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?