HATHITRUST USER SUPPORT: COLLABORATING TO ANSWER YOUR QUESTIONS

Members of the HathiTrust User Support team

Tuesday, October 27
Our plan for today

- Review how we’ll interact today
  - Zoom protocols
  - Code of Conduct
- Brief overview of the HathiTrust User Support team
- Meet some of the members of HathiTrust User Support
Code of Conduct

HathiTrust events provide an inclusive environment that welcomes inquiry, constructive criticism and debate, and candor. HathiTrust does not tolerate personal attacks, harassment of any kind, verbal or physical violence, or disruptive behavior. All attendees are expected to be respectful of our community’s diversity and generous of others’ views. A full Code of Conduct and a complete process for handling reports of violations is in development. Until it is available, please bring concerns to us by contacting a member of the HathiTrust staff or by emailing conduct-reports@hathitrust.org.
Zoom Meeting Features

- Audio and Video will be muted for all Participants upon entry
- Switch between Speaker View and Gallery View
- Chat is enabled
- Live Transcripts/Closed Captioning are available
Mute / Unmute

When not speaking, please keep your Microphone muted

To turn on your microphone, click the “Unmute” button in the bottom left corner

Click the “Mute” button to then turn your microphone off

Picture of the Zoom layout, pointing out where the mute and start video buttons are located
Chat

Use Chat for discussion or to ask a question.

To open the Chat window, click the Chat button at the bottom of the Zoom application.

By clicking the “Everyone” button in the Chat pop out window, you can select who you want to chat with.
HathiTrust User Support
What is HathiTrust User Support?

- The faces behind feedback@issues.hathitrust.org
- A collaborative user support team working to answer your questions
- We work with librarians and patrons all around the world to address a large variety of requests

<table>
<thead>
<tr>
<th>Types of Requests Received in HT User Support</th>
<th>Content 27%</th>
<th>Access and Use 30%</th>
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<tbody>
<tr>
<td>Quality reports</td>
<td></td>
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<tr>
<td>Cataloging 18%</td>
<td></td>
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<tr>
<td>Misc 11%</td>
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<tr>
<th>General inquiries</th>
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<tr>
<td>Deposit content 2%</td>
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<tr>
<td>Collections 2%</td>
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History of HTUS

- How it all began - spreadsheets 😱
- Track this for real - JIRA (Feb 2011)
- Evolution!
- Recognition of the value of interacting (and correcting) - customer service principles & supporting our mission

55 thousand requests!
61 individuals, 40 institutions!
Digital Objects Quality Corrections (DOQC) Group

- Purpose of DOQC
- Our Team
- Content - where our material comes from
- Common issues with digitized material
- Process overview

Example of scan issue that DOQC encounters
Bibliographic Corrections Group

- Purpose of BCG
- Our Team
- Whose Metadata? Your Metadata
- Erroneous or Incomplete
- Process overview
Let’s meet the team!
Thank you to current members!

- Timothy Provenzano, Arizona State University
- Jenn Siegel, Brandeis University
- Colleen Fedewa, Case Western Reserve University
- Kathryn Donahue, Colby College
- Emily Holmes, Columbia University
- Mira Basara, Cornell University
- Keila Zayas-Ruiz, Florida State University
- Fred Rascoe, Georgia Institute of Technology
- Robin Desmeules, McGill University
- Lynne Serviss, McMaster University
- Maria Aghazarian, Swarthmore College
- Chad Pearson, Texas A&M University
- Lynn Bostwick, Texas State University
- Lynda Tolly, University of California, Los Angeles
- Elizabeth Miraglia, University of California, San Diego
- Rebecca Culbertson, University of California, San Diego
- Frank Gravier, University of California, Santa Cruz
- Gillian Keleher, University of California, Santa Cruz
- Connie Fleischer, University of Chicago
- Maggie Halterman-Dess, University of Iowa
- Leigh Billings, University of Michigan
- David Frank, University of Pittsburgh
And thank you to previous members!

Kathryn Stine, California Digital Library ~ Cassandra Fox, Massachusetts Institute of Technology ~ Todd Ito, University of Chicago ~ Robert Kackley, University of Maryland ~ Leila Smith, Harvard University ~ Rachel Fox Von Swearingen, University of Syracuse ~ Dhy Edwardsberry, Harvard University ~ Sean Moodie, The Ohio State University ~ Bethany Davis, University of Iowa ~ Nancy Spiegel, University of Chicago ~ Jeremy York, HathiTrust ~ Geoffrey D. Swindells, Northwestern University ~ Dale Larsen, University of Utah ~ Naomi Young, University of Florida ~ Michelle Henley, The Ohio State University ~ Daniel Mack, University of Maryland ~ Charlie Heinz, University of Minnesota ~ Jill Wilson, Cornell University ~ Judy Ahronheim, University of Michigan ~ Kent LaCombe, University of California, Riverside ~ Gary Charbonneau, Indiana University ~ Constance M. Wade, University of Iowa ~ Anne Marie Sticksel, Northwestern University ~ Paula Contreras, Pennsylvania State University ~ Sharon Domier, University of Massachusetts, Amherst ~ Terri Geitgey, University of Michigan ~ Jackie Lang, University of California, Berkeley ~ Sandra McIntyre, HathiTrust ~ Bill Maltarich, New York University ~ Thomas Pulhamus, University of Delaware ~ Josh Hadro, New York Public Library ~ Kim Laine, Cornell University ~ Hayley Coble, University of Minnesota ~ Paul Heyde, Case Western Reserve University ~ Felicia Piscitelli, Texas A&M University ~ Aaron Sandoval, Wesleyan University ~ Heather Weltin, HathiTrust ~ Natalie Fulkerson, HathiTrust ~ Kat Hagedorn, University of Michigan
Interested in joining the HathiTrust User Support team?

Thank you!

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HTUS
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● Please complete the survey

● Jump in on the conversation on the HathiTrust Community Slack: #commweek

● Use @azaytsev when referring to this session