

LOUIS Digital Library Services

Service Description, Responsibilities, and Commitments

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LOUIS provides the infrastructure and support for organizations (ie. libraries, museums, campus departments, etc.) to store and access digital assets. This document details the aspects of the digital library service, and the responsibilities and commitments of both LOUIS as provider of the service, and the participants as customers/content-partners of the service.

I. The following describes the services which LOUIS provides to participants, and its responsibilities and commitments to the LOUISiana Digital Library.

Software, Equipment and Storage

- Maintain a digital library system environment (CONTENTdm).
- Provide streaming services for multimedia digital materials managed by Network Infrastructure and Research Enablement (NIR).
- Contract with OCLC for server, disk storage, and software maintenance support.
- Responsible for forwarding all unresolved CONTENTdm software-related problems, issues, or questions to OCLC.
- Investigate with participants an alternative digital library system environment if OCLC discontinues development and support for CONTENTdm or if a better product becomes available.

Support

- Provides statistics on LDL usage.
- Provides collection administrators an environment (Trackit Footprints) to report and track issues related to the operation of CONTENTdm.
- Respond to issues reported about CONTENTdm in Footprints by next business day.
- Provide training on the CONTENTdm system.
- Work with participants' staff to help develop work flow and quality assurance guidelines to ensure consistency within all collections stored in the LOUISiana Digital Library.
- Provide documentation on the technical and operational requirements for participation in the LOUISiana Digital Library:
 - Selecting collections to digitize
 - Scanning practices
 - Post-scanning image manipulation
 - Project Client workflows
 - Cataloging metadata using Dublin Core Elements
 - Structural and administrative metadata elements
 - Creating compound objects
 - Creating EAD documents
 - Quality control

- Troubleshooting problems
- Extracting and sharing metadata with other systems
- Useful websites for cataloging collections
- Maintain an active listserv to communicate timely information concerning the LOUISiana Digital Library (ie. upgrade schedules, task responsibilities, best practices, novel uses of the CONTENTdm system).
- Attend relevant conferences concerning all areas of digital library technology and best practices.
- Advocate the needs of LOUISiana Digital Library participants with OCLC.
- Maintain a strong working relationship with OCLC and user communities.
- Provide support to institutions that need to migrate digital assets to LOUISiana Digital Library.
- Update the LOUIS webpage with new information about the LDL.

Access

- Provide 24/7/365 access to digital assets in the LOUISiana Digital Library.
- Develop a business continuity plan and implement whenever necessary.
- Publish collection metadata to OAI harvesters for widespread publication across the Internet.
- Assist participants to publish their collection items in OCLC WorldCat.
- Enhance the web interface to the LOUISiana Digital Library with input from participating institutions.
- Provide custom collection home page design and functionality.

Termination of Service

- Disable access to collections belonging to institutions who have failed to maintain collection metadata within a year.
- Disable access to collections belonging to institutions who have failed to pay membership fees.
- Disable access to collections belonging to institutions who have failed to provide a collection administrator.
- Provide institutions with collection metadata and associated display images upon removal of collection from the LOUISiana Digital Library.

II. The following describes the responsibilities of participants in the LOUISiana Digital Library. All participants will be responsible for the following.

- Identify a single individual, collection administrator, who will interface with LOUIS for support, technical problems, and questions. Any campus department, organization, group, or individual supported and trained by the collection administrator may also use the resources of the LOUISiana Digital Library for no additional fee.

- The LOUIS System Administrator may be required to participate in discussions and decisions related to the collections stored in the LOUISiana Digital Library.
- Participate on the LDL Committee.
- Purchase and maintain scanning equipment, disk storage for archival files, personal computers with Internet connectivity and a IP address,
- Participate in upgrade procedures to ensure the data integrity of participant's collections by visually inspecting collection metadata and assets, testing new feature and functions, and verifying user access.
- Report CONTENTdm system problems and issues to LOUIS using the problem reporting system Footprints.
- Ensure metadata accuracy and completeness when cataloging digital assets.
- Answer requests by researchers and the public for permission to publish or use digital assets in accordance with copyright laws.
- Manage archival files and ensure adequate backups are stored in a safe and protected environment.
- Pay annual membership fees as set by the Louisiana Library Network Commission.

Questions or concerns about the LOUIS Digital Library Service should be directed to:

Ralph J. Boé, Executive Director
LOUIS – The Louisiana Library Network
200 Frey Computer Services Center
Baton Rouge, LA 70803-1900
225-578-3740
rjb@lsu.edu