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
HathiTrust Central staff

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

Zephir Metadata Management System team:

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

- J. Stephen Downie, UIUC
- Robert McDonald, IU
- Beth Sandore Namachchivaya, UIUC
- Beth Plale, IU
- John Unsworth, Univ. of VA
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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   Director of Services and Operations
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   Tel. +1-734-615-1401