

Designing a library support infrastructure for the use of digital content for teaching

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Outline

- ◆ Project background
- ◆ Preliminary insights
- ◆ Speculations on future
- ◆ Discussion

Project Background: Grant Objectives

◆ Objectives of grant

- Improve student learning
- Product development and integration
- Collaboration
- Build collections
- Assess impact of digital materials
- Continuous quality improvement loop

Project Infrastructure : Working Groups

◆ Six working groups:

- Product Design
- Expand Digital Images Collections
- Software Integration
- Copyright Guidelines
- Instruction Services
- Assessment

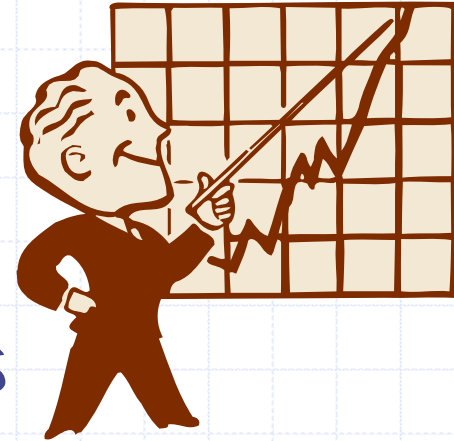


Plan of work

- ◆ Work closely with 14 faculty
 - using images to teach American studies
 - through broad survey & focused content courses
 - facilitating out-of-class study sessions
- ◆ Interviewing to understand needs for technology and content, and to identify pedagogy for using images
- ◆ Establish staff support teams for each faculty
- ◆ Process images & address technology issues
- ◆ Project website: www.library.yale.edu/eli

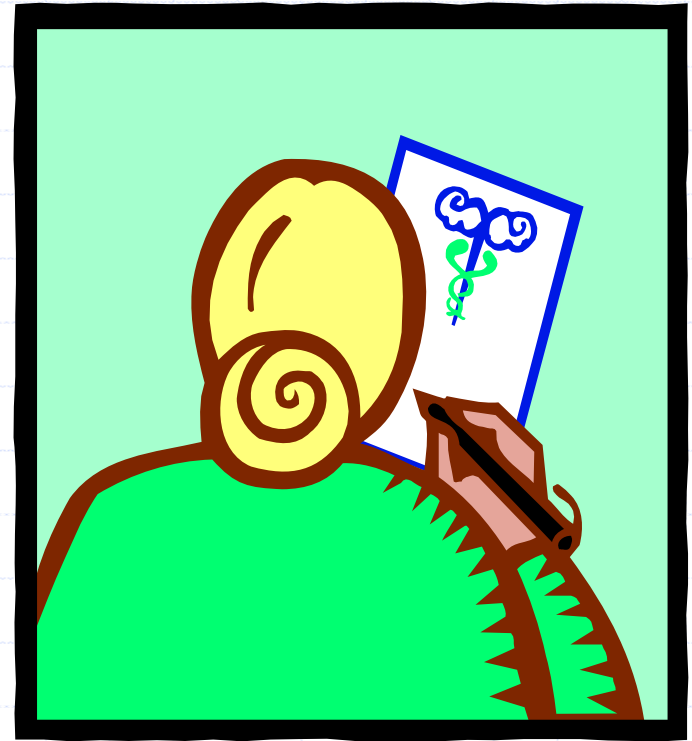
Data Gathering approaches

- ◆ Interviews with faculty
- ◆ Course based instruments
- ◆ Focus discussion with support teams
- ◆ Survey of students

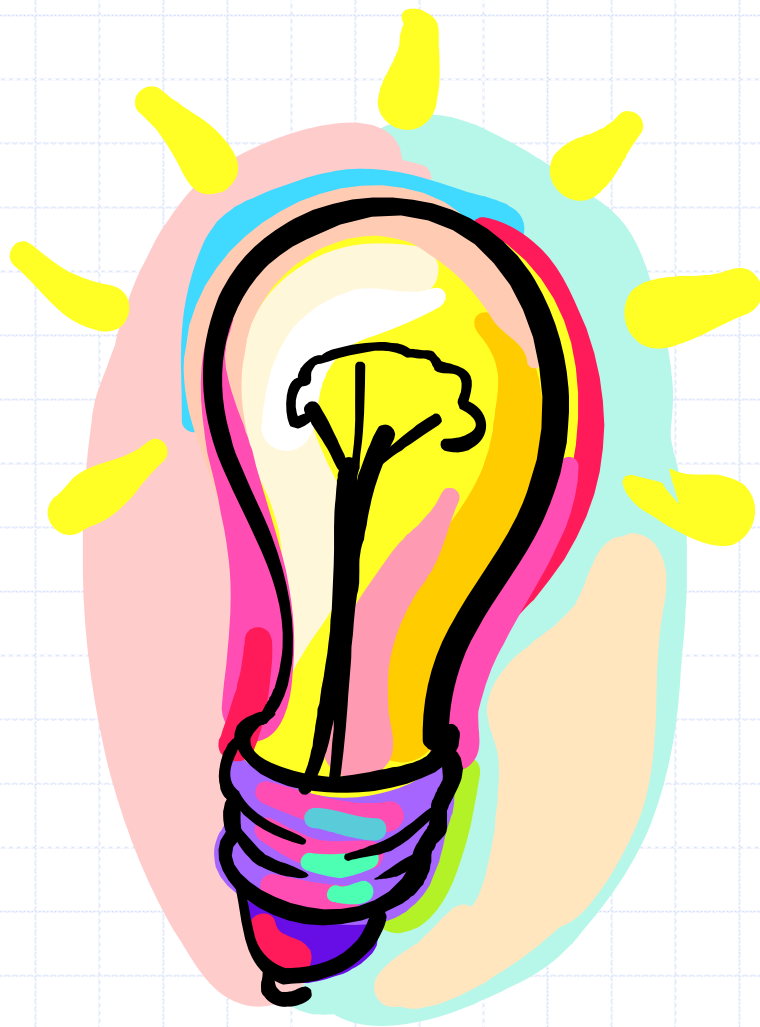


Data Gathering Steps

- ◆ Establishing a baseline
- ◆ Setting an agenda
- ◆ Design the assessment
- ◆ Implementation
- ◆ Analysis



Insights...



Insights: Organization Infrastructure

- ◆ Six working groups are sufficient & necessary
- ◆ Cross divisional mix adds value
- ◆ Relationships between existing units are not intuitive
- ◆ Communication is critical
- ◆ Equipment requirements



Insights: Collaboration with faculty

- ◆ No two faculty are alike
- ◆ Expectations change and develop
- ◆ Project management help appreciated
- ◆ Defining contract helps manage goals/expectations



Insights: Staff Participation

- ◆ Challenges of merging different perspectives
 - Building collections vs course materials
 - Standard vs customized solutions
 - Technical vs content emphasis
- ◆ Unknown time commitments difficult to allocate time and meet demand
- ◆ Agile

Speculations on future service support



- ◆ Demand for service
- ◆ Exploring a “Knowledge Management” service to address interaction with different points of the life cycle of digital assets
 - Express assistance
 - Consultation by appointment and team
 - Learning and outreach programs
- ◆ Distributed services will continue but clients will benefit from simple pathways to them
- ◆ Technical solutions are still evolving

Discussion

- ◆ What other organizational structures exist?
- ◆ Is our proposed infrastructure applicable elsewhere?