Digital Media Services summary

Since opening in 1991 the Marjorie Iglow Mitchell Multimedia Center has been a highlight in the array of services the University Library provides to Northwestern faculty and students. Moving the Multimedia Center’s Multimedia Development Lab (MDL) to the East tower and expanding it as part of the new Faculty and Advanced Student Technology Resource Center will allow the library to continue to provide exceptional technology-based services and support to faculty. The addition of advanced imaging equipment and a digital media production space will extend the library’s ability to participate in collections digitizing. Faculty wishing to use images, audio and video in digital formats for teaching or research may take advantage of the new drop-off production service. Emerging technologies and long-term project development will be supported in a media services testbed, home to the library’s new, state-of-the-art QuickTime streaming server.

Space and services overview

Specialized drop-in computing lab for faculty, graduate students, and library staff. One-on-one and small group training will take place here. Primarily a self-service space with hands-on assistance from trained consultants and professional staff. Technologies available on workstations will include HTML and web authoring tools; SGML/XML markup and deployment tools; and image, audio and video digitizing and editing suites. This will be a key access point for working with non-circulating materials in the library's collection, particularly the Marjorie I. Mitchell Multimedia Center's video collections.

Advanced imaging and digital media services production space. Faculty who may be inclined to use digital media in their teaching or research are often hampered by the time required to convert print or analog materials to digital form. A drop-off production service will alleviate this pressure by providing modest conversion services, in most cases for no charge. Wherever possible, digital materials will be delivered via the high-speed campus network. When physical media, such as CD- or DVD-ROM or high-quality oversize color prints are required, a cost of materials charge may be assessed. The production space will also house high-end imaging equipment for oversize color and grayscale scanning with optional book cradle capabilities, and high-capacity slide and film scanning. Equipment and software in the production space, particularly the imaging equipment, will be a resource for library staff working on conversion and preservation projects.

Media services testbed. The testbed will house servers and other equipment used in long-term project development and new technology testing. The History and Politics Out Loud, EUCLID Chemistry project, and Data Services FileMaker server equipment will be housed in the testbed along with the library's new QuickTime Streaming Server, which will deliver on-demand, high quality streamed video and audio across the campus backbone and Internet2. Library web development equipment and staff will be housed in the testbed.
Service Notes: DRAFT

Public service desk
DMS Public drop-in computing lab

Hours
Monday - Friday, 8:30am - 5:00pm

Services provided
Assistance with Macintosh and PC hardware and software. Tools include flatbed scanners for reflective and transparent art up to 8-1/2” x 14”, video digitizing equipment and editing software, suite of HTML, SGML/XML tools, standard NMC multimedia software. Slide/film recorder. One-on-one and small-group training available.

Patron group(s)
Faculty, graduate students, library staff.

Staffing level
Minimum 1 student consultant all hours of operation, with access to on-site professional staff.

Notes
Student may be shared between drop-in lab and production space, with allowance for double-shifts during peak hours (TBD). Wages comparable with those paid to other lab consultants and those working on multimedia projects for Academic Technologies ($10/hour).

Public service desk
DMS Production

Hours
Monday - Friday, 8:30am - 5:00pm

Services provided
1) Drop-off digitizing services. Goal minimum 48-hour turnaround time. First quarter 2000 services: digitize slides, photographs, plates and other illustration types, grayscale and color. Video and audio: short clips for network download or streamed delivery. Maximum 320x240 window size for video clips, no more than 10% of entire work. Will NOT as a rule digitize text materials except as agreed upon through negotiations with Electronic Reserve services staff. Further limitations on service may be introduced due to copyright policy (TBD). May set overall limits re: no. of pieces per instructor per quarter. Digitization provided free of charge, may charge cost of materials for CD-ROM, DVD-ROM, zip disk, or other fixed media delivery. 2) Library staff access to production equipment. Terms to be negotiated, and with priority given to production services for faculty. It is likely that the overhead grayscale book scanner and large format color digital camera stand will be primarily used for library digitization projects, but if use demands, policy may be developed to deal with competing uses. Large format color printer may be used to one-off copies of special materials for outside users (for a fee), such as the WWII and Africana posters (where copyright allows).

Patron group(s)
Faculty (priority), graduate students (with faculty authorization), library staff.

Staffing level
Minimum 1 student consultant all hours of operation. Student consultants will be primary production staff.

Notes
Student may be shared between drop-in lab and production space, with allowance for double-shifts during peak hours (TBD). Wages comparable with those paid to other lab consultants and those working on multimedia projects for Academic Technologies ($10/hour). Must purchase or develop software to manage production service for efficient workflow.