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UNIVERSITY LIBRARIES

Digital Preservation and Access Unit (DPAU)

Project Management Policies and Procedures

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Introduction:

The purpose of this document is to define work activities and policies relating to the digitization of original cultural materials. The intention is to outline a generic sequence of high-level activities for planning and management purposes.

For best practices, the mandatory requirements for digitization processes include:

- All digitization and digitization processes must be planned, scoped and documented.
- An appropriate digitization approach must be selected, documented and implemented.
- Technical specifications aligned to the digitization requirements must be selected, documented and implemented.
- Equipment and software aligned to the digitization requirements must be implemented.
- Systems to support management of the digital output of digitization must be in place.
- Guidelines for the preparation of original collections/records must be documented and implemented.
- All digital objects created must be assigned metadata to document digitizing processes and to support ongoing business processes.
- Quality assurance and quality control procedures must be defined, documented and implemented.
- Digital storage and disaster recovery procedures for digital objects and metadata must be defined, documented and implemented.
- Systems for the long-term management of digital objects and metadata must be documented and implemented.
- Preservation strategies and processes for digital objects and metadata must be defined, documented and implemented.

This document divides the processes involved in a digitization workflow into four main phases, enumerated below:

I. Project planning activities

II. Pre-digitization activities

III. Digitization activities

IV. Post-digitization activities

I. PROJECT PLANNING ACTIVITIES

A. Digitization requests originate:

- From Special Collections departments which select materials to be digitized for purposes of web accessibility (Projects)
- From Special Collections departments to fulfill patron requests
- From Administration to fulfill external partnership requests
- From faculty/staff for preparation of exhibits

B. Review of new in-house Project proposals

i. New project proposals will be accepted on a continuing basis and will be instituted pending the approval of the Digital Project Priorities Committee. Project requests should be submitted via the ticket system (JIRA) using the DPAU Project Proposal Form (available on L drive).

ii. No new Project will be placed on the Project Tracker until accompanying metadata has been provided to DPAU.

C. Factors to consider when prioritizing new in-house Projects:

i. Will these materials provide enhanced access to high value and/or high use collections?

ii. Scale, scope, comprehensiveness of Project.

iii. Evaluation of whether digitizing more than is required for an exhibit would benefit an existing digital collection or future digitization projects.

iv. Workload and status of current projects.

v. Available resources to meet the needs of the Project in terms of equipment, technology and staff.

D. Patron requests should be submitted via the ticket system (JIRA).

i. Completion of patron requests will be accomplished in a timely fashion, depending on the scope of the request and the urgency of other pending requests and projects. If the request needs to be expedited, the requesting party should indicate such on the ticket.

ii. Digitized objects will be placed in the appropriate Patron Scans folder and the corresponding Special Collections department will have 30 days to determine whether those materials should be archived and uploaded to CONTENTdm and to provide DPAU with appropriate metadata to accomplish the upload. In the absence of supplied metadata, the files will be discarded.

iii. Reproduction pricing.

- Pricing will adhere to the scheme used by Special Collections.
- Photographs and Documents:
  - MSU affiliated: $5.00 per image for personal use + $5.00 handing
  - MSU affiliated: no fee for official projects
  - Non-MSU affiliated: $10.00 per image + $5.00 handling
- Audio Recordings (file delivery)
  - $25.00 per item (MP3 or WAV file)
- Video or film Recording (file delivery)
  - Charges will vary depending on project
- Architecture/oversized:

II. PRE-DIGITIZATION

a. Evaluation of physical condition and readiness for digitizing.

b. Choose which method of digitization to use (scanner, camera, etc.).

c. Ensure compliance with specification/guidelines for digital resource creation and metadata, and with pre-defined templates and profiles.

d. Creation and management of appropriate metadata schema.

e. Provide transcripts for manuscript materials to comply with ADA requirements. If creation of transcripts can be accomplished through digitization process (ARC), DPAU will generate them.

f. Creation of appropriate file naming convention, if necessary. Otherwise, confirm to DPAU Technical Guidelines VII.

g. Identification of available resources – staff, supplies, equipment, etc.

h. Assign staff/students to project.

i. Determine if any staff training is needed.

j. Management of project documentation, including compliance with partner project standards.

k. Address issues of conversion site if applicable (particularly with partner projects) in terms of transfer of originals, security, etc.

l. Establish project timeline (Project timeline may be influenced by other requirements; if so, resources required to complete the digitization effort may need to be changed to meet specific deadlines).

m. Track, manage, and document activities and inventory projects through Project Tracker.

n. Document all procedures and processes.

o. Resolve and restrictions and permissions issues.

III. DIGITIZATION

a. Capture done according to DPAU Technical Guidelines, or by partner and/or vendor specifications.

b. Color image target will be used for performance verification.

c. Device conformance testing and calibration.

d. Initial and on-going testing of digital image quality and equipment based on established benchmarks and specifications.

e. Create derivate file in JPEG or PDF format and perform any correction/editing/processing to digital files.

f. Image evaluation – objective and subjective.

g. Perform OCR and text conversion/accessibility measures.

h. Create and track production metadata.

i. Technical, structural, administrative, and descriptive metadata creation and collection.

j. Create and record/embed metadata into appropriate systems/headers.

k. Indexing – minimal intellectual organization of digital objects to match the appropriate level within the archival descriptive hierarchy or to match the intellectual organization of the collection.

l. Quality management - quality assurance and quality control of digital copies and metadata to ensure conformance to guidelines.

m. Define and record relationship between types of files (such as preservation master, production master, derivative files, etc.).

n. Create batches for uploading to CONTENTdm.

IV. POST-DIGITIZATION

a. Complete bibliographic/archival description and collection and creation of any additional appropriate metadata (descriptive, structural, administrative, technical) not collected in earlier processes.

b. Finalize the complement of metadata needed.

c. Quality assurance and quality control of metadata and digital objects.

d. Conformance to standards, data types, templates/profiles.

e. Curatorial/archival validation and verification of digital versions in comparison to originals from curatorial/archival perspective to ensure digital copies satisfy requirements for authentic digital versions.

f. Technical validation to industry specifications for well-formed digital objects and data formats; and assessment of digital objects to verify they meet local profile and requirements.

g. Make digital objects and metadata available to staff and researchers via upload to content management software (currently CONTENTdm) or Institutional Repository (DSpace).

h. Archive Master files in accordance with DPAU policies.

i. Objects with be delivered via CONTENTdm to OCLC.

j. Ensure compliance with DPAU Digital Preservation Plan.

k. Complete project assessment, reporting to outside agencies.

l. Advertise completion of project across MSU campus, and consortium partners via social media (Twitter, Facebook, MLA, etc.).

m. Lessons learned, process improvement – as needed update workflows, tools, procedures, policies, etc.