

Service Level Agreement Library ILTS – ITS AM&T

This agreement outlines the services and relationships among the Library, ITS AM&T and the Art History Faculty for the Visual Resources Collection and future Image Commons. By Fall 2008, the VRC will have primary responsibility to support Arts faculty and students in the identification, creation, organization, and use of digital visual content for teaching, learning, and research and will work with ITS and Library ILTS staff to plan and coordinate the integration of content, software and hardware tools, and services.

1. Digitizing and transition some portion (currently 50%) of the current VRC collection to digital format.

For fall 2008, digitization (scanning and basic metadata) will be completed for up to half of the current VRC slide collections (up to 160,000 images), with a percentage of that material more fully cataloged. Dependencies include funding allocation and participation and timely selection of faculty and graduate student assistants.

2. Building an infrastructure to support an image commons

Library ILTS, ITS AM&T will continue to develop administrative and technical infrastructure to support a digital image commons for use in teaching and research. Hardware and software support will be ongoing and iterative according to the current and long-term needs of the collections, services, and tools. Dependency is on funding.

3. Continued planned and thoughtful growth of the collection in response to faculty research and teaching needs (including searchability and reuse).

Library is committed to building, maintaining and delivering the Image Commons (Art and Architecture) in response to current and future faculty teaching and research based on a quality resource consisting of shared personal and institutional content (locally-created and vendor purchased) integrated and organized to optimize searchability and repurposing of digital information. Planning (including usability and assessment, best management practices, and stakeholder communication) will also take into account the current and future uses as well as the content and infrastructure development of the Image Commons as a scholarly research, as well as a teaching, resource within the arts disciplines and as a broad-based, multi-purpose resource for the Yale community. Dependencies include faculty participation and support in building the institutional collection.

4. Continued current semester course support by Library staff, including routine processing of new image requests.

Library is committed to a process supporting current semester teaching needs based on a processing capacity of up to 1,500 new images per month, on a first come, first served basis. Dependencies include timely drop-off of source material (at least 10 days in advance), limiting to cataloging from source data, and, as needed, requestor prioritization of jobs (1 job=1 source).

Special requests for large quantities of new material processing will be accommodated as end-of-year funding permits, and scheduled on a summer project basis with delivery times negotiated. Requests for revisions to existing data (including adding more information to an image record) will be batched and processed monthly.

5. Rapid turn-around digitization in response to faculty needs for teaching (with a strong preference for including searchability and reuse whenever possible).

For Fall semester 2007, VRC and Media Services will provide a single “same-day” service located somewhere in the OAG/Street Hall complex that is capable of processing up to 25 images every two hours on a first come, first served basis. Images will have well-articulated standards that make them suitable for re-purposing, and a light touch metadata standard that makes accessioning into formal collections and intra-departmental searching and sharing possible.

6. Direct assistance to faculty and students in selecting and using appropriate tools for their teaching and research. This needs to recognize a wide variance in existing faculty skills and motivation as well as existing preferences for at least the following tools: Insight, the DL, Artstor viewer, Portfolio, Powerpoint and Keynote.

As part of the fully integrated service center supporting teaching, learning and research with digital images, for fall 2008 VRC will provide direct assistance through 3 FT support specialist positions based in the new Architecture, Art History, and Arts Library complex, who will help faculty and students with selecting and using existing and future tools. Student research assistants will be offered structured training in personal collection support, including use of the appropriate tools. Tools currently supported are: Luna Insight, the Digital Library (DL), the ARTstor Offline Viewer, Extensis Portfolio, Powerpoint, and Keynote. All staff will be trained to support existing tools and will have a good understanding of tool interoperation. Dependencies include ongoing budget to support staff positions.

7. Indirect assistance to the faculty by continuing to investigate, select or even build better future tools and options for their teaching needs (R&D).

Library ILTS and ITS AM&T will continue to develop and integrate the cyberinfrastructure for a comprehensive interaction of multiple systems and services, refining searching capabilities, and providing expeditious means for scholarly repurposing of repository content. This work will involve the ongoing study, review and application of technology solutions, as well as continual usability testing, assessment, and active communication with Image Commons stakeholders about current and evolving teaching and research needs for digital images.

8. Direct assistance to the faculty in general networking and IT areas at the tier one level.

Staff of the VRC will coordinate with Library ILTS and ITS for the provision of “tier 1” assistance with general networking and other IT areas including setup and troubleshooting, with

a specific responsibility for the support of digital image tools and resources within the University and Library IT environment.

9. Direct tier 1 assistance to the faculty in operating such media and A/V equipment as necessary to further their teaching and scholarship.

Staff of the VRC will coordinate with Classroom Technology Support (AM+T/Media Services) to ensure that faculty understand how to use such media and A/V equipment as necessary to further their teaching and scholarship, and to assist with classroom equipment troubleshooting and referrals.