FRAMING THE PROBLEM
OR, DON'T PANIC
At Wake Forest, we scrambled to provide support for the 18th-Century Common, a public humanities website and flagship project of our Humanities Institute.
CONFUSION ABOUT COST OF DIGITAL PROJECTS

COST-RECOVERY WEB DEVELOPER VS. “FREE” DIGITAL INITIATIVES LIBRARIAN
THE FACULTY WEBSITE PROBLEM

At New York University “we find ourselves challenged to respond effectively to what we have come to call ‘the faculty website problem’ — an ever-growing number of requests for web-based spaces and tools to collaborate on scholarly research and share the results.”

– Jennifer Vinopal & Monica McCormick

WHAT DOES ‘WEBSITE’ MEAN?

- Wiki or basic blog
- Custom database with public or private access
- Tools for collaboration
- Integration with other platforms
- Some combination of all these!

WHAT SUPPORT IS NEEDED?

- Single consultation about available tools
- Semester-long consultation & training for a course’s student projects
- Open-ended commitment to implement new tool or manage scholarly digital collection
FRAMING THE SOLUTION
BUILD ZSR, WEB SUPPORT FOR DIGITAL SCHOLARSHIP
WHO'S BUILDING BUILD.ZSR?

NOT A NEW UNIT, BUT A GRASSROOTS TEAM,
1 FROM DIGITAL SCHOLARSHIP UNIT + 3 FROM ZSR’S TECH TEAM
COMPONENTS OF BUILD.ZSR

- tiered service model
- digital project proposal form
- web presence at build.zsr.wfu.edu
- featured projects
- on-site help e.g. sidekick
- wanna get started? people to help
THE LIBRARY IS NOT A BOOKSHELF, BUT A SPACE FOR THE ACTIVE CREATION OF NEW KNOWLEDGE
SERVICE TIERS OF BUILD.ZSR

Tier 1 — Provision

Tier 2 — Customization

Tier 3 — Creation
ASSESSMENT OF BUILD.ZSR

- determining success criteria
- evaluating client satisfaction
- identifying what did and didn’t work
- calculating staff hours spent on development and support activities
- estimating costs and possible efficiencies
- considering next steps
REFERENCES


IMAGE CREDITS


