Informed Consent

Identifying Motivations for DAMS Migration: A Survey

You are being invited to participate in a research project conducted by Santi Thompson, from the University of Houston Libraries, and Ayla Stein from the University of Illinois University Library.

NON-PARTICIPATION STATEMENT

Your participation is voluntary and you may refuse to participate or withdraw at any time without penalty or loss of benefits to which you are otherwise entitled. You may also refuse to answer any question.

PURPOSE OF THE STUDY

This survey focuses on identifying libraries' motivations for transitioning from one digital asset management system (DAMS) to another, in order to provide access to primary source research materials. The survey will be available through the end of September 2014.

PROCEDURES

This is a virtual multi-location study. Any institution that fits the survey criteria, including in next section, is invited to participate.

We will administer a survey that will ask respondents about their motivations for migrating from one digital asset management system to another. Subjects will be required to select five topics as possible motivations for migrating from one digital asset management system to another. They will then rank those five in importance. Once ranked, respondents will answer a series of follow up questions related to each of the five topics selected and ranked.

The survey should take approximately 20 minutes to complete. Respondents will only take this survey once.

CONFIDENTIALITY

Your participation in this project is anonymous. We will not be collecting any personally identifying information.

RISKS/DISCOMFORTS

There are no foreseeable risks.

BENEFITS

While you will not directly benefit from participation, your participation may help investigators better understand rationales for migrating from one digital asset management system to another.

ALTERNATIVES

Participation in this project is voluntary and the only alternative to this project is non-participation.

PUBLICATION STATEMENT

The results of this study may be published in professional journals. It may also be used for educational purposes or for professional presentations. However, no individual subject will be identified.

CONTACT INFORMATION

If you have any questions, you may contact Santi Thompson at 713-743-9685 or sathompson3@uh.edu. You may also contact Ayla Stein at 217-300-2598 or astein@illinois.edu. If you have any questions about your rights as a participant in this study or any concerns or complaints, please contact the University of Illinois Institutional Review Board at 217-333-2670 (collect calls will be accepted if you identify yourself as a research participant) or via email at irb@illinois.edu.

You may also contact the University of Houston Committee for the Protection of Human Subjects at 713-743-9204.

You can download and print the above information by following this URL: http://www.scribd.com/doc/227041486/Identifying-Motivations-for-DAMS-Migration-A-Survey-Consent-Form

○ I Agree

○ I Disagree

Survey Introduction

Survey Introduction

Purpose

This survey focuses on identifying libraries' motivations for transitioning from one digital asset management system (DAMS) to another, in order to provide access to primary source research materials.

Definitions

For the purposes of this survey, a digital asset management system (DAMS) is software that supports the ingest, description, tracking, discovery, retrieval, searching, and distribution of collections of digital objects (SAA Glossary). Some examples of commonly used DAMS are: CONTENTdm, DSpace, Islandora, DigiTool, Fedora, etc.

"Old DAMS" : This term refers to the system that you decided to transition away from supporting.

"New DAMS" : This term refers to the system that you have either migrated to or will be migrating to in the future.

Scope

This survey does *not* focus on systems used exclusively as institutional repositories, which are repositories that provide access to university scholarship.

Survey Outline

The survey consists of three sections.

Section one collects demographic information from respondents.

Section two asks respondents to select five topics considered when deciding to migrate to a "New DAMS" and also prompts the respondent to rank the five areas from most important to least important.

Section three contains specific questions related to the topics considered when deciding to migrate. The order in which the respondent answers the questions reflect the respondent's ranking in section two. As respondents answer the questions, please consider how important the specific topic in each question was when selecting and/or migrating from the "Old DAMS" to the "New DAMS".

In order to complete this survey: Respondents should meet ONE of the following requirements:

○ Respondents have completed the migration process from the "Old DAMS" to the "New DAMS"

○ Respondents are currently migrating from the "Old DAMS" to the "New DAMS"

○ Respondents have selected a "New DAMS" but have not started the migration process

○

None of the above

Demographics

Demographics

These preliminary questions address the digital asset management systems your institution currently uses, has used, or will use in the future, and about your institution itself.

Please select the most appropriate response for your institution:

○ Respondents have completed the migration process from the "Old DAMS" to the "New DAMS"

○ Respondents are currently migrating from the "Old DAMS" to the "New DAMS"

○ Respondents have selected a "New DAMS" but have not started the migration process

○ Other. Please explain:

What is the "Old DAMS" that the respondents were or are using?

Note: "Old DAMS" includes the system the respondent's institution may still be using but have decided to transition away from supporting.

☐ ContentDM

☐ DigiTool

☐ DSpace

☐ Islandora

☐ Hydra/Fedora

☐ Fedora

☐ Digital Commons

☐ Greenstone

☐

EPrints

☐ Other

[_____]

What is the "New DAMS" that the respondents currently are or will be using?

Note: "New DAMS" includes the system that the respondent's institution may not be using but have decided to transition to supporting in the future.

☐ ContentDM

☐ DigiTool

☐ DSpace

☐ Islandora

☐ Hydra/Fedora

☐ Fedora

☐ Digital Commons

☐ Greenstone

☐ EPrints

☐ Other

[_____]

How long did the decision making process take to select the "New DAMS"?

○ 0-6 months

○ 6 months - 1 year

○ 1-2 years

○ Other

[_____]

Which of the following best describes your library:

○ Public Library

○

○ Academic Library

○ Research Library

○ Special Library

○ Special Collections Libraries or Archives

○ Government Library

○ Museum Library

○ Other

[   ]

(Optional) What is the name of your library? Please include name of the parent institution.

[   ]

Pick Your Topics

Topics considered when deciding to migrate

☐ **Implementation & Day-to-Day Costs**: The questions in this section address the software, hardware, and personnel costs of implementing the "New DAMS" and the software, hardware, maintenance, and personnel costs of operating the system on a day to day basis.

☐ **User Administration:** The questions in this section address the management of user accounts including adding, restricting, and removing of accounts; levels of user accounts with varying permissions; user authentication methods such as LDAP, Shibboleth, OAuth, etc.

☐ **Organizational Viability:** The questions in this section address the governing organization's business model, defined mandate, and budget.

☐ **Technical Support:** The questions in this section address the availability and quality of the "New DAMS's" technical documentation, how-to manuals, active developer and/or user communities, formal help desk support, customer service, and bug reporting.

☐ **System Administration:** The questions in this section address the "New DAMS's" automation of tasks; system security; usage tracking and analytics; system performance and reliability; and use of common technologies, such as

Windows or Linux server software.

☐ **Extensibility:** The questions in this section address the ability to incorporate additional functionality and capabilities to the "New DAMS's" via viewing and manipulating the system code base, APIs, social media integration, or other measures.

☐ **Information Retrieval & Access:** The questions in this section address the quality and relevancy of the "New DAMS's" search results, search engine optimization rankings, and browsing capabilities.

☐ **Content Management:** The questions in this section address collection content and administration in the "New DAMS", including file formats, ingest issues, scalability, and rights management information.

☐ **Preservation:** The questions in this section address the integration of preservation strategies into the "New DAMS", including fixity verification and the creation of checksum values, backups, synchronization, and/or the generation of archival information packages (AIPs).

☐ **User Interface Customization:** The questions in this section address the user interface, including the ability to customize and brand the interface as well as to adapt, edit, and revise the design and features based on user and repository needs.

☐ **Interoperability:** The questions in this section address the "New DAMS's" ability to export metadata into other DAMS and digital program environments. The "New DAMS" should support international and/or industry standards for interoperability, including OAI-PMH, Z39.50, and SRU/SRW protocols.

☐ **Reputation:** The questions in this section address the number of institutions that have implemented the "New DAMS" and their satisfaction with it.

☐ **Metadata Standards:** The questions in this section address the "New DAMS's" support of established metadata standards, user generated metadata, and linked data technologies.

Please rank your institution's top *five* areas of concern when picking or switching to a "New DAMS" in order of MOST IMPORTANT to LEAST IMPORTANT.

» Implementation & Day-to-Day Costs: The questions in this section address the software, hardware, and personnel costs of implementing the "New DAMS" and the software, hardware, maintenance, and personnel costs of operating the system on a day to day basis.

» **User Administration:** The questions in this section address the management of user accounts including adding, restricting, and removing of accounts; levels of user accounts with varying permissions; user authentication methods such as LDAP, Shibboleth, OAuth, etc.

» **Organizational Viability:** The questions in this section address the governing organization's business model, defined mandate, and budget.

» **Technical Support:** The questions in this section address the availability and quality of the "New DAMS's" technical documentation, how-to manuals, active developer and/or user communities, formal help desk support, customer service, and bug reporting.

» **System Administration:** The questions in this section address the "New DAMS's"

automation of tasks; system security; usage tracking and analytics; system performance and reliability; and use of common technologies, such as Windows or Linux server software.

» **Extensibility:** The questions in this section address the ability to incorporate additional functionality and capabilities to the "New DAMS's" via viewing and manipulating the system code base, APIs, social media integration, or other measures.

» **Information Retrieval & Access:** The questions in this section address the quality and relevancy of the "New DAMS's" search results, search engine optimization rankings, and browsing capabilities.

» **Content Management:** The questions in this section address collection content and administration in the "New DAMS", including file formats, ingest issues, scalability, and rights management information.

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» **Reputation:** The questions in this section address the number of institutions that have implemented the "New DAMS" and their satisfaction with it.

» **Metadata Standards:** The questions in this section address the "New DAMS's" support of established metadata standards, user generated metadata, and linked data technologies.

Implementation & Day-to-Day Costs

Implementation & Day-to-Day Costs

The questions in this section address the software, hardware, and personnel costs of implementing the "New DAMS" and the software, hardware, maintenance, and personnel costs of operating the system on a day to day basis.

The up-front cost of purchasing or licensing the software.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The cost of purchasing dedicated hardware.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The need for temporary staff for initial system implementation.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The existence of mandatory recurring software licensing fees.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

On-going hardware costs for the "New DAMS"

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The need for dedicated paid staff for normal day-to-day activities.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

Tiered licenses for differing levels of content.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

User Administration

User Administration

The questions in this section address the management of user accounts including adding, restricting, and removing of accounts; levels of user accounts with varying permissions; user authentication methods such as LDAP, Shibboleth, OAuth, etc.

The "New DAMS" supports central authentication methods.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

Which central authentication methods did you desire the "New DAMS" to support?

☐ CAS

☐ Shibboleth

☐ LDAP

☐ Other

_____

The "New DAMS" allows for the creation, deletion, and restriction of user accounts.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" has various roles, with increasing levels of permissions.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" allows certain materials to only be accessed by users with an institutional login.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Organizational Viability

Organizational Viability

The questions in this section address the governing organization's business model, defined mandate, and budget.

The governing organization is committed to supporting, sustaining, and developing the "New DAMS" over time.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The governing organization supports the "New DAMS" with dedicated funding sources.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The governing organization has a succession plan in place for the continued support of the "New DAMS" in the event of organizational dissolution.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Technical Support

Technical Support

The questions in this section address the availability and quality of the "New DAMS's" technical documentation, how-to manuals, active developer and/or user communities, formal help desk support, customer service, and bug reporting.

There is dedicated technical support available from the developer or from a third party.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

There is a ticket submission feature for reporting issues.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

There is an active developer community around the "New DAMS"

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Technical documentation for the "New DAMS" is readily available.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Promptness of customer service support.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Effectiveness of customer service support.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

System Administration

System Administration

The questions in this section address the "New DAMS's" automation of tasks; system security; usage tracking and analytics; system performance and reliability; and use of common technologies, such as Windows or Linux server software.

The "New DAMS" automates pre-ingest functions.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What pre-ingest functions did you desire the new system to automate?

- ☐ Virus scanning
- ☐ File format verification
- ☐ Data corruption checks
- ☐ Other
  [_____]

The "New DAMS" automates ingest functions.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What ingest functions did you desire the "New DAMS" to automate?

- ☐ Assignment of Unique Identifiers

☐ Checksum creation

☐ Other

[   ]

The "New DAMS" automates metadata creation.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What metadata did you desire the "New DAMS" to automatically create?

☐ Technical metadata

☐ Preservation metadata

☐ Other

[   ]

The "New DAMS" automates digital stewardship functions.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What digital stewardship functions did you desire the "New DAMS" to automate?

☐ Fixity checking

☐ Mirror Synchronization

☐ Scheduled Backup Creation

☐ Polling and Repair

☐ Other

[   ]

The New DAMS is compliant with cyber-security standards.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" collects usage data and analytics.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What usage data/analytics did you desire the "New DAMS" to collect?

☐ Number of clicks per item

☐ User web origin

☐ User geographic location

☐ Number of downloads per item

☐ Total number of item downloads

☐ Other

The "New DAMS" supports 3rd party analytic trackers.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What 3rd party analytic trackers did you desire the "New DAMS" to support?

☐ Google Analytics

☐

☐ Crazy Egg

☐ Clicktale

☐ Other

[   ]

The "New DAMS" has minimal downtime/server failures.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" performs at acceptable speed with high user load capacity.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" supports multitasking. For example, the system can ingest a new collection while other staff edit the metadata for another collection.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Extensibility

Extensibility

The questions in this section address the ability to incorporate additional functionality and capabilities to the "New DAMS's" via viewing and manipulating the system code base, APIs, social media integration, or other measures.

The "New DAMS" has an available API.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The codebase is available for anyone to see and use (open source).

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The governing organization creates modules/plugins/widgets/etc. to fit the needs of your institution.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

Institutions can create their own modules/plugins/widgets/etc for the "New DAMS".

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The "New DAMS" natively supports sharing to social media.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The "New DAMS" allows users to authenticate with social media and other SSO (single sign on) services (Facebook, twitter, OpenID, Gravatar, etc.).

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The "New DAMS" supports personal digital identifiers.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What personal digital identifiers did you want the "New DAMS" to support?

- ☐ ORCID
- ☐ ARK
- ☐ ResearcherID
- ☐ Other
  [_____]

The "New DAMS" supports digital object identifiers.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What digital object identifiers did you want the "New DAMS" to support?

- ☐ doi
- ☐ ezid
- ☐ ARK
- ☐ Other
  [_____]

Information Retrieval & Access

Information Retrieval & Access

The questions in this section address the quality and relevancy of the "New DAMS's" search results, search engine optimization rankings, and browsing capabilities.

The relevancy of the "New DAMS's" search results for user queries within the system.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The search engine optimization rankings of content in the "New DAMS".

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to browse collections in the "New DAMS".

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Content Management

Content Management

The questions in this section address collection content and administration in the "New DAMS", including file formats, ingest issues, scalability, and rights management information.

The storage capacity to hold both simple and complex digital objects.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The capacity to display both simple and complex digital objects.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What types of objects did you desire the system to display?

☐ Books

☐ Maps

☐ Video Content

☐ Audio Content

☐ 3D Objects

☐ Manuscripts

☐ Images

☐ Spreadsheets

☐ Graphs

☐ Other

The capacity of the "New DAMS" to contain increasing amounts of digital objects over time without negatively impacting performance.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to support various file formats.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What file formats did you desire the "New DAMS" to support?

- ☐ PDF
- ☐ DOC
- ☐ DOCX
- ☐ CSV
- ☐ MOV
- ☐ MP3
- ☐ MP4
- ☐ JPEG
- ☐ JPEG2000
- ☐ TIFF
- ☐ Other

The ability to allow embargos or restricted access in certain circumstances.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to display rights and intellectual property information.

1   2   3   4

Not Important | ○ ○ ○ ○ | Very Important

The size limit for ingesting content.

1   2   3   4

Not Important | ○ ○ ○ ○ | Very Important

The ability to batch upload content into the "New DAMS".

1   2   3   4

Not Important | ○ ○ ○ ○ | Very Important

The number of items the "New DAMS" can batch upload at one time.

1   2   3   4

Not Important | ○ ○ ○ ○ | Very Important

Preservation

Preservation

The questions in this section address the integration of preservation strategies into the "New DAMS", including fixity verification and the creation of checksum values, backups, synchronization, and/or the generation of archival information packages (AIPs).

The ability to generate checksum values for ingested digital assets.

1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

The ability to perform fixity verification for ingested digital assets.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to produce AIPs.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to synchronize content with other storage systems (including off site locations).

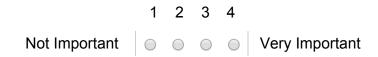|	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" supports multiple copies of the repository - including dark and light (open and closed) instances.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to assign unique identifiers for each AIP.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to support PREMIS or local preservation metadata schema.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to integrate with other digital preservation tools.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

User Interface

User Interface Customization

The questions in this section address the user interface, including the ability to customize and brand the interface as well as to adapt, edit, and revise the design and features based on user and repository needs.

The ability to custom brand the interface of the "New DAMS".

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to change interface features of the "New DAMS" to fit local needs.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The governing organization will do custom branding or feature selection for subscribing institutions.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability of the "New DAMS" interface to meet national and/or international accessibility standards.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The "New DAMS" can be accessed by mobile or tablet users.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The interface of the "New DAMS" supports responsive web design.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Interoperability

Interoperability

The questions in this section address the "New DAMS's" ability to export metadata into other DAMS and digital program environments. The "New DAMS" should support international and/or industry standards for interoperability, including OAI-PMH, Z39.50, and SRU/SRW protocols.

The ability to allow other digital library environments to harvest its content.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What interoperability methods and/or standards did you desire the "New DAMS" to support?

☐ OAI-PMH

☐ Z39.50

☐ SRU/SRW

☐ APIs

☐ Other

The "New DAMS" has the ability to export all or part of the metadata for reuse.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

Reputation

Reputation

The questions in this section address the number of institutions that have implemented the "New DAMS" and their satisfaction with it.

The adoption of the "New DAMS" by other institutions.

                                        1   2   3   4

                    Not Important   ○   ○   ○   ○   Very Important

Favorable recommendations from other institutions.

                                        1   2   3   4

                    Not Important   ○   ○   ○   ○   Very Important

The quality of other services or products provided by the governing organization.

                                        1   2   3   4

                    Not Important   ○   ○   ○   ○   Very Important

Metadata Standards

Metadata Standards

The questions in this section address the "New DAMS's" support of established metadata standards, user generated metadata, and linked data technologies.

The ability to support descriptive metadata standards.

                                        1   2   3   4

                    Not Important   ○   ○   ○   ○   Very Important

What descriptive metadata standards/schema did you desire the "New DAMS" to support?

☐ Dublin Core

☐

MODS

☐ EAD

☐ MARC

☐ PB Core

☐ VRA Core

☐ DDI

☐ Other

[   ]

The ability to support administrative, preservation, structural, and/or technical metadata standards.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

What administrative, preservation, structural, and/or technical metadata standards did you desire the "New DAMS" to support?

☐ TEI

☐ MIX

☐ METS

☐ PREMIS

☐ PB Core

☐ VRA Core

☐ Other

[   ]

The ability to support multiple metadata schema.

	1	2	3	4	
Not Important	○	○	○	○	Very Important

The ability to support local metadata standards and practices.

<div align="center">

                 1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

</div>

The ability to support user-created metadata such as tags or folksonomies.

<div align="center">

                 1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

</div>

The "New DAMS" supports linked data technologies.

<div align="center">

                 1   2   3   4

Not Important   ○   ○   ○   ○   Very Important

</div>

What linked data technologies did you desire the "New DAMS" to support?

☐ RDF/XML

☐ JSON

☐ Rich Snippets/Rich Data

☐ Other

     [   ]

Conclusion

Did your institution have any other concerns that we did not cover in this survey? If so, please enter a brief description in the text box below.