

## **ISRAC Minutes May 13, 2005**

Present: Maureen Burns (UCI), Maryly Snow (UCB), Rosalie Lack (CDL), Susan Moon (UCSB), Greg Careaga (UCSC), Margaret Hogarth (UCR), Dan Goldstein (UCD), Vickie O'Riordan (UCSD)

Absent: Emily Lin (UCM), Stephen Davison (UCLA), Brian Warling (UCSF)

(Please use full names with institutional initials.)

### 1. Web page – rave reviews

<http://libraries.universityofcalifornia.edu/hops/israc/index.html>

Everyone complimented Margaret on the web page and found it to be very useful, especially as it grows with our findings. It was suggested that we might want a logo for our mission. Idea of logo, more added to glossary.

### 2. Campus IT Reports:

Maryly asked for reports on our findings on our campuses. Many of us had not yet completed this task. Maryly related her experiences in trying to find out who did what on campus. She looked for those on campus who would work with her to set up classrooms for digital use: loading software, configuring software and then compiling a list of who's who on campus for these tasks, how they work together or not.

Maryly prefaced this portion by noting some of the issues that needed to be addressed including: classroom use; loading software; individuals on campus who would be useful for rollout find all these folks. She is trying to find someone who will communicate regularly with her. She found that it wasn't easy to track down these people, finding that their positions and job descriptions sound confusing or very similar to each other with each having a different 'take' on what they do.

Maryly suggested that everyone do research find out:

- How are images made available for classroom use
- How to work with the library now that the library is licensing image databases
  - work with library to have Insight loaded on library pcs
- Go into classrooms to see how it works or not ( Vickie's experience was very instructive; it was not necessarily a piece of cake to make images in the classroom accessible)
- Find out who does what on campus with loading software in classroom computers
- Who is the contact for class room technology? Name, role, telephone, email.
- What is it that that person/s need to do to in classrooms for projection of ARTstor, OIV, and Insight?
- Keep track of experiences, both positive and negative

**Davis** – Dan reported it was not clear whom to list, who would be responsible for Insight or for loading software. He'll find out. When he tried to download the client he found that he got messages that indicted that he didn't have permission to do the download. The path for the download was confusing and Maureen said they had some problem at first and that one should choose the DESKTOP for the destination. The lack of clear instructions is confusing to the patron. This is on our list of upgrades for CDL

programmers, to streamline the downloading process.

**Berkeley** – Maryly had to phone around for a week to find the right people in Educational Technology, same as Instructional Technology. She found Brenda Farmer for classroom projection She found Adam Hochman, who is evaluating image delivery systems for the UC Berkeley “b-space”, using Sakai and will meet with him next week to introduce the various UCB online image collections. . Brenda agreed to take into classroom and work with setup but wanted to know what San Diego is using. aren Miles in responsible for training & support of the software that ETS adopts or develops, so would not have any responsibility for Insight She made contact with Lynne Grisby-Standfill in the Library, whose responsibility it is to load software on designated Library public access terminals, of which UCB has 400. She found that Lynne is not involved in library training, and will do more searching, both in the Library and in Informational Systems and Technology

### **San Diego –**

Vickie reported that beta testing ARTstor with faculty during 2003/04 was a terrific opportunity to make contacts with campus partners essential for image use on and off campus. These partners were the Media Center <http://mediacenter.ucsd.edu/> (classroom equipment and software), Academic Computing <http://www-ac.s.ucsd.edu/> (classroom hardware), and Network Operations <http://www-no.ucsd.edu/> (handles campus computer security- off campus access). All played a role in helping to enable image use by the faculty, both in the classroom, in their offices, and from home. Other players included Instructional Technology <http://iwdc.ucsd.edu/> and outreach to campus provosts (both groups helped to get the word out about ARTstor). Departmental MSO’s and the people at campus scheduling were also important contacts in order to schedule / pay for classroom time to test ARTstor with faculty in classroom settings. So far training faculty/graduate students to use ARTstor has been done in one-on-one sessions with Vickie and her staff. This Fall Vickie will be teaching regularly scheduled (3/4 times per quarter) classes on ‘finding and managing images’ through Library Instruction.

An important change coming this Fall Quarter to UCSD will be a campus wide ‘self serve’ model for classroom use. This is structured (XGA computers /video projectors are free and self serve, slide projectors require an order be placed, may have a fee attached, and require an operator) to help faculty and departments move towards digital use. UCSD is also planning to test Shibboleth <http://shibboleth.internet2.edu/shib-intro.html> with ARTstor in order to explore authentication / permissions issues.

The UCSD arts library has image software loaded, but this is not done as a matter of course for all pcs in the library.

**Irvine** - Maureen reiterated what she and Rina Vecchiola did for what for the UCI rollout. : advertising Network & Academic Computing Service (all others work within this dept); training; communicates with techs & departments; desktops & clients; media resources? Media director not responsive, but the associate was helpful with equipment and classroom preparedness. Instructional resource center – learning management systems works with faculty & how they might load jpgs for their websites

Media resources group – resources & equipment

She'll find out where the client is loaded within the Library and what kind of training and outreach is being done (or not), and what computer resources are being devoted to image resources.

**Riverside** – Margaret She worked with Israel Fletes, Computing & Communications Dept, Manager, Multimedia Technologies. She forwarded queries Larry McGrath (campus computing). Margaret was unable to download the Java client, didn't have permissions, and so had to have library do it. She'll try loading it from home. There is a monthly meeting about all tech people which she'll attend to find out more about who does what.

**Santa Cruz** –Greg Campus computing is consolidating and Greg is uncertain how will it will fall out. Campus IT division handles software for classrooms, but the library has it's own IT division and has to negotiate with campus IT. There is a lot of negotiation about who they go to for services.

We left this topic since the others had not completed this task.

**ACTION:** Those of us not reporting in this area should follow up and find the contacts, groups, etc. involved in making classroom 'image ready.'

**3. Planning/Scoping assignments:** Share your ideas of what your group's parameters of responsibility might be. What are the boundaries between some of the groups? Issues, concerns, action items of your group. Have the groups covered all the issues (stragglers/dangling issues?) – Maryly queried how we want to move forward, she's a bit fuzzy on how we move ahead. (Aren't we all.)

### **3.2 Functionality – Margaret**

She wondered if this would include Help information?

- Guides for using product? Maryly has been collecting guides and links from certain pages either campus wide or department specific. She suggested that the ISRAC page link to her page of Insight user guides once it's ready. We might want to select one or two of the best for Insight user guides for use on the UC Image Service page. It was suggested that we use Irvine's materials on exporting Insight images
- Maryly will query the Insight listserv for guides that are available.
- It was suggested that we find out what's not working well with Insight – gather this information with help from CDL and Maureen said she would be happy to help.
- Compile the problems and challenges with Insight and present them as a batch of recommendations for enhancement to Luna, rather than one by one. (ARTstor does that, Insight images are scalable)
- Send comments and documentation of problems with documentation if possible to Margaret who will begin compiling a list for Luna.
- It was commented that once downloaded, the client does not have to be reloaded.

**3.4 3.1 — This section started out on one topic but rolled into one further down on our list. Hence, the change in numbering. (Rights Management?**

I thought we were discussing rights management, which impacts personal collections. I can't make heads or tails out of this section.-Maryly)

**Greg, Vickie & Maryly** They spoke together yesterday and concluded that the issue was not so much copyright but rights management.

- Issues of permission statements, restrictions, what gets added for access were all raised.
- Questions of how to keep track of these personal collections whether it is by individual department or via campus, and who would be involved with working with the individual provider (faculty)?
- What kinds of needs would there be from programmers? Would there be 'perks' for individual providers?
- What about metadata; who would provide this information?

The group wondered how others are dealing with these issues. It was suggested they ask how Artstor and Insight how personal collections are being managed by local campuses.

- The suggestion was made to contact Brad Westbrook who deals with UCAI across multiple institutions and how they've worked out these issues.
- Usage right there; releasing metadata; varies from collection from collection & image to image
- Greg noted that – integrated systems – is not a staggering success, standards and functionality are all inter-related.
- Maryly stated her interest in having a page at CDL on how to download clients, plus having a copyright statement or statements.
- Maureen suggested looking at what's available now and what can one do with the images; how is this managed; empower the faculty in how they can use the images.
- There was some talk about using logos for different levels of access i.e. classroom, print, etc. image by image so can be immediately apparent..

This area overlaps with collection development and in fact many of these areas overlap.

**Action:**

- Work with your functional/planning area and talk to team members. The following 3 bullets seem like one action
- Find out who's using Insight- facilitate those who are using Insight during the summer
- Find out who's using visual resources for personal use
- Contact visual resources person & ask who's using Insight for contact names
- How can we do rollout prior to the fall? This is not an action

(At this point I--Susan-- had to leave and I've simply appended the minutes that Maureen so kindly offered to take.)

The discussion about trying to find out who is actually using the UC Image Services continued. Automated tracking within the software might be a good place to start.

**ACTION:** Rosalie will contact the CDL's *Insight* technical support people to find out more about how the system tracks usage and whether there is a way to find out which campuses are using the image service regularly. Although there will surely be privacy issues preventing this, she will find out if specific departments or individuals can be identified. It is worth all of us thinking about what UC might want to track to inform the rollout and future image service development.

Vickie mentioned that ARTstor does provide such statistics, but they only refer to campus level activities and do not reach the faculty and student level. Maureen remembered that Laine mentioned the statistics that Luna provided for the first years of the UC Image Service were so dense that someone would have had to unpack them. It is believed that it was decided not to spend the time on this.

Dan suggested another approach. We can presently look at the groups that are in the UC Image Service and see if it provides any clues as to who is using the system. All of the groups are on the CDL server and can be accessed by any of us. The only trick is, because of the cross collections feature, the group will only open if you have the collections open that the images came from. For example, if I made a group from images in AMICO, Saskia, and LUCI and then came back to view it later and only opened LUCI, the system would tell me that it can't open the group because the other collections were not open.

Since the faculty will be disappearing at the end of the academic year as Maryly reminded us, Maureen suggested that we might consider the rollout in two phases: 1) find out who is using it or might want to use it soon and see if there is anything staff can do to facilitate their usage (such as, add images) over the summer, and 2) carefully plan and implement the hard rollout in the Fall. For example, the Tebtunis Papyri collection was created for a UCB faculty member who might be worth contacting and UCLA has had faculty use it in the classroom too.

**ACTION:** Any of us might also want to try opening groups to see what can be learned about users. We should each try to find out who on our campuses is actually using the UC Image Service, whether mining it for images or using it in the classroom, and report back next time. Also, please find out whether there might be identifiable faculty members or graduate students who are interested in using it in the near future. In this way, staff might be able to facilitate image uploading or usage over the Summer and better prepare for the Fall rollout. It was suggested that contacting your Visual Resources Curator on campus might be a good approach for finding users. Maureen will keep a running list of *Insight* users since it may be needed to facilitate communication.

Concern was expressed by all about administrative privileges for *Insight* as many different levels can be supported by the system. [See the Demonstrator Web site at <http://www.cdlib.org/inside/projects/image/> for Permissions and Access Rights in the Toolkit.] Presently, there are four broad access privileges: UC user (default), faculty, guest, and administrator. Any user can access or add to any group made by anyone until a more complex system of passwording can be developed. None of the users can delete groups. This type of open access may be what the user wants in some instances, but there should also be the option for closed groups. For example, an instructor might

only want those signed up for a specific course to see a group of images. A more sophisticated file management system is required to deal with the issues of manipulating groups of images and insuring the persistence or removal of such groups. This issue also extends to the personal collections feature, since many potential users will want to upload their own images. *Insight* 5.1 has the personal collections feature, but we do not yet have access to it due to the complexity of administration and these persistence issues. It was suggested that we might want to have the CDL technical support people discuss these issues at length with us at some point.

There was much discussion about the hassle of handing out passwords for access to image services and how nobody probably wants to get into the business of doing so. It does seem that each campus will need a person to contact about passwords for higher privileges. Vickie mentioned that she does so for UCSD's ARTstor access, but has a back-up person in case she is not there. Maryly mentioned that Kathryn Wayne does it for Berkeley and she has three back-up people. Dan mentioned Melvyl as a model for self-created passwords, i.e., allowing the user to create their own, and then manipulating their own personal space.

**ACTION:** Rosalie will discuss these issues with CDL's technical support group and the UC Image Service team. The people with the assignments related to rights management, functionality, and collection development should consider the administrative privileges issue further as it seems to cross into their areas [see also the Administrative Privileges and Technical Support section of the Outreach Report starting on page 14] and determine if they should continue to focus on this issue. We need to know more about what the *Insight* architecture allows, how much we can shape it, and what other issues should be considered. Maryly will contact Elisa Lanzi at Smith College, a longtime *Insight* user, to find out more about how they handle administrative privileges and report back.

We should remember to call on such *Insight* veterans and/or the *Insight* User Group for advice about some of these challenges. Maryly has contacted this group to find out more about the user support materials they have developed over the years. The need to subdivide the help guides into different categories was mentioned as a possible necessity.

**ACTION:** Maryly and Margaret will create a table with information about *Insight* user support materials so we can all access them and use them as need be. It will go up on the Web site. Emily will be attending the *Insight* Users Group meeting at ALA and report back to us.

It does seem that each campus will need at least one person who can answer Image Service related questions and troubleshoot. Maryly recently experienced a problem with SPIRO and it was suggested she contact the CDL helpline. Their phone number is 510-987-0555 and e-mail [cdl@www.cdlib.org](mailto:cdl@www.cdlib.org). The latter was recommended since what happens is a ticket is created, the query is forwarded to Luna if need be, and the process and solution is documented. It was suggested that perhaps access could be provided to these electronic files for facilitators to refer to in order to solve problems. Vickie mentioned that ARTstor had a listserv and searchable archive for this purpose.

Rosalie mentioned that CDL does have an alert system in place to let us know if the UC Image Service system goes down, but there is no access to a problem solving archive of information yet.

**ACTION:** Margaret needs to add the CDL help information to the Web site. Rosalie will find out more about the possibility of accessing *Insight* problem-solving information at CDL.

The phone call ended with a recap of what needs to be done by the next call in two weeks.

**SUMMARY ACTIONS FOR ALL:**

- 1) Find out who to contact in the instructional technology areas about help with the rollout on your campuses.
- 2) Read through Maryly's "possible issues" section of today's agenda and continue discussions with the people in your groups to scope out assignments and plan future action. Think about any other issues that need to be addressed and whether there are additional things you might want to work on. We barely managed to get through the first two issues today and will continue next time.
- 3) Find out who is using or might want to use the UC Image Service on your campuses.
- 4) Be prepared to report on issues, concerns, questions, and possible action items next time.