



# 2018 Member Meeting Summary

December 2018

HathiTrust Staff

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## Overview

In October, more than 100 individuals from 89 institutions gathered outside Chicago for the annual HathiTrust Member Meeting. Attendees honored HathiTrust's 10 years as an organization, reflected on the past year's success in laying a meaningful path into the next decade, and together determined the highest-priority implementation steps down that path. We left the member meeting with clearer insight into the power and promise of the HathiTrust collaboration to empower, enhance, and transform library services.

In HathiTrust's 10th anniversary year, Executive Director Michael Furlough acknowledged the progress HathiTrust has made since its inception in 2008. Looking all the way back to 2004, when Google announced its intention to digitize books with university libraries, to this year's release of analytic services at the HathiTrust Research Center for all volumes regardless of copyright status, he reviewed the history of HathiTrust's development and the evolution of its membership, and acknowledged the human scale of HathiTrust — how human hands have made this collection happen from the beginning.

An important part of the 2019 meeting was the introduction of two new proposals that members will be asked to approve, including a proposal for formal membership criteria and an adjustment to HathiTrust's fee model. The agenda also included highlights from the HathiTrust Research Center; a Q&A in which HathiTrust staff answered questions submitted by members; and lightning talks from member representatives covering everything from ingest to using HathiTrust items to create unique services. Additional topics, covered in more detail below, include the 2019 Annual Budget and interactive discussions related to the *Strategic Directions 2019-2023* five-year plan.

Meeting slides and notes from all presentations can be found on the 2018 Member Meeting webpage: [www.hathitrust.org/hathitrust-2018-member-meeting](http://www.hathitrust.org/hathitrust-2018-member-meeting).

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## 2019 Annual Budget w/ Q&A

Günter Waibel, Associate Vice Provost and Executive Director of California Digital Library and the 2019 Chair of the HathiTrust Board of Governors, opened the annual budget presentation by reminding members that the budget is the expression of HathiTrust's strategy. Members were asked to approve the total budget and member fee revenues in an electronic vote that concluded after the member meeting. (Update: The 2019 HathiTrust Budget was approved on November 12.)

HathiTrust's budget covers operating expenses to manage the organization, infrastructure expenses to operate the digital library, and funds for programs such as Shared Print, U.S. Federal Documents, and the HathiTrust Research Center. Waibel noted that the Board had paid special attention to establishing formal reserves for emergencies, and that portions of annual fees are devoted to future infrastructure renewal and new strategic initiatives.

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## Membership Criteria and Fee Model Presentation w/ Q&A

Wendy Lougee, University of Minnesota Dean of Libraries and Past Chair of HathiTrust Board of Governors, along with Mike Furlough, Executive Director, introduced two new proposals on which members will vote in early 2019. The HathiTrust Bylaws give membership the responsibility of approving the annual budget and fees, the criteria for eligibility for membership, and the method by which fees are assessed. Following an extensive review, which had been reported upon at previous member meetings, the Board of Governors drafted a set of formal membership criteria and a modification to HathiTrust's fee model.

[The Board's recommendations for Membership Criteria](#) express the criteria for membership in clear and explicit language, especially regarding state university systems. Going forward, all state university system members will be assessed a public domain support fee for each R1 institution in their system. The approval of the criteria will not affect current membership agreements or benefits, but will guide HathiTrust's future work.

Under the [Fee Model Proposal](#) HathiTrust would adjust the public domain element of the fee model. Currently all members pay the same amount to support costs associated with the portion of the HathiTrust collection in the public domain. If approved, beginning in 2020, there will be three tiers of members based on each member's annual total expenditures. Libraries with the largest budgets (tier 3) would pay a larger public domain fee, while libraries with the smallest budgets (tier 1) would pay a lower public domain fee. Tier 2 libraries include the majority of members and this model would have

little or no effect on their fees. The fees for 2019 are not affected by this proposal. All members will receive the same HathiTrust services and status regardless of tier.

Since the member meeting, Mike Furlough has been hosting a series of webcasts for members and having 1-1 consultations on the proposals. Further information about the proposals and plans for future webcasts can be found at online at [www.hathitrust.org/2019-proposals-voting](http://www.hathitrust.org/2019-proposals-voting).

The vote of the membership on these two proposals will take place in February 2019.

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## The Voice of the Membership: Strategic Directions Table Activity

The goal of the activity was to identify a list of member-recommended investments and activities related to two areas of the *Strategic Directions 2019-2023* 5-year plan: Understanding Users and Discovery. Each of these topics falls under the theme of Enhance: *HathiTrust bolsters content discovery and diversifies uses of the scholarly record through services that improve the quality of the collection and the user experience.*

The discussions captured in the table notes, analyzed and condensed below, will guide the development of more explicit initiatives and guide conversations about prioritization for action by staff and governance groups.

### Understanding Users: Overview

#### **Strategic Directions Objective**

*HathiTrust will . . . Invest in understanding the needs of users of HathiTrust and of our members.*

#### **Discussion Topics**

- Who are the primary HathiTrust users on your campus?
- Who are the users we aren't serving that we should be serving?
- What actions can you take to help HathiTrust understand your users' needs?
- What actions can you take to connect your users to HathiTrust?

### Understanding Users: Top Priorities from Membership

*Based on discussion of questions above, what are the two most important actions that can be taken to connect users to HathiTrust?*

Key ideas:

- Offer trainings and workshops for multiple audiences on the HathiTrust Digital Library (HTDL) and HathiTrust Research Center (HTRC)
- Create a member toolkit of materials for local outreach and promotion, including use cases
- Employ and improve access to analytics about member use of HTDL and HTRC
- Improve user interface and discovery to facilitate collaboration and pedagogical use

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## Discovery: Overview

### **Strategic Directions Objective**

*HathiTrust will . . . Redefine our discovery and access approaches to support greater interoperability and frictionless use of our collection.*

### **Discussion Topics**

- What are the barriers to discovery and access to HathiTrust collections on your campus?
- What trends, developments, and/or emerging services relating to discovery are you tracking and that should we be attentive to?
- What could HathiTrust do to improve your users' ability to discover, find, and use HathiTrust?

## Discovery: Top Priorities from Membership

*Based on discussion of questions above, what are the two most important ideas or suggestions you want HathiTrust to consider to support this objective?*

### Key ideas:

- Integrate with large-scale discovery services, the semantic web, linked open data, Google, Wikipedia
- Improve local discovery and ILS/LSP integrations via vendor engagement, APIs, training, sharing best practices
- Improve metadata, explore alternatives to bibliographic metadata-driven discovery, enhance metadata for better interoperability with other platforms/options
- Make it easier for users to understand what they have access to

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## Member Actions: Discovery and Understanding Users

Member libraries are eager to promote HathiTrust and the HathiTrust Research Center to a range of campus audiences. Top actions members can undertake at their home institutions as a result of the activities and learning at the 2018 Member Meeting include:

- Integrate HathiTrust into local ILS and discovery resources
- Promote HTRC for research and to research support services
- Contribute to the U.S. Federal Documents collection
- Continue working with the Shared Print program
- Create internal professional development programs for library staff about HathiTrust
- Promote use of HathiTrust and HTRC to faculty and students on their campuses

## HathiTrust Actions: Discovery and Understanding Users

The specific information that attendees shared and recorded during the table activity is invaluable to HathiTrust' understanding of member needs. The detailed suggestions reinforce the importance of HathiTrust taking action to both advance knowledge about the member user base and also to develop various means of supporting the membership in their local outreach and discovery.

HathiTrust has already begun work on many of these recommendations. Below are a sample of HathiTrust activities conducted in 2018 that relate to 2019 initiatives:

- Conducted a user needs investigation focused on federal documents, in order to understand how and why users access federal documents in HathiTrust.
- Laid the groundwork for user experience and research to be conducted in 2019 to prioritize service changes and user interface changes. Early work included conducting a heuristic evaluation of the user interface by usability experts at member institutions.
- Began to develop a coordinated communications and outreach strategy that considers how communications and outreach can best support enterprise outcomes and member needs.
- Conducted initial investigation into discovery system vendors and how they're managing HathiTrust records in their systems.
- Developed for member comment a proposed [Metadata Sharing Policy](#) to support broader distribution of HathiTrust metadata resources.

In 2019, we anticipate continuing this work through at least the following activities:

- Begin assessing access applications and user experience to support future redevelopment.
- Implementing the Metadata Sharing Policy.
- Deepening staff capacity for metadata enhancement and management.
- Creating member toolkit of both print and digital materials for members to use and adapt for promoting HathiTrust at their home institutions.

In addition, HathiTrust will reflect the member-identified priorities for Understanding Users and Discovery in our central staff planning and prioritization for strategic activity in future years.

Thank you for participating in the 2018 Member Meeting!

