

Document Services Annual Report, July 2002 – June 2003

Highlights of the Year

- **Work toward establishing an Electronic Thesis community in DSpace.**
- **Continued scanning of publications for new communities in DSpace.**
- **New digital copiers in Divisional Libraries.**
- **Copying and printing trends continue downward.**
- **Upgraded production space in Document Services.**
- **Revenue sharing with RSC.**

MIT Theses

- **Migration of e-thesis collection to DSpace** – Work began to migrate our current collection from its home on an I/S server into DSpace. This will accomplish several aims: to move this important collection to a permanent, scalable, library-based digital environment; to improve the electronic submission process for students; to improve access for MIT users; and to maintain and ultimately improve our ability to offer access and distribution to the wider research world outside MIT. This migration will also bring into DSpace a large amount of core research content, helping to spread the value and usefulness of DSpace among the faculty and research staff.
- **Working groups** – Two working groups were formed to plan and implement this migration: Policies and Workflow, composed of Liz Andrews, Margret Branschofsky, Carol Fleishauer, Keith Glavash (convener), and Stephen Skuce. Technical Implementation, composed of Margret Branschofsky, Greg McClellan, Christine Quirion (convener), and Larry Stone (I/S).
- **Usability testing** – Usability tests played an important role in determining the functionality that is needed and desired by the MIT users of this collection.
- **Electronic submission** – Many students from a wide variety of departments continue to submit an electronic copy of their thesis, despite only modest advertising. What is clear is that there are a great many students and faculty who see this as a very positive enhancement of thesis writing at MIT, and an effective method of getting their thesis research out in the public. This spring there were over 70 new submissions, bringing the collection of born-digital theses to nearly 300, while the total online collection of both those and the scanned theses grew to over 8,500.
- **Shift away from paper distribution** – Continuing the trend established several years ago when PDF delivery of theses was begun, users this year asked for paper just 18% of the time. Due to a single large customer in Japan who prefers fiche format, we still sell about 25% in that format. All the rest (57%) are distributed in PDF.
- **Paper backlog ends** – Thanks to the hard work of the Archives staff, new paper theses are processed much faster than in previous years. This has virtually eliminated any backlog of theses waiting to be processed, and greatly reduced the timeframe of filming, binding and cataloging. This level of currency can create problems when the flow of theses stops completely, which now happens several times a year. DS staff who film and scan new titles have had to shift their duties elsewhere for several weeks at a time while Archives waits to receive enough theses to process a batch.
- **Berlin Conference presentation** – Keith Glavash and Margret Branschofsky made a presentation at the Sixth International Symposium on Electronic Theses and Dissertations in Berlin in May. Their presentation was entitled “MIT’s DSpace: a good fit for ETDs.” It focused on the suitability of DSpace as a submission and storage environment for electronic theses. A great deal of interest was expressed, and a number of universities are developing plans to use DSpace for this purpose.

Scanning – Projects and Developments

- **RLE** – We scanned over 50,000 pages of technical reports from the Research Lab of Electronics. These will be added to DSpace in the near future.
- **Sloan Working Papers** – About 40% of this collection – 1,000 titles and over 36,000 pages – was scanned and added to DSpace. The remainder of the collection was boxed and stored in the Harvard Depository in the hope that it, too, eventually will be scanned and added to complete the collection on DSpace.
- **Operations Research Center** – Work is nearly completed to add several hundred Working Papers from this collection, over 12,000 pages, to a new DSpace community.
- **Systems Dynamics Group** – Professor Emeritus Jay Forrester is spearheading a project to digitize a large portion of this research group’s publications, dating from 1950 till the present.
- **Human Power** – Professor Emeritus David Gordon Wilson is working with us to digitize the entire run of this journal of the International Human Powered Vehicle Association. To date only samples have been prepared, but this project may entail the creation of a web-based electronic version of the publication, a task considerably more complex than our usual electronic conversion services.
- **Course Readings** – Faculty continue to request scanning for E-Reserves as well as for classes outside of the official E-Reserves category. The Malaysian University of Technology (MUST), with whom MIT partners in the development of a model teaching university in that region, has made regular requests to Document Services for scanning.
- **Miscellaneous scanning projects** – Materials from the Admissions Office, Academic Services, and the Chemistry Department make up several small but ongoing projects.
- **Metadata** – Basic structural metadata (information which describes how various parts of a document – table of contents, chapter headings, etc. – link to their page images) is now supplied by Document Services with most scanning jobs. This new procedure recognizes a basic need for the effective use of digital objects, and is likely to be a growing component of all document conversion services in the future.
- **Color** – We tested workflows for adding color images to digital documents and actually offered a limited color imaging service to Course 9 for their electronic reserves.

Systems Changes/Enhancements

- **Computer upgrades** – The department’s server plus several individual PCs and printers were replaced.
- **Backups** – Second Copy was installed on many of our PCs as an alternative to TSM backup.
- **Book scanning** – A new Konica digital copier/scanner was added recently to our production area for the purpose of eliminating the intermediate step of photocopying prior to scanning for document transmission. Staff training is still in progress.
- **ClearCommerce** – In addition to a new web interface that was added to MIT’s secure credit card system, we implemented the electronic receipt function that allows us to eliminate printing and mailing paper receipts for credit card orders.
- **Aleph Reports** – It was very helpful finally to be able to run a report on Aleph to obtain P-Card renewal information.
- **Pull back from server to local PCs** – Most staff members’ email and Netscape profiles were formerly stored on our department server in order to insure regular backup. However, we encountered a number of technical problems with this model early in the year, and have since moved all these files from the server back to the department’s individual workstations.
- **Server hacks** – The string of Windows server hacks that plagued the Libraries this winter affected our Web-Docs service as well as the networked public printing service.
- **Email/Request Management** – IMAP was implemented two years ago to allow staff to process incoming requests via email and our web forms. Secure credit card functionality was added to the web forms, and was also added at the same time to IMAP email to allow staff to read the

encrypted credit card numbers. Although IMAP is not particularly efficient in meeting our current needs for routing requests and responding to them, we are forced to stick with it because the encryption feature (developed on campus by I/S) will not work with other email applications. We hope to be able to alter our order forms so as to route customer and request data into an email management system while moving credit card data separately into ClearCommerce, but there are still significant issues to be resolved. Ultimately, we would like to move to a mode where most requests can be fed directly into a request tracking/order management database (such as Request Tracker) or ILL management system (such as ILLIAD) in order to avoid re-keying and cut down on the amount of paper generated for each order. We are currently working with our staff to map the workflow of data and to conduct a needs assessment to help us choose the new order management system. Christine Quirion has been in discussion with other BLC libraries and ILL librarians at ALA and other meetings to learn more about how other ILL offices resolve payment issues. Our business lines are more diverse than the average ILL office, so we may need to look at a hybrid model in which we have an ILL management system as well as a small database to handle invoicing non-document requests or monthly-billed customers. This project will require a significant effort from many DS staff members in the coming year.

Public Copying and Printing

- **Photocopying usage trends** – Copying continued its downward trend of the past seven years with a further decline of 16%. This puts the total annual volume at only about 37% of what it was in FY96. The corresponding huge reduction in revenue has required cost trimming over the years, affecting everything from staffing the support team to the choice of replacement machines. At the end of this year we were finally able to eliminate two copiers in multiple-installation locations in which they were no longer warranted, and there is reason to expect a third to follow. This will bring the total number of public copiers down from nineteen to sixteen. We also intend to make some minor changes in the staffing patterns of our support team to trim unnecessary costs. Reducing the infrastructure cost will be key to maintaining a sustainable, cost-recovery copier service.
- **Public printing trends** – The Pharos Uniprint system continues to offer a stable, virtually problem-free infrastructure for public printing. A disaster recovery plan was implemented this year in case of a failure of the print system. Printers were replaced at Science and Barker, and the printer from the Lewis Music Library, which was virtually unused, was removed to the new 24/7 facility where it is getting slightly more use. At the end of the second full year of fee-based printing in the Libraries, the volume of 138,000 prints represented a drop of 8% from last year. As long as the MIT campus environment continues to offer other “free” printing options to most of the population, it will be difficult to encourage more use of our pay-for-print system. Fortunately the current volume is just high enough to cover direct costs of the system and support, but there is little surplus to replace equipment when needed.
- **New copiers in Divisional Libraries** – Rotch, Barker, Dewey and Hayden libraries all received new Konica digital copiers this year. In most cases the new copiers replaced Océ machines. In addition, a copy card vending machine was added to Rotch to satisfy the need to purchase and re-value cards at that location.
- **New microform scanners/printers at Humanities and Dewey** – It was very encouraging to see the Libraries allocate capital equipment funds for the replacement of the very old microform reader-printers at these two locations. The new Canon equipment consists of a digital scanner plus a laser printer to produce paper from microforms. These new units have the added functionality of being able to save the digitized image files for network transmission.

Space

- **Upgraded space** – One of the two large rooms in our production area was upgraded by the addition of Steelcase modular furniture. This was after nearly everything in the room was removed (and much of it discarded or given away). Only the fiche production area remains in its

former location. New office space for the Financial Administrator (Judith Gallagher) and the Local Technology Expert (Bill Guarente), plus an extra cubicle designated as project space, were all carved out of the remaining area in the room. We hope to upgrade the other large production room similarly this next year.

- **LL office** – The office of the Lincoln Lab Liaison was relocated from the Science mezzanine to a former film splicing room in Document Services.
- **Cleanup begun** – In the process of preparing for the two items above, a large-scale cleanup of old equipment and supplies was begun (it will never end!). Additionally, a great many paper publications stored in-house were weeded, discarded or sent to remote storage.

Miscellaneous

- **MUST** – We continued to provide support to the MIT/MUST alliance by supplying document delivery services to the MUST library.
- **RSC revenue sharing** – The first ten months of our new electronic document delivery procedure with the RSC resulted in over \$5,000 of revenue sharing with that unit.
- **IAP course offerings** – Christine Quirion and Keith Glavash offered two IAP courses this year: Submitting an Electronic Thesis; and Document Scanning 101. Both were very well attended.
- **Document prices** – We made minor adjustments in some of the document prices in order to increase the consistency of our pricing policies.
- **ILP publications changes** – We implemented several internal workflow changes to facilitate the move from paper to electronic publications distribution for the ILP.
- **Cross Training for Customer Service Assistant** – When Dan Pribble joined the staff last September as the new Customer Service Assistant, we decided that training him to do document scanning and transmission would help to increase staff flexibility as well as knowledge and interest in the full process of document delivery. His regular duties now include a small portion of this work, and it has proven to be a good change.
- **Copyright information page** – Document Services staff helped construct a new web information resource for faculty on the topic of copyright regulations as they apply to posting course materials on the web.
- **New online forms** – We added new online order forms for P-Cards and book loans.
- **Ergonomic reviews** – Like the rest of the Libraries, all staff in Document Services were interviewed by staff from MIT's Industrial Hygiene Office to evaluate each person's ergonomic setup. As a result, a number of chairs, keyboard supports and monitors were adjusted or replaced.
- **Slides and microfilm duplication** – Due to continued decrease in demand coupled with the high cost of maintaining supplies on hand, both of these services were discontinued.
- **MIT Press "Classics" Service** – The MIT Press initiated a "Classics" series of out-of-print titles that replaced the former reprint service offered by Document Services.

Staff

- **Comings** – Daniel Pribble (Library Assistant, Customer Service), Chris Romine (Casual Staff, Scanning Assistant)
- **Goings** – Laurie Chartoff (Library Assistant, Customer Service)
- **Conference/Seminar attendance**
 - Christine Quirion
 - ALA Toronto
 - NEASIST Spring Meeting – "It's Not Just Google Anymore: Blogs and the Latest in Search Engines"
 - NELINET – Interlibrary Loan Annual Meeting

- Keith Glavash
 - ETD 2003 – The Sixth International Symposium on Electronic Theses and Dissertations, Berlin (Presented “MIT’s DSpace: A Good Fit for ETDs” with Margret Branschofsky)
 - NINCH Symposium – “The Cost of Digitization”
- **Training received**
 - Betsy Nichols
 - Training for “Your Account”
 - Daniel Pribble
 - “Seek and Ye Shall Find” – Searching Vera and the Web
 - Basic DSpace Training
 - Harassment Training
 - Tim Sheehan
 - “Seek and Ye Shall Find” – Searching Vera and the Web
 - Web training – department’s new Web Contact
 - Disabilities Training Workshop
 - Simmons MLIS degree work: Information for Reference Services; Cataloging; Information for the Humanities
 - Keith Glavash
 - “The Shrinking Public Domain” – Web-based 2-week Workshop (Univ. of Maryland)
- **Training given**
 - Christine Quirion – Campus Committee on Race Relations as a Freshman Orientation Facilitator
 - Keith Glavash and Christine Quirion
 - IAP Workshops:
 - Submitting an Electronic Thesis
 - Document Scanning 101
- **Committee membership**
 - Mike Cook
 - Rewards and Recognition Committee
 - Betsy Nichols
 - Circulation Committee
 - Tim Sheehan
 - Web Contacts Group
 - Christine Quirion
 - E-Reserves Working Group
 - DSpace Thesis Technical Group (convener)
 - Alumni Users Group (dormant this year)
 - Web Advisory Group
 - Keith Glavash
 - DSpace Policy Committee
 - DSpace Thesis Policy and Workflow Group (convener)
 - Outside Users Group (chair) (dormant this year)
 - Library Council and PSMG
 - MUST Operations Group
 - Ad-Hoc Digitization Projects Committee
 - PREMIS – Preservation Metadata/Implementation Strategies (representing MIT/DSpace on this OCLC/RLG committee to develop preservation metadata standards)

Major Plans for the Coming Year

- **Migrate e-theses to DSpace** – This will be a primary focus for us, and will have a major impact on everything from our internal processing of new or newly scanned theses to our marketing and distribution of them.
- **E-Reserves** – We need to streamline our internal processes for handling this material to increase efficiency (lowering costs) and to allow rescaling (up and down) as needed.
- **Request processing system** – We want to move the bulk of our order processing to a new automated system (such as ILLIAD) which will automate many of the functions which are currently separate and inefficient.
- **Continue space improvements** – We intend to plan and implement changes to the second large room in the production area.

Keith Glavash
July 14, 2003