

Strategic Directions for Technical and Automated Services

Systemwide technical and automated services activities support the mission of the Rutgers University Libraries to provide effective stewardship of scholarly information and the delivery of quality information services. Responsibilities in this area include the acquisition and cataloging of information resources and the development of a repository infrastructure to acquire, preserve and provide long-term access to the intellectual property that is owned or created by Rutgers University and strategic collaborators. Strategic directions are provided for two areas: Technical and Automated Services and Digital Repository Development

Technical and Automated Services:

- ❑ **Increase workflow efficiencies.** Technical and Automated Services will continue workflow analysis to further streamline processes, by minimizing redundancies and eliminating unnecessary activities. TAS will implement appropriate technologies and vendor-provided services to increase productivity and responsiveness to users, as funding permits. TAS will work with TSCWG to standardize core services across all campuses, establish-benchmarks, and identify and resolve bottlenecks.
- ❑ **Provide support for multilingual information.** TAS will increase support for multilingual information that supports the curricular and research needs of the university and the rich diversity of the state of New Jersey. Specific examples may include workflow analysis and staffing for foreign language materials, the integration of Unicode into IRIS and the repository for input, search and display of Roman and non-Roman vernacular languages.
- ❑ **Enhance cataloging expertise.** TAS will increase its cataloging capacity for special materials, specifically databases, continuing resources and multiformat resources
- ❑ **Participate in digital initiatives.** TAS will incorporate support for the Digital Repository into its core services. Specific activities include:
 - ⊖ metadata creation and support,
 - ⊖ educating TAS librarians and staff about pertinent technologies and applications.
 - ⊖ providing technical support to partners who contribute materials and collections to the Digital Repository,
 - ⊖ advising academic departments who are providing collections for the repository, and
 - maintaining a robust digital library infrastructure
- ❑ **Enhance access to multimedia materials,** through staffing and services to support both analog and digital on demand media resources, a growing area of interest and need at Rutgers University.
- ❑ **Provide training and support to enable individuals to work to their full potential in a highly technical and fast paced environment.** TAS will partner with relevant committees and departments, for example RUL Training and Learning Committee and UHR, to insure that faculty and staff are able to meet the strategic challenges facing the department. In addition, TAS will align job descriptions with changing departmental activities, actively engage staff in planning for new developments and in workflow analysis, develop documentation to support changing workflow and training needs and recruit staff that bring expertise and diversity to the TAS workforce.

Digital Repository Development

The Rutgers Digital Repository will preserve and make accessible the intellectual output of the university and its strategic partners, particularly the state of New Jersey. Activities of the Digital Repository include the creation, storage, preservation, description, access and display of information and provision of information services. Digital Repository users will include Rutgers faculty, staff and students, as well as scholars and students worldwide. Strategic activities of the repository are:

- ❑ **Preserve intellectual content that is unique, important to a wide range of users and that will remain valuable and useful to future generations of scholars and students.** Priority will be given to preserving information resources that are unique and important within RUL's collections, including materials in the Institute for Jazz Studies, Special Collections/University Archives and fragile materials in all formats. In addition, priority will be given to research products that are useful to a wide range of users and that would otherwise not be available. Examples include primary research products such as data sets, laboratory notes, multimedia research artifacts and working papers. Collaboration with faculty proposing grants, particularly in strategic research areas, will be explored as an area that represents a compelling need for faculty and a source of income for RUL.
- ❑ **Integrate information systems within RUL** A critical development area is the integration of RUL information systems, such as IRIS and Luna, with the Digital Repository for seamless information access.
- ❑ **Integrate information across the University.** The Digital Repository will serve as an integrator of university information to extend seamless information access across the university. Potential Digital Repository collaborators outside RUL include the Rutgers University Press (preservation of out-of-print publications), graduate schools (publication of digital dissertations and theses), RUTV (integration with the media asset management system for continuous access to video resources), and OTI (integration with OIT's Sakai learning content repository to provide resources for use in course creation).
- ❑ **Develop user interfaces.** Digital Repository interfaces for content creation, submission, discovery and access must be user-friendly, intuitive and integrated into the user's research and learning workflow. The Digital Repository will integrate and utilize OIT's authentication and authorization system to support NetID and access to repository functions via MyRutgers. Interfaces will also focus on integration of IRIS and Luna resources with the Digital Repository.
- ❑ **Emphasize long-term preservation of intellectual content within a trusted repository.** Application development within the repository will focus on information preservation for future generations of scholars. TAS will develop a robust repository, which ensures that content is authentic and readily accessible in the future. TAS will create documentation for future Digital Repository administrators to insure the long-term management and migration of the technical infrastructure.
- ❑ **Develop a business plan to insure the sustainability and long-term viability of RUCore.** The business plan will articulate potentially strategic collaborations, identify primary repository content and clients within Rutgers. for determining cost recovery, risk analysis, staffing and space planning.

