

Integration of Digital and Instruction Support Services Task Force
Interview with James Fox
May 19, 2004

SERVICES:

1. *What services do you offer that in areas of media, educational technology, digital library development, instructional support services? These are broad categories, so it might help to think about:*
 - a. *services you offer to the university community that are not done at a service desk*
 - b. *services you offer at a service desk that provide direct support for faculty*
 - Public talks (SCA is a member of the UO speakers' bureau) – James, Linda, Heather
 - Instruction – introduction to SCA or tailored to specific course or topic
 - Outreach
 - Scanning, photo reproduction, photocopying, duplication of sound recordings (equipment problems: lack proper equipment for all formats), film transfers (16mm, 8mm)
⇒ increasing interest in digital formats
 - Reference and research consultation: unique collections, problems of geography; UO folks are encouraged to come in
 - Reformatting to digital:
 - Sound recordings: still lacking some equipment, copyright issues
 - Photos: not generally a problem
 - Architectural drawings: must be done off-site (\$40/hr, want to increase to \$60/hr because of the time and effort it takes – at least ½ day; no on-campus scanner large enough, but possible we might be able to share one with another campus unit, perhaps Facilities)
 - Films: lacking equipment, copyright issues
2. *For each service describe: (go through the entire list for a service before answering the questions for the next service)*
 - a. *Who provides the service?*
 - b. *Who uses the service?*
 - c. *What fees are charged, if any?*
 - i. *Are fees charged to all users?*
 - ii. *Are fees charged for all services?*
 - iii. *Are there other fees that should be charged?*
 - iv. *Are there fees that should not be charged?*
 - v. *What mechanisms exist for charging fees?*
 - c. *What is the typical level of activity (scope, quantities, etc.)?*
 - d. *Is the activity cyclical or does it remain steady throughout the year?*
 - e. *Where do you see demand decreasing or increasing?*
 - Permanent staff (OA) does intake; curator discusses copyright issues, fees, etc.; students do the pulling, copying, etc.
 - Fees are variable; everyone pays something, but it's determined on a sliding scale; the goal is cost recovery for research; commercial users pay more (whatever the market will bear); money goes back into conservation and preservation, as much as possible; in-house users are charged fees for reformatting and copying; offsite users are charged fees for everything

- Mediated collections: large cost in making them accessible (cataloging vs arrangement & description, finding aids) and in pulling materials
- Will eventually start charging for any kind of reference for remote users
- Who uses the collections? Students from the UO and other campuses (low or no usage fees charged for course projects); faculty, grad students and administrative staff from the UO and other campuses; community (various projects: genealogy, book research, independent researchers, for-profit companies)
- SCA is sensitive to campus development issues (for-profit users representing non-profit organizations, Athletics, campaigns, etc.)
- All users must register
- Level of activity: Reference interactions are fairly detailed and involved; low volume, high intensity
- Cyclical? Yes, for student users – more activity toward the end of each quarter; summer/holiday traffic is mostly faculty and grad students
- Demand for surrogates is increasing, as are expectations for self-service and immediate gratification; increasing number of commercial vendors wanting to package, market and distribute materials from our special collections

NOTE: Interesting conversation on rights management: how do we control rights to our collections once the surrogates are out there in the hands of the public?

3. *What services have you been asked to provide that you currently don't offer?*

- Motion picture transfers to digital – lacking equipment
- Transferring sound recordings to digital – lacking equipment
- Architectural drawings – no large-format scanner
- Free research services
- Transferring paper to digital – lacking high-speed scanner (Question: are the materials preservation issues the same for scanners as they are for photocopiers, e.g. damage to materials from exposure to intense light?)

4. *To what other units within the library or on campus do you refer people for services?*

- Image Services (part of SCA)
- Visual Resources (slide scanning)
- Media Services
- Other reference desks

5. *What could be done to improve the services you offer?*

- Provide capability for transfers from digital to microform, and vice versa
- Marketing: promoting our own collections internally
- More staff
- Improved communication with Media Services. We need to move beyond the current ad-hoc, informal relationship and may need help from library administration to promote cooperation and collaboration re services, equipment, facilities, and cross-training of staff.

6. *What is working? What is especially effective about the services you offer?*

FORMS & COMMUNICATION:

7. *Provide samples of forms, policies, brochures, price lists, esp. as offered to public*
8. *Provide URLs of web pages with info about the services*

9. *What could be done to improve communication?*
 - Anything we can we can do to break down barriers both ways between SCA & other library units will be helpful
 - Marketing
 - SCA historically viewed as stand-alone unit; need to get more subject specialists involved in promoting collections and letting faculty know what we have available. It is important for subject specialists to know the SPA holdings in their areas of specialty, and view them as extensions of the general collection
 - Integrating SCA into the mainstream of the library – getting collections cataloged, etc.
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EQUIPMENT:

10. *Describe the equipment currently owned & used to provide the service.*
 - See equipment survey done by Carol Hixson

11. *Describe equipment desired to enhance/improve service*
 - See equipment survey done by Carol Hixson
 - See Tech Survey (SCA to add equipment requests)
 - Flatbed scanning for architectural drawings. These are currently being done by Bullfrog (in Springfield), with Bruce Tabb transporting the items via LTD bus at great cost in time. See also reformatting to digital, under 1. above (*[update: it is now likely that ISC can become the home for a large-format scanner as a shared campus resource, with support of Facilities, Telecom, Computing Center, Ed Tech, etc.]*)

Notes by Colleen Bell and Andrew Bonamici