



HATHITRUST

A Shared Digital Repository

Services and Operations: Responding to Member Needs

Sandra McIntyre

Director of Services and Operations, HathiTrust

Topics

- Collaborative Model for Services and Operations
- New Role: Director of Services and Operations
- Operations Structures and Communication
- Activities in Response to Member Needs



Collaborative model for services and operations



- Distributed staff
- Strong member governance
- Volunteers from member libraries for certain services



1 HathiTrust Central staff



*(Back row) Angelina Zaytsev, Sandra McIntyre, Heather Christenson, Lizanne Payne.
(Front row) Kristina Eden, Mike Furlough, Melissa Stewart, Valerie Glenn.*

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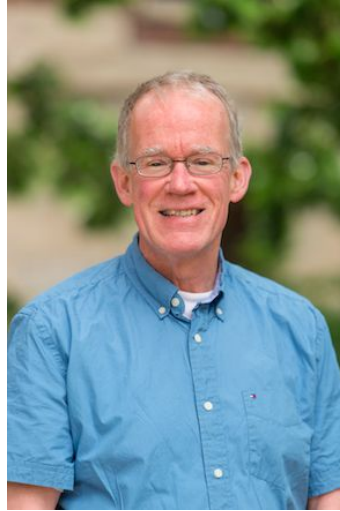
University of Michigan Library IT staff



Aaron Elkiss



Roger Espinosa



Tim Prettyman



Bill Dueber



Tom Burton-West



Chris Powell



Josh Steverman



Sebastien Korner



Jon Rothman



John Weise

3 University of California staff



Zephyr Metadata Management System team:

- Kathryn Stine, Product Manager (*at left*)
- Charlie Collett, Tech Lead
- Mike Thwaites, Developer
- Jing Jiang, Developer
- Dana Jemison, Metadata Analyst

4 HathiTrust Research Center - Executive Management



- J. Stephen Downie, UIUC
- Robert McDonald, IU
- Beth Sandore Namachchivaya, UIUC
- Beth Plale, IU
- John Unsworth, Univ. of VA

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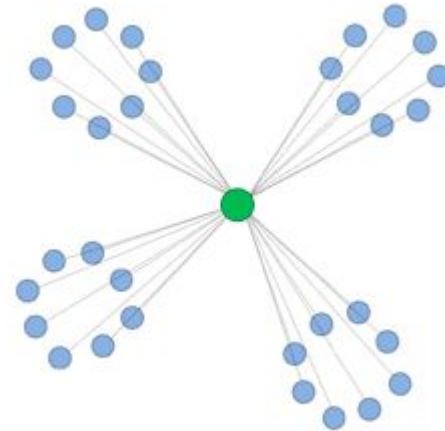
HathiTrust Research Center - Staff



- Marie Ma, Dev Ops Manager, IU (*at left*)
- Boris Capitanu, UIUC
- Tim Cole, UIUC
- Eleanor Dickson, UIUC
- Ryan Dubnicek, UIUC
- Harriet Green, UIUC
- Jacob Jett, UIUC
- James Lambert, Brandeis
- Samitha Liyanage, IU
- Peter Organisciak, UIUC
- Leena Unnikrishnan, IU

5 Working Groups of Member Volunteers

- Program Steering Committee-appointed groups
- Operations groups



New Role: Director of Services and Operations

Focus:

- Optimize our core preservation and access operations for accelerated growth
- Expand our services in response to member needs
- Direct day-to-day work by HathiTrust staff who manage collection deposit, user support, copyright review, and partner outreach



Operations Structures and Communication

- All-sites communications and leveraging tools and workflows across teams
- Appropriate staff support for, and operational input on, working groups
- Organizing and updating operational policies and procedures
- Improving operations transparency
- Staffing growth projected for 2017



Activities in Response to Member Needs

Activities directly related to **Collection Priorities Survey Analysis** goals:

- Serving users with print disabilities, including with the National Federation of the Blind
- Exploring more text formats for ingestion and preservation: PDF and EPUB
- Pursuing content quality and metadata quality improvements
- Improving collection analysis tools



Activities in Response to Member Needs

Activities with other Program Priorities:

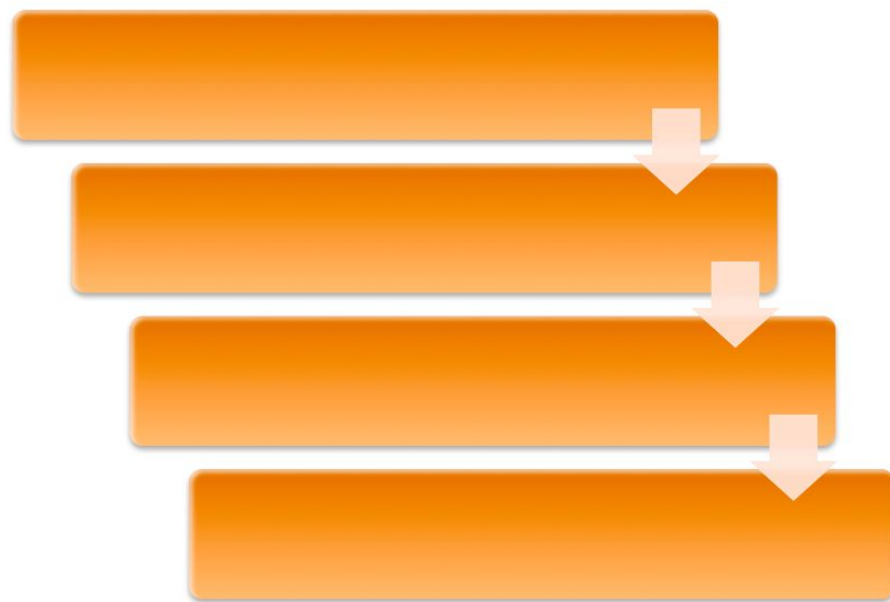
- Improving contributions workflow and creating more validation and ingestion tools
- Continuing and refreshing Copyright Review
- Ongoing improvements to code, interface, and systems



Activities in Response to Member Needs

Developing a Services Roadmap — with Mike and Board/PSC

- Now: 4-month improvement cycle
- Pushing out to 12 mos., 18 mos., 3 years



Invitation to Members

- Want to involve more of your library staff?

Email feedback@issues.hathitrust.org

- Have ideas about HathiTrust services?

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HATHI
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Member
Meeting
2016