

## Digital Collections Personas & Tasks Associated with Digital Collections

### Background

[Questions/Issues for Digital Collections FG Discussion with Discovery FG](#)

Last agenda <https://uc-sils.atlassian.net/l/c/aPjQiFGo>

### Resources

[CDL Primo Sandbox](#) | [Search results for UCR collection](#) | [UCSD dataset](#) and in [Sandbox](#) | [Importing from Calisphere into Primo VE](#) | [User Personas](#) google folder [User Test Scenarios](#) google spreadsheet | [Digital Collections: Usability Testing Tasks](#) | [HathiTrust Personas](#) | [Personas and Stakeholders](#) | [CDL Primo Sandbox](#)

## Collections Harvested into Primo Sandbox

### Catherine Clark Papers - Test Case 1

This collection contains correspondence, publications, and other material related to the world of Russian Science Fiction and Fantasy. Primarily includes correspondence between Catherine Clark, a science fiction fan from California, and Igor A. Toloconnicov, a science fiction fan from Volgograd. Clark and Toloconnicov were in correspondence with each other as pen pals and regularly traded science fiction publications over the course of several years. Select material regarding VolgaCon '91, a 1991 science fiction convention organized by Toloconnicov, are also included. Resource Type(s): Collection, Text Resource | [URL](#)

### Data from: Instrumented Wave Gliders for Air-Sea Interaction and Upper Ocean Research - Test Case 2

This collection contains the data sets needed to generate each figure presented in the manuscript "Grare L, Statom NM, Pizzo N and Lenain L (2021) Instrumental Wave Gliders for Air-Sea Interaction and Upper Ocean Research. Resource Type(s): Research Dataset | [URL](#)

### Golden State Mutual (UCLA) - Test Case 3

The Golden State Mutual Life Insurance Company was founded on July 23, 1925 in Los Angeles by William Nickerson Jr., George A. Beavers, Jr., and Norman O. Houston. Their mission was to provide dignified employment for African Americans and to provide them with insurance protection. Golden State Mutual operated for eighty-four years and grew to become one of the largest Black-owned companies in the United States. The collection spans from 1909 to 2009 and consists of minutes books, annual reports, corporate history files, ledgers, public relations and advertising files, correspondence, photographs, scrapbooks, plans, reports, agreements, manuals, policy specimens, Certificates of Contribution and Advancement, publications, files about the ..Resource Types(s:) company's historical murals and Afro-American art collection, architectural drawings, awards, memorabilia, and audiovisual materials. [URL](#)

## Questions for DFG (Michael & Sharon)

1. When--if ever--is the atomized availability of digital collection items records an acceptable end user experience?  
*It can be an acceptable and positive end user experience to have item level records when there is enough unique metadata and/or different image thumbnails to differentiate from one record to the next. When we say "image", we mean the thumbnail -- which is only useful at this view when it is an actual image, not an image of a manuscript. It can also be an acceptable and positive end user experience to have item level records with duplicative metadata be wrapped into one record via FRBR.*
2. What metadata elements/values or other strategies could address or mitigate these gaps?  
*Use of FRBR could clean up duplicate items and make it a cleaner user experience. Depending on the number of items which shared the exact same metadata, then do the benefits of ingesting items level records outweigh the cons of a poor user experience.*
3. When should collection records be imported instead of item level records?  
*There should always be collection records. And item level records if there is enough unique metadata and/or the number of items, regardless of similarity, are less than 10 items.*
4. How could/should the near duplication between physical/archival and digital collection records be handled in order to make the availability of each clear to the end user?  
*Bring as much metadata over from the repository to UC Library Search. E.g. Titus Alexander dictation in [UCLS](#) compared to [Calisphere](#). Not all fields exist to map over all of the metadata from repository record metadata.*
5. Is there sufficient information in item-level records ingested from Calisphere or local UC campus repositories for ensuring responsible access and an adequate user experience?
  - a. Compare examples with minimal vs. rich metadata  
*Collections with minimal and duplicative metadata esp., similar titles would benefit from FRBR. Collections with rich metadata would benefit users with displaying individual items in brief results.*

- b. How is FRBR clustering (or not) related resources?

*We asked for FRBR to be turned on in order to compare to non-FRBR.*

The screenshot displays two search results, each with a 'MULTIPLE VERSIONS' icon (a stack of papers) and a 'See all versions' link. Record 4 is titled 'Igor A. Toloconnicov letter to Catherine Clark' and has 27 versions found. Record 5 is titled 'Igor A. Toloconnicov postcard to Catherine Clark' and has 2 versions found. Both records list 'Toloconnicov, Igor A.; Clark, Catherine' as authors.

*When record 4 had all the 27 letter records displayed in the search results, it would be a negative experience for the user.*

- c. Is it apparent the resource is available online from the search results and/or the individual records?

*Yes, online availability is visible and easy to locate. Some of the headings are misleading. "Available in institution" does not make one think it is online.*

The 'How to get it' section features a yellow banner with the text 'Please sign in to check if there are any request options.' and a 'Sign in' button. Below this, a dropdown menu titled 'GET IT FROM OTHER INSTITUTIONS' is expanded to show 'University of California Los Angeles' with the status 'Available in institution'. At the bottom, there is a link for 'ONLINE SERVICES INFORMATION FROM OTHER INSTITUTIONS'.

*"Online services information from other institutions" really has the UCLA Online Access hiding under it.*

- d. Can they easily navigate their way from the item to the collection?

*Yes, if the user is going from the UC Library Search item record to the repository item (Calisphere). No, if the user is trying to go from the item record in UC Library Search to the Collection level record in UC Library Search.*

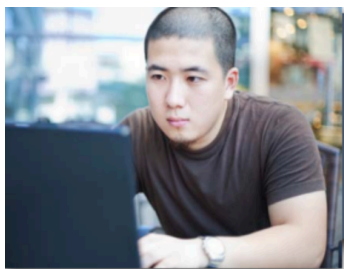
- e. Can they easily navigate their way from the collection level record to the items?

*No, there is no direct link to the repository in the collection level record. No, there are no direct links to the item level records in UC Library Search.*

- f. Can they easily discover copyright and license information?

*If the user clicks through to the repository. Question, why is some metadata not harvested/ingested into the NZ? example item record UC Library Search compared to item record from Calisphere.*

- g. Can they cite the object?  
*With identical/similar metadata generate the same citations. E.g. 1968 Leaders Roundtable. N.p., 1968. Print. However, users would be citing items from the repository.*
- h. Can they easily refine their search to either limit to digital resources or exclude them from search results? Does faceting work the way we expect it to?  
*Yes*
- i. What are the characteristics of item level description that need to be present in order to determine whether or not it's appropriate to import records at that level?  
*Response needed*
- i. when to import item records for digital collections and which metadata fields need to be present and mapped to which search fields and display labels;  
*Response needed*
  - ii. when to import collection records for digital collections and which metadata fields need to be present and mapped to which search fields and display labels;  
*Response needed*
  - iii. when/how to connect cataloger created MARC records for physical/archival collections and their digital counterparts.  
*Response needed*



## Xiaowen, Visuals Researcher

Conducting research on photos, illustrations, artwork, video footage, letters, and mixed media to locate and/or obtain permission to use relevant images for a piece of media.

Xiawen Liu is a 26 year old who works for the BBC in their media department. He is frequently searching for images as well as locating and obtaining the permission to use the media documentary films.

Scenario	Task
The BBC wants to create a documentary about <b>Science Fiction and Fantasy</b> . You are working on an episode about science fiction fans worldwide and you've heard about a fan in Russia corresponding with a fan in the USA.	Find images and primary text that relate to: <ul style="list-style-type: none"><li><input type="checkbox"/> Russian Science Fiction Fantasy</li><li><input type="checkbox"/> Science fiction fans</li><li><input type="checkbox"/> Catherine Clark</li><li><input type="checkbox"/> Igor A. Toloconnicov</li><li><input type="checkbox"/> Volgacon '91</li><li><input type="checkbox"/> World Con</li></ul>
You need an image of Igor A. Toloconnicov	<ul style="list-style-type: none"><li><input type="checkbox"/> Find and download an image of Igor A.Toloconnicov</li><li><input type="checkbox"/> Obtain citation</li></ul>
You need to find out if you can use the image of Igor in the documentary	<ul style="list-style-type: none"><li><input type="checkbox"/> Obtain copyright information</li><li><input type="checkbox"/> Contact image owner</li></ul>
You need to find an item from a citation	<ul style="list-style-type: none"><li><input type="checkbox"/> Find: VolgaCon memorabilia, 1991. Date: 1991. Catherine Clark papers</li></ul>
You need to visually scan fan letters	<ul style="list-style-type: none"><li><input type="checkbox"/> Scan letters for mention of World Con</li></ul>



Katie, Undergrad looking for primary sources

Katie Montgomery is a fourth-year honors undergraduate at UCLA, studying the history of science. She takes her honors status seriously, and strives to do good quality research for all her assignments -- she's even thinking about applying for graduate school. Katie stumbled upon Calisphere collections while searching for a book in UC Library Search. Since then, she's found it to be a useful source of primary sources for her papers, particularly for an *African American History: From Emancipation to the Present* class she's been taking to fill her history requirement. She found using primary source images within her class presentations is effective in conveying her project statements.

Scenario	Task
<p>You are writing a paper about discriminatory business practices against African Americans. You need resources for your paper and a class presentation. Your prof mentioned Golden State Mutual Life as a library collection worth browsing</p>	<p>Find images and primary resources (letters) that relate to:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Business practices and discrimination against African Americans</li> </ul>
<p>You need an image of black business owner(s) associated with Golden State Mutual Life. You would also love to have some other media -- audio &amp;/or video.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Find and download an image related to the black owner(s) of Golden State Mutual insurance company</li> <li><input type="checkbox"/> Obtain citation</li> </ul>
<p>You need to find an item from a citation</p>	<p>History of the Negro in California. Golden State Mutual Life Insurance Company. Charles Auston.1948</p> <p>A painting or mural?</p>



## Trevor, Manuscripts Researcher

Conducting research on manuscripts. Uses iiif within Mirador to compare images and make annotations

### Tasks

- Search for manuscripts
  - Known item search
  - Concept search
- Browse within a manuscript
  - Deep zoom with large image
  - Navigate between pages
  - Search within manuscript
- Download images using iiif to external viewer (Mirador)
  - Compare two images side by side
  - Annotate within image
  - Extract data about image
- Search for images
  - Have to do with Japanese Americans
  - Discover controlled vocabulary
  - Use facets to limit searches to images
- Browse images
  - Have to do with Japanese Americans
  - Browse thumbnails
  - Browse via virtual browse
  - Browse via controlled subject headings and facets
- Thumbnails
  - Evaluate if the image is worth clicking to

- Search for a collection
  - Known title
  - Sort of known title -- think it starts with M?
- Navigation
  - Institutional repo
  - Back to UC Library Search
- Save image
  - Download
  - Cut image - screen capture
- Google Doc / Slides
  - Paste image in
  - Annotate image
  - Link to image

Use cases:

Are they looking for batches of records and batches of metadata

Look for a series of images. Want all pages of a manuscript.

An image taken at a specific time want to browse others that have the same time period -- same collection

Getting stuff out in batches is important.

Select all and export

Want to download all the images with associated metadata, urls into a spreadsheet &/or zotero

Example of this batch service -- is there a current example of a resource doing this batch well?

Example = WorldCat -- using Primo -- you can grab 50 records at a time and get the metadata

Note -- these are dublin core records

Example virtual exhibit -- building - example Omeka

People who want the metadata itself as a "dataset"

Dataset in dublin core

Example Claudia worked on a Dataset of murals -- used metadata to build visualizations



Problem with archives is the provenance including dates of items within them is very hard to standardize— sometimes processing and long term use is what provides the metadata— but the concept of batching and these types of searches is great regardless

Yes, we often make our users do a ton of manual cleanup on our data in order to use it -- not ideal!

ZOE BOROVSKY to Everyone (11:25 AM)

I think if the finding aid would hint towards

Topic of editing finding aids -- who can edit? Standard is encoded archive description (EAD). Rules change over time.

As a future project on digital collections we could perform a Benchmarking - standardizing - perhaps - fix dates on all records --

There are cases with CMS's that have layers of authorization—including depicted communities in the archive—that may interrogate these standards a bit (EAD), but right now those are the exceptions rather than the rule, and maybe a topic for another day...

ARI - ethical description group -

What is important in digital records for research?

Geographic subject points are important

EDI attention

Nomenclature -- be careful of

(Lead researchers to our conclusion)

Example of taking best intentions too far is best perceived as “poverty porn” --

- a) Antiquated
- b) Focused on trauma - diminutive

Lcsh and notes about what is written on back of pick

Here's one example of legacy description:

<https://digital.library.ucla.edu/catalog/ark:/21198/zz002hb62q>

Offensive metadata - relegated to a different field. Placed in quotations. Still searchable

<https://digital.library.ucla.edu/catalog/ark:/13030/hb2r29n89r>