



HATHI  
TRUST

2020

MEMBER MEETING  
& HATHITRUST  
COMMUNITY WEEK  
OCT. 22-29

# HATHITRUST USER SUPPORT: COLLABORATING TO ANSWER YOUR QUESTIONS

Members of the HathiTrust User Support team

**Tuesday, October 27**

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# Our plan for today

- Review how we'll interact today
  - Zoom protocols
  - Code of Conduct
- Brief overview of the HathiTrust User Support team
- Meet some of the members of HathiTrust User Support

# Code of Conduct

HathiTrust events provide an inclusive environment that welcomes inquiry, constructive criticism and debate, and candor. HathiTrust does not tolerate personal attacks, harassment of any kind, verbal or physical violence, or disruptive behavior. All attendees are expected to be respectful of our community's diversity and generous of others' views. A full Code of Conduct and a complete process for handling reports of violations is in development. Until it is available, please bring concerns to us by contacting a member of the HathiTrust staff or by emailing [conduct-reports@hathitrust.org](mailto:conduct-reports@hathitrust.org).

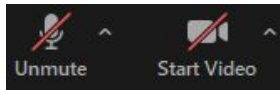
# Zoom Meeting Features

- Audio and Video will be muted for all Participants upon entry
- Switch between Speaker View and Gallery View
- Chat is enabled
- Live Transcripts/Closed Captioning are available

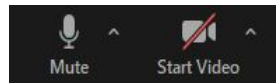
# Mute / Unmute

When not speaking, please keep your Microphone muted

To turn on your microphone, click the “Unmute” button in the bottom left corner



Click the “Mute” button to then turn your microphone off

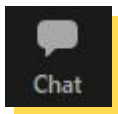


Picture of the Zoom layout, pointing out where the mute and start video buttons are located

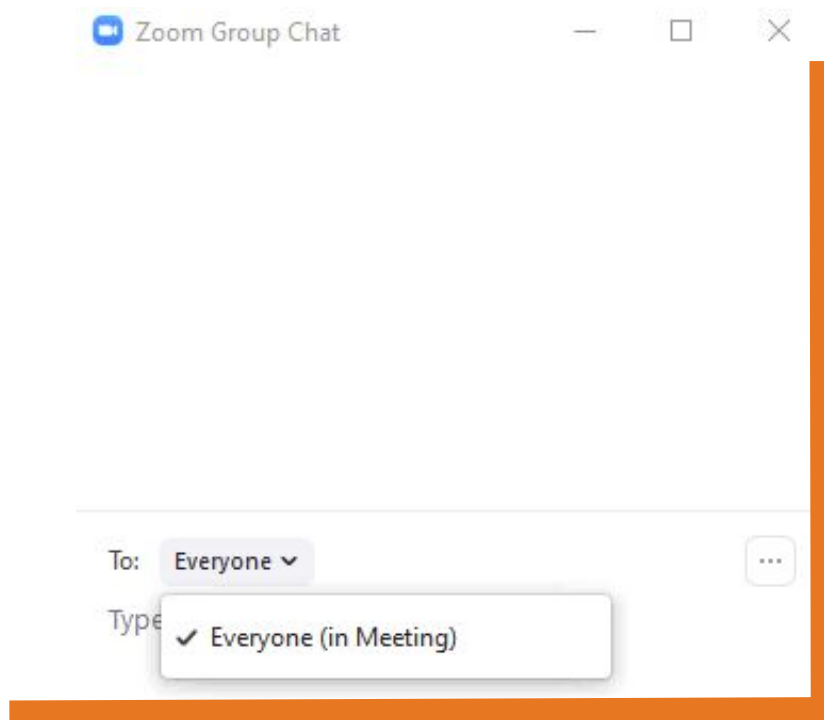
# Chat

Use Chat for discussion or to ask a question

To open the Chat window, click the Chat button at the bottom of the Zoom application



By clicking the “Everyone” button in the Chat pop out window, you can select who you want to chat with



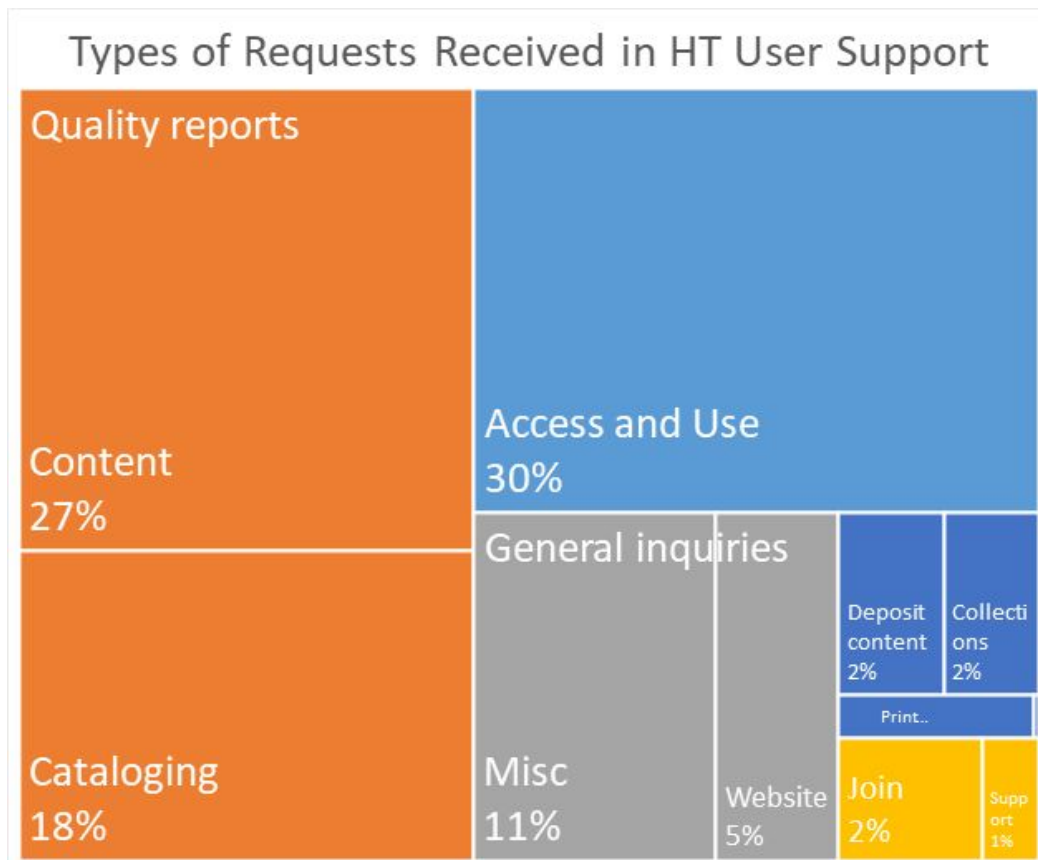
Picture of the Zoom Chat pop out window

# HathiTrust User Support



# What is HathiTrust User Support?

- The faces behind [feedback@issues.hathitrust.org](mailto:feedback@issues.hathitrust.org)
- A collaborative user support team working to answer your questions
- We work with librarians and patrons all around the world to address a large variety of requests





# History of HTUS

- How it all began - spreadsheets 🤖
- Track this for real - JIRA (Feb 2011)
- The concept of teams: USWG/HTUS in 2011, BCG in 2013, DOQC in 2016
- Evolution!
- Recognition of the value of interacting (and correcting) - customer service principles & supporting our mission

55 thousand requests!

61 individuals, 40 institutions!

Massive (old) Quality Spreadsheet (mostly CRMS)

	A	B	C	D	E	F
1	SysID	SeqNo	Comments	Other Comments	Access	Note
33	coo.31924002278152		Missing title page.	no tp, no c, begins w/ preface	1943	hd view
34	coo.31924002332447		CRMS reported	No title page and the TOC is obscured.	1928	hd view
35	coo.31924002339145		bookplate on inside of cover obscures what may be a perm no permissions issues found in front matter		1953	full view
36	coo.31924002339921		lacks tp & verso	missing much of the front matter as it starts with pg. X	1935	hd view
37	coo.31924002379691		No author, publisher or date present in scan	No tp, verso, author, publisher info.	1943	hd view
38	coo.31924002383481		CRMS reported; original info in April 2011 spreadsheet - m		1928	hd view
39	coo.31924002477440		No front matter (author, publisher, title)	Missing tp and verso.	1955	hd view
40	coo.31924002509788		cover title partly covered by bar code; otherwise would be a sufficient title can be seen to make determination		1952	full view
41	coo.31924002724783		Renewal is for c1951 work, couldn't find date on scan, but i don't know if the date was on the cover and is covered or		1961	hd view
42	coo.31924002772832		lacks tp & verso, can't determine if this is on the proper bib	Appears to be missing some front matter (specifically I'm lo	1950-	hd view
43	coo.31924002814659		No pub info, only front matter is last page of list of illustrat	no tp, no verso. content begins p. viii	1936	hd view
44	coo.31924002820680		CRMS reported; original info in April 2011 spreadsheet - T		1929	hd view
45	coo.31924002821308		CRMS reported; original info in April 2011 spreadsheet - m		1956	hd view
46	coo.31924002821365		CRMS reported; original info in April 2011 spreadsheet - N		1960	hd view
47	coo.319240028259324		No publication info at all; Mirlyn record says reprinted from	This is pt.3, so no front matter, but running title @ bottom o	1956	hd view
48	coo.31924002889876		CRMS reported	illegible -- typescript, i can't make out the heading on the p	1941	hd view
49	coo.31924002911364		CRMS reported; original info in April 2011 spreadsheet - pg		1929	hd view
50	coo.31924002920514		no tp, p. verso; text begins with p. 109	No tp or verso information.	1940	hd view
51	coo.31924002939670		pamphlet lacking tp & verso, it seems there should be a co	expert call; nothing problematic with pamphlet	1948	full view
52	coo.31924002976268		CRMS reported; original info in April 2011 spreadsheet - la		1931	hd view
53	coo.31924002983348		lacks tp & verso	no tp, text begins p. xiv	1942	hd view
54	coo.31924002985196		CRMS reported; original info in April 2011 spreadsheet - nc		1925-	hd view
55	coo.31924003038804		CRMS reported; original info in April 2011 spreadsheet - Ci		1937	hd view
56	coo.31924003127317		Front matter is only a half title; no tp, or verso.		1959	hd view

DEPRECATED - JIRA tik: Google fixing

	A	B	C	D	E
1	DISCONTINUED USE ON 11/29/16 AFTER DOQC GROUP STARTED				
2	Date of request	Key Number	Summary	Cases ID	Status
3	waiting on Google response (9/9/15)	HTS-111067	Google rescanning/fixing bad scans...	[6-1476000008547]	PENDING
4	waiting on Google response (1/7/16)	HTS-114041	Pageturner Feedback on ItemID=um.31951d02108665c SeqNo=22	[2-1738000009881]	PENDING
5	waiting on Google response (4/19/16)	HTS-115965	Ask_Other ISSUE=103211 PROJ=25: mdp.39015058423594	[3-9881000011437]	PENDING
6	waiting on Google response (5/3/16)	HTS-116201	Pageturner Feedback on ItemID=mdp.39015002079955 SeqNo=4	[4-6769000011637]	PENDING
7	waiting on Google response (8/2/16)	HTS-116669	Pageturner Feedback on ItemID=mdp.39015025949119 SeqNo=2172	[9-7617000011727]	PENDING
8	waiting on Google response (8/31/16)	HTS-116596	Pageturner Feedback on ItemID=mdp.39015059749047 SeqNo=5	[7-3617000011968]	PENDING
9	waiting on Google response (6/16/16)	HTS-116892	Pageturner Feedback on ItemID=mdp.39015020641703 SeqNo=8	[1-3092000012016]	PENDING
10	waiting on Google response (7/1/16)	HTS-117088	Pageturner Feedback on ItemID=coo.31924065973467 SeqNo=7	[9-5613000012166]	PENDING
11	waiting on Google response (7/6/16)	HTS-117154	A history of the lumber industry in the state of New York... : hvd.32044102885225	[0-6106000012465]	PENDING
12	waiting on Google response (7/29/16)	HTS-114402	Pageturner Feedback on ItemID=mdp.39015028149287 SeqNo=149	[5-0965000012676]	PENDING
13	waiting on Google response (8/5/16)	HTS-112573	Record Revision Request for Barcode UOM:39015057356761	[1-6206000013026]	PENDING
14	waiting on Google response (8/18/16)	HTS-117784	Pageturner Feedback on ItemID=ucm.532848622 SeqNo=1	[2-0524000012996]	PENDING
15	waiting on Google response (8/23/16)	HTS-117971	Pageturner Feedback on ItemID=ruv.x030487997 SeqNo=8	[2-1025000012980]	PENDING
16	waiting on Google response (8/30/16)	HTS-117981	Pageturner Feedback on ItemID=ruv.x001835776 SeqNo=4	[2-7803000013191]	PENDING
17	waiting on Google response (9/8/16)	HTS-118243	Pageturner Feedback on ItemID=um.31951d029867151 SeqNo=1	[9-2785000013553]	PENDING
18	waiting on Google response (9/13/16)	HTS-118314	HathiTrust matching term question: coo.31924054441005	[9-0824000013111]	PENDING
19	waiting on Google response (9/16/16)	HTS-118381	HathiTrust Catalog Feedback: uva.x002061079. um.31951p00908319f	[1-6824000013406]	PENDING
20	waiting on Google response (10/11/16)	HTS-118658	interrupted scan: mdp.39015021229466	[2-1657000013979]	PENDING
21	waiting on Google response (10/11/16)	HTS-118845	Pageturner Feedback on ItemID=mdp.39015057116389 SeqNo=57	[9-7523000013992]	PENDING
22	waiting on Google response (10/11/16)	HTS-118871	Pageturner Feedback on ItemID=mdp.39015074123814 SeqNo=7	[1-0468000013946]	PENDING
23	waiting on Google response (10/11/16)	HTS-118765	Pageturner Feedback on ItemID=mdp.39015050641581 SeqNo=50	[2-643000013837]	PENDING
24	waiting on Google response (10/11/16)	HTS-118765	Pageturner Feedback on ItemID=mdp.39015050641581 SeqNo=124	[9-4476000013888]	PENDING
25	waiting on Google response (10/14/16)	HTS-118900	Pageturner Feedback on ItemID=mdp.33264084446476 SeqNo=1	[6-7866000013676]	PENDING

# Digital Objects Quality Corrections (DOQC) Group

- Purpose of DOQC
- Our Team
- Content - where our material comes from
- Common issues with digitized material
- Process overview



Example of scan issue that DOQC encounters

# Bibliographic Corrections Group

- Purpose of BCG
- Our Team
- Whose Metadata? Your Metadata
- Erroneous or Incomplete
- Process overview

Let's meet the team!



# Thank you to current members!

- Timothy Provenzano, Arizona State University
- Jenn Siegel, Brandeis University
- Colleen Fedewa, Case Western Reserve University
- Kathryn Donahue, Colby College
- Emily Holmes, Columbia University
- Mira Basara, Cornell University
- Keila Zayas-Ruiz, Florida State University
- Fred Rascoe, Georgia Institute of Technology
- Robin Desmeules, McGill University
- Lynne Serviss, McMaster University
- Maria Aghazarian, Swarthmore College
- Chad Pearson, Texas A&M University
- Lynn Bostwick, Texas State University
- Lynda Tolly, University of California, Los Angeles
- Elizabeth Miraglia, University of California, San Diego
- Rebecca Culbertson, University of California, San Diego
- Frank Gravier, University of California, Santa Cruz
- Gillian Keleher, University of California, Santa Cruz
- Connie Fleischer, University of Chicago
- Maggie Halterman-Dess, University of Iowa
- Leigh Billings, University of Michigan
- David Frank, University of Pittsburgh

# And thank you to previous members!

**Kathryn Stine**, California Digital Library ~ **Cassandra Fox**, Massachusetts Institute of Technology ~ **Todd Ito**, University of Chicago ~ **Robert Kackley**, University of Maryland ~ **Leila Smith**, Harvard University ~ **Rachel Fox Von Swearingen**, University of Syracuse ~ **Dhy Edwardsberry**, Harvard University ~ **Sean Moodie**, The Ohio State University ~ **Bethany Davis**, University of Iowa ~ **Nancy Spiegel**, University of Chicago ~ **Jeremy York**, HathiTrust ~ **Geoffrey D. Swindells**, Northwestern University ~ **Dale Larsen**, University of Utah ~ **Naomi Young**, University of Florida ~ **Michelle Henley**, The Ohio State University ~ **Daniel Mack**, University of Maryland ~ **Charlie Heinz**, University of Minnesota ~ **Jill Wilson**, Cornell University ~ **Judy Ahronheim**, University of Michigan ~ **Kent LaCombe**, University of California, Riverside ~ **Gary Charbonneau**, Indiana University ~ **Constance M. Wade**, University of Iowa ~ **Anne Marie Stickse**, Northwestern University ~ **Paula Contreras**, Pennsylvania State University ~ **Sharon Domier**, University of Massachusetts, Amherst ~ **Terri Geitgey**, University of Michigan ~ **Jackie Lang**, University of California, Berkeley ~ **Sandra McIntyre**, HathiTrust ~ **Bill Maltarich**, New York University ~ **Thomas Pulhamus**, University of Delaware ~ **Josh Hadro**, New York Public Library ~ **Kim Laine**, Cornell University ~ **Hayley Coble**, University of Minnesota ~ **Paul Heyde**, Case Western Reserve University ~ **Felicia Piscitelli**, Texas A&M University ~ **Aaron Sandoval**, Wesleyan University ~ **Heather Weltin**, HathiTrust ~ **Natalie Fulkerson**, HathiTrust ~ **Kat Hagedorn**, University of Michigan

Interested in joining the HathiTrust User  
Support team?

<http://bit.ly/HTUS20>





# Thank you!

Angelina Zaytsev

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HTUS

[feedback@issues.hathitrust.org](mailto:feedback@issues.hathitrust.org)

- Please complete the survey
- Jump in on the conversation on the HathiTrust Community Slack: #commweek
- Use @azaytsev when referring to this session