

Support and Training Break Out Group

Types of support and training that institutions offer

- DPL offers departmental training and has participated in grants to help other libraries with training
- Some staff works specifically on digital collections.
- Health Sciences Library has one full time person trained on Digitool. Some library students help as well.
- Adams State-smaller library have some photos digitized on Flickr.
- Law library-1 full time employee for digitization and student workers who do more routine tasks. Need to train student workers every semester-training is a constant
- Law library created 40 page training manual on digital collections process includes things like digitization, PDF creation, OCR, maintenance of collections
- Colorado College-also created a manual (including things like metadata, RDA and MODS)
- ½ position at CC is archives and ½ cataloger-ingests items. Special Collections and Music ingests their own items. Only capture born digital materials-senior theses video events, campus events and all student publications.
- Documentation mainly produced locally
- Typically outside training is involved when you procure new equipment
- Develop training while implementing seems to work well “just in time training”
- Libraries have looked to other libraries with more experience for training and support. Strong attitude of resource sharing in this area.
- Would be good to have a mechanism for sharing expertise, perhaps a monthly webinar with a designated speaker

Health Sciences talked about obstacles to get born digital items.

- Difficult to try to find things to digitize that aren't already in PubMed.
- PubMed ingests digital objects and they don't necessarily want to replicate this work by putting these same objects in their repository.
- Harvest items from website since content here isn't permanent.
- Alliance Guide-RDA & MODS compliant
- Digitool from CSU sets standard for Health Sciences Library

Skill sets and Employees

- Catalogers
- Metadata wranglers
- Archival and library background
- Technology changes so it's hard to pinpoint skills needed. “digital” is in the job description.
- Some libraries have good experience with work study students

- Botanical Gardens-lots of volunteers-some are really good and others aren't
- UNC-moved imaging out of Archives into Tech Services Dept.
- Quality control becomes an issue because so many people are handling items

Type of training needed to get started?

- Best practices/standards would be helpful
- Show and tell to see what is involved
- Guidelines what will be included in digitization effort
- Digitization standards training
- XML
- Metadata creation
- Photo trade groups put out good technical information

Training Model

- Regional based training
- Train the Trainer approach
- Buddy system-always have a backup on staff for skill redundancy
- Important to define the purpose of the training. What is the training for?
- E-rate model as a potential model. (There is a state E-rate Coordinator who holds training sessions for schools and libraries who have to complete this form)
- Training may not be necessary depending on how you process images.
- Some institutions who have the means can help others.

Central Clearinghouse website of training/contacts information

- Best practices/standards
- Network of mentors
- Network of people you can call and their expertise
- Also can post questions or needs that you have
- May be difficult to keep the website up to date

Colorado Aggregator-comments about this

- Keep it lean. Don't make things too complicated.
- IT support needed (harvesting of data/troubleshoot problems)
- State Legislature or Governor's Office probably won't commit funds for this project