News From OCLC

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General News

Five Librarians Selected as 2018 IFLA/OCLC Fellows

OCLC, along with the International Federation of Library Associations and Institutions (IFLA), has named five librarians selected to participate in the Jay Jordan IFLA/OCLC Early Career Development Fellowship Program (https://www.oclc.org/en/about/awards.html) for 2018. The program supports library and information science professionals from countries with developing economies. The IFLA/OCLC Fellowship Program provides advanced continuing education and exposure to a broad range of issues in information technologies, library operations, and global cooperative librarianship. With the selection of the five Fellows for the class of 2018, the program will have welcomed 90 librarians and information science professionals from 40 different countries. The 2018 IFLA/OCLC Fellows are:

- **Alehegn Adane Kinde**, University of Gondar, Ethiopia
- **Arnold Mwanzu**, International Centre of Insect Physiology & Ecology (icipe), Kenya
- **Irina Livia Niţu**, National Library of Romania, Romania
- **Chantelle Richardson**, National Library of Jamaica, Jamaica
- **Chandra Pratama Setiawan**, Petra Christian University, Indonesia

During the four-week program, from 17 March through 13 April, the Fellows participate in discussions with library and information science leaders, library visits, and professional development activities. The program is based at OCLC headquarters in Dublin, Ohio, USA. The selection committee for the 2018 Fellowship program included: Ingrid Bon, IFLA; Sarah Kaddu, National Library of Uganda; and Nancy Lensenmayer, OCLC. Watch a brief video interview with Rashidah Bolhassan, from Malaysia (https://www.youtube.com/watch?v=avhsb2cdxF0), who was part of the very first IFLA/OCLC Fellows class. She is now the CEO of the Sarawak State Library in Malaysia. Read more about the IFLA/OCLC Fellowship Program on the *OCLC Next Blog* at http://www.oclc.org/blog/main/inspiring-breakthroughs-in-librarianship-worldwide/.

Szabo Appointed Chair, Gray-Little, Sidorko Take Seats on OCLC Board

John F. Szabo, City Librarian of the Los Angeles Public Library, was formally appointed Chair, and Bernadette Gray-Little, Chancellor Emerita at the University of Kansas, and Peter Sidorko, University Librarian at The University of Hong Kong, took their seats on the OCLC Board of Trustees during the board's November meeting. Gray-Little, who had previously served on the board from 2009–2014, was appointed to the board by the Board of Trustees. Sidorko was elected to the board by OCLC Global Council in March 2017. There are currently nine librarians from six countries serving on the 14-member OCLC Board of Trustees. Two members completed their terms on the OCLC Board of Trustees: Berndt Dugall, Direktor a.D./Librarian at Universität Frankfurt's Universitätsbibliothek Johann Senckenberg (Frankfurt am Main, Germany); and Loretta Parham, CEO and Director of the Atlanta University Center Woodruff Library, an independent academic library for the shared benefit of four HBCUs (historically black colleges and universities).

Cataloging and Metadata

OCLC Virtual AskQC Office Hours Begin January 31

Virtual AskQC monthly Office Hours begin on January 31. Starting at 1 PM Eastern time, OCLC Metadata Quality staff will be available for one hour for you to log-in via WebEx or phone in to ask questions. We plan to try this for 6 months (January – June 2018) on the last Wednesday of each month. After the June office hours, we will evaluate whether to continue offering this going forward.

- Format: OCLC staff will offer a brief 10-15 minute presentation on a topic of interest to catalogers at the top of the hour. Following that, staff will be available to take questions.   Topics will include WorldCat quality issues and cataloging questions.   Questions about MARC, RDA,

BFAS, and how to apply those standards and guidelines are welcome. Questions about OCLC product functionality (how to use Records Manager or Connexion) are out of scope and will be deferred to our product colleagues. Different Metadata Quality staff members may be available each month depending on individual schedules.

- Information for January 31: The brief presentation will cover OCLC's plans to convert 260 fields in RDA bibliographic records to 264 fields. OCLC staff present will include Robert Bremer, Hayley Moreno, Nathan Putnam, Laura Ramsey, and Cynthia Whitacre, and possibly others. You may connect via WebEx using the link below.

Join us for Virtual AskQC Office Hours, the last Wednesday of every month, from Wednesday, January 31, 2018, to Wednesday, June 27, 2018, 1:00 pm (Eastern Standard Time, New York, GMT-05:00), 1 hour:

- Join via WebEx: https://oclc.webex.com/oclc-en/j.php?MTID=me115cb922941e78dda5ebbe7ca6499eb, Meeting number (access code): 717 335 904.
- Join via phone: 1-877-668-4490 Call-in toll-free number (US/Canada) or 1-408-792-6300 Call-in toll number (US/Canada).

Digital Collections Services

CONTENTdm Update, December 2017 Available

The year 2017 was an exciting one for the CONTENTdm community, and we made many robust enhancements to the CONTENTdm responsive interface. It is now the default interface for more than 70 users. We are constantly working to advance CONTENTdm and have made significant improvements to the user interface, accessibility, and customization options. Read the complete *CONTENTdm Update: News and Events Related to CONTENTdm and its User Community*, dated December 2017 at http://www.oclc.org/content/dam/oclc/contentdm/CONTENTdm%20UPDATE_%20News%20and%20events%20about%20CONTENTdm%20and%20the%20user%20community%20-%20December2017.pdf.

Boston Symphony Orchestra Celebrates Musical History with CONTENTdm

Since 2008, the Boston Symphony Orchestra (BSO) has used CONTENTdm to share and manage its rich digital collections. The Boston Symphony Orchestra Archives houses printed programs, press clippings, posters, photographs, administrative files, and an extensive collection of audio and visual materials such as recordings of rehearsals and concerts, radio broadcast tapes of concerts, television programs featuring BSO or Pops performances, and commercially released recordings. The BSO's diverse digital collections are organized by material type such as image, programs, and audio. BSO staff selected CONTENTdm to optimize content visibility, especially since digital collections can be discovered and accessed through WorldCat. The BSO was one of the early adopters of CONTENTdm's new responsive website. Sarah Donovan, the BSO's Associate Archivist for Digital Assets, said that they are pleased with the new interface, adding that their collections display very well within the responsive website. They have scanned PDFs of symphony performance program books, which load quickly in the new interface. Bridget Carr, Director of Archives and Digital Collections added that they particularly appreciate the way their CONTENTdm site adapts well to all devices. The Tanglewood Music Center Audio Collection (http://collections.bso.org/digital/collection/audio) is the BSO's most recent digital collection project, a streaming audio collection in CONTENTdm. This project was funded by the National Historical Publications and Records Commission (NHPRC), the Alfred P. Sloan Foundation, and the Grammy Foundation. It involves the preservation reformatting of audio files, creation of streaming MP3s, creation of metadata, and linking the streaming audio files to HENRY (the BSO's performance history search engine). The audio can be accessed either via HENRY or via collections.bso.org. Sarah shared that the BSO is very happy with how the audio files work within CONTENTdm. They developed a workflow in which end users create a WorldCat user ID and then submit a Google form with this ID in order to request access to the collection. Then, the BSO adds the WorldCat user ID to the CONTENTdm collection profile, turning the end user into an approved user. Once external users have been approved, they can log in via their WorldCat user name and password. This workflow was created to mirror the in-person reading room experience. Sarah added that they valued the ability to customize the CONTENTdm website text to replace the default text with a list of instructions outlining how to create an account via WorldCat. The BSO also uses CONTENTdm's Google Analytics integration to track audio play so staff can create quarterly reports to submit to performing rights organizations. The set-up and workflow for this audio collection has been

an experiment, and they have enjoyed learning about their users. The BSO anticipates using the analytics from this collection to help bolster future grant applications. The BSO Photos collection (https://www.bso.org/brands/bso/about-us/historyarchives/archival-collection/photos.aspx) is very popular with the BSO's users, and it showcases photos of conductors, musicians, and guest soloists. These photos date to 1881 when the BSO was founded. The Program collection (http://collections.bso.org/digital/collection/PROG) is also quite popular, and it is linked to HENRY. This collection contains concert programs relating to BSO performances at Symphony Hall from 1881–2011, BSO trip performances from 1889–1975, and BSO Tanglewood performances from 1946–2010. To learn about performances and view the program notes, users can search for materials in HENRY and then access them in CONTENTdm. Programs can also be downloaded and shared. Up next for the BSO Archives: staff would like to work on a grant for scanning concert reviews that date back to 1889 and link them to their performance history as well. The BSO Archives looks forward to using CONTENTdm to continue to share their many treasures relating to symphony performances.

Harry Ransom Center Launches Portal Enabled by CONTENTdm, IIIF

The Harry Ransom Center, an internationally renowned humanities research library and museum at The University of Texas at Austin, has launched a unique archive of diverse materials. This project pulls together open-source tools to visualize the center's data, which is made possible with CONTENTdm's support for the International Interoperability Framework (IIIF) (http://www.oclc.org/en/contentdm/iiif.html). This portal shares thousands of images through IIIF, and the collections include: literature, photography, film, art, and the performing arts. This month, the Gabriel García Márquez (https://hrc.contentdm.oclc.org/digital/collection/p15878coll51) online archive was launched. The center has also implemented the Mirador image viewer for the display of IIIF image resources, which has allowed staff to use innovative technology to connect with their community. One of CONTENTdm's newest enhancements includes support for the IIIF Presentation API and allows users to leverage the work of the IIIF community. Coupled with previous support for the IIIF Image API, CONTENTdm sites serve as a platform for IIIF-compliant image viewers, such as Mirador and the Universal Viewer. Taken together, these two APIs provide the backbone of a platform for supporting end-user viewers. The Mirador project is an image viewer that gives end users the power to see multiple images in one window, even if those images are coming from separate digital repositories. The IIIF Image API provides a common mechanism for manipulating digital images for display and download. The IIIF and support for these APIs in CONTENTdm allow users to link up with a larger community to extend the reach of digital repositories and connect them with a broader range of special collections. Learn more by viewing the Harry Ransom Center's press release at https://sites.utexas.edu/ransomcentermagazine/2017/12/05/thousands-of-cultural-heritage-materials-now-instantly-shareable-in-new-online-platform/.

Management Services and Systems

U.S. Department of State to Implement OCLC WorldShare Management Services

The U.S. Department of State has selected OCLC WorldShare Management Services, the library management system that offers more efficient back-office operations, integrated services, and a single-search discovery interface for library users. WorldShare Management Services (WMS) (https://www.oclc.org/en/worldshare-management-services.html) is the cloud-based library services platform that provides all the applications needed to manage a library, including acquisitions, circulation, resource sharing, metadata and license management, and a discovery service for library users. It also includes a range of reports that helps libraries better understand their activities and track key metrics over time. Libraries worldwide are using WMS to share bibliographic records, publisher and knowledge base data, vendor records, serials patterns, and more. With WorldCat at its foundation, WMS enables libraries to draw on the collaborative data and work of libraries worldwide for more efficient workflows. WMS also provides libraries with the unique opportunity to share innovation, applications, infrastructure, vision, and success in serving their users. The Ralph J. Bunche Library of the U.S. Department of State is the oldest Federal Government library. Established in 1789 and dedicated to Nobel Peace Prize Winner Ralph J. Bunche in 1997, the Bunche Library provides world-class information services to all State Department personnel around the globe. The decision to select WMS aligns with the Library's goal of enhancing online access to information resources to support its global audience. The Library houses over 300,000

books, periodicals, and documents on topics relevant to the conduct of diplomacy and US foreign policy, the history of foreign relations, and the professional development of the Department's workforce. As part of the OCLC library cooperative, WMS libraries work together through the WorldShare environment. Librarians are also able to connect with one another, exchange best practices, share experience and expertise, and contribute ideas in a web-based OCLC Community Center, which is available 24/7. Librarians can also connect via in-person and virtual WMS Community Meetings.

University College Dublin to use OCLC SCS to Transform Library Collections

University College Dublin (UCD) (http://www.ucd.ie/), one of Europe's leading research-intensive universities, will use OCLC Sustainable Collection Services (SCS) (https://www.oclc.org/en/sustainable-collections.html) to tackle collection management challenges as it redefines its library services and facilities. Ireland's largest university, UCD is currently ranked within the top one percent of institutions world-wide. The university has now embarked on an ambitious plan to review its library print book collections. UCD will use a data-driven approach pioneered by SCS and GreenGlass (https://www.oclc.org/en/sustainable-collections/features.html), its web-based analysis application, to inform decisions about its collections. UCD's objective is to maintain a vibrant and relevant collection across its multiple campuses, while freeing up space for other activities. This transformative project will ensure UCD's libraries, including the flagship James Joyce Library, will meet the needs of its international research community, while continuing to develop public service offerings for the increasingly diverse users of its facilities.

EZproxy 6.3.5 available

A new release of EZproxy took place on 2017 November 30. EZproxy v6.3.5 is now available on the Download EZproxy page (https://www.oclc.org/support/services/ezproxy/documentation/download.en.html). This release contains many requested enhancements and new features, including:
- Updated OpenSSL version support: EZproxy v6.3.5 was built with OpenSSL 1.0.2m to provide access to the most up-to-date security configuration options.
- Additional Audit Search Options (a Community Center Enhancement Request).
- New functions for user.txt authorization decisions.
- Beta Support for Shibboleth Single Logout.

Please see the release notes at https://www.oclc.org/content/dam/support/release-notes/ezproxy/ezproxy-release-notes-6-3-5.pdf for more information.

Member Relations, Advocacy, Governance, and Training

OCLC Partners with Libraries on Projects Funded by IMLS

OCLC is partnering with libraries, library schools, and organizations on four projects that were recently awarded grants through the Laura Bush 21st Century Librarian Program of the Institute of Museum and Library Services (https://www.imls.gov/). These projects will further IMLS goals to enhance the training and professional development of librarians, faculty, and library leaders, and educate the next generation of librarians. Learn more about IMLS grants on the website https://www.imls.gov/grants.
- **Supercharged Storytimes for All.** As project lead, OCLC will expand Supercharged Storytimes (http://www.webjunction.org/explore-topics/supercharged-storytimes.html), the early literacy curriculum developed by its WebJunction program in collaboration with Washington State Library and the University of Washington, and deploy it nationally for all library practitioners to access. In partnership with New York State Library, Minnesota State Division of Library Services, and Southeast Florida Library Information Network, WebJunction will train 20 expert online trainers to deliver the curriculum across five to eight state and regional systems. WebJunction will also train 100 facilitators from across the country to guide group staff learning in their libraries. Through Supercharged Storytimes, librarians will be able to plan storytime using research-based early literacy techniques, and will be equipped with approaches to reach underserved communities, engage parents and caregivers, and measure program outcomes. Collaborators on the project include the Public Library Association and the Campaign for Grade-Level Reading.
- **Skills for Community-Centered Librarianship.** OCLC's WebJunction program will produce webinars and disseminate resources to support this project led by the Free Library of Philadelphia

(http://freelibrary.org/), which will develop library staff outreach, program development and leadership skills that are essential to fostering and sustaining community-centered librarianship. The project partners will shape, test, and refine a curriculum, initially benefiting 250 to 300 library staff, and then deliver it to the broader library field. In addition to OCLC, partners include the American Library Association and an advisory board composed of LIS faculty and professionals from multiple public library systems, small and large.

- **LIS Education and Data Science for the National Digital Platform.** Drexel University's LEADS program (http://cci.drexel.edu/mrc/research/leads/) is a transformative doctoral training initiative grounded in library science foundations that integrates a new focus on data science. The program will select 18 library school doctoral students across the country to participate in an online course and an intensive three-day data science boot camp at Drexel University in preparation for a 10-week data science internship. Students will intern with a LEADS project partner, including OCLC Research, to apply their coursework in a real-world library setting while conducting original research. The program will result in a cohort of future faculty members who can bring data science knowledge and skills into library graduate schools across the country.
- **Library as Research Lab: Immersive Research Education and Engagement.** This University of Michigan project (https://www.si.umich.edu/news/new-model-training-tomorrow%E2%80%99s-librarians) will develop a new library-as-research-lab model in LIS education and professional development. The project will help to build research skills and professional capabilities in the academic library workforce, and foster and enhance mentoring capabilities in the profession. As one of four advisory board members, OCLC Research's Lynn Silipigni Connaway will provide her expertise in investigating how participating students and librarians achieve competencies in research skills and what other educational benefits they gain from the project.

OCLC Research

Toward a New Understanding of American Higher Education Institutions

OCLC Research is excited to be working with colleagues at Ithaka S+R (http://www.sr.ithaka.org) on a new project examining the impact of increased institutional differentiation in universities on the organization of academic libraries and the services they provide. The "University Futures, Library Futures" project is generously supported by the Andrew W Mellon Foundation. Read a preview of the literature review *Toward a New Understanding of American Higher Education Institutions: Focus of Educational Offer, Mode of Provision*, which provides context for the institution typology OCLC has developed to support this project. Topics covered in the literature review include:
- The centrality of higher education to US nation-building.
- Major shifts in higher education student profile.
- Variations in higher education provision.
- Existing classifications of higher education institutions.
- Key institutional characteristics of higher education institutions.

The literature review may be accessed at https://www.oclc.org/content/dam/research/publications/2018/oclcresearch-uflf-literature-review-preview.pdf.

The Realities of Research Data Management, Part Three

In this third report in *The Realities of Research Data Management* series, *Incentives for Building University RDM Services*, the authors explore the incentives that inspired the acquisition of RDM capacity on the part of the four research universities described in the case studies, and describe both the general patterns and context-dependent circumstances that shaped these incentives. Download the report at http://www.oclc.org/content/dam/research/publications/2018/oclcresearch-rdm-part-three-incentives.pdf.

The Many Faces of Digital Visitors and Residents

The Many Faces of Digital Visitors and Residents: Facets of Online Engagement, by Lynn Silipigni Connaway, Vanessa Kitzie, Erin M. Hood, and William Harvey, challenges the digital natives vs. digital immigrants paradigm; that is, the common assumption that younger people prefer to conduct research in a digital space while older people rely on physical sources for information. The report continues the work of

the Digital Visitors and Residents project, which included the development of a mapping tool to help participants identify which technology they use as visitors (i.e., access to complete a certain task and then leave without a digital trace) or as residents (i.e., express themselves, interact with others, and establish personas that persist beyond active engagement). Using these maps, semi-structured individual interviews, diaries, and online surveys, the researchers analyzed the technology engagement of undergraduate students, graduate students, and faculty members in the United States, United Kingdom, Spain, and Italy at a range of educational institutions. Download the report for the full findings, methods, and how you can replicate a similar analysis of student and faculty engagement with technology, which can help you understand how your students, faculty, researchers, and administration interact with technology, at http://www.oclc.org/content/dam/research/publications/2017/oclcresearch-many-faces-digital-vandr.pdf.

Convenience and Compliance

Convenience and Compliance: Case Studies on Persistent Identifiers in European Research Information Management, by Rebecca Bryant, Annette Dortmund, and Constance Malpas, provides university and research library leaders with useful insights on emerging practices and infrastructures in European research information management (RIM), on the current and future role of persistent person and organization identifiers, and, more specifically, on incentives and barriers to adoption in three different national settings—Finland, Germany, and the Netherlands—in order to better understand the decision-making dynamics in this space. Through research and semi-structured interviews with practitioners and stakeholders within universities, national libraries, and collaborative information and communications technology (ICT) organizations in Finland, Germany, and the Netherlands, the authors explore local institutional RIM practices and examine the role—perhaps even the necessity—of persistent identifiers for the facilitation of group-scale RIM activity and data aggregation. This work was part of a joint research collaboration with LIBER (Ligue des Bibliothèques Européennes de Recherche – Association of European Research Libraries). This report documents a rapidly changing RIM landscape, as CRIS systems aggregate more types of data, harvest publications from a growing number of external sources, and serve as an important node interoperating within a large, complex scholarly communications landscape. Download the report at http://www.oclc.org/content/dam/research/publications/2017/oclcresearch-convenience-compliance-rim-europe.pdf.