors and colleagues at conferences, and the ongoing connections with members across institutions remind him that this work is fundamentally about people and community, not just programming.

If elected to NERCOMP's Board of Trustees, Frohlich will work to strengthen NERCOMP as both a trusted resource and an inclusive community. His focus will be on expanding accessible leadership development and mentoring pathways, deepening engagement across IT and library communities, supporting practical programming for members' campuses, and sustaining a welcoming community where members feel they belong and can contribute, regardless of role, institution type, or career stage.

Outside of work, Frohlich has served as an undergraduate advisor for Yale College and youth scout leader, both for nearly a decade.