

**PRESERVATION SERVICES UNIT
ANNUAL REPORT FY21 (JULY 1, 2020 – JUNE 30, 2021)
PREPARED BY JENNIFER HAIN TEPER, UNIT HEAD**

Unit Narrative

The Preservation Services Unit serves the University Library through the provision and coordination of preservation, conservation, and imaging services, including: Bindery Preparations, Pamphlet Binding, Preservation Reformatting, Book Repair and Conservation, Audiovisual Media Preservation, Digital Preservation Management, Born Digital Preservation, Digital Imaging, Disaster Planning and Recovery, and other contracted preservation services (conservation, deacidification, protective enclosures, mold remediation, and reformatting, etc.). Other activities include: education and training of all topics related to preservation, grant writing and administration to further preservation efforts, participation in facilities management and improvement as related to preservation, and consultation on unit-based preservation activities.

Major Activities and Accomplishments of the Unit in FY21:

I. Advancement & Grants:

The Preservation Services Unit has continued its involvement in fundraising through both federal and state grant writing and management as well as active partnerships and support of advancement activities with donors and organizations.

- A. National Digital Newspaper Program Grant Continued Fifth Grant Cycle, awarded \$250,000 to co-P.I.s Kyle Rimkus and Celestina Savonius-Wroth. FY21 Activities: With the Digital Reformatting Coordinator and NDNP GA, digitized newspaper materials with a focus on underrepresented communities and political causes. Digitized approximately 100,000 pages of newspapers from microfilm.
- B. Completed participation in Phase I and initiated participation in Phase II of “Educational Materials Made Accessible” (EMMA) grant led by John Unsworth at the University of Virginia. Sub-award of \$4,000 to Stephen Downie (partnering with Kyle Rimkus). Partnership with the goal of making digitized materials more accessible to patrons with print disabilities (<https://news.illinois.edu/view/6367/753830>). FY21 activities: Attended grant meetings; continued coordinating submission of remediated materials to project repository platforms in partnership with DRES; advised on metadata structure and user interface. (ongoing)
- C. Doris Duke Foundation Grant: Collaborated with University Archives on grant preparation, workflow, and pre-digitization logistics for grant to preserve Native American oral histories.
- D. Save America’s Treasures Grant, administered by the National Park Service and the IMLS “In Her Words: Saving the Papers of Gwendoyne Brooks” Awarded \$115,235 to PI Jennifer H Teper and co-PI Ferris. FY21 Activities: Hired project conservator and began grant oversight meetings, to begin project Sept 2021.

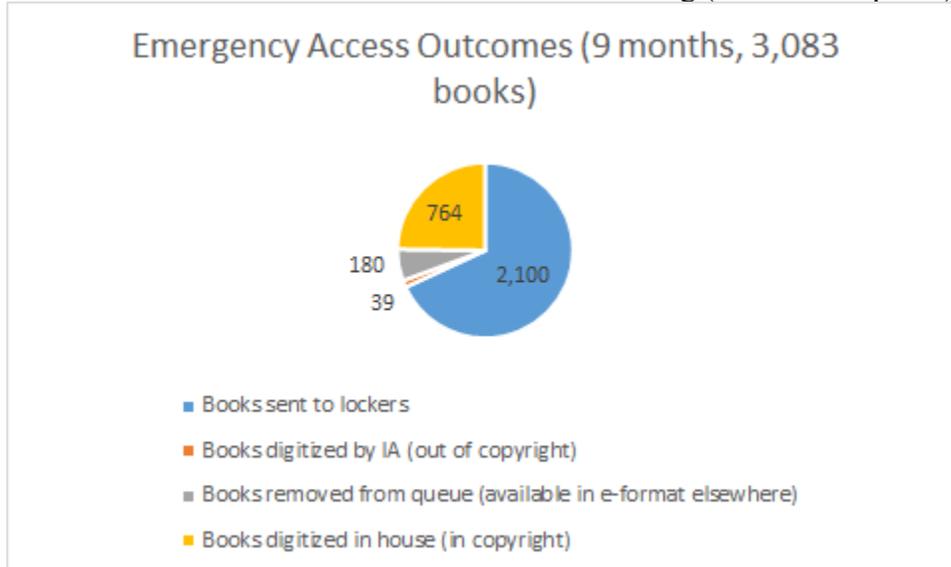
- E. NHPRC grant “Woodward Collection of Historic Advertisements” Awarded \$170,200 to PI Jennifer H Teper. FY21 Activities, continued deduplication, rehousing, and metadata creation of collection both with grant-funded hourly staff as planned, as well as continuing to utilize project as work-from-home project for library staff during pandemic.
- F. Library Research and Publication Committee Internal Grant: AIC Accessibility Survey of Continuing Education in the Field of Cultural Heritage Conservation. \$2,538 awarded to PI Jennifer H Teper. FY21 activities: Survey completed in February 2021, preliminary data reported out, further data manipulation underway with final report and abstract submission for conference presentation underway.
- G. Library Innovation Grant: A Case for Case Paper: Investigating Sustainable Options for Book Conservation Papers. \$13,673 awarded to PI Jennifer H Teper and co-PI Quinn Ferris (project manager hired on funds, Anneka Vetter). FY21 activities: final phase of test papers completed and qualitative and quantitative testing results compiled. Presentations to AIC audience complete. Although not as strong as we would have liked, the resulting papers provide good working properties, persistent pH stability and a pleasing aesthetic. Further production of papers by FreshPress as possible dependent upon market.

II. COVID-19 Specific Activities.

The Preservation Services Unit was one of the few units that maintained a significant onsite staff presence throughout FY21 allowing the continuation of services to onsite and remote Library staff and patrons as well as supporting remote work projects for library staff.

- A. Emergency media reformatting: Worked with campus teaching faculty, Library staff and off-site vendor to provide accessible moving image content to online classes (103 media digitized (8 in-house, 95 outsourced), uploaded and managed on the Kaltura platform by Media Preservation.
- B. Preservation Services: Emergency Access Digitization and the Transition to Restricted Access Digitization. In response to COVID-19, we initiated a workflow the prior fiscal year to accommodate patron requests for digitization from the library catalog. From July 20, 2020 to April 20, 2021, we received 3,083 patron-requested items in Preservation Services. Of these, based most importantly on whether the patron expressed a preference for print or digital: We sent 2,100 items to lockers for in-person pickup in the Library (68% of all requests); We digitized 803 items for online access (26% of all requests); 39 items were in the public domain; these were digitized in our in-house Internet Archive scanning center and made freely available in the Internet Archive and then deposited in HathiTrust; 764 items were still protected by copyright; these were digitized in-house by Digitization Services and made available to requesting patrons in our own local Digital Collections platform, with eventual limited access in HathiTrust Emergency Temporary Access System (ETAS). These items total 191,372 pages digitized on-site; We withdrew 180 items from

the digitization queue due to their prior availability in electronic format or removed them due to other errors in workflow routing (6% of all requests).



- C. Woodward Project as library-wide remote work resource: As the work-from-home order and subsequent slow re-opening of library services took place, the Woodward Project shifted to a remote work option for any interested library staff beginning in March of 2020. Since July 1 of 2020, 20 civil service staff from around the library and an additional 6 hourlies from Preservation Services have been trained and contributed to the Woodward Project while working from home.
- D. Public Services: Preservation staffed a weekly two-hour shift at the Marshall Gallery desk providing services to patrons through the locker system and several staff members completed additional WSA training.

III. Individual Programs' Significant Accomplishments within the Unit

A. Media Preservation

1. *Rare Book & Manuscript Library / Media Preservation Graduate Assistant Partnership* (50% FTE, Year 1 of 2), focus on Perry Miller Adato Collection to develop workflow and Phase 1 Scope of Work. Completion of Phase 1: 4,081 films, 87 videotapes, 486 audiotapes assessed
1. *College of Media and Cinema Studies film vault*: Assisted in the assessment and removal of legacy film equipment and A/V materials during clean-out of off-site vault. Several items donated to Media Preservation.
2. *National Center for Supercomputing Applications/Advanced Visualization Laboratory (NCS/AVL) videotape collection*: Completed assessment and commenced transfer of physical assets to University Archives.

B. Digital Preservation

1. *CARLI partnership*: Kyle Rimkus advanced discussions with CARLI about initiating a statewide institutional repository service based upon our locally managed Medusa/IR platform. This included finalizing a Memorandum of Understanding between the Library and CARLI, holding regular planning meetings with a Technical and Policy group with members from both

organizations, and coordinating a pilot group of interested libraries from across the state of Illinois.

2. Project co-lead (Tracy Popp) on the *Improving Digital Content Appraisal and Processing (IDCAP) project*. This project represents cross-unit efforts to revise and develop workflows that effectively support the appraisal and processing of digital content identified as having archival or long-term value. Group work culminated in a report outlining gaps in current practice and recommending future staffing and procedural modifications with the report being taken into consideration by Library administration.
3. Participated in DANNNG (Digital Archival traNsfer aNd/or iNgest aNd/or packagiNg Group) in the production of a guide on disk imaging (both as contributor and reviewer)

C. Digitization Services.

1. See above for Emergency Access Digitization efforts

E. Digital Reformatting

1. Initiated public-private partnership work with Newspapers.com for eventual ingest of newspaper content into both Medusa and the Illinois Digital Newspaper Collections portal
- 2.
3. Vendor project to re-organize our microfilm storage vault
4. Streamlined workflow for UIUC partnerships with outside organizations (public libraries, cultural heritage institutions, etc.).
5. Began transition to new general collections digitization vendor in light of long-standing vendor's closure
6. Assisted with ETAS process and brought Internet Archives in for support when possible

F. Collections Care

1. Completed onboarding of new binding preparation library specialist, Lincoln Machula (transferred from ACS after Erich Burkhardt's retirement).
2. Worked with external library units to update and document new and changing workflows, including Alma work orders and binding procedures.

G. Conservation

1. As work from home for conservation staff and hourlies, completed 8 volumes (at approximately 100 hours per volume) of the *Council of Administration Records* held by the University Archives. This project began in 2009, so by contrast it took over 10 years to complete the previous 14 volumes. This project necessitated the alteration of some methods for work at home.
2. Marco Valladares Perez continued to support library reopening by making and installing 72 plexiglas shield sets for service points throughout the library system.
3. Completed all backlogged treatments stored in the Conservation vault and implemented new whiteboard tracking system to allow staff to see what is in the vault at a glance.
4. Grad. Hourly, Savannah Adams and Conservation GA Nalani Hodges significantly contributed increased social media engagement through the OSLF Instagram and Facebook account @prescons_UIUC. Platforms were

used to highlight work from home efforts, in the lab projects, and overall conservation related information targeting audiences interested in preservation and conservation.

5. Completed all backlogged treatments stored in the Conservation vault and implemented new whiteboard tracking system to allow staff to see what is in the vault at a glance.

H. Administration

1. Served as Library expert on establishment and gradual reevaluation of quarantine period for materials being circulated or handled.
 2. Served on fulfillment team during initial lock down, development of locker service point, and subsequent planning for reopening phases.
 3. Served as main point of contact for completion of website overhaul in partnership with John Laskowski begun before pandemic (though work on website involved input from many in the unit).
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Major Challenges Faced by the Unit During that FY21:

As with units across the Library and campus, Preservation Services struggled with continuing services and progress on our unit goals and regularized work during the COVID-19 pandemic response. Early FY21 marked the beginning when a significant portion of our staff in preservation, conservation, and digitization services all returned to work, some full-time and some part-time. As noted above, the provision of digitized in-copyright materials for patrons significantly affected workflows, physical layout, and staffing needs in DS. Conservation struggled with finding continued meaningful work from home projects to keep the in-person footprint in the conservation lab at 50% (relying heavily on the adaptation of our ongoing work on the Council of Administration records).

Significant Changes to Unit Operations, Personnel, Service Profile, or Service Programs:

I. New Staff in the Unit

- A. Tabby Garbutt, Digital Imaging Specialist I hired to support special collections projects and patron requests, in Digitization Services
- B. Christine Willson, Extra Help support staff for Emergency and Restricted Access digitization, funded by Library Administration in Digitization Services
- C. Diane Griswell (temporary staff transfer from the Communications Library) to support Emergency and Restricted Access digitization, in Digitization Services – *many thanks to Lisa Romero for her support of this temporary shift!*
- D. Johna Von Behrens, Library Specialist Transfer –official transfer to DS after working as temporary staff during the Emergency Access Digitization, in Digitization Services – *Many thanks to Mary Laskowski for her support of this transfer!*

- E. Lincoln Machula joined us as a permanent transfer from ACS to fill our vacant library binding position after Erich Burkhardt's retirement – *Many thanks to MJ Han for her support of this transfer!*

II. Staff Departures

- A. Completed supervision of Karl Germeck's 3-year residency (ended August 15, 2020). In his time here, Karl contributed to file format research in digital preservation, worked with University Archives to package born digital electronic records and make them accessible, and aided the Rare Book and Manuscript Library in processing born digital materials.
 - B. Erich Burkhardt retired from his position in support of our library binding program on November 30th, 2020
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Contributions to Library-Wide Programs:

- I. Reference/Research Consultations – N/A
- II. Instructional Services (all ISchool instruction)
 - A. Guest lectures and/or tours by Preservation Services staff:
 - 1. IS505 (1 guest session) Information Organization and Access
 - 2. IS523 (5 guest sessions) Preserving Information Resources
 - 3. IS562 (1 guest session) Administration and Use of Archival Materials
 - 4. IS593AV (2 guest sessions) AV Materials
 - B. Full semester courses taught by Preservation Services staff:
 - 1. IS523 (Fall 2020) Preserving Information Resources
 - 2. IS573CH (Fall 2020) Introduction to Cultural Heritage Collections
 - 3. *note 593PCC Preservation and Conservation for Collections Care which is usually taught in the spring was not held in 2021 due to the pandemic*
 - C. IS Practica supervised: None
- III. Scholarly Communications and Publishing – N/A
- IV. Assessment – None this year due to pandemic
- V. Collection Management – This is a huge component of what Preservation Services does: conservation, collections care, commercial binding, and various aspects of digital reformatting, media preservation and digital preservation are all part of the cradle-to-grave management of our library's assets.
- VI. Digital Content Creation - This is also a huge component of Preservation Services and the key role of all staff in Digitization Services, as well output of our digital reformatting coordinator and media preservation coordinator. See stats, goals, and accomplishments for those areas throughout report.
- VII. Organizational Development and Training
 - A. Several of our staff served as ambassadors to new staff and faculty, as well as Mortenson fellows.
- VIII. Diversity, Equity, Inclusion, and Accessibility
 - A. The EMMA grant project, which Kyle Rimkus participates in serves to “handle authentication, search, selection, and download, while also providing an upload path for texts produced or remediated on the campuses of the seven

participating universities. EMMA will connect university librarians or disability service officers operating on behalf of students (or faculty) with disabilities at any of the seven participating universities to materials created on any of their campuses or by any of the three repositories.”

- B. Digital Reformatting staff wrote the statement on harmful content which appears on the webpage for the IDNC. This required a fair amount of research and drafting and was then vetted through the DEIA task force, Victor Jones, and the Dean.

IX. Outreach and Engagement

- A. Resumed social media campaigns and presence to encourage traffic to the digital collections and conservation.
- B. Lab tour and Virginia Meredith from the Newberry Library
- C. Preservation Week 2021: Three live virtual programs, plus four blog posts, and additional social media and online content:
 - 1. “Preservation Jeopardy,” April 26, 2021, trivia game/webinar for Preservation Week 2021, hosted by Shelby Strommer, featuring Preservation Services contestants Cristina Kuhn, Katie Poland, Nani Hodges, and Savannah Adams.
 - 2. “Careers in Preservation: A Panel Discussion,” April 29, 2021, panel featuring preservation professionals from different specializations and different institutions across the country, hosted by Bridgette Hammond and Jennifer Hain Teper.
 - 3. “Preservation Office Hours,” April 30, 2021, online drop-in office hours for preservation questions from the public and other cultural heritage professionals, with Jennifer Hain Teper and Shelby Strommer.
- D. Between November 2020-June, 2021 Quinn Ferris led two-career development initiatives for the graduate assistant and graduate hourlies: conservation-related reading and bookbinding model-making group.

X. Other

- A. Building renovation planning: Preservation Services staff have served as both working group members, and advisors on the planning stages for the special collections building project.
- B. Digital Library Support: Participated in ongoing planning and management effort to migrate IDEALS from DSpace to new local platform based on the Medusa software stack. Wrote specifications for and tested improvements to the library’s Digital Collections platform and Medusa digital preservation repository. Most notably, this included implementing OCR-driven full-text search in the Digital Collections and improved growth-tracking in Medusa

Review progress made on Unit Annual Goals for FY21 as enumerated in the FY20 Unit Annual Report):

Area	Goal	Status
<u>Administration</u>	Administer NHPRC grant to completion (complete processing of Woodward collection and all materials out of 17D)	Ongoing, hopeful completion by mid 2022
	Reevaluate administrative responsibilities of unit head and senior staffing to provide clearer and most consistent supervision and feedback.	On hold, but significant planning and discussions with senior staff and AUL for Digital Initiatives undertaken pre-COVID - should be revisiting in FY22
	After ILS transition, revisit public access to conservation photodocumentation from Digital Library.	On hold - should revisit in FY22 now that people are back and ILS transition has settled
<u>Conservation</u>	Perform iron gall ink treatment on Newton Manuscript and make film documentation about this treatment.	In planning stages.
	Finish the film documentation about every step to the phytate treatment for educational purposes	Completed.
	Record short videos about different procedures we are doing for educational purposes	Ongoing project. Many videos have been made, but with the limited time and number of procedures completed in the lab, this activity will be a long-term project.
	Improve exhibit preparation and installation methodology according to our new needs and begin preparing the exhibits processes for the new building space.	Completed.
	Research and improve our knowledge about lighting, environmental control, and exhibit management in the proposed new exhibit spaces.	Ongoing. Research has been done; however, more information about the new building details is required for future specific decisions.
	Streamline point of contact workflows between special collections and various conservator positions to create stronger relationships and more efficient communication	Completed.

	Build stronger documentation for GA responsibilities, lab orientation and safety, and social media management	Underway, it will be completed FY22.
	Begin planning and development for future conservation support area in proposed new special collections building	Ongoing.
	Achieve a 2-year lead time for all Special Collections exhibits.	Completed. The current exhibit being prepped for RBML is being planned 2 years in advance.
	Develop exhibit preparation manual for RBML (this should mostly be done by RBML, but Conservation may provide guidance).	Completed.
	Change layout of exhibit preparation space in Conservation to be more functional given changing needs (Plexi shield construction, for example).	Completed.
	Exhibit Conservator will begin to provide more exhibit assistance to other departments at Main Library, not only IHLC or RBML.	Ongoing. Working with different departments assisting anytime they need it.
	Complete Green Office certification.	Ongoing in FY21 (completed by the filing of this report)
	Formalize wet lab maintenance and training.	Ongoing.
	Perform testing (accelerated aging, pH, Oddy) on locally made, sustainable conservation supplies (Prairie Paper and PrimeOne https://www.lbsbind.com/products/cover-board/primeone-board/). Results would inform our use of the materials and may be published or otherwise disseminated to promote sustainability in Conservation.	Completed.
<u>Digitization Services</u>	EAS Project: Creatively and productively support an innovative access model in light of access restrictions to physical items due to necessary safety precautions surrounding COVID-19	Completed/Evolved into Restricted Access Digitization (RAD). Continued support through the end of electronic first services. Migrated work to a new workflow supporting on-demand restricted access digitization for our digital library collection performed as pilot in fall 2021.

	RBML Repackaging Project: To create better access to previously digitized RBML content in the Digital Library Staffing models: Cross train staff within our library system to meet the needs of the EAS Project	Ongoing - Marginal progress made due to lack of staff dedicated to the project after 2 hourly staff left the university. Consistent progress was made with the help Bridgette Hammond, the Digital Preservation Graduate Assistant. Tabby Garbutt will begin working on the project in Fall 2021
	Alma implementation: Learn and adapt to the new library cataloguing system of Primo/Alma platforms 12	Completed
	Aeon implementation: Learn and adapt to an anticipated newly expanded Aeon system of tracking Special Collections requests	On hold. Aiming for fall 2021. Units are slowly implementing 1 and a time.
	Project support goals: use our social media presence to drive traffic to the digital library and highlight library digitization project efforts.	Ongoing - Smaller social media presence. Consistent contributions made over the year, increased in Spring 2021
<u>Reformatting</u>	Seek out new grant opportunities for continued newspaper reformatting efforts	In progress (Community outreach expanded, no grant funding needed)
	Update brittle books policy and establish a new web presence	Completed
	Revision and expansion of Digital Reformatting workflow documentation	Completed
	Devise a better plan for in-copyright brittle books content by exploring the possibility of using the Digital Library to host content behind a UIUC login	In progress (script developed; progress paused due to Hathi's ETAS program)
	Development and implementation of patron fulfillment workflow of print materials	Completed
	Expansion of Internet Archive scanning services to accommodate new types of materials (e.g. archival collections)	In progress (On hold due to COVID-19 staffing issues)

<u>Media Preservation</u>	Establish a budget strategy for sustaining the media preservation program. Looking beyond its initial “startup” phase, what are its ongoing costs for hardware, supplies, software, and staff? How will we sustain this as a service when we cannot expect new money to come to us from the state in the near term?	Ongoing. Progress made this year included better tracking of cost-recovery account (with BHSRC). <i>Will revisit in future.</i>
	Review and revise all rates, both internal and with outside vendors.	No progress made. <i>Will revisit in future.</i>
	Develop a strategy and potential service model for providing media preservation services to the UIUC campus community. Propose cost-recovery model.	No progress made. <i>Will revisit in future.</i>
	Collaborate with stakeholders to develop longer-term plans for strategic preservation of media collections.	Little progress made.
	Develop, test and implement robust metadata schemas and associated tools	Project on hold. Key personnel left Library employment or permanently moved away from project. <i>Will revisit in future.</i>
	Collaborate with departmental colleagues to enhance workflow tools and: including project tracking, metadata generation, file naming and packaging, QC and ingest	Project on hold. <i>Will revisit in future.</i>
	Improve Media Pres web presence on Library website which may include updated Media Pres policy, pricing sheet, services offered, etc.	Complete. Preservation Services website launched February 2021. Website update and maintenance will continue as needed.
	Advocate for continuing education and increased training for MPU staff and GA	Ongoing.
<u>Digital Preservation</u>	Through the IDCAP group continue to work closely with special collections units continue to develop digital collections processing and management guides	IDCAP report completed. Creating processing and management guides ongoing. Ongoing as staffing levels allow.
	Work closely with faculty and staff in Sousa to establish procedures for curating and preserving born-digital	Ongoing. Dependent upon Sousa staffing which has been inconsistent due to mostly relying on graduate assistants to complete this work.

	collections content and bringing workflows in alignment with other special collection units.	
	Continue to evaluate and/or build tools to assist curators with born-digital content stewardship and access with focus on priority areas identified through IDCAP work	IDCAP Report completed. Ongoing as staffing levels allow.
	Adjust media reformatting and digital content transfer procedures to accommodate DPC remote work during the COVID-19 emergency.	Completed.
	Review lab hardware in 429 and develop hardware replacement plan.	Ongoing.
	Continue work focused on developing local file format profiles and policies for preservation and access.	Ongoing.
	Continue to build our presence and leverage our role within Software Preservation Network membership.	Completed. We will not renew our membership in the Software Preservation Network in 2022 after a period of evaluation of benefits afforded by SPN membership and due to budget shortages.
<u>Collections Care</u>	Facilitate a disaster response training session or tabletop exercise for the Library Disaster Team.	In progress, was on hold due to pandemic
	Review and update Collections Care workflow documentation to reflect current practices and procedures, including workflow changes resulting from staffing changes and Alma migration.	Completed
	Expand outreach efforts to iSchool and university community, including exploring avenues for virtual outreach.	In progress – virtual outreach for Preservation Week 2021 included a session open to the public and a panel heavily promoted to iSchool students at UIUC and across the country
	Streamline process for gathering treatment statistics.	Completed – new electronic and paper tracking system implemented
	Complete IHLC rolled maps rehousing project.	Handed off to and completed by Conservation

	Finalize workflow for capturing IPM data and uploading to Databank	In progress
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Unit Annual Goals for FY22

Area	Goal
<u>Administration</u>	Administer NHPRC grant to anticipated completion in August 2022
	Administer SAT grant starting in Fall 2021 with hire of visiting conservator
	Continue work to evaluate administrative responsibilities of unit head and senior staffing to provide clearer and most consistent supervision and feedback.
	Revisit public access to conservation photodocumentation from Digital Library.
	Revisit and complete work on unit-wide 5-year plan begun and then tabled at beginning of pandemic
<u>Preservation, Access, and Repositories</u>	Initiate pilot phase of CARLI Statewide Institutional Repository with small group of CARLI members. Finalize cost model. Publicize effort throughout state.
<u>Conservation</u>	Onboard and document integration of grant-funded project conservator position.
	Investigate developing a more archives-friendly platform in the conservation database.
	Consolidate lab safety training onto the Library wiki.
	Investment in lab-owned professional film equipment and basic editing software to enable the creation of shareable educational/promotional content
	Acquisition of supplies to continue expanding into eastern conservation practices, including a Karibari board for lining and drying.
	Continue development of periodic skill-building workshops taught by staff for student cohort interested in Conservation.
	Cultivate professional development opportunities to expand knowledge in the areas of tape removal and photo conservation.

	Work with the staff members of the special collection libraries to analyze the fiscal requirements, organization, vision, and mission for the future exhibit areas in the new building space.
	Last year, due to a pandemic, the conservation lab worked with the facilities department to build and install acrylic shields to protect public service areas on different departments around the campus. Keep assisting the facilities department on this project.
	Work with Ana Rodriguez, the Registrar and Digitization Coordinator, to implement standard documentation for archival material loans for other institutions.
	Coordinate with RBML staff members a time to clean and organize the RBML's vault exhibit area.
	Complete treatment of Council of Administration volumes for University Archives.
Digitization Services	Increase special collections digitization and contributions to digital collections
	Continue to support Restricted Access digitization program and refine workflows during the pilot period in Fall 2021 to provide patrons with efficient access to digitized books
	Streamline special collections patron request process through Aeon integration.
	Digitize materials for Brooks Grant project in RBML
	Complete the RBML Repackaging Project
	Streamline special collections patron request process through Aeon integration.
	Update unit documentation for special collections workflow and equipment
	Inventory DS equipment. Determine cost to update old equipment. Collaborate with IT to establish replacement schedules and pursue funding.
	Adopt use of a shared communication contact, digitizationservices@library.illinois.edu , for correspondences related to our new Restricted Access Digitization workflow.
	Pursue Fadgi compliance testing and confirm via testing image quality with these guidelines

	Resume Social Media campaigns and presence to encourage traffic to the Digital Collections.
	Share Speedwagon packaging tool with other units and libraries to support efficient creation of digitized content
<u>Reformatting</u>	Seek out new grant and workflow opportunities (e.g. in-house microfilm scanning) for continued newspaper reformatting efforts
	Establish workflow with new brittle book digitization vendor (Crowley), due to NMT going out of business.
	Develop workflow procedures for in-house microfilm scanning
	Devise a better plan for in-copyright brittle books content by exploring the possibility of using the Digital Library to host content behind a UIUC login
	Development and implementation of patron fulfillment workflow of print materials
	Expansion of Internet Archive scanning services to accommodate new types of materials (e.g. archival collections)
	Digitize UIUC theses and dissertations with ProQuest
	Continue to develop and implement newspapers.com ingest workflow
<u>Digital Preservation</u>	Continue to work closely with special collections units to develop, review and redesign digital collections processing and management guides.
	Work closely with faculty and staff in Sousa to establish procedures for curating and preserving born-digital collections content and bringing workflows in alignment with other special collection units.
	Expand “Digital Curation Office Hours” to include RBML and IHLC dependent upon staff availability
	Continue to evaluate and/or build tools to assist curators with born-digital content stewardship and access with focus on priority areas identified through IDCAP work
	Working collaborative with other BTAA Digital Preservation professionals create guidance on digital content transfer and acquisition scenarios
	Within the highly-collaborative File Format Working Group continue work focused on developing local file format profiles and policies for preservation and access.

	Continue engagement with Library Admin on next steps as recommended in the IDCAP report.
<u>Collections Care</u>	Facilitate a disaster response training session or tabletop exercise for the Library Disaster Team
	Continue to expand outreach and engagement efforts to iSchool, campus, and community
	Finalize workflow for capturing IPM data and uploading to Databank
	Review and update Binding Preparation workflow documentation
	Implement staff cross-training and job shadowing between Collections Care and General Collections Conservation to expand understanding of workflows and treatments across units
	Finalize mold treatment workflow procedures and documentation
	Revise collections freezing protocol procedures and documentation
<u>Media Preservation</u>	As a result of the instability caused by the lengthy pandemic period, the focus and goal for FY22 will be solely on the practice of media preservation, with a specific focus on the reformatting of moving images held on magnetic video tape and the physical conservation of the Perry Miller Adato film collection held by RBML. Projects will continue with outside vendors as usual, with a specific focus on increasing output from onsite labs.

Graduate Assistants:

- I. Number of GAs (FTE and Head Count) employed during FY21:
One 30%, one 33%, one 38%, two 45% and one 50% graduate assistants (2.29 FTE, all but one are 9-month appointments, one grant-funded 12-month appointment)
- II. Funding source for the unit's GAs:
Four (30% & 45% FTE) on state funds, one (0.5 FTE) endowed (Mildred Jassuph fund), ne (0.5 FTE) grant funded.
- III. Major responsibilities assigned to the GAs in the unit, and an overview of the contributions made (or projects completed) by GAs during the fiscal year
Due to the pandemic, our graduate assistants worked to support a variety of projects that could be adapted to work-from-home. As noted above, our conservation graduate assistant contributed to the Council of Administration Records project, as well as assisting with the administration of the Woodward NHPRC grant; our digital preservation GA worked to help make progress on the RBML repackaging project after hourly staff were lost; and our digitization services GA worked heavily on packaging and processing of patron-driven book digitization requests. See, in addition, the formal job descriptions for our FY21 graduate assistants included in the appendices.

Statistical Profile

- I. Facilities - Not Applicable
- II. Personnel
 - A. *Faculty (2.0 FTE)*
 1. Jennifer Hain Teper (100%) Full reporting year, state with endowment funded stipend
 2. Kyle Rimkus (100%) Full reporting year, state funded
 - B. *Academic Professionals (9.0 FTE)*
 1. Joshua Harris (100%) Full reporting year, state funded
 2. Tracy Popp (100%) Full reporting year, state funded
 3. Quinn Ferris (100%) Full reporting year, endowment funded
 4. Angela Waarala (100%) Full reporting year, state funded
 5. Henry Borchers (100%) Full reporting year, state funded
 6. William Schlaack (100%) Full reporting year, state funded
 7. Marco Valladares Perez (100%) Full reporting year, state funded
 8. Jody Waitzman (100%) Full reporting year, endowment funded
 9. Shelby Strommer (100%) Full reporting year, state funded
 - C. *Civil Service Staff (7.0 FTE)*
 1. Erich Burkhardt, Library Assistant (100%) retired November 30, 2020, state funded
 2. Lincoln Machula, Library Specialist (100%) temporary trial October 19, 2020. Official transfer went into effect on December 3, 2020, state funded

3. Rachel Johns, Digital Imaging Specialist II (100%) Full reporting year, state funded
 4. Tabby Garbutt, Digital Imaging Specialist I (100%) began December 2020, state funded
 5. Johna Von Behrens, Library Specialist (100%) began May 2021, state funded
 6. Cristina Kuhn, Library Specialists (100%) Full reporting year, state funded
 7. Kara Hagen, Library Operations Associate (100%) Full reporting year, state funded
- D. *Graduate Assistants (2.29 FTE)*
1. Katie Poland (50%, 12 mo appointment, grant funded)
 2. Victoria Schmitz (33%, 9 mo appointment, state funded)
 3. Brynlee Emery (30%, 9 mo appointment, state funded)
 4. Christina Pellegrino (45%, 9 mo appointment, state funded)
 5. Nalani Hodges (38%, 9 mo appointment, endowment funded)
 6. Bridgette Hammond (45%, 9 mo appointment, state funded)
- E. *Extra Help (0.45 FTE)*
1. Emily Lewin – 400 hrs (0.14 FTE)
 2. Christine Willson – 900 hours (0.31 FTE, partially completed in 2021)
- F. *Volunteer hours*
1. None due to Covid-19
- G. *Hourly Wages*
1. State Account \$62,521.47 resulting 3,695.80 hours (1.85 FTE) worked (includes summer graduate hourlyies) with support in all areas of unit
 2. Friends gifts \$899.16 resulting in 72 hours (0.04 FTE)
 3. Innovation Fund \$1,932.00 resulting in 352.0 hours of work (0.18 FTE)
 4. Woodward (NHPRC grant) \$24,484.26 resulting in 1,852.48 hours of work (0.93 FTE)
 5. Emma Grant sub award \$21,661.94 resulting in 1,450.9 hours of work (0.73 FTE)
 6. RPC funded research project \$791.29 resulting in 53 hours of work (0.03 FTE)
 7. NEH Challenge grant funds \$14,350.00 resulting in 1,025 hours of work (0.51 FTE)

III. User Services

N/A

IV. Other statistics (optional). Note Covid-19's influence on all production.

- A. Conservation and Book Repair: We have continued to serve the University Library System by offering simple through complex book and enclosure treatments for special, circulating and reference collections. Over the past year, the unit has undertaken the following:
1. *Pamphlet Binding*: bound **78** General Collections items into customized pamphlet binders (FY20 22).
 2. *General Collections Conservation and Quick Repairs*: Overall, general collections conservation and Collections Care (quick repairs) repaired **777** books (FY20 366). Repairs predominantly took under 2 hours, but 10.8% took 2-4 hours and 2.88% took 4-8 hours. Of that total, 569 were simple repairs taken on by Collections Care (FY20 220).

3. *Medium Rare Conservation*: As noted above, the term “Medium Rare” describes a workflow that blurs some lines between general and special collections, in use since the late spring of 2016. Treatments are typically more time-consuming and involved than standard general collections, but ideally briefer than typical special collections approaches. In FY21 conservation repaired 40 books and 27 pieces of flat paper (FY20 **114** books and **19** pieces of flat paper) in the medium rare workflow, for a total of 67 items (FY20 133).
4. *Special Collections Conservation*: **16** items repaired, and **88** items prepared for exhibits (FY20 11 items repaired, and 327 items prepared for exhibits) consisting of 1 pamphlet/music sheet, 10 books, 2 pieces of flat paper, 0 photographs, and 3 objects. 6.25 % of items were treated in under 2 hours, 12.5% took between 2-4 hours, 18.75% took 8-16 hours, 37.5% took 16-40 hours, and 25.0% took more than 40 hours to complete.
5. *Oak Street Stabilization*: In FY20 **8** items were stabilized, **45** received enclosures, and 0 item was repaired for a total of **53** items. (FY20 242 total).
6. *Enclosures/Rehousing*: **22** items received custom enclosures, encapsulation, or rehousing in FY20 (FY20 43).
7. *Cleaning/Disaster Recovery*: **0** items were cleaned, dried, or both (FY20 18).

B. Preservation Reformatting:

1. *Brittle Books to Digital*: **62** items were reformatted to digital format; **42** items were reproduced as preservation-quality physical facsimiles (FY20 23/0).
2. *Internet Archive Scanning*: 2,464 items for a total of 680,266 pages and 912 foldouts.
3. *Microfilm*: produced **0** reels of preservation quality microfilm for embrittled newspaper content (**18 microfilm repair**) (FY20 produced 99 and repaired 0).
4. Microfilm vendor changed from NMT to Backstage Library Works (NMT went out of business).
5. *Replacement Pages*: **42** pages for missing content were replaced, (FY20 replaced 91).

C. Commercial Binding Preparations

1. *Monographs*: bound **2,673** monographic titles (FY20 2,994).
2. *Serials*: bound **3,186** serial volumes (FY20 2953)
3. *Custom Protective Enclosures*: measured and ordered **409** custom boxes (FY20 760)

D. Collections Care

1. Quick Repairs: **569** (FY20 220)
2. Disaster Recovery/Cleaning: **324** (FY20 67)
3. Enclosures/rehousing/encapsulation: **41**
4. Commercial mold remediation: **38** volumes, **2** subject files, and **3** boxes of Archives (7 cubic feet total)

E. Digital Preservation:

1. Significant decrease in transferring collections materials from physical media. Approximately ten requests for reformatting with 16 discreet media items transferred. This decrease is in part likely attributed to COVID-19.

2. Increase in born-digital content curation requests; worked with University Archives to identify file types and provide expert curation guidance and application on nine collections.
3. Increased holdings to **180.86** TB in Medusa long-term storage (FY20 158.06 TB)

F. Digitization Services:

1. General, **664** special collections items digitized (FY20 2,987):
 - RBML 61 items (3,774 images)
 - Illinois History and Lincoln Collection 157 items
 - Map Library 406 items
 - University Archives 40 items (9,216 sheets)
2. HathiTrust Ingestion: Refer to B. Covid-19 Specific Activities: Preservation Services: Emergency Access Digitization and the Transition to Restricted Access Digitization for specifics)
3. Emergency Access Digitization workflow: (for more detail see B. Covid-19 Specific Activities: Preservation Services: Emergency Access Digitization and the Transition to Restricted Access Digitization)
 - **2,100** items to lockers for in-person pick up
 - **803** digitized items for online access
 - **764** items copyright protection, digitized

G. Media Preservation/Time-based media reformatting:

1. Total # of distinct Media Projects : 52 (FY21 29)
 - Audio Transfers: **296** (15 in-house, 281 outsourced) (FY20 177)
 - Videotape Transfers: **13** (11 in-house, 2 outsourced) (FY20 154)
 - Film Transfers: **1** (outsourced) (FY20 2)
 - Total transfers: **310** (FY20 333)
 - Approximately **341** items received repair, cleaning, rehousing, physical conservation, or mold remediation (FY20 199).
 - Listening and Viewing requests: The program received and served several requests from various sources to analyze media items.

Appendices (optional)

Graduate Assistant Job Duties

Collection Care

DESCRIPTION: This graduate assistant position's day-to-day responsibilities includes oversight of triage and minor repairs on a variety of incoming collections materials; primary leadership and supervision of the unit's environmental monitoring and integrated pest management programs; ordering commercial custom enclosures and preparing materials to be sent to the commercial bindery; disaster recovery; collection of departmental repair statistics; and using an internal database and integrated library system to track collections materials and treatment. The graduate

assistant also assists with supervision and training of departmental hourly assistants, performs quality control of completed repairs, and assists with workshops and tours.

VALUE TO THE LIBRARY: This position is critical to keep material preservation workflows moving forward in order to quickly respond to collections and patron needs. It is the main support staff for our collections care program and includes tasks that are vital to the preventative preservation of collections materials which ensure the ongoing use and integrity of the scholarly record. The nature of this position requires keen understanding of a variety of workflows and excellent project management and is best served by a graduate assistant level position for continuity.

VALUE TO THE STUDENT: Students in this position gain first-hand knowledge of preservation decision making and print retention priorities in a large, consortial academic library. They gain valuable experience in supporting both general and special collections through collections care programs, assessments, and project management. They gain hands-on experience working with collections materials and performing simple repairs. Students also gain invaluable leadership experience supervising hourly students.

Digital Preservation

DESCRIPTION: Working under the Digital Preservation Coordinator, the Graduate Assistant in Digital Preservation supports the Preservation Unit's role in managing the library's digital preservation activities. This GA works with content producers and the Medusa digital preservation repository technical team to plan and manage actions such as file packaging, staging, and ingest into the repository. This GA will also engage with preservation of born-digital content.

VALUE TO THE LIBRARY: This position allows the library's digital preservation file management to move forward, and provides key support to the processing of born-digital special collections.

VALUE TO THE STUDENT: This position provides students with valuable hands-on experience in digital preservation management and digital forensics technology, two growing areas of library science in high demand on the job market.

Digitization Services

DESCRIPTION: Digitization Services within Preservation Services works closely with librarians and stakeholders to create digital collections for the library for access and preservation. Incumbents will work closely with Preservation and Conservation staff to digitize content from the various special collections libraries at Illinois. The position will provide practical knowledge and experience for graduates to utilize in applying for and working in a position related to digital libraries or digital cultural heritage institutions. Digitization Services works closely with The Rare Book & Manuscript Library, Illinois History and Lincoln Collections, University Archives and the Map Library and their collections creating high quality digital surrogates. The position will provide excellent exposure to the different collections, projects and libraries at Illinois.

VALUE TO THE LIBRARY: To help build more reliable staffing models in DCC, the graduate assistant will participate in all areas of digital production, thus serving as a flexible staff member to better maintain production timelines in a very short-staffed function of the library.

VALUE TO THE STUDENT: This position provides students with valuable hands-on experience in digital production management from the beginning to the end of the process, giving them valuable experience as they enter the job market. A position of this type has been greatly desired by GSLIS students in the past, as many students, particularly those in the special collections certificate program, are seeking hands-on digitization experience.

Media (AV) Preservation

DESCRIPTION: This position's day-to-day responsibilities include: tracking of incoming audiovisual materials for preservation for various library units (predominantly special collections); assisting with in-house reformatting functions, coordinating preparations for outsourced media reformatting, consulting with units within the Library and across campus and working on a variety of special projects.

Major duties will include:

Tracking and management of media collection items through media preservation workflow; Collaboration and support of media preservation related projects ; Assisting with preparations for outsourced and in-house media reformatting; Working collaboratively with Digital Preservation Services for ingest of digital media into institutional digital repository; Working collaboratively with Special Collection units and other library stakeholders

Other duties may include, but are not limited to:

Hands-on conservation of media collection items; Digital transfer and reformatting of analog media items; Documentation of preservation and conservation workflows; Managing relationships with Library and University staff and outside vendors; Project development and grant preparations; Leading or assisting with training workshops; Assisting with preparations for new media productions and exhibitions utilizing audiovisual elements.

VALUE TO THE LIBRARY: The Graduate Assistant in Media Preservation supports the operations of the media preservation program in countless ways. The GA serves as the front-line responder to all requests and manages the entire media preservation workflow. He/she handles all relationships with our internal clients (Library system archivists, librarians, curators and staff) and external service providers and vendors. This is in addition to learning and performing conservation and preservation work on physical collections, implementing newly acquired skills and techniques in digital reformatting in a cutting edge environment, as well as working alongside the Medusa Digital Repository team to ensure proper ingest of reformatted materials for long-term protection. The value to the Library can be demonstrated directly by the amount of collections preservation we are able to perform on a yearly basis without any additional support staff in this critical area.

VALUE TO THE STUDENT: The graduate student in this position is learning invaluable

hands-on experience in a real-world, service-oriented unit that has a direct impact on the preservation of the Library's media collections. Due to the unique and very specific skills needed for media preservation work, very few opportunities exist in the United States for students to gain this type of practical knowledge in a field with a steep learning curve where future employment is often-based on years of practical experience. In addition, the graduate student leaves this assistantship with first-hand experience in a wide variety of areas including film conservation, video and audio preservation, workflow management, reformatting transfer techniques, digital repository ingest, client services, and interfacing directly with outside vendors and collaborators from inside and outside of campus. It can be stated without question that this is one of very few opportunities of its sort in the country