Populating a Digital Library on demand: Patron and Instruction driven digitization at FSU Libraries

Stuart Rochford and Krystal Thomas
Friday, October 30, 2020
Brief History of the DLC

- Based in Special Collections & Archives since 2012
- DigiNole: FSU’s digital repository is home to both digital collections and the institutional repository
- Digital Collections holds over 50 collections and just around 63,500 objects
- As of 2020, DLC Work is a mix of planned internal digital projects, patron requests, instructional support digitization, and community digitization projects
Patron-Driven Digitization

Where We Started

- Patrons submitted reproduction requests via paper forms
- DLC would digitize all patron requests
- Image files sent to the patron then deleted
- Gaps in production and communication
- Duplicate digitization of some items
- Started to make some changes in our workflows
Patron-Driven Digitization

Making Changes

• Moved from a paper reproduction request form to an online form and ticketing system
• More assistance from Special Collections and University Archives staff
• Shifted the DLC’s focus toward larger-scale internal digitization projects
• Limited the amount of patron requests coming our way
• Created patron-driven digitization workflows for uploading more material into DigiNole
Patron-Driven Digitization

Help!

- Lots of patron requests
- SCA started to help with reproduction requests
- Copy machine scans were often sufficient
- This process fell apart when the pandemic hit
# Paper VS Online Form

**DIGITAL LIBRARY CENTER**  
**REPRODUCTION FORM**  
**THE FLORIDA STATE UNIVERSITY LIBRARIES**  
**SPECIAL COLLECTIONS**

Please complete and sign the form below and submit it to Special Collections. Digital reproduction orders can take 2-7 days to complete, or longer, depending on the scope of the order.

**DATE** 

**NAME** 

**ADDRESS** 

**TELEPHONE** 

**E-MAIL**

**PURPOSE OF REPRODUCTION:**  
☐ Research Use Only  
☐ Publication (see #4, next page)

**STAFF MEMBER RECEIVING FORM:** 

**DIGITAL REPRODUCTION INFORMATION**

- **Delivery Format (check one):**  
  - ☐ FLASH DRIVE PROVIDED  
  - ☐ E-mail (JPEG ONLY)  
  - ☐ CD-R  
  - ☐ DVD-R

- **DROPBOX** (Please provide account information)

- **File Format (check one):**  
  - ☐ TIFF  
  - ☐ JPEG  
  - ☐ PDF  
  - ☐ Other (please specify): 

- **Image Resolution (check one):**  
  - ☐ 300dpi  
  - ☐ 600dpi  
  - ☐ Other: _____ dpi

- **Bit depth (check one):**  
  - ☐ 8 bit  
  - ☐ 24 bit  
  - ☐ Other (please specify): 

**DESCRIPTION OF MATERIAL DIGITIZED** (attach additional sheets if necessary)

<table>
<thead>
<tr>
<th>Collection Name / Rare Book Title</th>
<th>Box and Folder # / Rare Book Author</th>
<th>Brief Description of Document / Rare Book Call # and page #</th>
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<tbody>
<tr>
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**Special Collections & Archives**

**Reproduction Form**

Please complete and submit this form. Due to limited staffing in the Libraries currently, the Digital Library Center is temporarily unable to process reproduction orders in our usual timeframe. Please place your request and a DLD staff member will be in contact to discuss potential delivery dates.

All files digitized will be deleted from our server three months after delivery. Please make sure to back up your files.

If you have any questions about this form, please refer to our **Contact page**, call (850) 644-3271 or email **lib-specialcollections@fsu.edu**

**Full Name**

<table>
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<tr>
<th>First Name</th>
<th>Last Name</th>
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**Email Address**

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**Mailing Address**

(Optional)

**Purpose of Production**

- ☐ Research Use  
- ☐ Personal Use  
- ☐ Publication  
- ☐ Instruction  
- ☐ Other

**Image Resolution**

- ☐ Low Resolution  
- ☐ High Resolution  
- ☐ Other Resolution  
- ☐ Specific Print Size  
- ☐ No Preference

**Format**

- ☐ Photocopy  
- ☐ PDF  
- ☐ Multi-Page PDF  
- ☐ JPEG  
- ☐ TIFF  
- ☐ No Preference
# Patron-Driven Digitization

## Request Tracker (RT) Ticketing System

### History

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<th>Subject</th>
<th>Status</th>
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<td>4 days ago</td>
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<td></td>
<td>Linde Swaine <a href="mailto:lswayne@fsu.edu">lswayne@fsu.edu</a></td>
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<td></td>
<td>Samuel de Korte <a href="mailto:samueldekorte@gmail.com">samueldekorte@gmail.com</a></td>
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<td>&lt;pp Geschä<a href="mailto:fts@alaska.edu">fts@alaska.edu</a>&gt;</td>
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<td>George Crawford <a href="mailto:gbc1914ok@outlook.com">gbc1914ok@outlook.com</a></td>
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<td>3 weeks ago</td>
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<td></td>
<td><a href="mailto:stricklinr@uwh.edu">stricklinr@uwh.edu</a></td>
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Patron-Driven Digitization

Balancing Workstreams

• Managing multiple workstreams in this new environment
• More focus on digitizing material for the Digital Library
• Utilize all pieces of equipment in the DLC
Changes Needed to due to Pandemic

- Patron driven digitization workload being more widely shared
- Placing limits on what reproduction requests the DLC will digitize
- Deciding what reproduction requests would be good candidates for the Digital Library
- Solid documentation and guidelines!
March 2020 - FSU made the shift to online instruction

A new digitization workflow needed to be developed - Instructional Support Digitization

March 23 to May 1, Staff from the Digital Library Center (DLC) worked from home so no new digitization could be completed during this time.

- Creating digitization priorities for when we would be back on campus
- Planning the new workflow for these types of digitization projects
Supporting Remote Instruction in the DLC

- Starting May 7, one staff member of the DLC at a time could return to work
  - Rotating schedule during the week
  - Down a person as we had someone retire during the pandemic
Managing Expectations

• Getting the new workflows up and running for both digitization and description in the DLC required some expectation management to our stakeholders
  – Creating guidelines for faculty to consult about when the DLC needed to be involved in instruction digitization

• Sustainability of the digital library as our main delivery platform for instructional materials
Looking Beyond the Pandemic

- Keeping an Instructional Support digitization workstream on the schedule moving forward
  - navigating instructor expectations, copyright, and what our delivery platforms can do to meet needs
  - Using pull lists and call slip data more systematically to prioritize digitization
Looking Beyond the Pandemic

• Due to current, on campus staffing levels, we resurrected some old bottlenecks...and created new ones
What is Time?! 

- Production times and deadlines have been altered since the pandemic 
- Managing expectations 
- Scheduling on-campus work hours 
- Keeping up with frequent and unexpected changes 
- Learning and adapting workflows 
- Taking it day-by-day!
LIB.FSU.EDU