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# Populating a Digital Library on demand: Patron and Instruction driven digitization at FSU Libraries

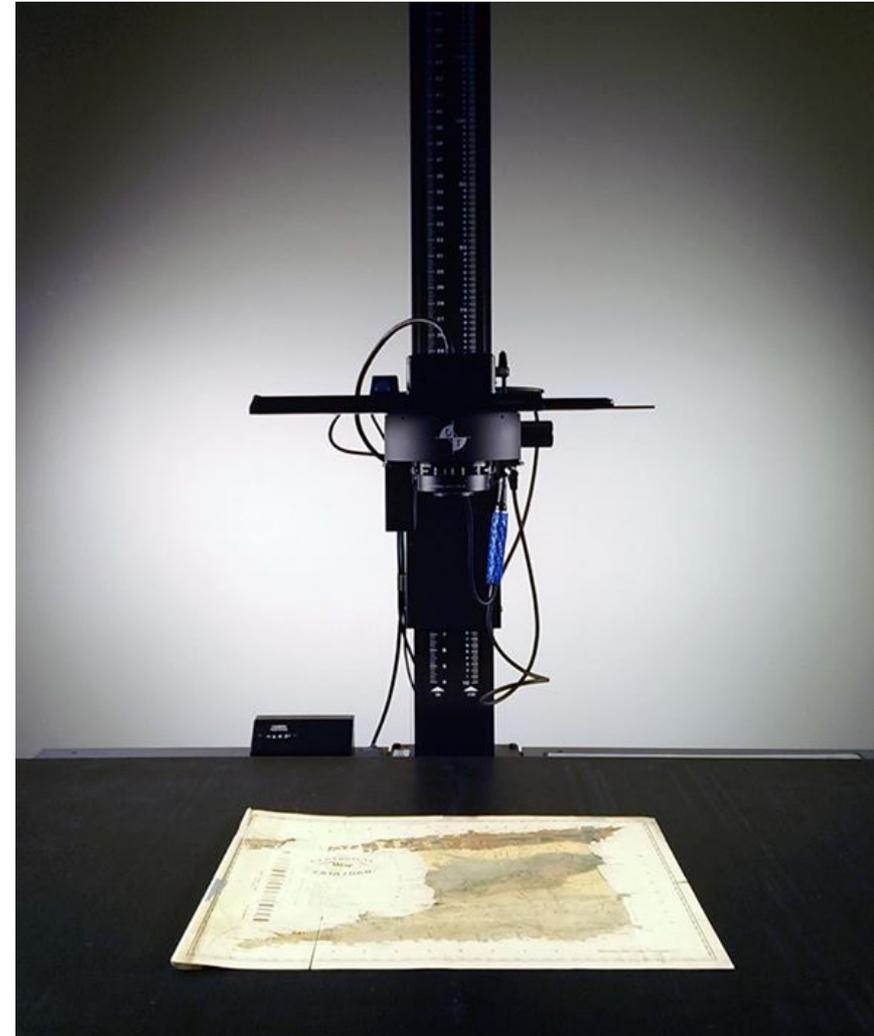
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Stuart Rochford and Krystal Thomas  
Friday, October 30, 2020

# Brief History of the DLC



- Based in Special Collections & Archives since 2012
- DigiNole: FSU's digital repository is home to both digital collections and the institutional repository
- Digital Collections holds over 50 collections and just around 63,500 objects
- As of 2020, DLC Work is a mix of planned internal digital projects, patron requests, instructional support digitization, and community digitization projects



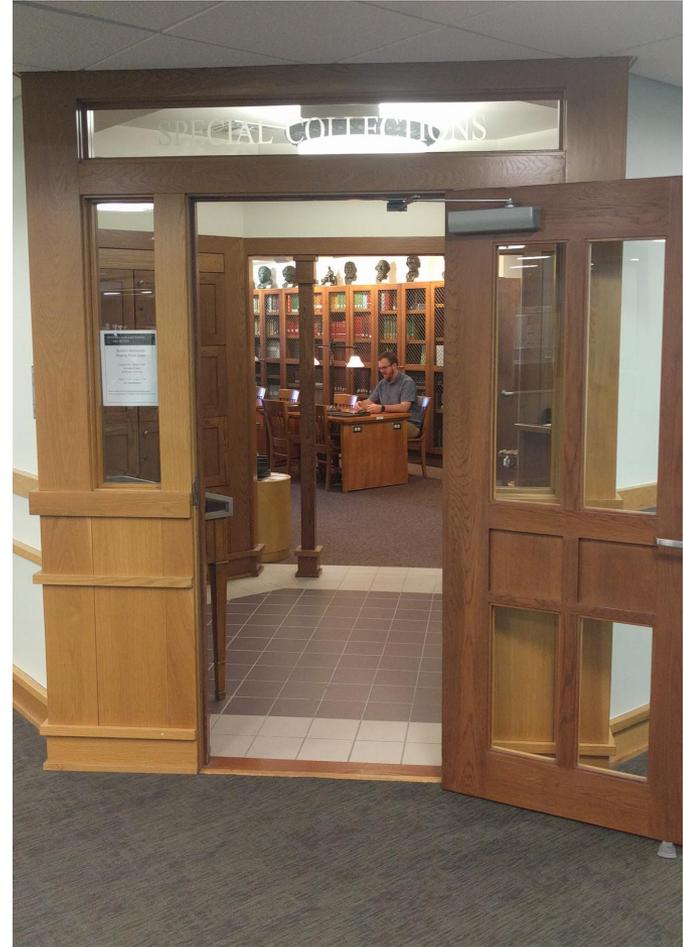
# Patron-Driven Digitization



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## Where We Started

- Patrons submitted reproduction requests via paper forms
- DLC would digitize all patron requests
- Image files sent to the patron then deleted
- Gaps in production and communication
- Duplicate digitization of some items
- Started to make some changes in our workflows





## Making Changes

- Moved from a paper reproduction request form to an online form and ticketing system
- More assistance from Special Collections and University Archives staff
- Shifted the DLC's focus toward larger-scale internal digitization projects
- Limited the amount of patron requests coming our way
- Created patron-driven digitization workflows for uploading more material into DigiNole

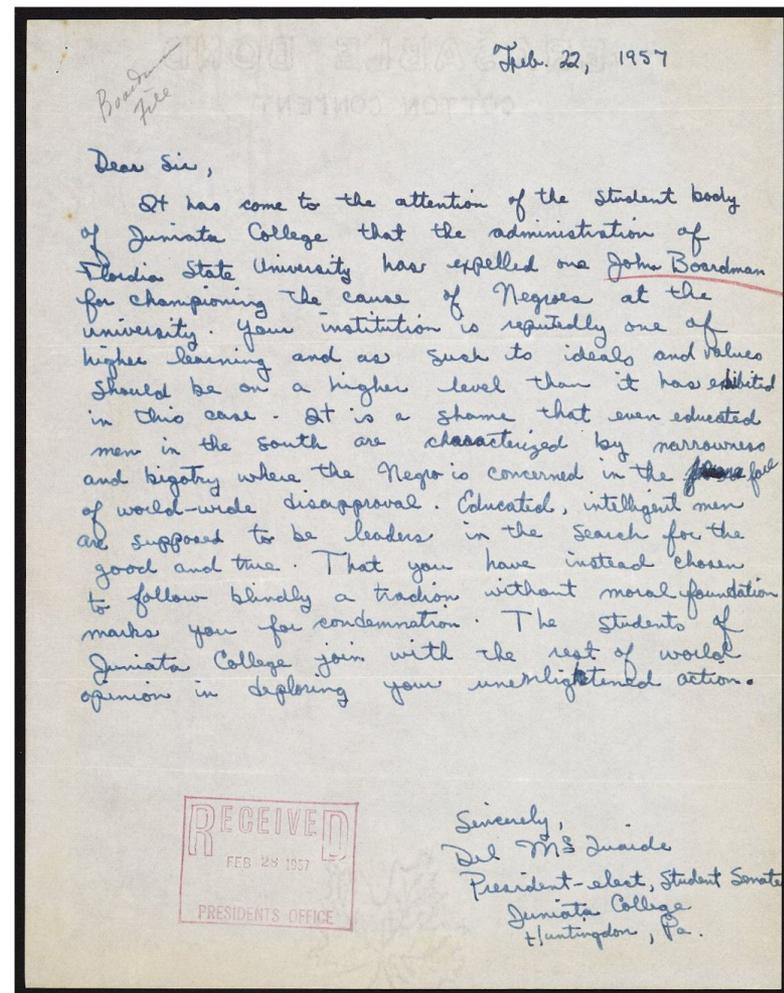
# Patron-Driven Digitization



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## Help!

- Lots of patron requests
- SCA started to help with reproduction requests
- Copy machine scans were often sufficient
- This process fell apart when the pandemic hit



# Paper VS Online form



## DIGITAL LIBRARY CENTER REPRODUCTION FORM

### THE FLORIDA STATE UNIVERSITY LIBRARIES SPECIAL COLLECTIONS

Please complete and sign the form below and submit it to Special Collections. Digital reproduction orders can take 2-7 days to complete, or longer, depending on the scope of the order.

DATE \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

TELEPHONE \_\_\_\_\_ E-MAIL \_\_\_\_\_

PURPOSE OF REPRODUCTION:  Research Use Only  Publication (see #4, next page)

STAFF MEMBER RECEIVING FORM: \_\_\_\_\_

#### DIGITAL REPRODUCTION INFORMATION

##### Delivery Format (check one):

FLASH DRIVE PROVIDED  E-mail (JPEG ONLY)  CD-R  DVD-R

DROPBOX (Please provide account information) \_\_\_\_\_

File Format (check one):  TIFF  JPEG  PDF  Other (please specify): \_\_\_\_\_

Image Resolution (check one):  300dpi  600dpi  Other: \_\_\_\_\_ dpi

Bit depth (check one):  8 bit  24 bit  Other (please specify): \_\_\_\_\_

##### DESCRIPTION OF MATERIAL DIGITIZED (attach additional sheets if necessary)

Collection Name / Rare Book Title	Box and Folder # / Rare Book Author	Brief Description of Document / Rare Book Call # and page #

## Special Collections & Archives Reproduction Form

Please complete and submit this form. **Due to limited staffing in the Libraries currently, the Digital Library Center is temporarily unable to process reproduction orders in our usual timeframe.** Please place your request and a DLC staff member will be in contact to discuss potential delivery dates.

All files digitized will be deleted from our server three months after delivery. Please make sure to back up your files.

If you have any questions about this form, please refer to our [Copies page](#), call (850) 644-3271 or email [lib-specialcollections@fsu.edu](mailto:lib-specialcollections@fsu.edu)

##### Full Name \*

\_\_\_\_\_  
First Name, Last Name

##### Email Address \*

\_\_\_\_\_

##### Mailing Address

\_\_\_\_\_  
(Optional)

##### Purpose of Production \*

- Research Use  
 Personal Use  
 Publication  
 Instruction  
 Other

##### Image Resolution \*

- Low Resolution  
 High Resolution  
 Other Resolution  
 Specific Print Size  
 No Preference

##### Format \*

- Photocopy  
 PDF  
 Multi-Page PDF  
 JPEG  
 TIFF  
 No Preference

# Patron-Driven Digitization



## Request Tracker (RT) Ticketing System

^ History

Edit

#	Subject Requestor	Status Created	Queue Told	Owner Last Updated	Priority Time Left
17611	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> Linda Swaine <lswaine@fsu.edu>	open 4 days ago	Digitization	kmthomas (Krystal Thomas) 4 days ago	0
17542	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> Samuel de Korte <samueldekorte@gmail.com>	resolved 12 days ago	Digitization 5 days ago	rgrennan (Rory Grennan) 4 days ago	0
17525	<b>University Communications/Chi Omega Box/GC Request</b> svarry (Sandra Varry)	open 2 weeks ago	Digitization 12 days ago	kmthomas (Krystal Thomas) 12 days ago	0
17519	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> Benjamin Goff <bngoff@fsu.edu>	open 2 weeks ago	Digitization 8 days ago	kmthomas (Krystal Thomas) 4 days ago	0
17480	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> Pamela Voekel <Pamela.Voekel@dartmouth.edu>	resolved 3 weeks ago	Digitization 12 days ago	srochford (Stuart Rochford) 12 days ago	0
17441	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> <jrv16b@my.fsu.edu>	resolved 4 weeks ago	Digitization 6 days ago	kmthomas (Krystal Thomas) 6 days ago	0
17433	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> <pptealsullivan@alaska.edu>	resolved 4 weeks ago	Digitization 5 days ago	jafain (Jennifer Fain) 25 hours ago	0
17419	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> George Crawford <gbc1914ok@outlook.com>	resolved 4 weeks ago	Digitization 4 weeks ago	arh17 (Adam Hunt) 4 weeks ago	0
17416	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> <niati@gm.slc.edu>	resolved 4 weeks ago	Digitization 33 hours ago	kmthomas (Krystal Thomas) 33 hours ago	0
17360	<b>Form submission from: Special Collections &amp; Archives Reproduction Form</b> <stricklinr@uhv.edu>	resolved 5 weeks ago	Digitization	rlr02e (Robert Rubero) 3 weeks ago	0

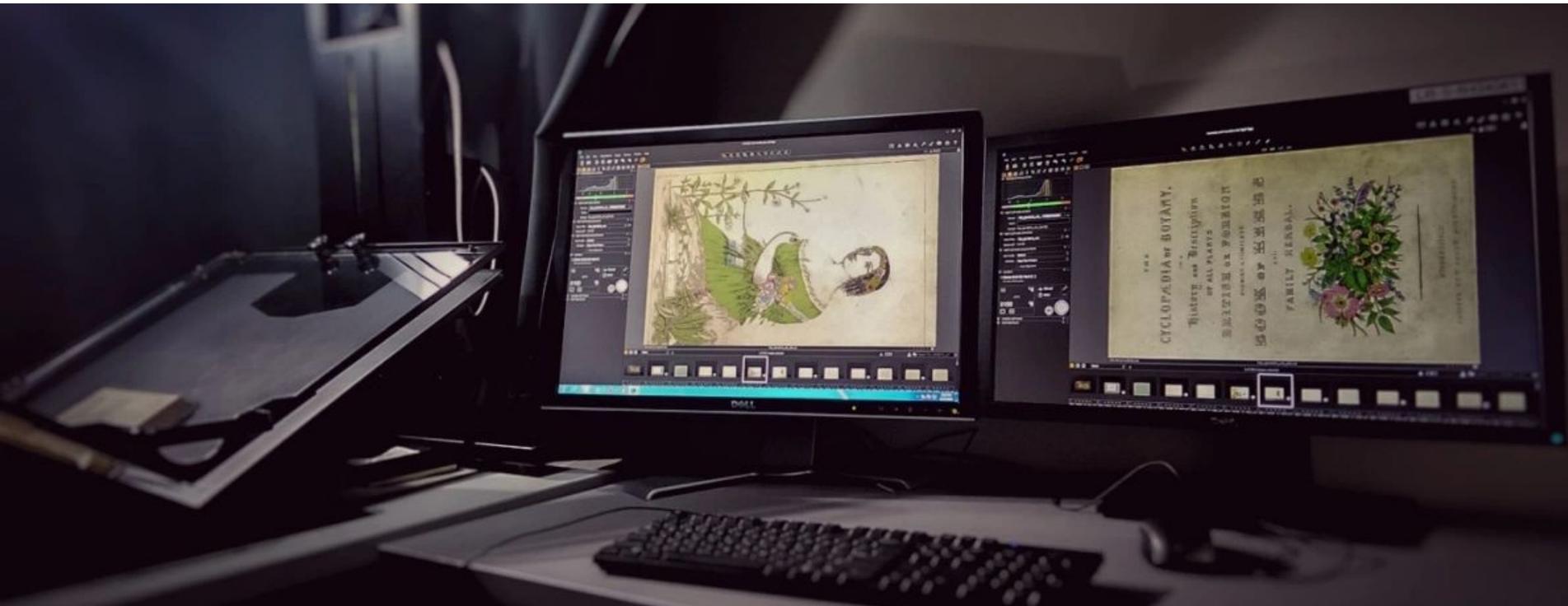
# Patron-Driven Digitization



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## Balancing Workstreams

- Managing multiple workstreams in this new environment
- More focus on digitizing material for the Digital Library
- Utilize all pieces of equipment in the DLC



# Changes Needed to due to Pandemic



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- Patron driven digitization workload being more widely shared
- Placing limits on what reproduction requests the DLC will digitize
- Deciding what reproduction requests would be good candidates for the Digital Library
- Solid documentation and guidelines!



# Adding Instruction-Driven Digitization into the Mix



- March 2020 - FSU made the shift to online instruction
- A new digitization workflow needed to be developed - Instructional Support Digitization
- March 23 to May 1, Staff from the Digital Library Center (DLC) worked from home so no new digitization could be completed during this time.
  - Creating digitization priorities for when we would be back on campus
  - Planning the new workflow for these types of digitization projects

# Supporting Remote Instruction in the DLC



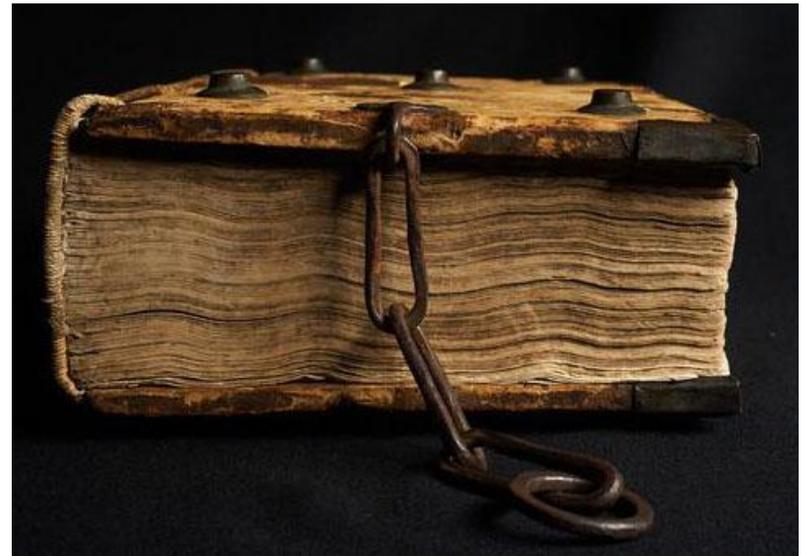
- Starting May 7, one staff member of the DLC at a time could return to work
  - Rotating schedule during the week
  - Down a person as we had someone retire during the pandemic

IID	Title	Date	Page Count	Page measurement	Notes for DLC	Notes for Meta
FSU_PR4611A71886	Alice's adventures under ground		1886	126 19 x 13.5 cm	On smaller side but in good shape, shouldn't be an issue	<a href="https://fsu.catalog.623665">https://fsu.catalog.623665</a>
FSU_QA115M341841	Marmaduke multiply		1841	76 14 x 11.5 cm	small item - large gutter though so should be OK	<a href="https://fsu.catalog.364855">https://fsu.catalog.364855</a>
FSU_BX1756H448S4	Sermones discipuli	1400s	420(est.)	30 x 21.5 cm	Along side the images needed just for the book object, please create photographs of the object itself (will attach as compound object). Binding is tight and the gutter will be tricky!	<a href="https://fsu.catalog.112328">https://fsu.catalog.112328</a>
FSU_G159B71591	Brevis narratio eorum quae in Florida Americae	1500s	360	32.5 x 24 cm	Do not digitize item in envelope in inside cover. Book lays flat well - gutters should not be a problem. Some pages are smaller than others. Book worm damage	<a href="https://fsu.catalog.073615">https://fsu.catalog.073615</a>
FSU_DC232W885	Journal kept by Lieut Woolcombe		1813	372 20.5 x 16.5 cm	Do not digitize items in envelope inside the box. Book opens well but does have very close writing to margins at times. Foldouts, items pasted on pages (that we may need to turn over to image etc	<a href="https://fsu.catalog.334996">https://fsu.catalog.334996</a>

# Managing Expectations



- Getting the new workflows up and running for both digitization and description in the DLC required some expectation management to our stakeholders
  - Creating guidelines for faculty to consult about when the DLC needed to be involved in instruction digitization
- Sustainability of the digital library as our main delivery platform for instructional materials



# Looking Beyond the Pandemic



FSU_G114M56	Paulli G. f. P. n. Merulæ Cosmographiæ generalis libri tres: item geographiæ particvlaris libri qvatvor: quibus Evropa in genere; speciatim Hispania, Gallia, Italia, describuntur.	<a href="https://fsu.catalog.fcla.edu/permalink.jsp?23FS021823027">https://fsu.catalog.fcla.edu/permalink.jsp?23FS021823027</a>	Being Prepped	
FSU_G159B71591	Brevis narratio eorum quæ in Florida Americae	<a href="https://fsu.catalog.fcla.edu/permalink.jsp?23FS027073615">https://fsu.catalog.fcla.edu/permalink.jsp?23FS027073615</a>	In DigiNole	<a href="http://pu">http://pu</a>
FSU_GV1201M851850	The multiplication table in rhyme	<a href="https://fsu.catalog.fcla.edu/permalink.jsp?23FS036210381">https://fsu.catalog.fcla.edu/permalink.jsp?23FS036210381</a>	Prepped and Pulled for DLC	
FSU_HUA_2013-0607_B08	PRIDE Student Union - Box 8		Being Described	
FSU_HUA_2013-0607_B29	PRIDE Student Union - Box 29		In QC	
FSU_HUA_2013-0607_B30	PRIDE Student Union - Box 30		In QC	
FSU_M2147M36	Roman Catholic Church antiphonals	<a href="https://fsu.catalog.fcla.edu/permalink.jsp?23FS023294767">https://fsu.catalog.fcla.edu/permalink.jsp?23FS023294767</a>	Being Prepped	
FSU_M21494C356L421570	Dominica in ramis Palmarum : Passio secundum Mattheum.	<a href="https://fsu.catalog.fcla.edu/permalink.jsp?23FS021359182">https://fsu.catalog.fcla.edu/permalink.jsp?23FS021359182</a>	In DigiNole	<a href="http://pu">http://pu</a>

- Keeping an Instructional Support digitization workstream on the schedule moving forward
  - navigating instructor expectations, copyright, and what our delivery platforms can do to meet needs
  - Using pull lists and call slip data more systematically to prioritize digitization

# Looking Beyond the Pandemic



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## ▼ Projects in Description

- ✓ HUA Backlog In Progress Medium Aya S. 2
- ✓ Florida Reference Files In Progress Alessandra M. 3
- ✓ Remote Work Project - Tri-Delta Composites - Hidden C
- ✓ Means notebooks In Progress Matthew M. 14
- ✓ Remote Work Project - Microfilm - FL Historic Newspa
- ✓ PRIDE Student Union Collection - Box 8 In Progress Mic
- ✓ Office of President - Campbell Admin Files In Progress
- ✓ WWII Institute - Walter Carl Beckham Collection In Progr
- ✓ Dirac Patron Request 9
- ✓ Pelet Patron-Driven Materials Medium Adam H. 4
- ✓ Fine Art Museum Catalogs 1
- ✓ Slavery Papers, Set 3 Matthew M. 8
- ✓ Civil Rights Project - Batch #2\FSU Office of Multicultur
- ✓ Remote Work Project - Seminole Mascot materials
- ✓ Il Secolo: 1886-mid 1888 Matthew M. 0

- Due to current, on campus staffing levels, we resurrected some old bottlenecks...and created new ones

# Looking Beyond the Pandemic



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## What is Time?!

- Production times and deadlines have been altered since the pandemic
- Managing expectations
- Scheduling on-campus work hours
- Keeping up with frequent and unexpected changes
- Learning and adapting workflows
- Taking it day-by-day!

The background of the image is a large, faded, circular seal of Florida State University. The seal features a central torch with three flames, flanked by two scales of justice. The text "FLORIDA STATE UNIVERSITY" is arched across the top, and "1851" is at the bottom. The motto "VIRI SCIENTIAE FIDELI" is partially visible on the left and right sides.

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