

The Role of Service Managers in Redeveloping Oregon Digital

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(Oregon State University)*

*Upper Midwest Digital Collections Conference | Minnesota Digital
Library Annual Meeting
November 6, 2020*

About Us: The Service Managers



Kate Thornhill
Digital Scholarship Librarian
at UO



Chris Petersen
Archivist at OSU

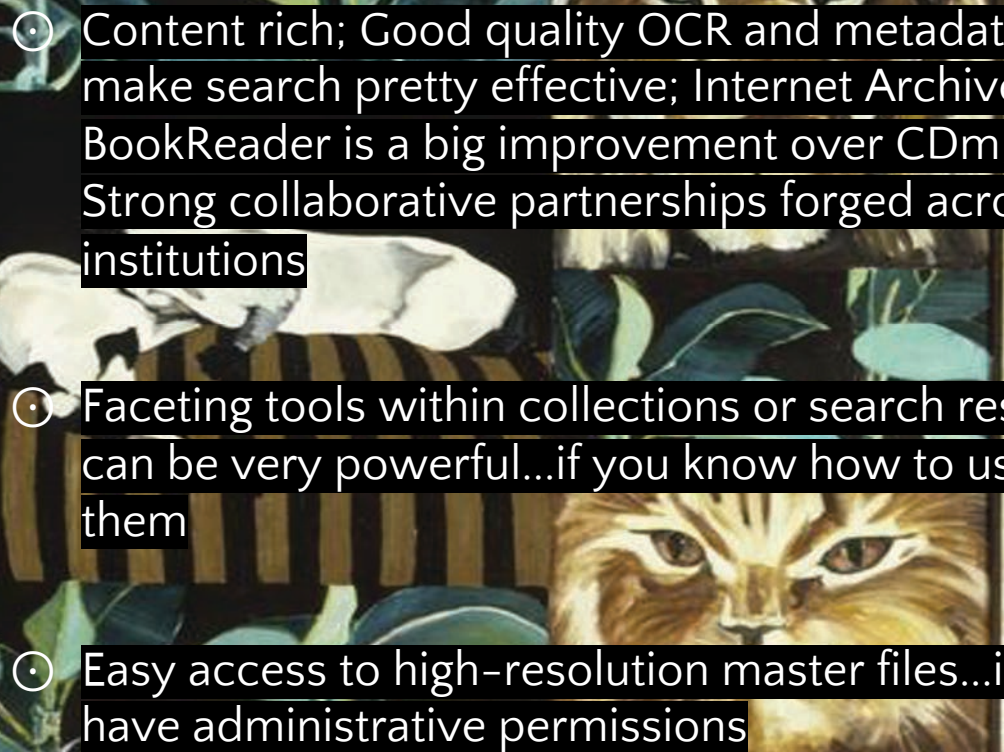
About Oregon Digital

- ⊙ A cultural heritage digital library launched in 2014
- ⊙ Collaboratively developed by the Oregon State University and University of Oregon Libraries using open source tools
- ⊙ Presently home to more than 480,000 digital objects – mostly historic photographs and publications
- ⊙ In excess of 700,000 page views over the last year

The History of Oregon Digital

- ⦿ Prompted by dissatisfaction with a jointly managed instance of CONTENTdm. Built using Hydra, Fedora and Blacklight
- ⦿ Development began in Fall 2013, formal launch in August 2014, met MVP in February 2016
- ⦿ Leaned heavily on development expertise at OSU and project management/metadata expertise at UO; 28 people involved

Oregon Digital (OD1) in 2020: Pros

- 
- ① Content rich; Good quality OCR and metadata make search pretty effective; Internet Archive BookReader is a big improvement over CDM; Strong collaborative partnerships forged across institutions
 - ① Faceting tools within collections or search results can be very powerful...if you know how to use them
 - ① Easy access to high-resolution master files...if you have administrative permissions

Oregon Digital (OD1) in 2020: Cons



○ Heavy need for mediated use (facets, download, navigation and copyright are all problematic for the novice user)



○ Look and feel are clunky and outdated

○ Poor support for audiovisual materials; poor support for compound objects



Oregon Digital (OD1) in 2020: More Cons



○ Very little instructional/how-to material

○ Analytics are not accessible within the system

○ No back-end user interface for bulk ingest (all bulk ingest done on the command line by a developer)



Oregon Digital (OD1): A Quick Look

The screenshot shows the Oregon Digital website interface. At the top, there are logos for the University of Oregon Libraries and Oregon State University Libraries. The main header features the 'OREGON DIGITAL' logo on the left, a search bar with a magnifying glass icon in the center, and links for 'Login', 'Bookmarks', and 'History' on the right. Below the search bar is an 'Advanced Search' link. The main content area is divided into three sections. On the left is a 'Limit your search' sidebar with a list of filters: Creator, Contributor, Arranger, Artist, Author, Composer, Donor, Illustrator, Interviewee, and Lyricist, each with a right-pointing arrow. The center section features a large 'OREGON DIGITAL' title, a 'Browse by Collection' button, and a link to 'View a list of digital collections.' Below this is a paragraph of text explaining the site's purpose. On the right is a vertical stack of three images: a photograph of two children in a garden, a blue abstract digital visualization, and a photograph of a cluttered desk with books and papers.

UNIVERSITY OF OREGON Libraries

Oregon State UNIVERSITY Libraries

OREGON DIGITAL

Search...

Advanced Search

Login
Bookmarks
History

Limit your search




- Creator >
- Contributor >
- Arranger >
- Artist >
- Author >
- Composer >
- Donor >
- Illustrator >
- Interviewee >
- Lyricist >

OREGON DIGITAL

[Browse by Collection](#)

[View a list of digital collections.](#)

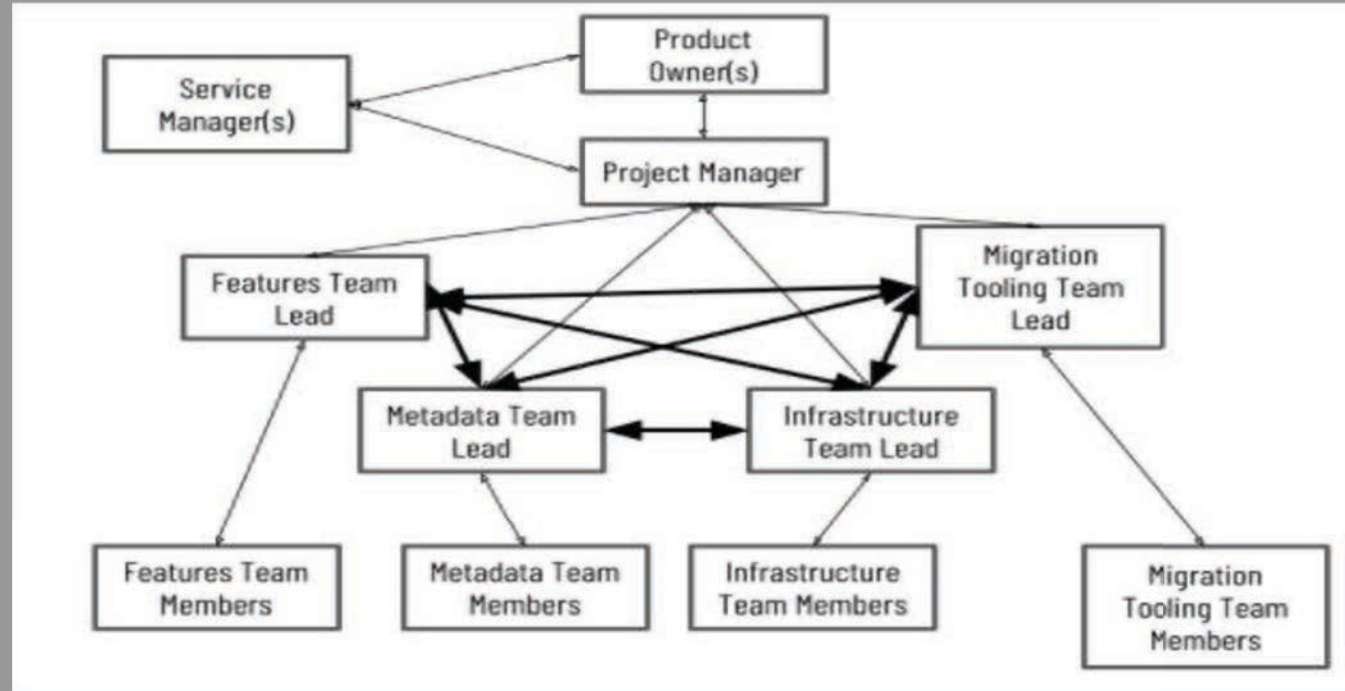
The collections of Oregon Digital are primarily created to support the teaching and research missions of the University of Oregon and Oregon State University. The collections are comprised of unique digitized and born-digital materials including photographs, articles, sheet music, manuscripts, ephemera, and more. Oregon Digital is collaboratively managed by the Digital Scholarship Center of the University of Oregon Libraries and by Oregon State University Libraries.



Deciding to Build Oregon Digital 2

- ⊙ Fedora and Blacklight versions were already old by the time OD1 launched...
- ⊙ ...but the amount of custom work that had gone into OD1 + the desire for new features trended against updating OD1
- ⊙ OSU also had expertise and close connection with Hyrax - IR built on the stack and Hyrax Product Owner was an OSU Libraries faculty member

**Oregon
Digital 2
Development
Begins in
early 2018**



**Chris
Becomes
OSU Service
Manager,
July 2018**

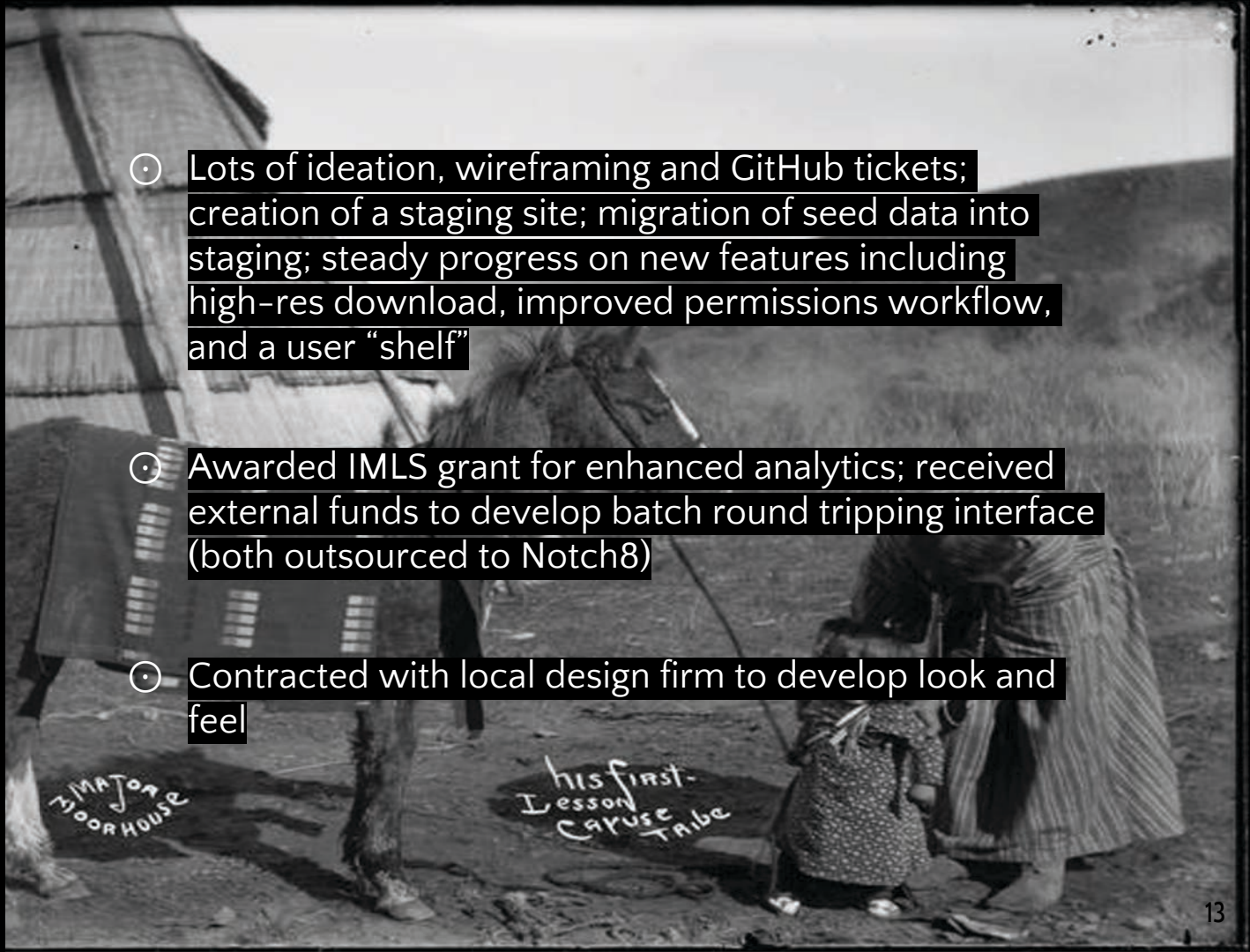
- ① “Act as the primary conduit of information from OSU stakeholders to the product owner/development team”
- ① “Attend major meetings where user-facing design, feature development, and product requirements are discussed”
- ① “Assist the product owner with gathering stakeholder feedback and conducting stakeholder outreach”

**Kate
Becomes UO
Service
Manager,
April 2019**

- Lead ongoing, regular assessment of Oregon Digital cultural heritage repository services
- Oversee Oregon Digital repository service communications with stakeholders and community end-users
- Work with library and external partners to identify and prioritize Oregon Digital support needs, system improvement, and user experience
- Create and teach classes and workshops on digital repository procedures and digital asset curation best practices

Milestones in Oregon Digital 2 Development

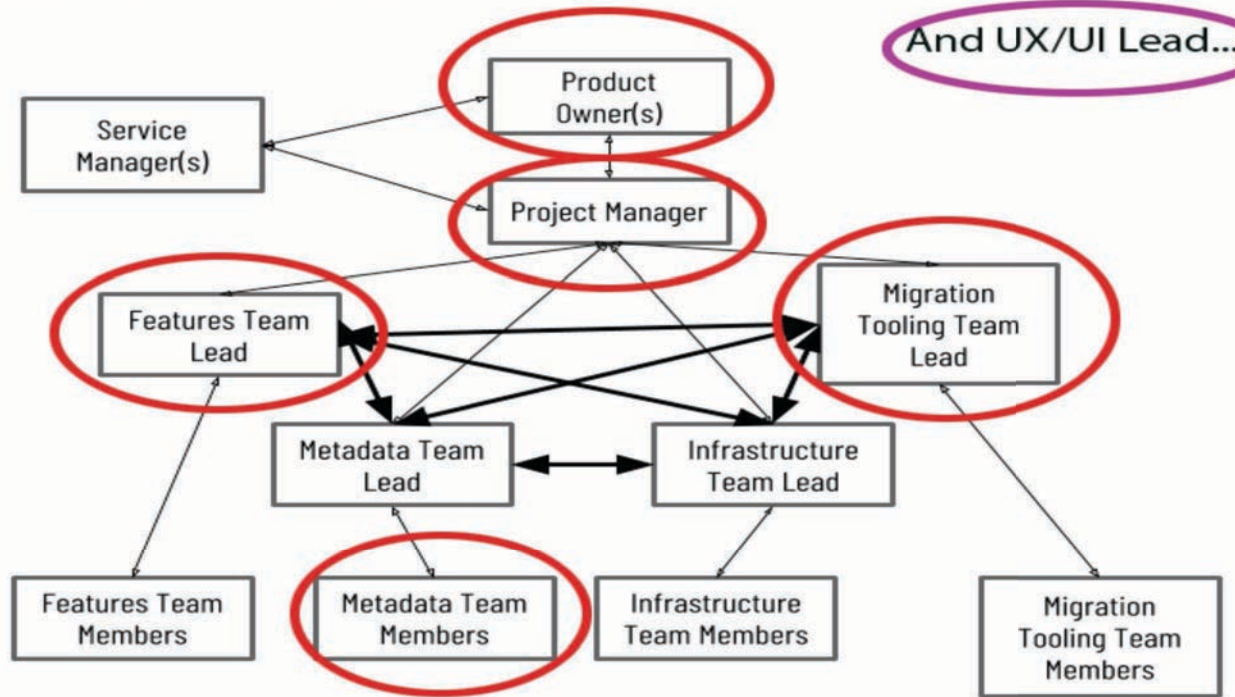
- Lots of ideation, wireframing and GitHub tickets; creation of a staging site; migration of seed data into staging; steady progress on new features including high-res download, improved permissions workflow, and a user “shelf”
- Awarded IMLS grant for enhanced analytics; received external funds to develop batch round tripping interface (both outsourced to Notch8)
- Contracted with local design firm to develop look and feel



BUT ALSO....



PERSONNEL CHANGES



Service Managers: Changing Needs and Expectations

- ⦿ In May 2019, Service Managers created POSM (Product Owners and Service Managers) group to form consensus and guide development. Multiple day-long meetings pre-Covid; biweekly Zoom meetings now
- ⦿ Since March 2020, Service Managers meet weekly for two hours with Features Lead to review wireframes, test staging and make recommendations to POSM. All work guided by stakeholder user stories collected in 2019



Service Managers: Changing Needs and Expectations

- **Service Managers now responsible for:**
 - **All front-facing Quality Assurance work**
 - **All User Testing**
 - **All Instructional Materials, including About page, FAQ, and Policies pages**



User Stories

Service Management - User Stories/MVP ☆ ☰

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1 Hyrax Community Roadmap <https://wiki.duraspace.org/display/samvera/Hyrax+>

2 Service Managers - User Stories and OD2 MVP

3 Service Managers Agendas and Meetings <https://docs.google.com/document/d/1Z8m45Qj7TP3a9ZAFztBCaONnDuDi4HqQ2lu>

4 OD2 MVP (Feature Parity Bingo) https://docs.google.com/spreadsheets/d/1VivIMG9uQWYRvJm0_FvvcalsNVz2Os_g

5 Digital Repository Environmental Scan <https://docs.google.com/spreadsheets/d/1ATj8Mm9th9ZDPdx-WE2AUsklCTevQF7oX>

6 Included in a wireframe

USER STORY	Relevant User Roles	REQUESTOR	Date added	What OD2 MVP requirement supports this user story?	Service Manager Short-hand
As an instructor, I would like the ability to create my own personal collection that: I am then able to easily share with the students in my class, but not necessarily with anyone else.	Global, Admin, Curator, Depositor, High Resolution User, Authenticated User	Instructor/Chris Petersen	March 201	MyShelf	Curate their own collection from OD share with appropriate users.
As a faculty instructor, I want to be able to interact with documents, images, and other types of still digital objects similar to this example: https://redthread.usonon.edu/s/red-thread/n	Global, Admin, Curator, Depositor, High Resolution User, Authenticated User, Unauthenticated User	Instructor/Kate Thornhill	March 201	Zoomable Image Viewer IIF Presentation Layer	Does IIF the way we expect it

+ ☰ OD2 User Stories Top User Stories Enhancements

Use Case Matrix for QA

Use Cases and QA ☆ 📧 ☁

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fx Medium Weight Use Cases: <https://www.usability.gov/how-to-and-tools/methods/use-cases.html>

	A	B	C	D	E
1	Medium Weight Use Cases: https://www.usability.gov/how-to-and-tools/methods/use-cases.html				
2					
3	Use Case: 0001	Download Simple Object from Item Page			
4	Actor/User	Novice User			
5	Use Case IDs	Flow Descriptions	Task Descriptions	Accepted by Service Managers	
6	UC0001BF	Basic Flow Description	The novice user lands on https://staging.oregondigital.org/concern/images/d719m54r?locale=en . They navigate the page to the option to download the highest resolution and metadata.		
7	UC0001AF1	Alternative Flow A Description	low res with metadata		
8	UC0001AF2	Alternative Flow B Description	just metadata		
9					
10	UC0001AF1	Basic Flow UC1: high resolution unrestricted simple object and metadata	User Journey Task Descriptions	Acceptance Criteria Description	QA Round 1 Notes
11	UC0001BF		The novice user lands on https://staging.oregondigital.org/concern/images/d719m54r?locale=en . They navigate the page to the option to download high res with metadata.	1) .zip download starts at 2mb per second and default indicates that it	9/17/20 - https://staging.oregondigital.org/concern/images/d719m54r?locale=en (9-17-20) took 55 seconds in

+ ☰ from Item Page ▾ Download Simple Object from Item Page ▾ Printing image simple object ▾

My Collections/ The Shelf Development

The Fairbanks Fine Arts Print Collection
470 items | [View all](#)

Oregon State University
Libraries and Press

Man with Tobacco Pipe and Case No Copyright - United States [SAVE TO...](#) [DOWNLOAD](#)

SAVE THIS ITEM ×

MY COLLECTIONS

Select... ▼ [SAVE](#)

My First Collection
Favorite Japanese Art Prints

[View My Collections](#)

Oregon Digital 2: A Quick Look

Oregon Digital
UNIVERSITY LIBRARY ARCHIVES

EXPLORE COLLECTIONS

SEARCH [] ADVANCED

LOG IN SIGN UP

SEARCH THE ARCHIVES

Find more than 100,000 photographs, publications, and manuscripts.

SEARCH [] ADVANCED

Angelus Studio
photographs,
1880s-1940s

in Made in InVision

Navigation icons: Home, Back, Forward, Refresh

The background image shows a large group of people gathered around a massive, spherical object, likely a hot air balloon, with the word 'GELATINE' visible on its surface. The scene is set outdoors with trees and buildings in the background.

Looking Ahead

- **Spring Internship set for Instructional Support**
- **MVP completion by end of June 2021**
- **Enhancements from there, but fewer dedicated development sprints**
- **Analytics IMLS and Bulk Round Tripping with Notch8**

Thanks!

Questions?

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