Make IT Work:
Collaborating with IT to Create Sustainable Preservation Systems
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#r1a

Panelists

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Panel Overview & Goals

To discuss and provide practical strategies for the challenges surrounding IT collaboration, including:

- Translation
- Advocacy and outreach
- Time, resources, and responsibility
- Compromise
- Hardware & software

Virginia Tech University Libraries

- Located in Blacksburg, VA
- Approx. 91 faculty
- Large IT unit for entire Library
- 5 major repositories
- Administrative support for digital preservation
- Preservation technologies chosen before our hiring

VTUL Technologies

Managed Externally

- Academic Preservation Trust
- MetaArchive Cooperative
- Internet Archive

Managed by University IT

- VT Archive
- Confluence

Managed by Library IT

- (Archivematica logo)
- DSpace
- NAS
- Fedora

VTUL Challenge: Lost in Translation

How do we communicate our vision and needs to IT

and

How do we understand their vision and needs?


We won't always see eye to eye.

VTUL Challenge: Translation

- Terminological & conceptual barriers
- Competition with other units for IT equipment and services
- Need to establish preservation as a top priority
- 'Getting things done' and 'making things happen' closely tied with the organizational hierarchy and the authority of persons or units

Do you understand the words that are coming out of my mouth?
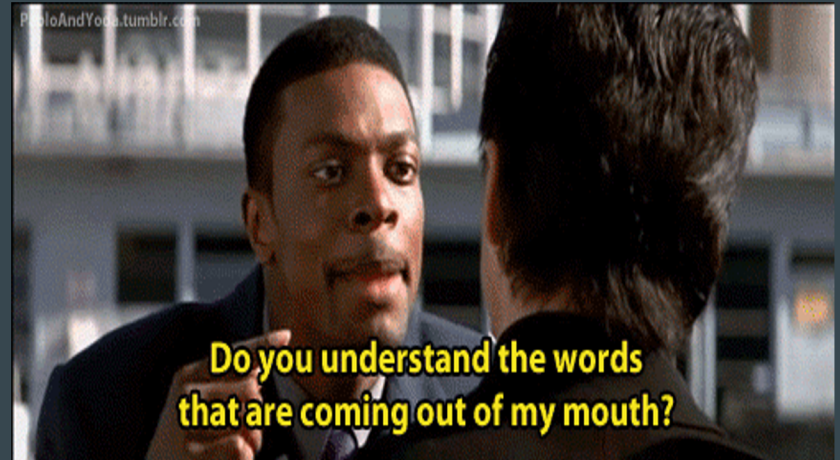
VTUL Translation Strategies

- Conduct extensive research
- Centralize & unify documentation
- Make policy explicit
- Meet face-to-face
- Unify the message (DI&PS 'branding')
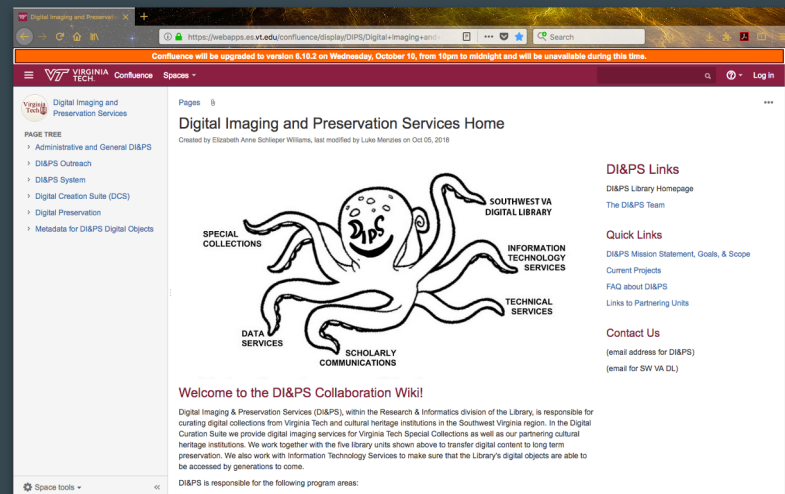
VTUL: Tips for Building Bridges with IT

- Unify the message
- Be prepared to advocate for your work
- Know your own terminology, and be able to translate it to IT
- Keep in mind that there are external factors at play
- Compromise!

UCLA Library

- Collaborating with DIIT to implement archivematica®
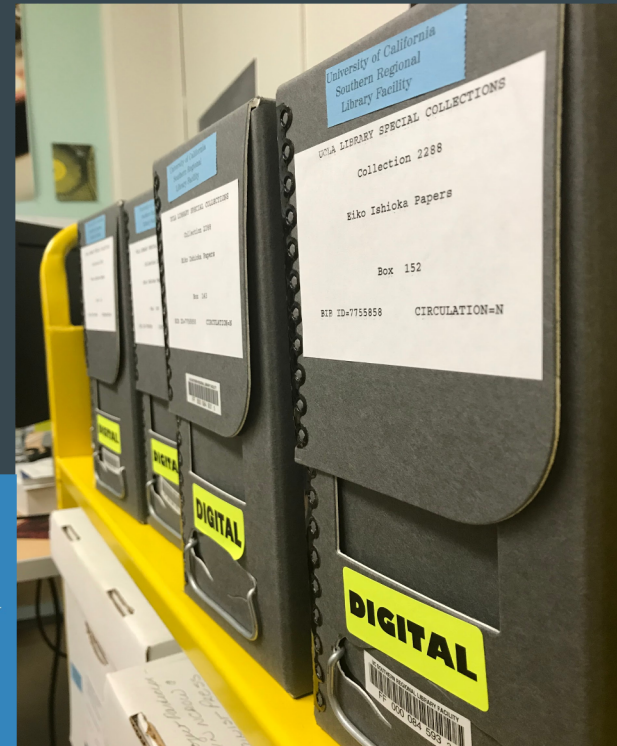- a study in contrasts
  - 2016-17
  - 2017-

UCLA Library Special Collections

- Located in sunny L.A., CA
- LSC includes: Center for Oral History and Research, Biomedical Library, and UCLA's University Archives
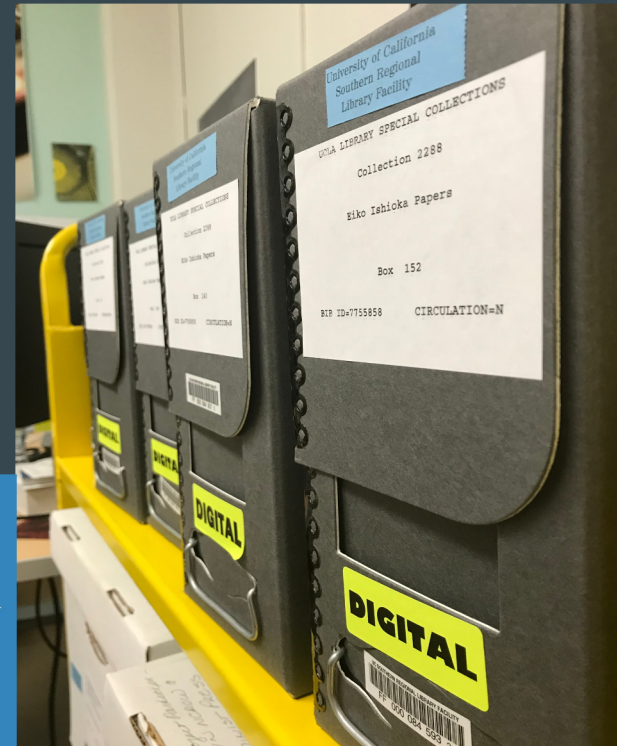- Approx 33 LTEs

UCLA Library

UCLA • CHARLES E. YOUNG RESEARCH LIBRARY

UCLA LSC Digital Archives Program
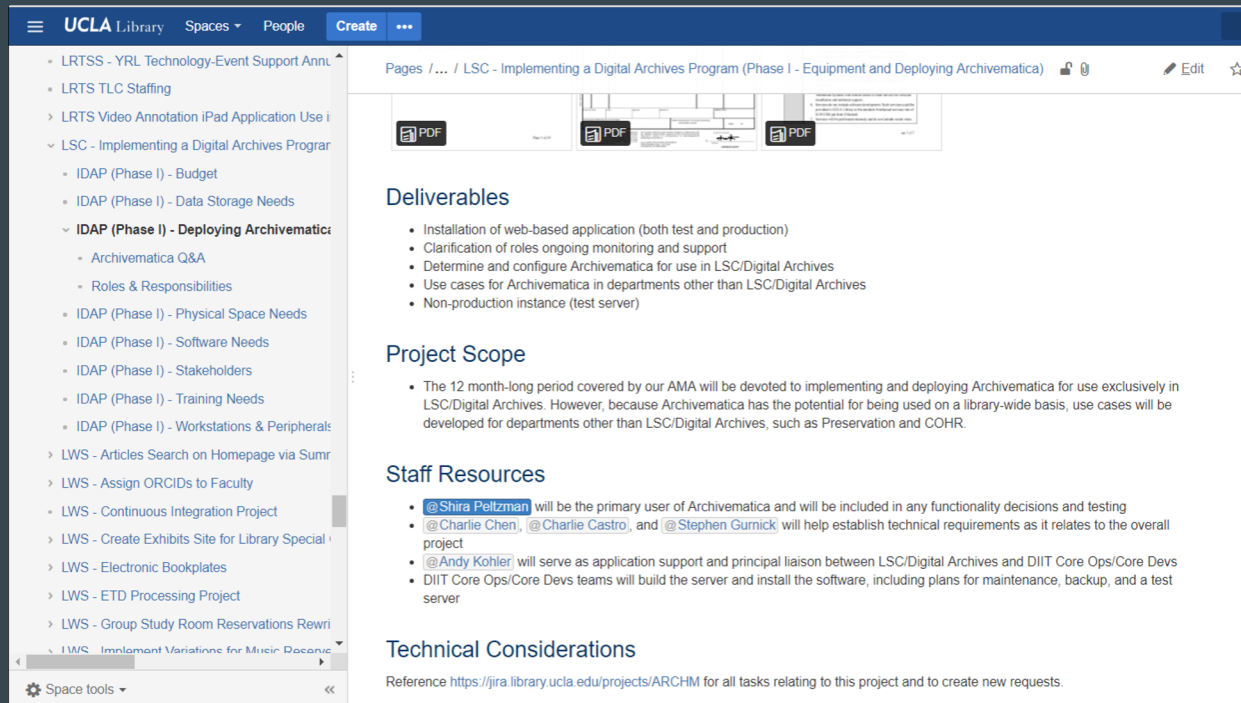
- LSC's Digital Archives Program, 2015-
- Proposal for funding
  - Submitted Feb 2016
  - Approved* Feb 2016

UCLA Library

UCLA • CHARLES E. YOUNG RESEARCH LIBRARY

UCLA Library: Archivematica (2016-17)

UCLA Digital Initiatives and I.T. (DIIT)

- Partners with units in other areas of the library to
- Centrally supports much of the software used in LSC's digital archives program
  - ePADD, KryoFlux, FTK, BitCurator, etc.
- Approx 40 LTEs
- They have a lot (!) on their plates

Archivematica roles & responsibilities

DIIT DEV OPS

- Archivematica storage management
- Software management for patches and upgrades
- Oversight for interaction with other tools
- Manage general software support issues

LSC DIGITAL ARCHIVES

- Create and manage user accounts
- Create and manage pipelines
- Respond to user needs offer solutions to issues as they arise
- Train others in department
- Serve as designated coordinator between departments

UCLA Library Challenges

1. Project required a significant commitment of resources and time from DIIT
2. Application is complex; supporting it requires a degree of expertise
3. DIIT had no background in archives or digi pres

UCLA Library: Solutions

- Regular coffee meetings with a key DIIT collaborator
  - This helped me better understand DIIT (and vice versa)
  - It also led to a closer and more Productive partnership between LSC and DIIT

Edson Smith
DIIT, UCLA Library

UCLA Library: Strategies

- 2nd AMA began fall 2017
- Project was re-scaled and re-scoped
- The burden of application support shifted from DIIT to Artefactual
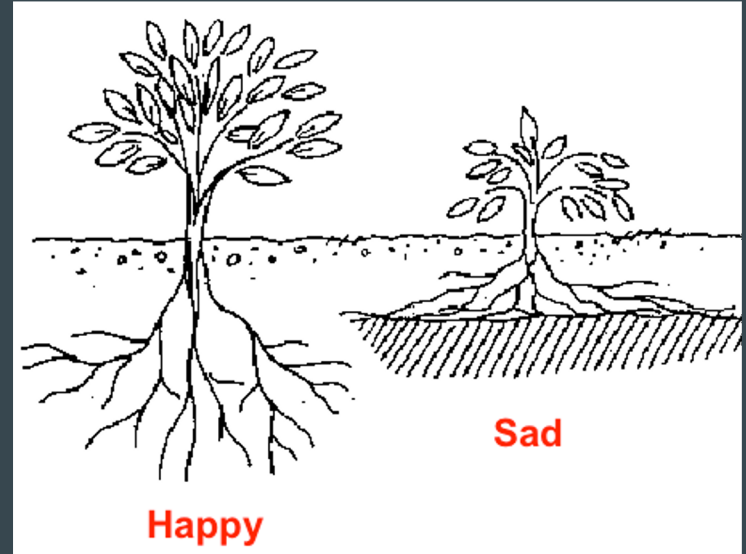
Archivematica deliverables

DIIT DEV OPS

- Provide a hosting environment
- Perform load testing
- Provide documentation

ARTEFACTUAL

- Deploy Archivematica
- Deliver MySQL and SQLite backups on the VMs (Production and Test)
- Upgrade settings on the new servers (UCLA DIIT can review for policy adherence if required.)
- Provide relevant training

UCLA Library: Outcome

Santhosh Kundukulangara
DIIT Project Manager,
UCLA Library

Pages / DIIT Projects Dashboard

/ Project Archive (Complete, Canceled, and Not Approved)   1 Jira link

Archivematica Implementation Project

Created by Santhosh David, last modified on May 21, 2018

Description	Provide a hosting environment into which Artefactual can deploy an Archivematica instance				
Requestor	@Shira Peltzman				
Cabinet Sponsor	@Sharon Farb @Todd Grappone				
Project Manager	@Santhosh David				
Project Health	**Condition**	**Status Description**			
	On Target	Archivematica 1.7 implemented successfully. Project Officially closed. Docs moved to DIIT Project Archives			
Status and Dates	**Project Priority**	**Planned Due Date**	**Original Due Date**	**Phase**	**Project Completion**
	High	Oct 05, 2018	Jun 29, 2018	Closed	100%
JIRA Link	DITPP-214 - Archivematica Implementation Project CLOSED				

UCLA Library: Tips

- Make connections
- Understand how decisions are made
- Help colleagues understand how this work will benefit them or make their jobs better/easier/faster
- Advocacy and outreach are everything
- Accept that change will not happen overnight

Shout out and thanks to my team!

- Santhosh Kundukulangara
- Charlie Chen
- Stephen Gurnick
- Edson Smith
- Josh Gomez
- Jasmine Jones

archivematica®

Univ. of Arkansas Libraries & CAST

- Libraries
  - 2 IT workers / 160+ workers
  - No digital preservation staff
- CAST
  - 1 IT worker / 14 research staff
  - Preserve data per grant req.

U of A: Challenges

WHAT? SAME PAGE?
BRB

Libraries
1. So, what *IS* digi pres?
2. "Wandered lonely as a cloud" ~~storage~~
3. New leadership
4. The great unknown

CAST
1. So, what *IS* digi pres?
2. Files: size and type
3. ~~$$$$$ / no system~~

U of A: **Strategies**

LET'S TACO BOUT IT

Libraries
1. Keep interest levels elevated
2. Continued education
3. New position

CAST
1. Terminology
2. NSF requirements
3. Open access repository options

U of A: Tips

KEEP MOVING
FORWARD

1. Know your role
2. Value institutional knowledge
3. But… what works now and going forward?
4. Hands-on experience with YOUR system

Computer History Museum

- Located in Mountain View, CA.
- Archive is off site in Fremont, CA .
- Approximately 70 person staff.
- IT Department of 5 for whole museum.
- Budget: Small.

CHM: Challenges

Goal: Build two digital workstations to image software and process other born-digital materials.

Obstacles:
1) Not a Priority
2) Avoiding being short-changed

CHM: Tips

1. Consistent follow ups.
2. Set your goals higher.
3. You will HAVE to compromise
4. Pick your battles.

Not that there weren't some compromises along the way cause there definitely were.

Guided Discussion and Q&A

What would you say is your greatest success in applying particular strategies or techniques to dealing with IT? Your biggest blooper?

Is there an aspect of your project/case study that was unexpected or surprising?

What resources did you find to be helpful in overcoming barriers (e.g. books or articles, websites, tools, people, departments, etc.)?

What tools or strategies can you recommend, based on your experience?