

Integration of Digital and Instruction Support Services Task Force
Interview with Tom Stave
June 23, 2004

Air photo research/image copying

SERVICES:

Search air photo collection for images matching clients' specifications (area, time period, scale, color); provide copies of public domain images via photocopies or scanned image files delivered by CD-ROM or from library server.

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?

Air Photo Technician, student employees of Map Collection

b. Who uses the service?

University faculty/students, general public (primarily environmental consulting firms)

c. What fees are charged, if any?

Research: \$50.00 per hour in-state, \$60.00 per hour out-of-state. They feel that these are reasonable fees.

i. Are fees charged to all users?

Fees are charged to non-UO users

ii. Are fees charged for all services?

Fees are charged for research (by hour) and for image copying (per unit)

iii. Are there other fees that should be charged? No

iv. Are there fees that should not be charged? No

v. What mechanisms exist for charging fees?

Customers are sent invoices; payment is by check only

d. What is the typical level of activity (scope, quantities, etc.)?

The service grosses about \$60,000 per year. 110 hours per month of research, 60 hours of duplication. Our customer database has 432 records, but 100 public patrons use the service regularly. 15% of total patrons comprise more than 60% of total volume and revenue. There are 500,000 images in 700 different series. The research is not insignificant - the bulk of time spent is on researching the requests.

e. Is the activity cyclical or does it remain steady throughout the year?

The service has some cyclical tendency, somewhat related to the academic terms. Occasional large outside jobs have produced prominent spikes.

f. Where do you see demand decreasing or increasing?

Demand for historic air photos from our paper collection should remain steady. More recent imagery is being produced digitally, and we'll need to adapt our acquisition, storage and delivery systems to accommodate that. There is a clear move in client preference from analog (photocopy) to digital delivery of images.

Large format printing and scanning.

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

Credit card payment, rush service, class sets of digitized historic cartographic data for local areas, large format printing and scanning.

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

ISC; might refer to commercial firms if we don't have the photos that are needed

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

Better online access to finding aids. Large-scale digitization of heavily used parts of the collection.

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

Prominent web presence has increased aerial and map reference services by geographic radius and volume. More info on-line about collection and data.

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

<http://libweb.uoregon.edu/map/orephoto/remote.htm>

9. What could be done to improve communication?

Automated request form and procedure for aerial and map related inquiries.

EQUIPMENT:

10. Describe the equipment currently owned & used to provide the service.

- a. 11x17" scanner
- b. CD-ROM burner
- c. Color laser photocopier
- d. Libweb server

11. Describe equipment desired to enhance/improve service

large-bed scanner - although we don't have room for any more equipment

GIS Service

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

- Data collection and dissemination
- Maintenance of a GIS web site providing a window on the world of GIS
- The creation and management of a computer lab exclusively dedicated to GIS
- Education
- Assistance in use of GIS software
- Creation of custom maps to support faculty research and teaching (rare) (Infographics)
- Scanning of maps for faculty (rare occurrence)

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? Map Library GIS staff, anybody who is available
- b. Who uses the service? UO faculty/students/staff, other OUS f/s/s and general public; there are some prominent non-UO users
- c. What fees are charged, if any? None
- i. Are fees charged to all users? NA
- ii. Are fees charged for all services? No
- iii. Are there other fees that should be charged? For extraordinarily large projects
- iv. Are there fees that should not be charged? No - not high enough demand to bother charging
- v. What mechanisms exist for charging fees? NA
- d. What is the typical level of activity (scope, quantities, etc.)? 3 in-lab users/day
- e. Is the activity cyclical or does it remain steady throughout the year? Activity is related to academic terms
- f. Where do you see demand ~~decreasing~~ or increasing? Increasing in Provision of GIS data, and assistance in its use

3. What services have you been asked to provide that you currently don't offer? Color printing (send people to ITC); large-scale (plotter) printing (send people to Infographics); custom map creation; mount more data on server

4. To what other units within the library or on campus do you refer people for services? FITT, Knight ITC, ISC, Infographics

5. What could be done to improve the services you offer? Staff lab more hours (it's available 8-5, M-F); add more datasets (some are free but others are for sale) add more computers to GIS lab; add a larger (3'x5') scanner and a wide-format printer

(plotter); add two more GIS workstations (implication: add more space to the lab); more advanced training on GIS applications

6. What is working? What is especially effective about the services you offer? A) increased communication/collaboration between us and GIS agencies, both on- and off-campus; B) drop-in (as well as appointment) service for data and assistance - this works well as long as we have the right expertise of staff available to meet demand; C) website heavily used; D) collection of data is growing and being interpreted more effectively;

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

<http://libweb.uoregon.edu/map/gis.html>

9. What could be done to improve communication? Increase awareness of service within library

EQUIPMENT:

10. Describe the equipment currently owned & used to provide the service. See website:

http://libweb.uoregon.edu/map/map_Libraries/lib_GENERALINFO.html

11. Describe equipment desired to enhance/improve service see question 5

Microform collection and services

SERVICES:

1. What services do you offer that in areas of media, educational technology, digital library development, instructional support services? Provide research materials in a variety of microformats, and the equipment and staff expertise to enable users to read them and make paper copies.

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? Microforms staff and students

b. Who uses the service? UO students/faculty, especially from History and Education; members of public, especially genealogists and local historians who use Oregon newspapers on microfilm.

c. What fees are charged, if any? Self-service printing is charged at rate of \$.20 per page (if coin) and \$.13 per page (if campus cash). Research fees are charged for responses to telephone/mail/email requests for newspaper research (chiefly requests for copies of obituaries and death notices).

i. Are fees charged to all users? Yes

ii. Are fees charged for all services? On-site assistance is not charged for.

iii. Are there other fees that should be charged? No

iv. Are there fees that should not be charged? No

v. What mechanisms exist for charging fees? Coin slots and campus cash vends; invoices for research fees.

d. What is the typical level of activity (scope, quantities, etc.)?

e. Is the activity cyclical or does it remain steady throughout the year? Walk-in business is partly determined by course assignments; but use by genealogists is fairly steady throughout the year. Remote requests for newspaper research is steady.

f. Where do you see demand decreasing or increasing?

See next question.

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

Scanning of images from microform; printing/scanning of micro-opaque images- to produce digital images

4. To what other units within the library or on campus do you refer people for services? Image Services (for duplication of fiche). Microform Publications (International Institute for Sport and Human Performance) for copies of their fiche (we are often confused with them).

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

a) add more reader/printers with greater variety of lenses;

b) add scanning capability with variety of output methods, such as e-mail and CD-ROM burning;

c) add the ability to print from micro-opaque formats.

d) ability to download to some of the newer hand-held devices - USB ports

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

The microfilm research service is uncomplicated (most are simple requests for obituaries) and quite popular with genealogists, because it lets them avoid travel to Eugene.

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:

<http://libweb.uoregon.edu/govdocs/micro/services.html>

9. What could be done to improve communication?

The ONI (Oregon Newspaper Indexing) project envisions an online document delivery request form, based upon the results of searches of the ONI database

EQUIPMENT:

10. Describe the equipment currently owned & used to provide the service.

Four Canon MS400 microform reader/printers; ca. 6 microfilm readers; ca. 12 microfiche readers; one Recordak micro-opaque reader.

11. Describe equipment desired to enhance/improve service

- a. SCSI board (made by Canon) to enable output of digital image files from MS400 reader/printer, accompanying PC with software such as PhotoShop to manage the files.
- b. Printer for micro-opaque media
- c. Reader for micro-opaque media (possibly an adaptive technology device using video camera technology to send enlarged images to screen)

Also discussed briefly the newspaper search services –

- demand for it evolved; Document Center is the only unit that describes research service on a Web page
- They plan to have an online request form for articles for ONI down the road
- They lend out about a dozen rolls of film a day through ILL
- They do about 25 searches a month, plus another 25 to ILL

Also discussed briefly the instruction sessions they do as subject and format specialists. They would like to have time to develop more tailored workshops to which they would invite the public.

Notes by Tom Stave, with additions by Carol Hixson