CALIFORNIA DIGITAL LIBRARY
SPRING 2006 CAMPUS NEEDS ASSESSMENT PROJECT SUMMARY
SEPTEMBER 21, 2006

<u>**BACKGROUND**</u>

In early 2006, the California Digital Library ("CDL") embarked upon a series of interviews across the ten UC campuses. The purpose of the interviews was to gather information that would provide CDL with insight into issues vital to the campus libraries, including:

- **Campus priorities** in regard to current and future digital information tools and services.
- **Campus perspectives** on existing tools and services (their strengths and weaknesses and areas ripe for improvement or innovation).
- **Campus capacity** for information service development, whether independently or in collaboration with CDL or others.

Areas *not* explored in this series of interviews include:

- **Collection development activities**, such as licensed digital content and shared print.
- **Collection management activities,** such as shared cataloging.
- **Scholarly publishing activities,** such as the eScholarship Repository.

Interviews were launched by the CDL assessment team in April 2006 and typically included a campus AUL, a collection development or special collections librarian, and persons involved with building digital services and tools. In total, 51 individuals across all ten UC campuses were interviewed, via in-person visits to seven campuses and teleconferences with three campuses.[1]

<u>**SUMMARY OF FINDINGS**</u>

Campus priorities and perspectives in regard to digital information tools and services depend on several environmental factors, such as the breadth of resources available to the campus for undertaking digital development projects, the local technology infrastructure, collection strengths, and campus culture.

> **Common themes expressed by the majority of interviewees regardless of their roles and responsibilities include:**

- Need for improved and more frequent CDL-to-campus communication and collaborative development; need for CDL to define and communicate its priorities and strategic plan.
- Need for improved and more frequent campus-to-campus communication and collaborative development; the desire for cross-campus fertilization and collaboration.
- Desire for a high-level (UC libraries) articulation of digital library issues, priorities, planning and development paths.

In addition to the above common themes, patterns of priorities and perspectives emerged that reflect the specific roles and responsibilities of interviewees, including the following:

> **Associate university librarians, directors of digital initiatives, and directors of library technology express the need to:**

- Clarify the relationship between CDL and campus digital libraries; understand CDL development plans in an effort to focus local development resources.
- Foster innovation while eliminating redundancy and basic inefficiencies.
- Increase and streamline campus-to-campus and campus-to-CDL collaboration.

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[1] SOPAG was notified by CDL of the project via email on March 15th, 2006 and at the March 17th, 2006 SOPAG meeting.

- Increase capacity for local digitization projects.

Information technology staff, systems department staff, and digital library programmers express the need to:

- Improve project management, especially planning and communication, at all levels.
- Develop tools that promote deeper integration of local content and CDL collections.
- Build local institutional repositories; preserve digital resources.
- Clarify which of its tools and services CDL considers production quality and which it considers prototype or demonstration projects.

Librarians with primary responsibility for technical services, bibliographic services, public services, special collections, and built digital content express the need for:

- Tools and strategies for gathering, managing, and preserving new forms of digital content.
- Metadata creation tools and training; in particular, METS creation tools and METS profile development.
- Increased capacity for local digitization projects.
- Strategies for increasing the functionality and relevance (to end users) of OPACs.
- Improved access and discovery of digital resources for end users.

SYSTEMWIDE DIGITAL LIBRARY PLANNING AND DEVELOPMENT

The need – indeed the desire – for a high-level UC libraries' digital library ("DL") strategic planning process was voiced repeatedly throughout the campus interviews. Myriad interviewees expressed the belief that the establishment of a DL all campus group could assist campus libraries by:

- Creating a vehicle for communicating about campus DL tools, service, and technology development plans and aspirations.
- Creating a Systemwide structure for UC libraries' DL strategic planning and development.
- Reducing redundancy at the local level through partnership and collaboration.
- Fostering cross-campus fertilization by identifying campus DL development needs and surfacing opportunities for campus-to-campus collaboration and co-development.
- Advocating the development and adoption of DL standards.

Interviewee suggestions for how to structure a UC libraries DL group included the existing all campus group ("ACG") model and the creation of an annual UC digital library developers' forum.

RECOMMENDED ACTIONS

In its effort to better assess and respond to campus needs, interests, and capacity for digital information tools and service development, CDL should focus on improvements in the areas of communication, collaboration, and planning. Recommended actions include the following:

- **Communication**: CDL program managers should assume responsibility for communicating program development plans, project status, and infrastructure changes. CDL-to-campus communication should be more consistent, integrated, streamlined, and synthesized.
- **Collaboration**: CDL-campus collaborative development processes should be better defined and managed, including a clear definition of partner roles and responsibilities. CDL should assist in creating new models of collaboration that encourage and support cross-campus collaborative development.
- **Strategic Planning**: CDL should articulate and widely distribute its long-term strategic and development plans.
- **Project Planning**: CDL should establish and support processes and practices for project planning, evaluation, and resource allocation.

http://www.cdlib.org/inside/assess/evaluation_activities/docs/2006/Summary_21Sept2006.pdf

In response to the desire articulated by many campus interviewees for a high-level UC libraries digital library strategic planning process, the following CDL actions in support of Systemwide strategic planning are recommended:

- Propose a full review of current Systemwide planning mechanisms in an effort to assess whether they adequately address the expressed need for broader Systemwide digital library planning.
- Participate in Systemwide digital library planning activities, including the exploration and establishment of new models of communication and collaboration.

CAMPUS INTERVIEWEES

UC Berkeley
April 20, 2006

Paul Atwood
Lynne Grigsby-Standfill
Bernie Hurley
Amy Kautzman
Norma Kobzina
Nick Robinson

UC Davis
April 13, 2006

Phoebe Ayers
Jared Campbell
Linda Kennedy
John Tanno
Gail Yokote

UC Irvine
April 03, 2006 (teleconference)

Jackie Dooley
Jason Moore
Colby Riggs
Lorelei Tanji

UCLA
May 8, 2006

Stephen Davison
Lynn DeLacy
Curtis Fornadley
Gabriella Gray
Kris Kasianovitz
Angela Riggio
Terry Ryan

UC Merced
April 7, 2006 (teleconference)

Donald A. Barclay
Bruce Miller

UC Riverside
June 20-21, 2006 (teleconference)

Diane Bisom
Albert Morita
Dana Nguyen
Michael Yonezawa

UC San Diego
April 17-18, 2006

Luc Declerck
Megan Dreger
Gabriela Montoya
Brad Westbrook

UC San Francisco
April 4, 2006

Julia Kochi
Kirsten Neilsen
Gail Persily

UC Santa Barbara
June 13, 2006

Sherry DeDecker
Brad Eden
Salvador Guerena
Alex Hauschild
Gary Johnson
Mary Laarsgard
Janet Martorana
Annie Platoff
David Seubert
Lucia Snowhill

UC Santa Cruz
March 29, 2006

Christine Bunting
Christy Hightower
Ann Hubble
Lucia Orlando
Sue Chesley Perry