Rapidly Expanding Access: HathiTrust’s COVID-19 Response

Mike Furlough, Executive Director
Sandra McIntyre, Director of Services and Operations

May 18, 2020
Roadmap for today

- About HathiTrust
- Emergency Temporary Access Service
- Responding to the COVID-19 emergency
- Making it happen
- Impact
- The months ahead
About HathiTrust

COLLECTION, COLLABORATION, ACCESS
Google Is Adding Major Libraries to Its Database

By JOHN MARKOFF
and EDWARD WYATT
Published: December 14, 2004

Google, the operator of the world's most popular Internet search service, announced today that it had entered into agreements with some of the nation's leading research libraries and Oxford University to begin converting their holdings into digital files that would be freely searchable over the Web.

It may be only a step on a long road toward the long-predicted global virtual library. But the collaboration of Google and research institutions that also include Harvard, the University of Michigan, Stanford and the New York Public Library is a major stride in an ambitious Internet effort by various parties. The goal is to expand the Web beyond its current valuable, if eclectic, body of material and create a digital card catalog and searchable library for the world's books, scholarly papers and special collections.

Google, newly wealthy from its stock offering last summer, has agreed to underwrite the projects while also adding its own technical abilities to the task of scanning and digitizing tens of thousands of pages a day at each library.

December 14, 2004
October 13, 2008

HathiTrust launches with 12 founding members from the Committee on Institutional Cooperation and the 11 libraries of the University of California.
Membership
Notable Programs and Services

HathiTrust Research Center -- text and data mining
Copyright Review -- US monographs, state documents UK/AU/CAN, crown copyright
Shared Print Program -- monographs, coordinated with partners
US Federal Documents -- comprehensive approach
Print Disabled Access -- Accessible text service, partnerships
HathiTrust -- by the numbers

17.38 million total volumes
  8.9 million titles
  6.7 million volumes (39%) open for reading (public domain & Creative Commons-licensed)

10.65 million volumes protected by copyright or undetermined

The collection includes (mostly) published materials in bound form, (mostly) digitized from library collections.
Usual access to works for members

- Reading and download access to public domain and Creative Commons-licensed works
- Search within a book for all books, including limited-view works
- Accessible Text Request Service on behalf of users with print disabilities
- Text and data mining services via the HathiTrust Research Center
Emergency Temporary Access Service

THE SERVICE IN BRIEF
Emergency Temporary Access

Special access for HathiTrust member libraries under emergency conditions permitting students, faculty, and staff to obtain lawful access to specific digital materials in HathiTrust that correspond to physical books that are held in the library’s collection.

https://www.hathitrust.org/ETAS-Description
Silent Spring / by Rachel Carson; drawings by Lois and Louis Darling.

Main Author: Carson, Rachel, 1907-1964.
Related Names: Darling, Lois. Darling, Louis.
Language(s): English
Subjects: Insect pests > Biological control. Pesticides and wildlife. Pesticides > Toxicology.
Physical Description: x, [6], 368 p. : ill. ; 22 cm.
Locate a Print Version: Find in a library

Viewability

<table>
<thead>
<tr>
<th>Item Link</th>
<th>Original Source</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited (search only)</td>
<td>University of Michigan</td>
</tr>
<tr>
<td>Limited (search only)</td>
<td>University of California</td>
</tr>
<tr>
<td>Limited (search only)</td>
<td>University of Minnesota</td>
</tr>
</tbody>
</table>

Normal access: “Limited (search only)"
Emergency access at activated member institution that holds a print copy: “Temporary Access”
Silent spring / by Rachel Carson ; drawings by Lois and Louis ... Carson, Rachel, 1907-1964.

Get this Book

Find in a library
Download this page (PDF)

Text Only Views

Go to the
text-only view of this item.

See the HathiTrust Accessibility page for more information.

Add to Collection

This item is not in any of your collections

Select Collection

Add

Share

Permanent Link to this book
https://hdl.handle.net/2027/u
Emergency

A HathiTrust member library has experienced an *involuntary, temporary* disruption to normal operations, requiring it to be closed to its patrons, or otherwise to restrict print collection access services.

- Users cannot gain access to the print collections as they normally would
- Disruption is expected to last longer than 48 hours
Temporary

The emergency temporary access service will end when the library resumes regular print collection access services.
Access

- **Users:**
  Current students, faculty, and staff at a member institution, authenticated via the institution’s identity and access management
  — *Not* courtesy users, like alumni or other affiliates

- **Content:**
  Digitized copyrighted books in HathiTrust that match the library’s print books based on OCLC numbers
Access

- **Type of use:**
  View the book online
  *No* full-book download

- **Simultaneous access:**
  One user per volume held at your institution
  *Example:* If library holds 3 copies, then 3 users at a time may access it.

- **Length of access:**
  Check out is for 60 minutes
  Renewed if user is active with the book, e.g., turning pages
  Book may be returned early
Request and activation

- A qualifying HathiTrust member library submits a request form, along with documentation of the disruption of service (e.g., campus announcement, closure page, news item).
- HathiTrust staff review the request and ask any clarifying questions.
- Upon approval, the institution is activated in HathiTrust systems — i.e., authenticated users from that institution are authorized for emergency access in HathiTrust.
Responding to the Emergency

CONTEXT
Policy context — US Fair Use

Fair use analysis based on the four factors in US law,
- Focused at first on US higher education, then expanding

Key points
- We are enabling educational and research uses
- Universe of users is thus constrained accordingly
- We are not reproducing/distributing copies
Policy context — outside of USA

Does Fair Dealing apply?

- More proscriptive, less flexible
- Varies significantly among jurisdictions
- Service as designed may not fit all situations

Conclusion: Members to take responsibility for assessments of lawfulness of service and verify that they have done so.

Small number activated outside of USA
Making it happen

BACKGROUND
Timeline — first 4 weeks

- March 6: Policy discussions start with Univ. of Michigan
- March 10: Decision to move forward
- March 13: Ad hoc teams established
- March 20: Internal testing of systems/applications
- March 27: Request and activation process ready
- March 30-31: Activation of pilot institutions (7)
- April 1: Approval and activation of first requests (32)
- April 3: Rapid activations (118)
Activated institutions

171 institutions have been approved and activated
List: https://www.hathitrust.org/etas-approved-libraries

Not approved:
- 2 member libraries could not meet criteria at this time
- Handful of requests from non-members
Ad hoc teams

A. Policy Development
B. Messaging and Communications
C. Member Support and Service Activation
D. User Support
E. Systems and Applications
F. Overlap Data and Local Discovery

Overall coordination: Mike Furlough and Sandra McIntyre
Ad hoc teams

A. Policy Development
- Jack Bernard, UM
- Mike Furlough (lead)
- James Hilton, UM
- Melissa Levine, UM
- Sandra McIntyre
- Maurice York, UM

B. Messaging and Communications
- Heather Christenson
- Jessica Rohr (lead)
Ad hoc teams

C. Member Support and Service Activation
   - Kristina Hall
   - Eleanor Koehl
   - Jessica Rohr
   - Melissa Stewart (lead)
   - Heather Weltin

D. User Support
   - Heather Christenson
   - Kristina Hall
   - Eleanor Koehl
   - Melissa Stewart
   - Angelina Zaytsev (lead)
   - HathiTrust User Support Team
Ad hoc teams

E. Systems and Applications
- Bill Dueber, UM
- Aaron Elkiss (lead)
- Roger Espinosa, UM
- Angelina Zaytsev

F. Overlap Data and Local Discovery
- Graham Dethmers
- Aaron Elkiss
- Natalie Fulkerson
- Josh Steverman, UM
- Martin Warin, UM
- Heather Weltin (lead)
Ad hoc teams

Testing

● Many of the above
● Tom Burton-West, UM
● Chris Powell, UM
● John Weise, UM
Rapid development

- Stand-up meetings daily of whole team via BlueJeans
- Lightweight documentation in Confluence and Google Drive
- Extensive team communication in dedicated channels in Slack
Communications

- Early presentations and messages to members
- Website: service descriptions, policy, instructions, promotional materials, support
- Tracking of requests, with single contact at each library
- Procedures for members to use for optimizing service locally
- Reports for members:
  - Overlap reports
  - Usage reports
- Virtual support office hours
Terms of Service — highlights

• No lending of print books or serials that are accessible as digitized works in HathiTrust.
• Service is provided as-is, and cannot be modified or customized to requests by specific libraries or end users.
• Before a library resumes collections access, it will contact HathiTrust about the nature of the resumption, the timing, and any special circumstances relating to its plans.

https://www.hathitrust.org/etas-terms-of-service
Optimizing the service at local level

- Updating print holdings data submitted to HathiTrust
- Integrating HathiTrust records into the local catalog
  - Directly using overlap report and Hathifiles
  - Via settings in vendor tools
- Promoting the service to users
- Analyzing usage
Impact

RESULTS
171 institutions

262,000 checkout events

13.6 million pages viewed

16.8% of all page views

5,335 checkouts
  • 51.6 pages per checkout

Daily 3,662 unique checkouts

2,397 unique users
  • 2.2 checkouts per user
Laura Rosenthal
@LauraRosenthal

I did not expect to be doing my final corrections and reference checking for new book in a pandemic with all of the libraries closed, so huge thanks to @hathitrust for emergency temporary access service and gratitude to @UMDLibraries for facilitating.

Myles Chykerda
@mchykerda

As it turns out, my morning research bacon was saved as @hathitrust had made many books available.

Still had to log on through my @UCLA_YRL credentials, but very thankful the option was there.

Because everyone needs 1975 books about #Thessaly #EarlyIronAge #fibulae

1:37 PM · May 10, 2020 · Twitter for Android

Nora Benedict
@NoraCBenedict

No really, @hathitrust Emergency Temporary Access Service is a ⭐️ game changer⭐️. Sure, archival work is still virtually impossible in this situation, but finding crafty workarounds and new ways to think about/reframe research questions is actually proving to be productive 🤚🏻📚强国📚强国

8:41 PM · Apr 30, 2020 · Twitter Web App

claire
@monetshbouquet

ahaha who knew the lil elephant on hathitrust dot org would be my best friend this quarantine :') @hathitrust

11:57 AM · May 18, 2020 · Twitter Web App

Nora Benedict
@NoraCBenedict · May 7

Also, VERY grateful for the Emergency Temporary Access Service that @hathitrust is currently offering 🙌🏻📚强国📚强国

2:07 PM · May 4, 2020 · TweetDeck
Preparation pays off: IU Libraries offers expanded access to HathiTrust Digital Library

BY BARBARA BROSHIER May 6, 2020

April 21, 2020

Research Library Digitization Has Found Its Moment
Long-term Investments Pay Off and Provide Lessons for the Future

Roger C. Schonfeld
Unresolved by ETAS.....

On demand needs, such as....

Interlibrary loan

Course reserves and other multi-user scenarios
Internal impacts

- Opportunity costs — postponing previously set priorities
- Accelerated projects — helping us realize some opportunities
- Agile development practices
  - No defined specification or policy at project start
  - Exploring, rejecting, exploring again
  - Small-scale pilot
- Staff resilience — major factor
The months ahead....

Evolving with a changing emergency
ETAS is need-driven....

....not date driven.

We’ve been through the easy part.

171 libraries: 171 local responses to the crisis.

Nature of disruption: A library has to suffer an unexpected or involuntary disruption to normal operations, requiring it to be closed to the public, or otherwise restrict collection access services, so that users cannot gain access to items in the collection as they ordinarily would.
Shared needs

Shared responsibility
Questions?
Contact us anytime at feedback@issues.hathitrust.org

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Extra Slides

ANY NEED FOR ANY OF THESE?
Promoting the service

Video: Announcements
Video: Training
Social Media
Blog Posts/News
Web Badges
GIFS & Graphics
Catalog Interfaces
Lib Guides

https://www.hathitrust.org/ETAS-member-information

Images by Princeton University and University of Rochester
Community Resources, Future Topics

Member Materials Web Page: www.hathitrust.org/ETAS-Member-Materials

Collaborative Google Doc to share ideas: https://bit.ly/3cEMWJY

Future virtual office hours on discovery, print holdings, translating value?
Not activated yet?
Request the service! Instructions and links:
https://www.hathitrust.org/ETAS-member-information