VISION **SMASHING** INTO REALITY: Implementing Core Service Models

Abstract:

The University of Arizona Libraries offer publication services using multiple platforms. These include a Campus Repository Service on a hosted DSpace platform and a Journals Service using a local Open Journals Systems (OJS) instance. As both services were planned, core service models were developed and formally acknowledged emphasizing user self-sufficiency following appropriate training from library staff along with library provided software support. Under the model, users are responsible for editorial control, implementing best practices, uploading content, and ensuring the live presentation represented the user's intended product. Such a service model was developed with user input, and scaled to the resources available from the UA Libraries.

Then reality set in! We will describe how our model has been flexible enough to accommodate user needs and expectations that have differed from what was anticipated, in addition to the ramifications on our behind-the-scenes costs and staffing of the services.

UA Library Publishing Services provide infrastructure and opportunities for campus content providers (customers) to disseminate scholarship.

Services offered include:

- Open access and subscription journal hosting
- Repository services, including archiving and preservation
- Open access publishing fund
- Copyright consultation and education
- Digitizing print publications
- Metadata consultation services

Types of content published:

- Scholarly, peer-reviewed journals
- Theses and dissertations
- Conference proceedings
- Periodicals (newsletters and magazines)
- Campus publications (e.g. technical reports, bulletins)
- Datasets, photos

The Vision

“Offer services that support customer self-sufficiency”
“Offer services driven by customers’ needs”

Initial Service Model: Customer Roles

- Journal editors manage their journal, including editorial workflow
- Journal editors deposit/update/review content
- Journal editors respond to readers
- Repository collection managers deposit/update/review content
- Repository collection managers respond to readers

Initial Service Model: Library Roles

- Provide and support repository system
- Provide and support journal management system
- Provide training for editors/content managers
- Provide archiving and preservation services
- Provide additional access points
- Ensure long-term access of material
- Migrate content to new systems

Reality is messier than vision

- Some customers embraced service model
- Other customers were not prepared for high level of self-sufficiency

Initial Service Model Most Successful When:

- Customers generate new born-digital content frequently
- Customers want to make this content available in a timely manner
- Customers have resources to manage collections (e.g. staff and time)
- There is continuity of staff managing the collections (customer *and* library)

More Library Support Needed By Customers When:

- Temporary unavailability of regular personnel (example: faculty editors on sabbatical)
- Transition of personnel; (example: retirement of customer managing a collection)
- Competing priorities that take customers’ time
- Large content backfiles / content may need to be digitized

More Library Support Desired By Customers When:

- They prefer full-service approaches
- They are not comfortable with the software platforms

An individual customer's needs for support may vary over time

Current Service Model: Customer Roles

- Some journal and repository customers are using the initial service model and are self-sufficient

Current Service Model: Library Roles

- All responsibilities in initial service model
- In some cases, manage journal, except for editorial control
- In some cases, deposit/update journal content
- In some cases, deposit/update repository content
- Flexible in providing support beyond core service
- Limited library resources may limit flexibility in future (less scalable)

FTE Supporting Journal & Repository Services

- .65 FTE librarian support , repository
- .15 FTE librarian support, journals
- Student support, varied
- Administrative assistant support, varied
- Does not include FTE for technical infrastructure

Questions?

[Dan Lee](#)
[Kimberly Chapman](#)

Scholarly Publishing and Data Management Team
University of Arizona Libraries