Name of Group Proposing the Project

UC Palace Project Team

Contact Information

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Name of Project

UC Palace Project, Phase 1 (Investigation)

Problem or Opportunity

Members of the UC Palace Project Team have been working for 3+ years with colleagues from Columbia, NYU and the non-profit service provider, Lyrasis, to understand how Palace's benefits can be brought to academic libraries.

Problem
- **Reading UC Library eBooks is no easy task.** We invite you to give it a try and see for yourself. Major problems we've encountered include a different user interface for each major publisher's online eBooks; a convoluted process for downloading eBooks to phones and tablets; and a poor user experience on phones and tablets.

- **Readers, including academic readers, are losing their voice in the digital marketplace.** As monopolies or oligopolies come to control markets, as they do for audio books and commercial eBooks, library patrons lose access to a broad range of books; to privacy and accessibility controls; and to a good overall user experience.

Opportunity
- **The UC Library eBook reading experience can be greatly improved.** Using the Palace platform, we have the opportunity to offer our patrons
  - one user interface for reading all UC Library eBooks;
  - a modern reading experience across most devices;
  - a one-click eBook download to phones and tablets;
  - controls that protect their privacy; and
  - a user interface that is ADA compliant.

- **UC Libraries can join with other academic libraries to make all academic eBooks available on one easy to use platform.** If we contribute to Columbia's and NYU's

negotiation with academic publishers to make their eBooks available on the Palace platform, we lend our weight to a movement that helps all academic libraries including those at the CSUs and the California Community Colleges.

- **UC Libraries will participate in a proposed IMLS grant to adapt the Palace platform for academic libraries if the grant is funded.** By joining with our colleagues at Columbia and NYU, we can add an important public university voice to a grant that emphasizes our values of open and equitable access to library resources. This proposed IMLS grant could augment this proposal in the advancement of the licensed content investigation and help us further articulate overall benefits for the use of Palace. If the grant is funded, it will start in late summer 2023.

Project description

This is a multiphase project. In this first phase of the project, the committee will investigate the feasibility, risks, benefits and cost of implementing Palace for the UC Libraries and report their findings to DOC.

In Scope

In this phase, we will consider the following areas and summarize findings and recommendations in a report to DOC. In doing this work, we will leverage the experience of the two academic institutions who have implemented Palace, Columbia and NYU.

The report will cover these key areas:

1. Content
    a. Open access
        i. Describe the open access content available on Palace.
        ii. Describe the types of open access content NYU and Columbia have made available on Palace.
        iii. Describe the process of adding open access content (how easy/difficult, how time-consuming, whether it's possible or not, etc.)
        iv. Describe ongoing efforts to increase the availability of open access content on the Palace platform.
    b. Licensed content
        i. Describe the limited content that has been licensed for use on the Palace platform for academic users.
        ii. Describe ongoing efforts to increase the availability of licensed academic materials on the Palace platform.
        iii. Describe the process of adding licensed content and if it varies depending on the content source (how easy/difficult, how time-consuming, etc.)
2. Integration with campus Single Sign On
    a. Talk to UCOP IT about how their programs for campus single sign on might help us provide Palace authentication.

       b. If UCOP doesn't have a solution, work with Lyrasis to ensure they can integrate successfully with all UC campus single-sign-on systems and that UC can meet Lyrasis' data/format requirements.

       c. No integration testing at this stage; simply investigating the options.

3. Integration with campus Primo VE
   a. Describe NYU's experience integrating with Primo VE.
   b. Bring together Lyrasis and ExLibris to determine what else we would need to do for a UC-wide implementation.

4. Usability and Accessibility Assessment
   a. Provide the results of NYPL, Columbia and NYU usability and accessibility testing.
   b. Review accessibility compliance for Palace. Determine if Palace has a VPAT or some equivalent accessibility compliance documentation.
   c. Investigate and describe different ways for accessing Palace ebooks through UC discovery and delivery paths and earmark any potential discovery path challenges specific to UC discovery paths.

5. Benefits/Constraints: Why is this good? Why now? What's our business case? Who are the stakeholders?

6. Costs (platform costs, implementation costs, licensing content, staff time, etc)
   a. Pilot
   b. Campus implementation (all campuses or a subset)
   c. Understand if Palace is a single institution product; if there's a consortial version, or if additional software development would be required. I.e., does each campus license individually

7. Develop an FAQ for stakeholders

Out of Scope

- Controlled digital lending is out of scope; however, the team will monitor progress on Project LEND regularly and communicate regularly about requirements, barriers, etc. The team will keep these things in mind:
  - How might a Palace implementation address some of the scenarios in digital book lending that the UC library system is investigating?
  - How might Palace inform the possible Project LEND development of architecture and policies for digital book lending?
- Renegotiating current publisher licenses or open access agreements to accommodate ebook content in a third party platform.

Future phases

If this initial investigation phase proves successful, the next phases might include the following:
- Assessment pilot: The team would work with DOC to develop the resources for a test implementation.
- Implementation: Implement Palace for UC Libraries that choose to implement it.

Deliverables

A summary report to DOC with the team's recommendations. Seek approval from DOC, as appropriate, to move forward to the next phase.

Schedule Considerations

- Investigation phase will be completed by June 30, 2023.
- Because all team members work primarily on other projects, schedules need to be flexible to accommodate team members' other duties.

Stakeholders and Staff

For Phase 1 (Investigation), the following are stakeholders:

Stakeholder Group	Stake
Library patrons	Vastly improved ebook reading experience
Direction and Oversight Committee (DOC)	Project sponsor and liaison to CoUL; provide a liaison to the team
Shared Content Leadership Group (SCLG)	They determine priorities for UC-wide licensed content
SILS Discovery Operations Subteams	They manage integration and discovery of UC Library Search (Primo VE)
eBook Assessment CKG	May be asked to consult
Project LEND	eBook lending and controlled digital lending

Risks

- Lyrasis changes priorities in their coverage or support of the Palace application. (unknown likelihood/high impact)
- Current SimplyE users, including Columbia and NYU, experience significant complications as they transition to Palace. (low likelihood/high impact)
- The project team lacks the resources to complete the phase 1 report in the estimated timeframe. (low likelihood/low impact)

Fiscal Considerations

Costs: For the investigation phase, the Palace license is $4750 and has been paid through Feb 1, 2023 by CDL.

Staffing & Roles: For Phase 1 (Investigation), the time estimated for each member is less than 4 hours a week (0.1 FTE).

Project lead/team chair: Judy Dobry
Project manager: Lena Zentall
Content and systemwide licensing consultants: Nga Ong
Technical consultants: Peter Brantley, Jackie Gosselar
Usability & Accessibility consultants: Rachael Hu, Chan Li, Lisa Ngo

If a team member leaves the project, the team will consult with DOC on a replacement.

Campus Impact

All UC campuses would benefit from providing patrons with a better eBook reading experience. However, Palace can be configured to include all campuses or just those campuses that wish to join.

UC Berkeley, UC Davis and CDL have volunteered staff for this project. The initial Investigation phase does not require representation from all campuses on this phase of the project team. Other campuses may join the project in later phases.

Relevance

This project furthers the University of California Libraries mission by "leading and actively participating in partnerships for national and global initiatives that inform and shape the future of libraries and scholarly communications."

This project will investigate whether participating in the Palace Project offers the University of California Libraries the opportunity to do the the following:
- Join with Columbia and NYU to contribute to creating an easy-to-use open platform for eBooks.
- Join with Columbia and NYU to use our prestige and our buying power to encourage publishers to make their eBooks available on this platform.