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FLORIDA VIRTUAL CAMPUS

DIGITAL SERVICES PROGRAM REVIEW

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EXECUTIVE SUMMARY

The Florida Virtual Campus (FLVC) Digital Services unit replaced the former Florida Center for Library Automation (FCLA) unit that served the universities since 1999. The FCLA unit had provided a diverse set of services supporting collaborative digital collections and a nationally renowned digital archive.

FLVC is conducting a digital services review to better understand its digital services and to identify opportunities for consolidation and greater efficiencies. This will aid the development of the scope and a vision statement for the future digital services for postsecondary education libraries in Florida.

The FLVC digital services consist of a set of 12 products, including digital asset management systems, software, databases, repositories, and hosting services for a variety of noncommercial digitized library materials. The FLVC digital services support library staff and provide tools that facilitate the creation of digital objects. These services also provide applications that display the digital objects to the end user, the various types of library patrons. The estimated cost to provide these services is approximately $1 million annually.

The technical architecture of the FLVC digital services consists primarily of a virtualized computing environment, which is more cost effective than having separate physical servers for each service. The one exception is the Florida Digital Archive, which has its own separate servers. The computers and storage for the FLVC digital services are part of the overall FLVC shared technical environment located at the Northwest Regional Data Center in Tallahassee, as required by law. The continuity of operations/disaster recovery site is in Atlanta.

The FLVC developed and sent to all state university and state college libraries a survey to identify what FLVC-provided digital services are most important to them. The university responses indicate support for high-quality core infrastructure services, such as the Florida Digital Archive and the platform for digital content. The archive is consistently ranked high in use, satisfaction, value, and difficulty in replicating it locally. There are remaining concerns with the functionality and slow pace in migrating to the new digital platform (Islandora), although it is seen as a vital service. Because the colleges have only recently had access to digital services, their usage rate is lower than the universities. However, the college survey responses indicate two areas for FLVC to focus its expansion efforts for digital library services: consultation/training and the platform for digital content. These services are ones the colleges most use, rank high in possible future use, and were seen as vital by colleges.

For each existing FLVC digital service, the following five alternatives for future action were considered:

1. Consolidate/replace with similar service
2. Eliminate the service
3. Improve/upgrade the service
4. Retain the service as is
5. Outsource the service to a local institution

Analysis of each alternative for the FLVC digital services resulted in the following recommendations.

Summary of Recommendations by Alternative	
Consolidate or replace	Electronic Theses and Dissertations (ETDs) Archives Florida Archon Florida on Florida
Eliminate	DigiTool
Improve or upgrade	Dark Archive in the Sunshine State (DAITSS) Florida Digital Archive (FDA) Publication of Archival, Library, and Museum Materials (PALMM) Persistent Uniform Resource Locator (PURL) Islandora
Retain as is	Florida Online Journals (OJ) SobekCM
Outsource	Florida on Florida (possibly)

Current staffing levels for the Digital Services unit are not adequate to implement the recommendations above. If insufficient funds exist to provide for the necessary staffing and the improvements/upgrades to the digital services, then a fee-for-service arrangement could be further explored by FLVC's Board of Directors. Digital services will continue to gain in importance to the postsecondary education library system. The existing foundation of digital services infrastructure supporting the collaborative approach should be encouraged through continued investments.

Other issues, outside the scope of this review, that need to be addressed in the future include the possible consolidation of the Orange Grove Repository service and the possible integration of digital services with the overall library management system through the future acquisition of a next-generation Integrated Library System (ILS). (Existing ILSs will not accommodate all the digital services currently provided by FLVC.)

Next steps to implement the recommendations are as follows:

Next 6 Months:

- Resume and complete the upgrade to the Open Journal software
- Determine how to speed up the migration to Islandora, including the PALMM collection, and if possible, apply additional resources to the effort
- Acquire the ArchiveSpace software to replace Archon and support Archives Florida
- Support the Department of State in its efforts to issue the RFP for a replacement Florida on Florida system

In 2015:

- Address the staffing issues
- Implement the DAITSS and Islandora software changes to enhance the user experience

- Explore the use of Islandora Scholar, as an additional module in Islandora that could replace the ETDs Service
- Update the PURL software

BACKGROUND

The Florida Heritage Project, proposed in 1998, was the first statewide digital library initiative in Florida. The project involved the libraries of the State University System of Florida (SUS) in partnership with FCLA and the State Library of Florida. Its purpose was "to build an openly-accessible collection of digital materials documenting the history and culture of Florida from prehistoric times to the modern day."

FCLA began offering digital library services for the state universities in 1999 by hiring staff with specialized knowledge and experience in archiving and digitization of library materials. There was tremendous interest in the possibilities that digitized library materials could offer in terms of increasing the accessibility of materials to library patrons. A number of university libraries and museums were scanning their special collections, but they were often not readily available on the web. Similarly, as digital library offerings increased, there was a growing awareness that a digital archive would be necessary for their long-term preservation.

The FCLA digital services were divided into two categories: digital collections and digital archives. Over the years, the digital collections included a diverse set of services for the university libraries as their digital assets increased and evolved. It now includes not just the collections themselves, but also software to assist in developing the collections, software to create finding aids to the collections and other digital objects, and a special platform to support the hosting, discovery, and rendering of digital library objects.

The Florida Digital Archive, serving as the long-term archive for digital objects, was one of three in the nation when it was first created in 2005. It continues to serve the universities today, and has a number of enhancements in the planning stage. Documentation now exists so that the Florida colleges can also begin using this service.

When the FLVC was created in 2012, the digital services that FCLA had provided were left largely intact. (One service, Electronic Monograph Publishing, is now defunct.) However, there have been significant staff losses for the digital services unit, which has affected the current level of support FLVC is able to provide the institutions.

PURPOSE AND METHODOLOGY

The purpose of the digital services program review is to assist FLVC to better understand its digital services and to identify opportunities for consolidation and greater efficiencies. This will aid the development of the scope and a vision statement for the future digital services for postsecondary education libraries in Florida.

FLVC contracted with ISF to compile this report, Digital Services Program Review. ISF has a long history of providing management consulting services to the four organizations that formed FLVC: the College Center for Library Automation (CCLA), the Florida Center for Advising and Academic Support, FCLA, and the Florida Distance Learning Consortium. ISF also assisted with the Task Force for the Future of Academic Libraries in Florida, who developed the business plan to form FLVC.

To prepare this review, the following activities were conducted:

- Researched historical materials on digital library services in Florida
- Interviewed and met onsite with the current FLVC Digital Services manager
- Developed an inventory of current services
- Conducted high-level market research on available digital library platforms, software, and services
- Consulted (by phone and email) with technical and financial experts on FLVC digital services
- Compiled and analyzed FLVC survey results of university and college libraries to determine the value of various digital service offerings and the desire for enhanced services
- Participated in conference calls with FLVC's Digital Initiatives Standing Committee (DISC) to discuss the survey results and the draft report
- Incorporated edits of the draft report made by the FLVC Digital Services manager and DISC members, where appropriate
- Developed and analyzed options for increased consolidation and efficiencies

FLVC DIGITAL SERVICES INVENTORY

The FLVC digital services include digital asset management systems, software, databases, repositories, and hosting services for a variety of noncommercial digitized library materials. The digital services were originally developed to meet specific university needs. As such, the current users of the FLVC digital services are almost entirely universities. The following table provides an overview of the different services.

FLVC Digital Service	Description
Archives Florida	*Database* of finding aids (guides and inventories) to collections held by various archives in Florida. They describe the contents of some of the special collections and personal papers held in the archives. Examples include Florida State University's Institute on World War II and the Human Experience and the C. Farris Bryant Papers at the University of Florida. The public can browse the finding aids, Encoded Archival Descriptions (EADs), by a specific archive or perform a general search across all the archives. Links provide access to selected items. This is a growing database as new finding aids and new contributing institutions are continually added. Broward County Library's Bienes Museum of the Modern Book is the newest addition. There are approximately 1,200 EADs available currently. Thirteen institutions contribute to Archives Florida: eight public universities plus five other organizations. Archives Florida also includes miscellaneous directories of archives and other associated web pages. It is one of the digital collections included in the PALMM initiative and is currently hosted on the DigiTool platform. Metadata from the Archives Florida collection is also contributed to the Florida on Florida database. Any archive, library, historical society, museum, or similar agency in Florida with archival collections is eligible to contribute finding aids to Archives Florida, if the finding aids adhere to the national EAD standard and follow the Statewide EAD Best Practice Guidelines.
Archon	*Open-source archival management software and hosting service* used by archivists and manuscript curators to record and manage descriptive information about collections and digital objects. The hosting service provides a means to view, search, and browse that information in a public website. The archivist inputs or edits information using some simple web forms, and Archon automatically generates EAD and Machine-Readable Cataloging (MARC) records and publishes them to a public website. There are approximately 1,500 EADs that have been produced by Florida universities. The descriptive information can be at the collection, series, file, item, and other levels for all types of archival materials. The system is compliant with all current archival content standards and automatically produces a searchable and browseable end-user interface for public access. As of January 2014, Archon is unsupported software, having been replaced with ArchiveSpace, the next generation of Archon combined with additional software, Archivists' Toolkit. FLVC has not yet migrated to ArchiveSpace, and it is still supporting Archon. Six universities use this service.

FLVC Digital Service	Description
DAITSS	*Open-source digital preservation repository software* used by the Florida Digital Archive to provide automated support for the archive functions of submission, ingest, archival storage, access, withdrawal, and repository management. It is particularly well suited for materials in text, document, image, audio, and video formats. It currently cannot store packages larger than 2 TB. It supports both single user repositories as well as consortium-based repositories. DAITSS has the ability to identify over a thousand file formats and to characterize and validate a dozen file formats with warnings for files not conforming to file format specifications. It also provides the ability to configure third-party software for use as format normalization and migration tools. DAITSS supports a "dark archive," meaning it does not provide online or public access to items in the repository. It was written by FCLA with some grant support from the Institute of Museum and Library Services (IMLS). It went into production in 2005 and is now maintained by FLVC. In production since late 2010, the current Version 2 is a complete rewrite of the original software. DAITSS is also used by some other organizations outside of Florida.
DigiTool	*FLVC's legacy digital asset management system (platform)* consisting of hardware, an operating system, and software. It provides for the management of and access to digital library resources. DigiTool is a commercial product of Ex Libris. FLVC is in the process of replacing DigiTool with Islandora, an open-source digital library platform. There are currently 41,000 objects in DigiTool that will be migrated to the Islandora platform. Five institutions have separate DigiTool Administrative units, some of whom are in the process of migrating to Islandora with the support of FLVC. It is expected that FLVC will decommission DigiTool in early 2015.
ETDs	*Software and hosting service* for institutions that send their ETDs in electronic "packages" to FLVC. FLVC provides storage, web access, and access restriction/embargoes for the ETDs. FCLA-written programs and scripts create and load the MARC record and the PURL for the ETDs and restrict access to the PDF file and associated supplemental files. Descriptive metadata for the ETDs is sent to Aleph and to Mango. ETDs submitted are automatically sent to the Florida Digital Archive. This service is open to any college or university that wants to host student-produced materials related to graduation requirements, not just theses and dissertations. Other types of materials could include senior projects, honors theses, and other projects. Four universities are using this service, but only two are active, ongoing users. There are approximately 16,000 ETDs hosted.

FLVC Digital Service	Description
Florida Digital Archive	*Hosting service for a repository of archived digital materials* intended for long-term preservation. This service utilizes the DAITSS software, originally created by FCLA and now maintained by FLVC. At the time of its creation nearly a decade ago, the FDA was one of only three in the United States and was recognized nationally and internationally. It received an IMLS grant to fund its creation. The FDA's long-term preservation strategies include format normalization to convert file formats unsuitable for archiving (e.g., normalization of PDF format into PDF/A format) and normalizing audio and video in various compression formats into one common format. Authorized users can upload single "packages," and can send them via FTP server or via batch processing. FLVC has a conversion program that will convert exported DigiTool materials into a format ready for archiving. Plans are underway to enable the same feature in Islandora. FLVC has also implemented a feature in the Florida OJ software that enables users to export journal issues in a format that can then be submitted for archiving. Files in the Florida Digital Archive are not rendered, but a report of the ingesting process is created and the user interface displays a list of all files contained in archived packages. Files submitted for archiving in the Florida Digital Archive should be in formats suitable for use as preservation masters. Currently there are 48.5 million files consisting of 280 TB of stored items. FLVC maintains two preservation masters of each archived package. All 11 Florida universities participate, although FAMU is not currently an active user. The University of Florida (UF) submits 88% of the total content, but that includes material submitted on behalf of the Digital Library of the Caribbean (dLOC), whose membership includes all Florida research universities, and the Florida Digital Newspaper Archives, which is a shared statewide asset managed by UF. Documentation has been written for new users that could instruct colleges and extend the service to them.
Florida on Florida	*Software and hosting service for a repository of aggregated metadata of digital materials* related to Florida. This repository was originally created a decade ago by the State Library of Florida to provide a single point of access to "comprehensive digital collections of Florida's history, culture, and environment." It was to be the union catalog of all digital collections. Today it contains over 2 million metadata records. Florida on Florida includes metadata on all sorts of items: maps, photographs, postcards, books, and manuscripts. The materials in Florida On Florida come from digital collections held by libraries, archives, museums, and historical societies throughout Florida. FLVC periodically harvests metadata, always single digital objects, from a number of institutions. Florida on Florida has a specific link for students and families making it easy to use for research projects. Another link for teachers makes it especially useful for incorporating materials into lesson plans. A third link for librarians is geared toward helping the libraries market their digital materials. Florida on Florida was hosted under contract by FCLA and is now hosted by FLVC. It uses the DLXS OSS v12 as its software, although the currently available release is version 15. The Florida Statewide Digital Action Plan is being developed by the Department of State, Division of Library and Information Services, in part to address the future needs of this service. The Draft report of the Technology Working Group recommends a detailed RFP be prepared for a system to replace the current Florida on Florida platform, as it is nearing its technical sunset stage.

FLVC Digital Service	Description
Florida OJ	*Open-source software and hosting service* that enables self-publishing of electronic journals from scratch. This service also provides access to licensed commercial journals that are no longer supported by the publisher. The software was developed by the Public Knowledge Project, a multi-university initiative outside of Florida. In 2013, it supported over 6,800 journals worldwide. FLVC has customized the software to obtain and store a PURL, and to allow the export of journal issues to a local drive for sending to the Florida Digital Archive. The OJ system provides for editorial workflows with features including the following: • Online author submission • Blind, double-blind, or open peer-review processes • Online management of copyediting, layout, and proofreading • Delegation of editorial responsibilities according to journal sections • Management of publication schedule and ongoing journal archiving • Customizable presentation features • Multilingual interface supporting 10 languages • Support for a variety of reader tools, such as RSS feeds and share buttons This service is used by four Florida universities and includes 26 different journals consisting of 1,200 individual issues. It is actively supported by FLVC, which recently began an upgrade (now postponed) to the latest release of the software in response to a request by the Florida Library Association to post its journal.

FLVC Digital Service	Description
Islandora	*Open-source digital asset management system (platform)* that is FLVC's successor to DigiTool and provides for the storage, management, access, and rendering of digital content. Islandora employs best practices and is used by over 80 institutions around the world. It was developed by the University of Prince Edward Island's Robertson Library. It uses Fedora Commons, the digital asset management system developed by DuraSpace, Drupal, the open-source content management platform, and Apache Solr, as its open-source enterprise search platform. FLVC hosts Islandora software and is customizing it to meet the needs of its stakeholders. Participating institutions can manage and present their digital library assets on the shared system, "FL-Islandora," managed by FLVC. Each institution has its own FL-Islandora site with its own specific branding and collections. Participating institutions have the option to share selected collections with a shared site. Metadata can be exported for Mango and every Islandora object is assigned a persistent URL that is stored in the PURL server. Planned development includes export of records for archiving in the Florida Digital Archive. Migration from DigiTool to Islandora should be complete in early 2015. Florida State University, Florida Atlantic University, and Florida Gulf Coast University are the first institutions in production using Islandora within FLVC. FLVC has also built Islandora sites for three colleges to date - Gulf Coast State College, Northwest Florida College, and Broward College
PALMM	*Hosting services and a series of web pages with links* to certain digital collections hosted elsewhere providing a virtual gathering spot for them. PALMM is an initiative of the public universities of Florida to provide for cooperative building of shared digital collections. It assists the discovery of and access to important source materials for research and scholarship. PALMM collections may involve a single state university, multiple universities, or a combination of university and non-university partners. There are currently 32 collections accessible through PALMM, including such items as the Florida Heritage Collection (first statewide digital library initiative in Florida), the Big Cypress National Preserve Collection, the Everglades Digital Library, and Literature for Children. There are approximately 35,000 digital objects in the PALMM DigiTool site alone. Some of the PALMM collections are hosted by FLVC using DigiTool, while others are housed at other sites, with a web page linking to them. To be included, a PALMM collection must involve at least one state university and agree to follow guidelines for the quality of digital content and for website design. Exported PALMM objects can be converted to "packages" for archiving in the Florida Digital Archive. In addition, metadata is sent to Mango on a site/collection basis.
PURL	*Software and a hosting service* that is used for: ETDs in the ETD hosting service; all digital materials in DigiTool; and for digital materials migrated to Islandora. PURL is a web address that acts as a permanent identifier despite the continually changing web infrastructure. This FLVC service creates the PURL for a given digital object and then stores the PURL in the server. PURLs provide continuity of references to network resources that may migrate over time from machine to machine for business or technical reasons. This maintains the ability to discover a digital object. There are approximately 271,000 PURLs stored from 11 institutions.

FLVC Digital Service	Description
SobekCM	*Open-source digital asset management system (platform)* consisting of a software engine, a suite of associated tools, and hardware serving the University of Florida Digital Collections and the Digital Library of the Caribbean digital repositories. The SobekCM software (written in C++) was developed and is maintained by the University of Florida. It provides both semantic and full-text searches to discover online resources. Under a previous FCLA agreement, FLVC maintains one copy of the SobekCM software and data on a server for the University of Florida. UF and FIU continue to develop new capabilities in SobekCM.

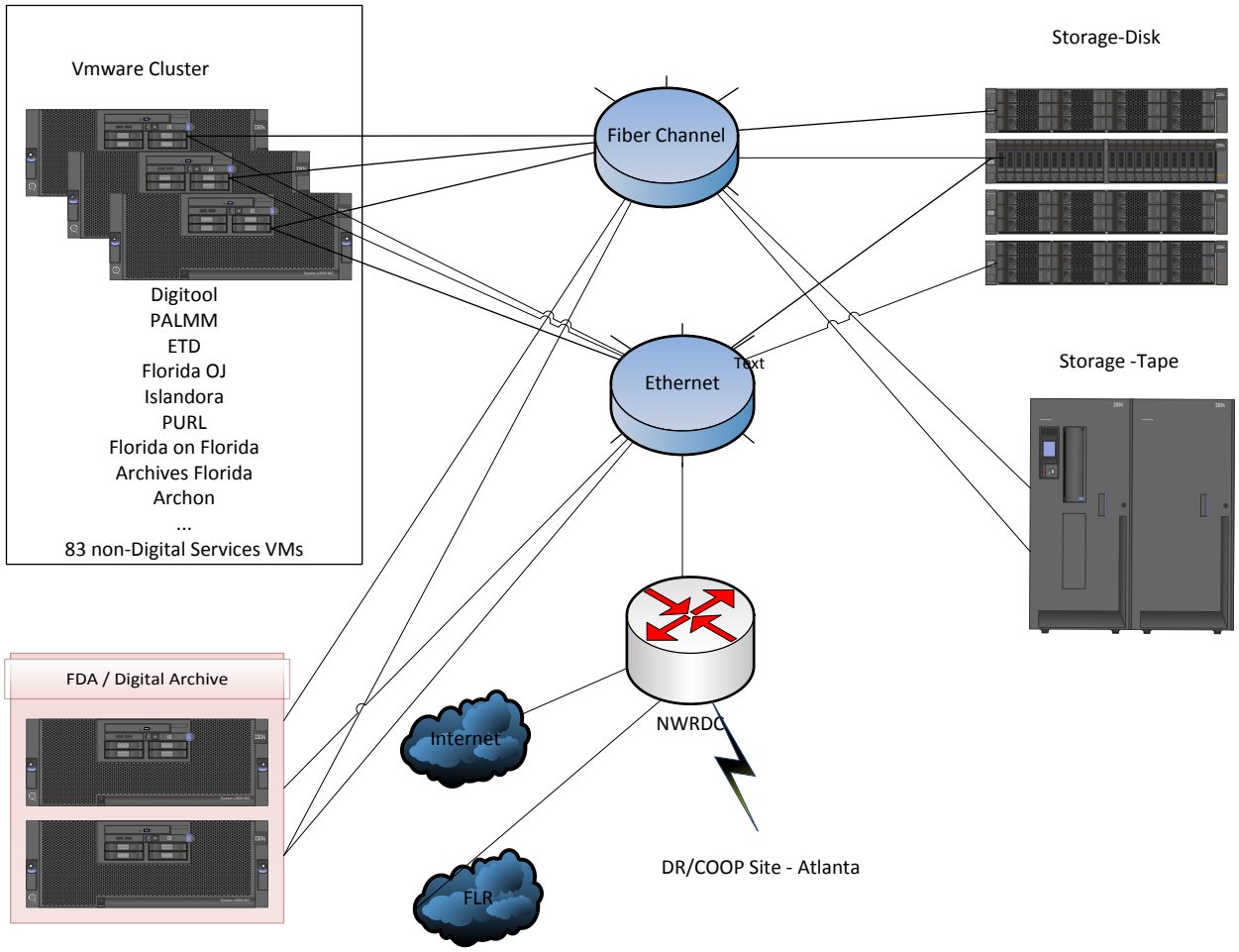
CUSTOMERS

The FLVC Digital Services unit supports library staff and provides tools that facilitate the creation of digital objects. The unit also provides applications that display the digital objects to the end users. The table below illustrates this dual role of many of the FLVC digital services.

FLVC Digital Service	Staff Customers	End-User Customers
Archives Florida	Archivists, digital services librarians	General public, archivists, researchers, students
Archon	Library staff, archivists, manuscript curators, digital services librarians	General public, archivists, researchers, students
DAITSS	Institutions	N/A Objects in the archive are searchable only by staff users
DigiTool	Digital services librarians	Librarians, researchers, scholars, general public
ETDs	Library staff	Librarians, researchers, scholars, general public
Florida Digital Archive	Library staff	N/A Objects in the archive are not viewable
Florida on Florida	Libraries, archives, museums, historical societies	General public, researchers, scholars, and educators
Florida OJ	Library staff and affiliated users	Faculty, scholars, scholarly societies, librarians, researchers
Islandora	Digital services librarians	General public, researchers, scholars, and educators
PALMM	Digital services librarians	General public, researchers, scholars, and educators
PURL	Library staff	Most public-facing FLVC services
SobekCM	Digital services librarians	General public, researchers, scholars, and educators

TECHNICAL ARCHITECTURE

With the exception of the Florida Digital Archive, all digital services are provided through a virtualized computing environment, which is more cost effective than separate physical servers for each service. The computers and storage (disk and tape units) for the FLVC are part of the shared technical environment for all of FLVC, located at the Northwest Regional Data Center in Tallahassee, as required by law. The continuity of operations/disaster recovery site is in Atlanta. The technical architecture supporting the FLVC digital services is illustrated below. (The SobekCM service is hosted by the University of Florida Enterprise Infrastructure and Operations unit, and is not included.)



COSTS

The estimated costs associated with each of the FLVC digital services were calculated in the following manner:

- Personnel costs – The interim digital services manager estimated number of personnel supporting each service (ideally), including librarians and developers, totaling 8.5 fulltime employees (FTEs). The FLVC fiscal staff provided the blended rate to utilize in calculating the costs.
- Technical costs – The technical manager for digital services used a virtual machine (VM) algorithm for chargebacks to calculate the costs for server, tape, disk, and system administrator costs. Additional known support costs for one service were added.

The total estimated FLVC cost to provide all its digital services is approximately $1 million annually. These estimates are higher than actual, however, because they are based on ideal staffing support levels higher than actual current staffing levels. In addition, at least half of the DigiTool costs (non-personnel) will be eliminated once the migration to Islandora is complete in 2015, and personnel can be re-assigned to support other digital services. Recommendations for outsourcing or consolidating services (made later in this report) may possibly reduce these costs.

The table below shows the total estimated costs for each digital service, in rank order. Costs for DAITSS software are included in the Florida Digital Archive costs. Costs for the PALMM and Archives Florida could not be estimated separately, but are included in the DigiTool costs.

FLVC Digital Service	Estimated Cost
Florida Digital Archive & DAITTS	$ 394,321
Islandora	$ 324,762
DigiTool	$ 83,753
Archon	$ 65,501
Florida on Florida	$ 65,326
Florida OJ	$ 39,844
ETDs	$ 36,598
SobekCM	$ 27,636
PURL	$ 25,754
Archives Florida	n/a
PALMM	n/a
Total:	**$1,063,495**

DIGITAL SERVICES SURVEY

The FLVC developed a survey on digital library services and sent it to all 11 state university and 28 state college libraries in May 2014. The purpose of the survey was to identify what FLVC-provided digital services are most important for the institutions' libraries. Since most of the colleges do not yet use the FLVC-provided digital library services, the survey focused broadly on service categories rather than on the specific products.

A single response was requested from each institution, even if several individuals collaborated on the responses. There were 35 total responses received for an overall survey response rate of 90%. Responses were received from all 11 universities and 24 of the colleges.

The first part of the survey asked five questions for each of the eight categories of FLVC-provided services:

1. Does your institution use this service?
2. How satisfied are you with this service as provided by FLVC?
3. How valuable is this service to you?
4. How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
5. Do you have any additional comments or clarifications about this service, about any of your answers, suggestions for improvements, or any other comments?

The survey responses are summarized and discussed below for each FLVC-provided service. (The college percentages are based on responding colleges, not all colleges.) The Appendix contains detailed results.

Digital Services Survey Results					
Service	**Users**	**Satisfaction**	**Importance**	**Difficulty in Replicating**	**Typical Comments**
Platform for the Storage, Discovery, and Rendering of Digital Content	8 universities (73%) and 6 colleges (25%) 15 colleges (63%) indicate interest in possible future use	62% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 5 universities (63%) and 3 of 5 responding colleges (60%)	85% of users consider this service "vital:" 7 universities (87%) and 4 of 5 responding colleges (80%)	77% of users say it would be "difficult" to replicate if FLVC did not support: 7 universities (87%) and 3 of 5 responding colleges (60%)	Non-participating institutions cited several means they use to host digital content, such as hosted DLS (dPanther), CONTENTdm, SharePoint, and Issuu. The "difficulty" in replicating this service has more to do with the costs that would be required. Concern and dissatisfaction was expressed about the functionality of Islandora vs. SobekCM, and with the slow pace of migration off DigiTool. A report on Islandora vs. SobekCM functionality and features and a timeline for achieving parity may be needed.
Long-term Preservation of Digital Objects (Archive)	10 universities (91%) and 3 colleges (13%) 12 colleges (50%) indicate interest in possible future use as well as the remaining university (9%)	83% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 8 universities (80%) and both of 2 responding colleges (100%)	92% of users consider this service "vital:" 9 universities (90%) and both of 2 responding colleges (100%)	67% of users say it would be "impossible" or "difficult" to replicate if FLVC did not support: 7 universities (70%) and 1 of 2 responding colleges (50%)	General consensus among universities that this is an important service to be centrally funded/operated. A number of service improvements/software enhancements are desired and were listed by the users.

Digital Services Survey Results					
Service	**Users**	**Satisfaction**	**Importance**	**Difficulty in Replicating**	**Typical Comments**
Metadata Harvesting and Aggregation	7 universities (64%) and 3 colleges (13%) 2 universities (18%) and 10 colleges (42%) indicate interest in possible future use	67% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 4 universities (57%) and both of 2 responding colleges (100%)	78% of users consider this service "vital:" 6 universities (86%) and 1 of 2 responding colleges (50%)	67% of users say it would be "difficult" to replicate this service if FLVC did not support: 5 universities (71%) and 1 of 2 responding colleges (50%)	Service needs review and enhancements, such as additional metadata standards for discoverability in Mango. Need a strong central role to encourage metadata aggregation and cross walking.
Cooperative Building of Shared Collections	9 universities (82%) and 3 colleges (13%) 14 colleges (58%) and 1 university (9%) indicate interest in possible future use	64% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 5 universities (56%) and both of 2 responding colleges (100%)	45% of users consider this service "vital:" 5 universities (56%), no colleges (0%)	36% of users say it would be "difficult" to replicate this service if FLVC did not support: 4 universities (45%), no colleges (0%)	Consensus on value of central role in promoting and developing collaboration and hosting of shared collections. Dissatisfaction with DigiTool as the supporting platform.
Electronic Theses and Dissertations Hosting Service	4 universities (36%) and no colleges (0%) 2 universities (18%) and 7 colleges (29%) indicate interest in possible future use	Only one user (25%) is "satisfied" with the FLVC-provided service A number of users commented on their future plan to use Islandora	100% of users, plus another university, consider this service "vital:" 5 universities (45%)	100% of users, plus three other universities, say it would be "difficult" or "impossible" to replicate this service if FLVC did not support: 7 universities (64%)	General consensus among universities that this is an important service to be centrally funded/operated, even if they are not currently using the FLVC service. Great dissatisfaction with current service, but the ability to use Islandora instead could improve user satisfaction.

Digital Services Survey Results					
Service	**Users**	**Satisfaction**	**Importance**	**Difficulty in Replicating**	**Typical Comments**
Online Journal Publication and Hosting	5 universities (45%) and no colleges 2 universities (18%) and 9 colleges (38%) indicate interest in possible future use	100% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 5 universities	80% of users consider this service "vital:" 4 universities	80% of users say it would be "difficult" or "impossible" to replicate without FLVC support: 4 universities	Strong support among users that it is valuable and is the only access to such service.
Creation, Maintenance, and Discovery of Finding Aids	7 universities (64%) and no colleges 1 university (9%) and 15 colleges (62%) indicate interest in possible future use	67% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 4 of 6 responding universities	67% of users consider this service "vital:" 4 of 6 responding universities	50% of users say it would be "difficult" to replicate without FLVC support: 3 of 6 responding universities	Support for this type of service, but desire for a better, next generation tool for this purpose.
Consultation and Training on the use of the FLVC Platforms and Services	8 universities (73%) and 7 colleges (29%) 14 colleges (58%) indicate interest in possible future use	73% of users are "satisfied" or "very satisfied" with the FLVC-provided service: 5 universities (63%) and 6 colleges (86%)	87% of users consider this service "vital:" 8 universities (100%) and 5 colleges (71%)	53% of users said it would be either "impossible" or "difficult" to replicate without FLVC support: 5 universities (62%) and 3 colleges (43%)	Support for this service, but also acknowledge the recent degradation of these services, and the need for increased FLVC staff and resources in order to provide services more effectively.

UNIVERSITY-SPECIFIC FINDINGS

Since the digital library services were initially developed to serve the university specific needs, and they are still primarily used by the universities, additional analysis of the university responses was done. The table below reflects the percentage of use of each service area among the universities.

Service	% Using
Long-Term Preservation	91%
Cooperative Building of Shared Collections	82%
Platform for Digital Content	73%
Consultation and Training	73%
Metadata Harvesting and Aggregation	64%
Finding Aids: Creation, Maintenance, and Discovery	64%
Online Journal Publishing and Hosting	45%
Electronic Theses and Dissertations Hosting	37%

The following table ranks the service according to the satisfaction of the universities using the service.

Service	SUS Users
Online Journal Publishing and Hosting	100%
Long-Term Preservation	80%
Finding Aids: Creation, Maintenance, and Discovery	67%
Consultation and Training	63%
Platform for Digital Content	63%
Metadata Harvesting and Aggregation	57%
Cooperative Building of Shared Collections	56%
Electronic Theses and Dissertations Hosting	25%

The following table summarizes the digital services considered “vital” to the universities using the service.

Service	SUS Users
Consultation and Training	100%
Electronic Theses and Dissertations	100%
Long-Term Preservation	90%

Platform for Digital Content	87%
Metadata Harvesting and Aggregation	86%
Online Journal Publishing and Hosting	80%
Finding Aids: Creation, Maintenance, and Discovery	67%
Cooperative Building of Shared Collections	56%

The table below depicts the percentage of universities using the service who feel it would be "impossible" or "difficult" to replicate.

Service	SUS Users
Electronic Theses and Dissertations	100%
Platform for Digital Content	87%
Online Journal Publishing and Hosting	80%
Metadata Harvesting and Aggregation	71%
Long-Term Preservation	70%
Consultation and Training	62%
Finding Aids: Creation, Maintenance, and Discovery	50%
Cooperative Building of Shared Collections	45%

The following observations are made from a review of the above rankings:

- The long-term preservation service is consistently ranked high in use, satisfaction, value, and difficulty in replicating locally.
- The platform service ranks high in value and difficulty in replicating, but is used less and has lower satisfaction. Survey comments suggest this reflects:
  - Dissatisfaction with the DigiTool product that has been used and is being replaced;
  - Concerns with the functionality of the Islandora product replacing it; and
  - Concerns with the perceived slow pace of migration to Islandora.
- Some of the most widely used services (platform and consultation and training) have lower satisfaction ratings than some of the lesser-used services, such as the OJ service.
- The least-used service (ETDs) also has the lowest user satisfaction. Yet, the few users largely consider it vital and difficult to replicate.
- The OJ service is also lesser used, but it has the highest satisfaction of all the services among the users. Its users also rate it as vital and difficult to replace.
- The cooperative building of shared collections service, while receiving high usage, receives low satisfaction ratings and is seen as less vital and less difficult to replicate. This seems contradictory and the DISC members suggested this may reflect the varying degrees of satisfaction depending on the collection and the platform used.

COLLEGE-SPECIFIC FINDINGS

The colleges have only had access to the digital library services in the past two years. Given the staff reductions in the FLVC digital library services unit during that time, there has purposely been little or no outreach efforts to the colleges to expand the digital library services to them. Because of this, the number of colleges currently using digital services is small. The table below provides the percentages of the 24 colleges that responded to the survey that indicated they are currently using digital services.

Service	% Using (n=24)
Consultation and Training	29%
Platform for Digital Content	25%
Cooperative Building of Shared Collections	13%
Long-Term Preservation	13%
Metadata Harvesting and Aggregation	13%
Electronic Theses and Dissertations Hosting	0%
Finding Aids: Creation, Maintenance, and Discovery	0%
Online Journal Publishing and Hosting	0%

However, the college responses can be used as a source of information for priorities for future service expansion. The table below indicates the colleges' responses regarding their potential future use of services.

Service	% Potential Future Use (n=24)
Platform for Digital Content	63%
Finding Aids: Creation, Maintenance, and Discovery	62%
Consultation and Training	58%
Cooperative Building of Shared Collections	58%
Long-term Preservation	50%
Metadata Harvesting and Aggregation	42%
Online Journal Publishing and Hosting	38%
Electronic Theses and Dissertations	29%

The following table provides the services considered "vital" by the colleges.

Service	% Vital (n=24)
Consultation and Training	21%
Platform for Digital Content	21%
Long-term Preservation	8%
Metadata Harvesting and Aggregation	8%
Cooperative Building of Shared Collections	4%
Electronic Theses and Dissertations	0%
Finding Aids: Creation, Maintenance, and Discovery	0%
Online Journal Publishing and Hosting	0%

The college survey responses indicate two areas for FLVC to focus its expansion efforts for digital library services: Consultation/training and platform for digital content. These services are currently the most used, ranked high in possible future use, and were seen as vital most often by the colleges.

Expansion of FLVC Services

The second part of the survey was an open-ended response section soliciting comments on whether FLVC should expand its services. Suggestions for expansion were sought in seven broad categories of digital library services, and an additional open-ended response item was provided for any other respondent comments. A summary of the comments are provided below.

Development of Digital Content

- Links/training on standards and best practices
- Development of content should remain at the local institutional level; providing hosting tools to meet the users' needs should be FLVC's focus

Cataloging/Metadata of Digital Content

- Links/training on standards and best practices
- Assist libraries in identifying schema standards, conversions, and transformations for the cross walking of various metadata formats, and the tools to do that
- Obtain/host/support the tools identified to meet the libraries' needs

Storage of Digital Content

- Centralized platform (such as Islandora or SobekCM) is seen as a great need
- Ensuring a secure link between the FLVC service and the individual institutions will be especially crucial as the future next-generation Integrated Library System is established

Discovery and Access to Digital Content

- Better understanding of the digital content users need is required
- Better tool than currently is available to meet the user needs is strongly desired: perhaps Mango with EBSCO

Long-Term Preservation of Digital Content

- Training on standards and best practices would be helpful, especially for the colleges
- Specific enhancements to the existing service are desired
- Contracting for this service should be considered, as a cheaper, more effective option

Outreach, Consultation, Documentation, or Training

- Many would welcome additional assistance, but understand that it would require more resources for FLVC
- Enlist professional trainers
- Better communication with members prior to actions being planned or proposed

Other Comments on Expansion of FLVC-Provided Digital Library Services

- Focus on providing quality core services that provide/support the libraries' digital services infrastructure
- Participate in national efforts on digital library services and disseminate that knowledge with the users
- Focus on the next generation of software needed for a number of its services.

ALTERNATIVES CONSIDERED

For each existing FLVC digital service, five alternatives for future action were considered:

1. Consolidate/replace with similar service
2. Eliminate the service
3. Improve/upgrade the service
4. Retain the service as is
5. Outsource the service to a local institution

In each case, consultation with the current FLVC Digital Services manager was central to understanding the current limitations of each service and the possibilities already under consideration for improvement. Consultation with the DISC members and the technical experts at FLVC, as well as the survey results, further informed the analysis.

The following tables list each of the FLVC digital services and provide a summary comment for each of the options considered in the alternatives analysis.

Digital Services Alternatives Considered					
Service	**Consolidate/Replace?**	**Eliminate?**	**Improve/Upgrade?**	**Retain As Is?**	**Outsource to Local Entity?**
Archives Florida	Yes Users could maintain their EADs in Archon, its successor, ArchiveSpace (if acquired), SobekCM, or Islandora	Possibly A sub-group of DISC is discussing their future needs for support for finding aids and whether it should be migrated to Islandora	Possibly Needs to be migrated off DigiTool, but currently Islandora does not render EADs and does not facilitate maintaining them	Not viable Exists in DigiTool, which will no longer be supported in 2015	Not viable Is used by most universities; is a statewide resource; so remaining a centralized service by FLVC makes sense
Archon	Yes This software has been "consolidated" by its developer with another, related software "Archivists' Toolkit" and the replacement software is now available as "ArchiveSpace"	Not viable The need for such a product still exists; used by FSU, plus a number of smaller universities; could also be useful for the colleges	Not viable Software is no longer supported as of January 2014; the replacement software is "ArchiveSpace"	Not viable Current software is no longer supported as of January 2014	Not viable Has wide enough use that it makes sense for it still to be offered as a centralized resource, especially if colleges begin using
DAITSS	Unnecessary Already serves as the single long-term repository software actively used by 10 universities, with all 11 having digital objects stored	Not viable The Florida Digital Archives relies on this software, and it has high user satisfaction	Yes There are numerous (about 20) outstanding enhancements and other maintenance issues that could be addressed, initially identified in 2012, but were deferred due to insufficient resources and other higher priority FLVC projects	Possibly Too many outstanding enhancement issues to address which would improve the user experience	Unnecessary A high level of DAITSS expertise still exists at FLVC

Digital Services Alternatives Considered					
Service	**Consolidate/Replace?**	**Eliminate?**	**Improve/Upgrade?**	**Retain As Is?**	**Outsource to Local Entity?**
DigiTool	In progress FLVC decision was to replace DigiTool with Islandora; all DigiTool users are currently being migrated to Islandora, as the new single platform for digital library services	Yes Once all users have been migrated to Islandora, FLVC will no longer provide DigiTool services	N/A Once all users have been migrated to Islandora, FLVC will no longer provide DigiTool services	N/A Once all users have been migrated to Islandora, FLVC will no longer provide DigiTool services	N/A Once all users have been migrated to Islandora, FLVC will no longer provide DigiTool services
ETDs	Yes FAU and FCCU are using Islandora for this service, so other ETDs users could migrate to using Islandora; FLVC could consider/investigate using Islandora Scholar, a component of Islandora, as future alternative	Possibly There are four users, only two of which are active	Possibly Current scripts and processes are becoming increasingly hard to maintain; FLVC has lost staff expertise for this product	Not viable Very low satisfaction rating by users and software needs maintenance	Possibly Not a high priority service overall, but considered vital and difficult to replicate by its users

Digital Services Alternatives Considered					
Service	**Consolidate/Replace?**	**Eliminate?**	**Improve/Upgrade?**	**Retain As Is?**	**Outsource to Local Entity?**
Florida Digital Archive	Unnecessary Already serves as a centralized resource actively used by 10 universities	Not viable Highly valued service	Yes Needs a full-time manager again; identified software enhancements need attention; is running out of space; alternative storage options, such as keeping only a single copy should be further explored	Possibly Current model (free service) may not be sustainable as there are no controls on the volume of materials submitted; cost recovery was always envisioned as an operational requirement from its beginning and the user agreement (signed by all universities) explicitly allows for fee collection; options have been explored and discussed by the FLVC Board of Directors on multiple occasions, but no decision has been made	Possibly Centralized service model still makes sense; while there may be less expensive alternative archival storage solutions to be further explored
Florida on Florida	Yes The draft "Florida Statewide Digital Action Plan" has recommended an RFP be issued for a replacement system	Not viable Service was initially provided by the Department of State, Division of Library and Information Services; survey responses indicate it is considered a valuable service	Possibly FLVC does not have much expertise with the software used to operate this system; it is running version 12, while version 15 is now available	Not viable System is nearing the sunset stage of its technology life	Possibly Originated with the Department of State, but they experienced budget problems and could no longer support, so FCLA took over its support; perhaps State could operate it again
Florida OJ	Unnecessary Already provides a centralized location for scholarly journals	Not viable Actively used by large universities and the Florida Library Association	In progress Currently in process; being upgraded to the latest released version	Yes Once the upgrade is completed, will be current; high user satisfaction	Not viable Is used by large universities, so makes sense to continue as a centralized resource

Digital Services Alternatives Considered					
Service	**Consolidate/Replace?**	**Eliminate?**	**Improve/Upgrade?**	**Retain As Is?**	**Outsource to Local Entity?**
Islandora	Not viable FLVC selected Islandora to be the digital library services platform to replace DigiTool	N/A FLVC selected Islandora to be the digital library services platform to replace DigiTool	Yes To develop Islandora functionality to meet all SobekCM user requirements would require significant additional resources; Islandora Scholar, an additional module, could be added for increased functionality	N/A Most DigiTool users are being migrated to Islandora as well as the PALMM collection	Not viable A centralized platform for digital library services is a highly valued service to be offered by FLVC, according to the survey results
PALMM	Unnecessary This service already serves as an aggregation site for digital collections	Possibly This type of service received the lowest rankings for being vital from the survey respondents	Yes Needs to be migrated to Islandora; additional collections could be added as links; could benefit from a review/link updating and possible redesign of the website	Not viable Currently exists in DigiTool; will be migrated to Islandora to retain beyond 2014	Possibly Nearly all universities use; some collections are hosted by local institutions already, with links to them from the PALMM site
PURL	Unnecessary Already provided as a single-point virtual server	Not viable Provides a valuable service, and does it well	Yes Software needs upgrading as it has been deprecated	Not viable Must attend to software deprecation issue	Not viable Best offered as a centralized service, as most, if not all, universities use it

Digital Services Alternatives Considered					
Service	**Consolidate/Replace?**	**Eliminate?**	**Improve/Upgrade?**	**Retain As Is?**	**Outsource to Local Entity?**
SobekCM	Possibly Some users have stated that if Islandora can meet all of the SobekCM original user requirements, then SobekCM could be replaced	Possibly It is the digital library services platform for the University of Florida and some other users (its dLOC partners) that is critically important to them and some may want to move Archon content to SobekCM to render EADs	Unnecessary Not the responsibility of FLVC; this software was written and is maintained by the University of Florida	Yes Current agreement with the University of Florida is for FLVC to pay them for storage and the virtual machines needed to maintain a single copy of SobekCM software and data	N/A This software is not the responsibility of FLVC; it was written and is maintained by the University of Florida

RECOMMENDATIONS

Each FLVC digital library service is listed below with a recommended alternative and brief rationale.

Digital Service	Recommended Alternative	Rationale
Archives Florida	Consolidate/Replace	Currently resides on DigiTool as part of the PALMM collection, but DigiTool only renders archives, does not facilitate maintaining them, and is being eliminated in early 2015. Islandora does not currently render EADs and does not facilitate maintaining archives either. Used by seven universities, including all of the large ones. Most users probably maintain their EADS in Archon or in SobekCM. Interim solution: continue to maintain in Archon or in SobekCM; explore whether ArchiveSpace and/or Islandora can replace the functionality
Archon	Consolidate/Replace	The current version of Archon is unsupported software. FLVC should acquire the next generation replacement, ArchiveSpace, which is an open source application combining the functionality of Archon and Archivists' Toolkit. ArchiveSpace could facilitate maintaining and rendering the Archives Florida collection of finding aids.
DAITSS	Improve/Upgrade	A high level of DAITSS expertise still exists at FLVC. Enhancements that were originally planned in 2012, but resources did not allow, should be made. This supports the Florida Digital Archive, a successful cornerstone of the digital services infrastructure.
DigiTool	Eliminate	The migration to Islandora is the FLVC direction for the digital services platform. Support should end (as planned) after migration of existing supported users is complete in 2015.
ETDs	Consolidate/Replace	Migrate users to Islandora. Investigate the Islandora Scholar module, a component of Islandora, for future implementation. Its current few users largely consider it vital and difficult to replicate, making it a niche service. With a better tool it would likely gain in usage and user satisfaction.
Florida Digital Archive	Improve/Upgrade	A centralized repository for long-term preservation is efficient. The long-term preservation service is consistently ranked high in use, satisfaction, value, and difficulty in replicating it locally. Enhance the DAITSS software supporting it. Investigate alternative storage strategies for cost reduction. Reconsider a fee-for-service mechanism so there is some control exercised over volume, otherwise the costs cannot be controlled. From its beginnings, there was the intention to institute a cost recovery mechanism.

Digital Service	Recommended Alternative	Rationale
Florida on Florida	Consolidate/Replace or Outsource to Another Entity	Assist/participate in the "Statewide Digital Action Plan," which is recommending an RFP be developed and issued by the Department of State for a replacement for this system. It is considered a valuable state resource. FLVC is lacking in the software expertise used by this system, and the software is not current. The Department of State initiated this service a decade ago, and may be able to obtain some grant funding for its replacement. FLVC should explore the option of transitioning this service back to the Department of State or a joint endeavor with it.
Florida OJ	Retain As Is (but complete the upgrade already underway)	This service has the highest user satisfaction of all the services. Its users also rate it as vital and difficult to replace. Software upgrade has already begun and should be completed. Software will then be current. A centralized resource for this purpose is efficient.
Islandora	Improve/Upgrade	The digital platform service is considered vital and difficult to replicate, underscoring the need to complete the migration to Islandora as soon as possible. Migrating to the open-source software platform for the digital library services should reduce the long-term costs over the current proprietary-based system. Once migration is complete efforts should begin to focus on increasing its functionality, such as investigating adding the Islandora Scholar Module, and additional functionality requested by users.
PALMM	Improve/Upgrade	Migrate to Islandora, as planned. Review web pages and redesign them, if necessary, and update links where needed. Seek additional collections to expand PALMM, either by linking to them or hosting.
PURL	Improve/Upgrade	The software has been deprecated and needs to be fixed. This service is efficient and tied into many other existing services so that the PURLS are created automatically and sent to the server for storage.
SobekCM	Retain as is (for now)	Continue agreement to maintain one copy of the software and database which requires minimal FLVC resources. This agreement could be revisited once FLVC and its stakeholders have made some policy decisions regarding the standards for a common digital platform (see "Additional Considerations" section).

While some of the lesser used, niche digital services could be considered for elimination, the cost savings would be minimal, and the services might need to be recreated once the next-generation ILS is in place. This could end up costing FLVC more in the end.

Additional Considerations

In addition to the specific digital services recommendations, there are additional issues to be addressed, which are critical for the future success of FLVC's digital services.

Increase Staffing Levels

During the transition from FCLA to FLVC and the resulting staff shortage in the Digital Services unit, the positions of manager of the Florida Digital Archive and manager of the Digital Services unit were consolidated. In order to adequately support core digital services, these positions should again be made separate. The current manager of Digital Services has advocated for the hiring of a new manager, one with a strong background/experience in digital library services and the ability to provide strong leadership in adapting new technologies in the rapidly changing environment of digital library services. A draft position description for the manager of Digital Services has been developed by FLVC and hiring for that position should be a high priority. Digital services are increasingly important for libraries, and the manager requires specialized expertise to perform effectively.

The current manager for Digital Services used to serve as the fulltime manager of the Florida Digital Archive. Now, only a portion of her time is devoted to that. The Florida Digital Archive is an extremely valuable digital service provided by FLVC. As such, it deserves and requires a fulltime manager devoted to its continued success. Once a new manager of Digital Services has been hired, the Florida Digital Archive should have a fulltime manager providing the much-needed attention required for this essential service.

Under the former FCLA, Digital Services included 9.85 FTE. This was a mix of librarians and developers/IT personnel. Since FLVC was created, a number of staff who had worked for FCLA resigned or retired. Very few replacements have been hired since. Current staffing levels are down to 2 FTE librarians and 1 FTE DAITSS operator, with the developer staff having been consolidated into the main FLVC development group for reporting purposes (though they still provide support for digital services). This has left fewer personnel to attend to the ongoing maintenance, support, outreach, and enhancements for the digital services products. Remaining staff are working on support for existing services, and on the highest priority projects, such as the migration to the Islandora platform from DigiTool. As a result, certain maintenance and enhancements have not occurred. As an example, unsupported software (such as Archon) is still in use, and numerous suggested enhancements to the DAITSS software were deferred. In addition, training and outreach activities have been severely limited in the past several years.

A staffing analysis prepared in 2013 by the manager of Digital Services indicated a need for 4-5 librarians for the digital library services program just to sustain the existing services. If new digital services and/or customers (such as more colleges) are added, then even higher levels of staffing will be required to provide the necessary support.

The survey results indicate strong support for core digital services infrastructure. Digital Services requires higher staffing levels than it currently has in order to provide the necessary support for those services. The need will increase as new customers are added.

Define Common Digital Platform

FLVC does not currently have a formal definition of "common digital platform" and the exact functionality this entails. While the former FCLA discussed this with the universities and the DISC members, no

detailed definition has been established. FLVC could work with the DISC members and other stakeholders to determine the functionality and service levels to be provided in a common digital platform. Should the FLVC supported common digital platform meet every need of every stakeholder? Or will there be very unique needs that will never be met by a single platform and should be considered outside the scope of a common platform? These are policy decisions that could be made by FLVC in consultation and conjunction with its stakeholders.

Fee-for-Service Possibilities

If insufficient funds exist to provide for the necessary staffing and the recommended improvements/ upgrades to Digital Services, then a fee-for-service arrangement could be explored by FLVC's Board of Directors. Although this would represent a significant change, certain digital services may lend themselves particularly well to this type of support. Offering the services to other organizations, such as the ICUF institutions, under such an arrangement could also be considered. The fees could help underwrite a portion of the services' costs, even if full cost recovery is not the goal. When exploring this option, potential cost savings should be weighed against the potential of institutions no longer being able to use services they currently consider vital.

Digital services will continue to gain in importance to the postsecondary education library system. The existing foundation of digital services infrastructure supporting the collaborative approach should be encouraged through continued investments.

Future Issues

While outside the scope of this review, the future digital library services will need to consider how it might integrate with the Orange Grove, another digital repository service of the FLVC. The Orange Grove is "Florida's digital repository for instructional resources" and is a central place to store and manage instructional, organizational, and professional development resources. How digital library resources may be useful to provide a more integrated repository could be examined.

Furthermore, the future of library management systems (such as Ex Libris) envisions much more tightly integrated resources for the management of both the physical and digital library assets. In fact, the digital library services should assume an ever-increasing amount of attention over time as more library patrons rely on digital library assets more often, and a greater volume of library assets are born digital. These issues will become paramount as the next-generation ILS is acquired for Florida's postsecondary education libraries.

Next Steps

Below are a series of actions to implement the recommendations.

Next 6 Months:

- Resume and complete the upgrade to the Open Journal software
- Determine how to speed up the migration to Islandora, including the PALMM collection, and if possible, apply additional resources to the effort
- Acquire the ArchiveSpace software to replace Archon and support Archives Florida

- Support the Department of State in its efforts to issue the RFP for a replacement Florida on Florida system

In 2015:

- Address the staffing issues
- Implement the DAITSS and Islandora software changes to enhance the user experience
- Explore the use of Islandora Scholar, as an additional module in Islandora that could replace the ETDs
- Update the PURL software

APPENDIX. SURVEY DATA PRESENTED TO DISC COMMITTEE

Survey Questions and Results

Current FLVC Digital Services

- The first part of the survey asked five questions for each of the eight categories of FLVC-provided services:

1. Does your institution use this service?
2. How satisfied are you with this service as provided by FLVC?
3. How valuable is this service to you?
4. How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
5. Do you have any additional comments or clarifications about this service, about any of your answers, suggestions for improvements, or any other comments?

- For each category, we will provide the question, the raw responses, a graphical overview of the total responses, and a comparison of the FCS and SUS responses.

Regarding "Platform for the storage, discovery, and rendering of digital content (e.g., core software such as Islandora, Sobek, DigiTool)"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Problematic but possible
FCS	Chipola College	Not currently but possibly in the future	Not Applicable	Not applicable	Impossible
FCS	College of Central Florida	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Daytona State College	Not currently but possibly in the future	Satisfied	Vital: we must have this service	Difficult
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	Not currently but possibly in the future	Not Applicable	Not applicable	Difficult
FCS	Florida Keys Community College	Yes	Not Applicable	Optional: nice to have but not essential	Fairly Easy
FCS	Florida State College at Jacksonville	Not currently but possibly in the future	Very Satisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Gulf Coast State College	Yes	Satisfied	Vital: we must have this service	Difficult
FCS	Hillsborough Community College	Not currently but possibly in the future			
FCS	Indian River State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Not applicable
FCS	Lake-Sumter State College	Not currently but possibly in the future			
FCS	North Florida Community College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Northwest Florida State College	Yes	Satisfied	Vital: we must have this service	Difficult
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
FCS	Pasco-Hernando State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			

Regarding "Platform for the storage, discovery, and rendering of digital content (e.g., core software such as Islandora, Sobek, DigiTool)"…

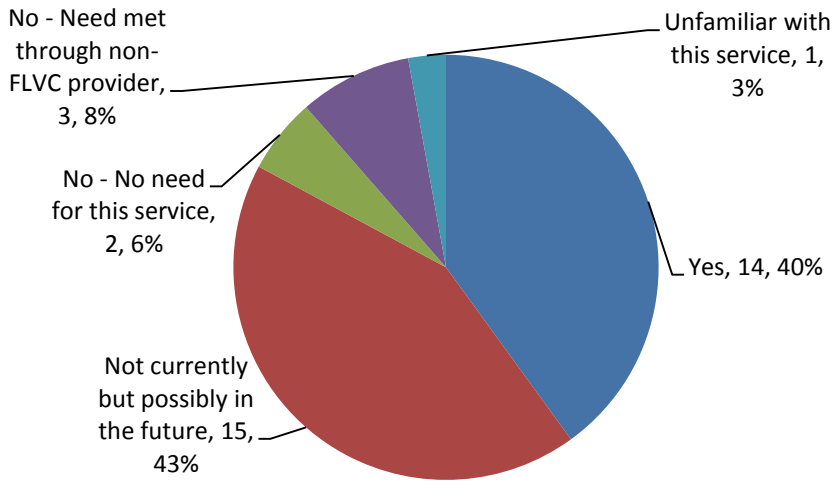
System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Polk State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Yes	Very Satisfied	Vital: we must have this service	Difficult
FCS	South Florida State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Yes			
FCS	Tallahassee Community College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	Unfamiliar with this service			
SUS	Florida A&M University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	Florida Atlantic University	Yes	Very Satisfied	Vital: we must have this service	Difficult
SUS	Florida Gulf Coast University	Yes	Very Satisfied	Vital: we must have this service	Difficult
SUS	Florida International University	Yes	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
SUS	Florida State University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	New College of Florida	No - Need met through non-FLVC provider	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
SUS	University of Central Florida	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	University of Florida	Yes	Very Dissatisfied	Vital: we must have this service	Difficult
SUS	University of North Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of South Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of West Florida	Yes	Dissatisfied	Vital: we must have this service	Difficult

Regarding "Platform for the storage, discovery, and rendering of digital content (e.g., core software such as Islandora, Sobek, DigiTool)"…

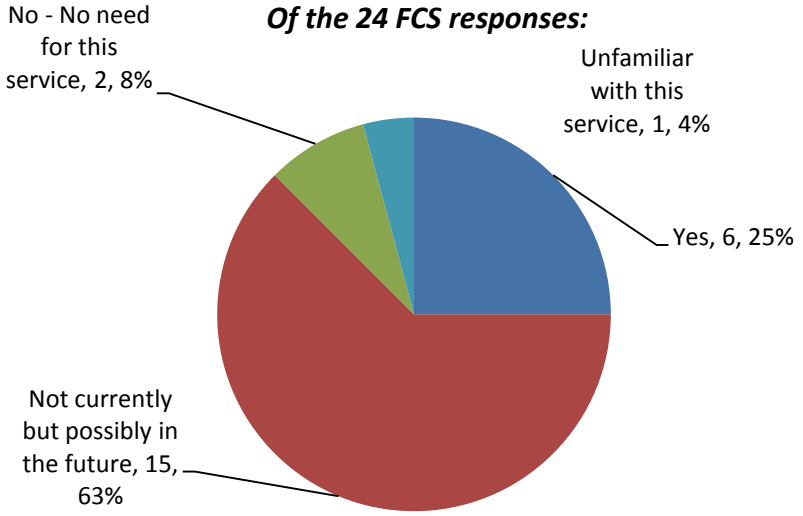
Graphical results:

Does your institution use this service?

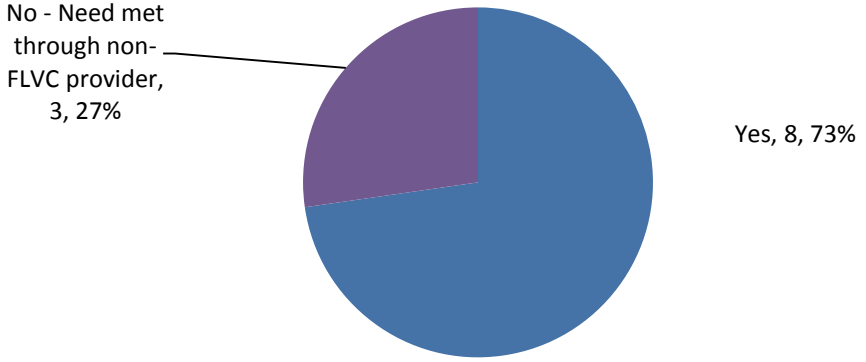
35 total responses:



Of the 24 FCS responses:



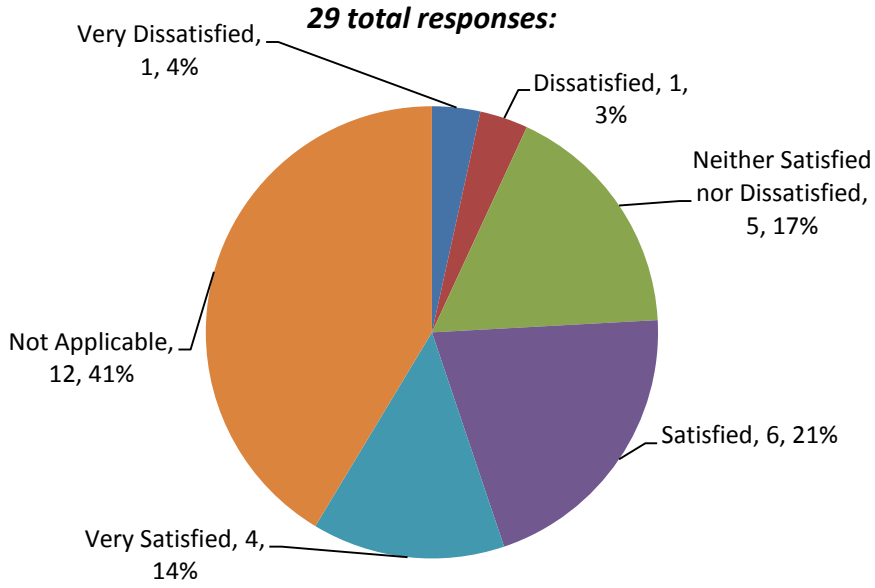
Of the 11 SUS responses:



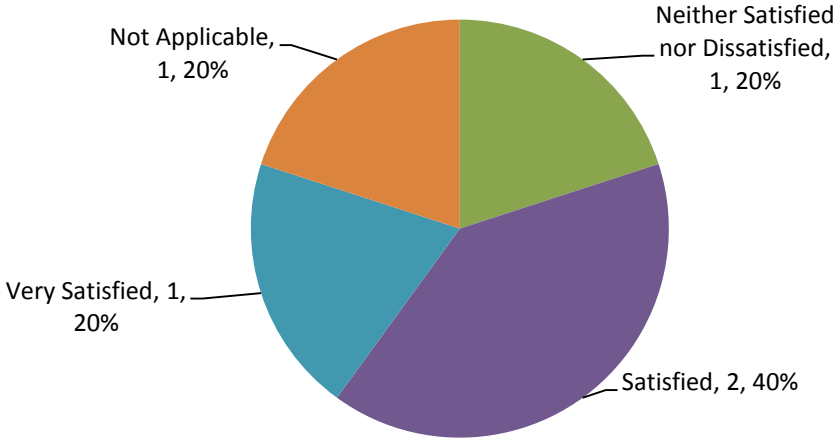
Regarding "Platform for the storage, discovery, and rendering of digital content (e.g., core software such as Islandora, Sobek, DigiTool)"…

How satisfied are you with this service as provided by FLVC?

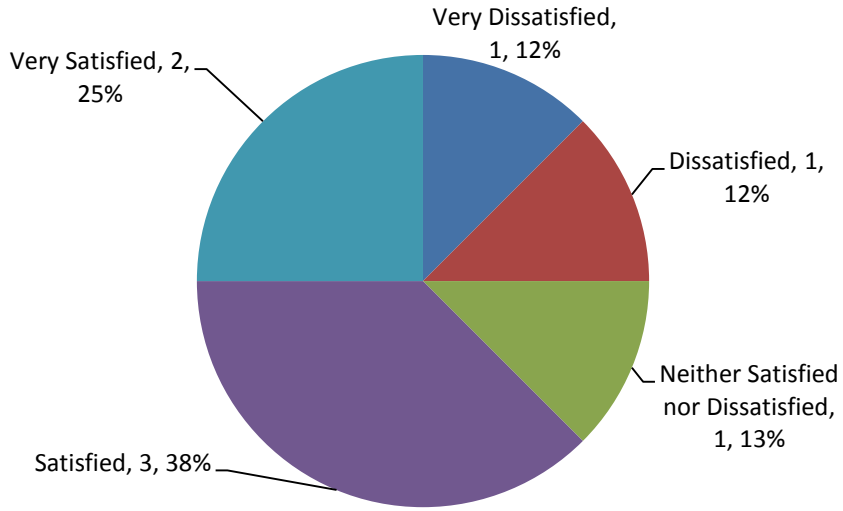
29 total responses:



Of the 6 FCS using the service, only 5 responded to this question:



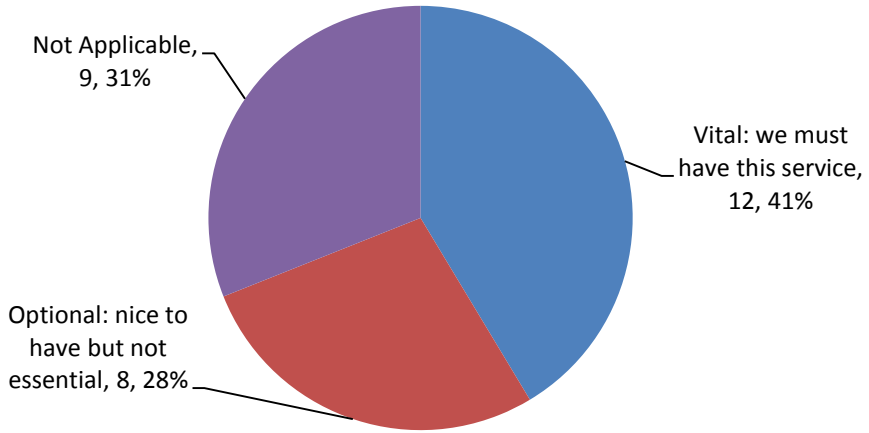
Of the 8 SUS using this service:



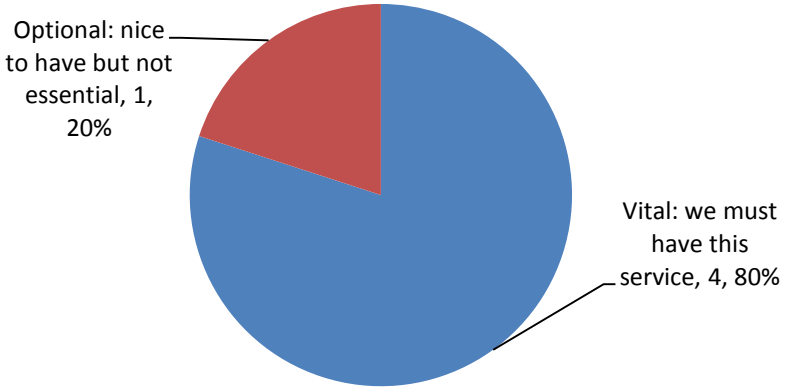
Regarding "Platform for the storage, discovery, and rendering of digital content (e.g., core software such as Islandora, Sobek, DigiTool)"…

How valuable is this service to you?

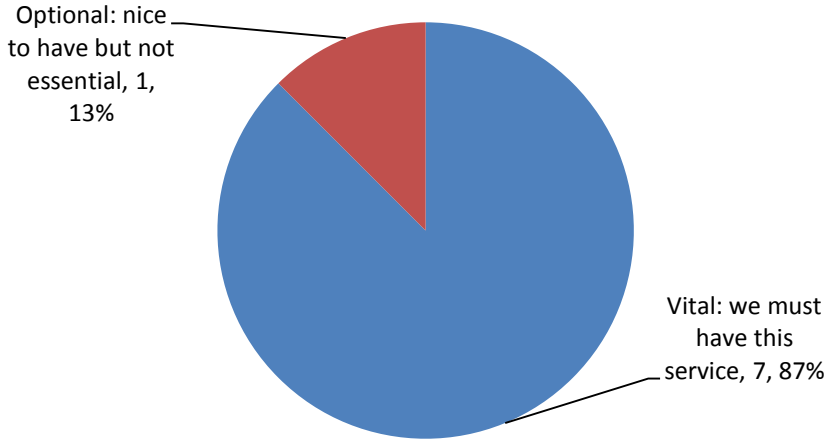
29 total responses:



Of the 6 FCS using this service, only 5 responded to this question:



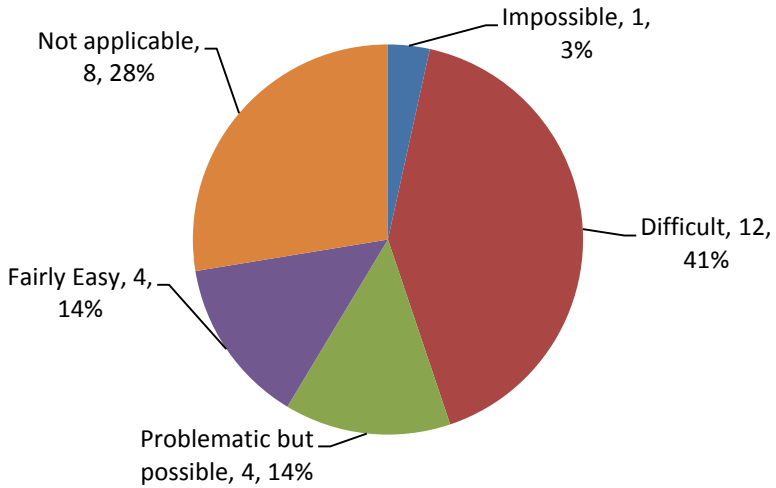
Of the 8 SUS using this service:



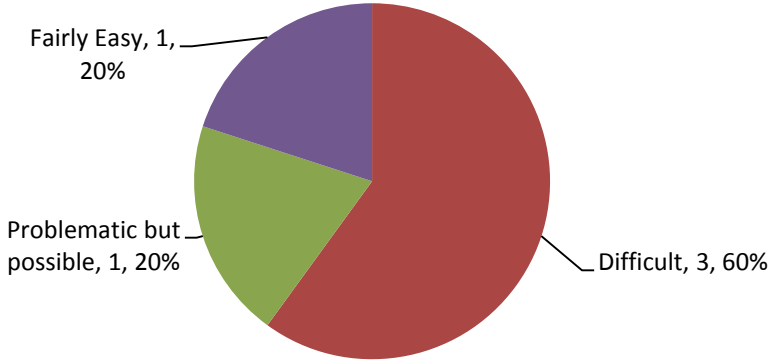
Regarding "Platform for the storage, discovery, and rendering of digital content (e.g., core software such as Islandora, Sobek, DigiTool)"…

How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

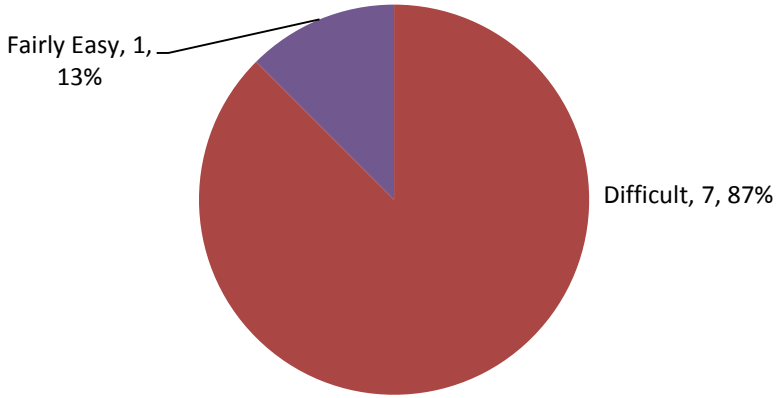
29 total responses:



Of the 6 FCS using this service, only 5 responded to this question:



Of the 8 SUS using this service:



Regarding "Long-term preservation of digital objects (e.g., dark archive (Florida Digital Archive))"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	Not currently but possibly in the future	Satisfied	Optional: nice to have but not essential	Difficult
FCS	Chipola College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	College of Central Florida	Yes	Very Satisfied	Vital: we must have this service	Impossible
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Florida Keys Community College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida State College at Jacksonville	Yes	Very Satisfied	Vital: we must have this service	Problematic but possible
FCS	Gulf Coast State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Hillsborough Community College	Other please specify			
FCS	Indian River State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Not applicable
FCS	Lake-Sumter State College	Not currently but possibly in the future			
FCS	North Florida Community College	Unfamiliar with this service	Neither Satisfied nor Dissatisfied	Not applicable	Not applicable
FCS	Northwest Florida State College	Not currently but possibly in the future			
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
FCS	Pasco-Hernando State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			
FCS	Polk State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Not currently but possibly in the future	Not Applicable	Not applicable	Difficult

Regarding "Long-term preservation of digital objects (e.g., dark archive (Florida Digital Archive))"…

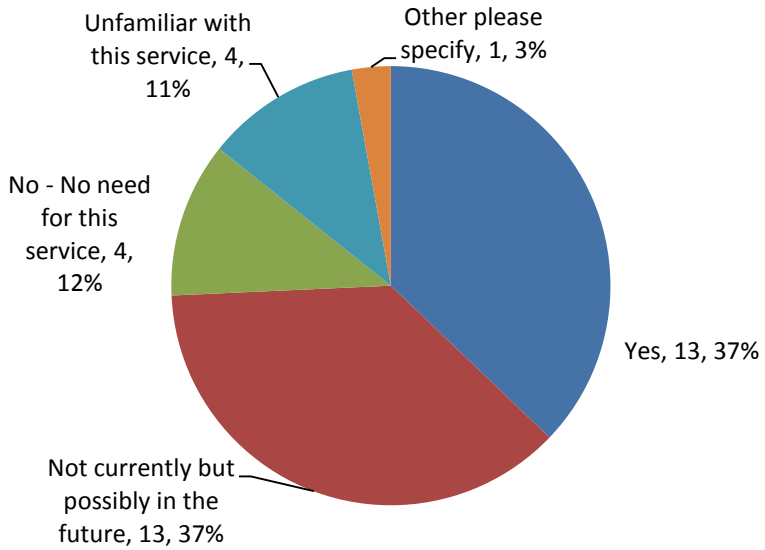
System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	South Florida State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Yes			
FCS	Tallahassee Community College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	Unfamiliar with this service			
SUS	Florida A&M University	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Difficult
SUS	Florida Atlantic University	Yes	Very Satisfied	Vital: we must have this service	Difficult
SUS	Florida Gulf Coast University	Yes	Satisfied	Vital: we must have this service	Impossible
SUS	Florida International University	Yes	Very Satisfied	Vital: we must have this service	Impossible
SUS	Florida State University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	New College of Florida	Yes	Very Dissatisfied	Vital: we must have this service	Problematic but possible
SUS	University of Central Florida	Yes	Very Satisfied	Vital: we must have this service	Impossible
SUS	University of Florida	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	University of North Florida	Yes	Satisfied	Optional: nice to have but not essential	Very Easy
SUS	University of South Florida	Yes	Satisfied	Vital: we must have this service	Problematic but possible
SUS	University of West Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult

Regarding "Long-term preservation of digital objects (e.g., dark archive (Florida Digital Archive))"…

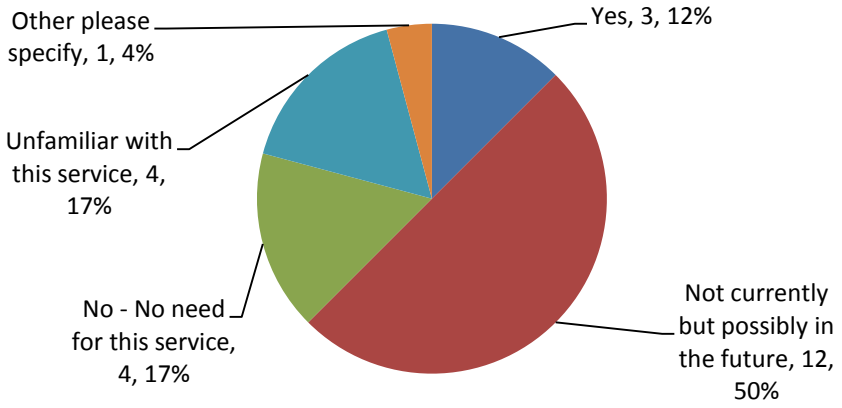
Graphical results:

Does your institution use this service?

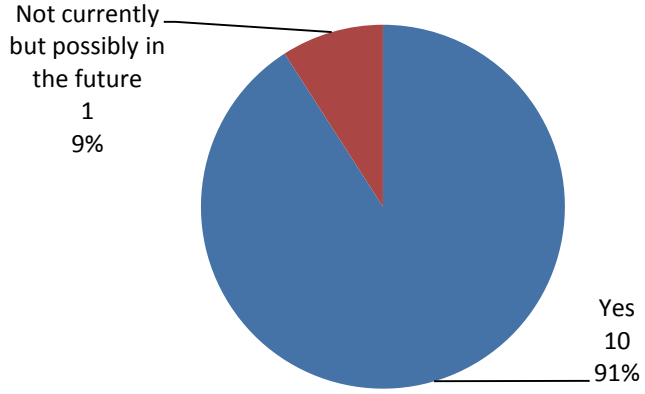
35 total responses:



Of the 24 FCS responses:



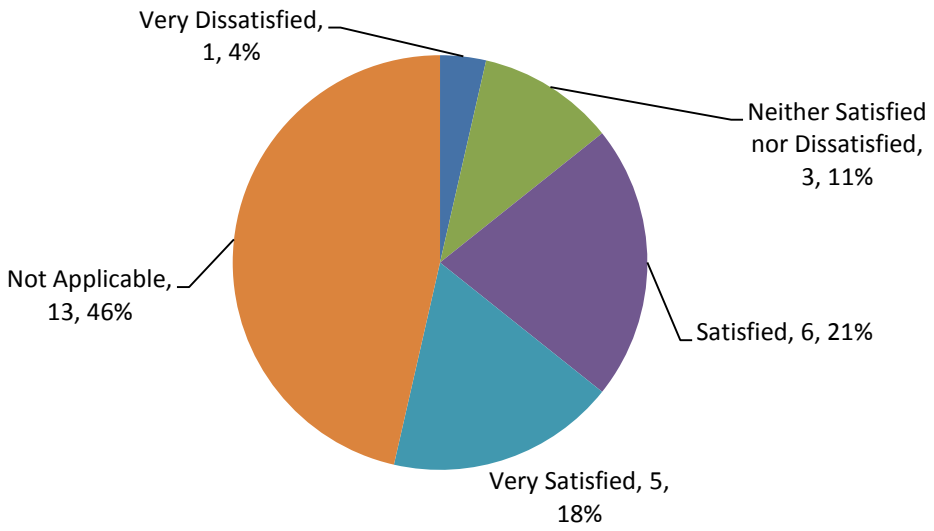
Of the 11 SUS responses:



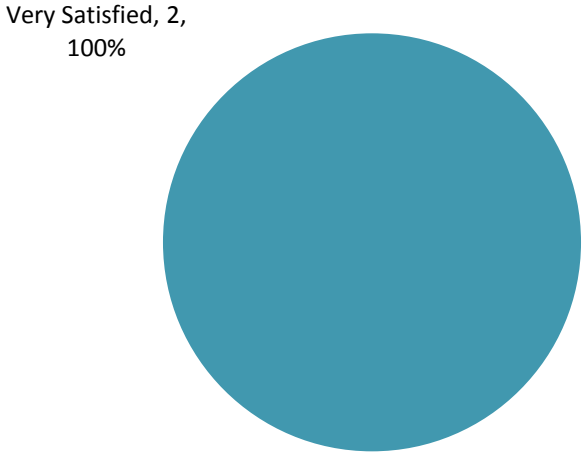
Regarding "Long-term preservation of digital objects (e.g., dark archive (Florida Digital Archive))"…

How satisfied are you with this service as provided by FLVC?

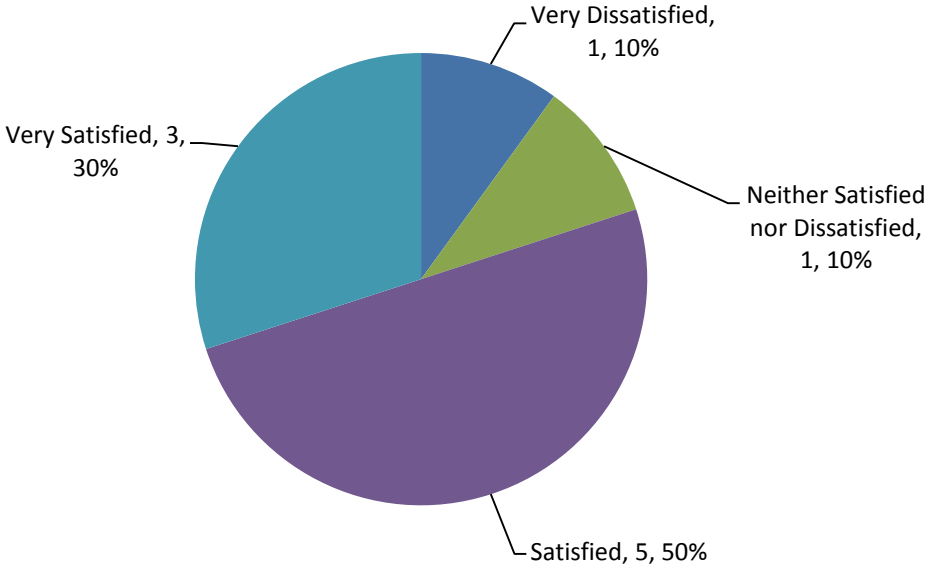
28 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



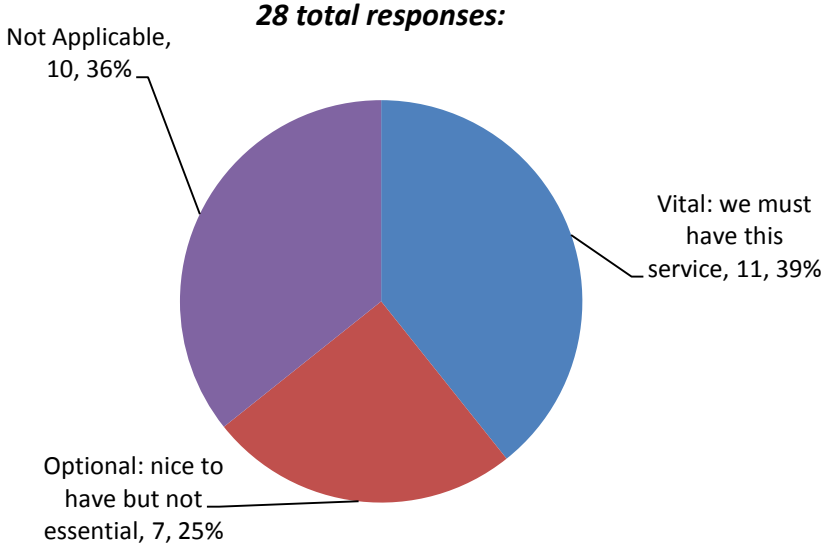
Of the 10 SUS using this service:



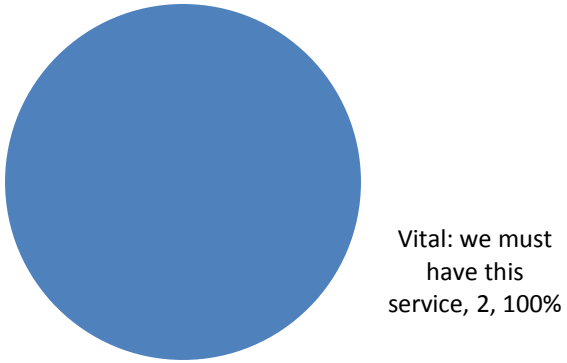
Regarding "Long-term preservation of digital objects (e.g., dark archive (Florida Digital Archive))"…

How valuable is this service to you?

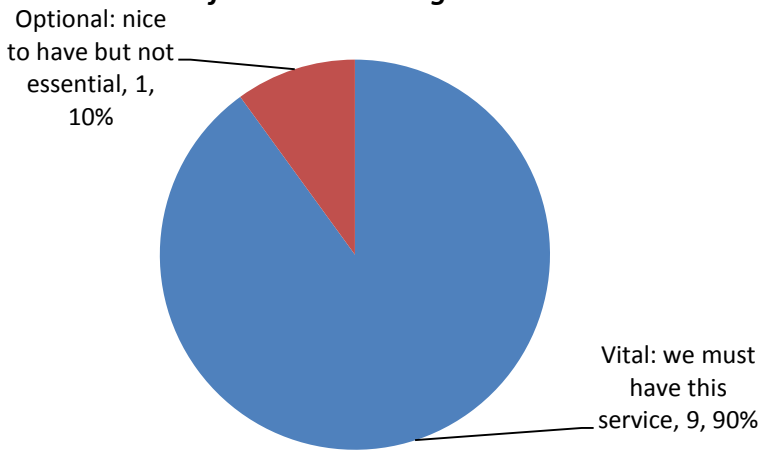
28 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



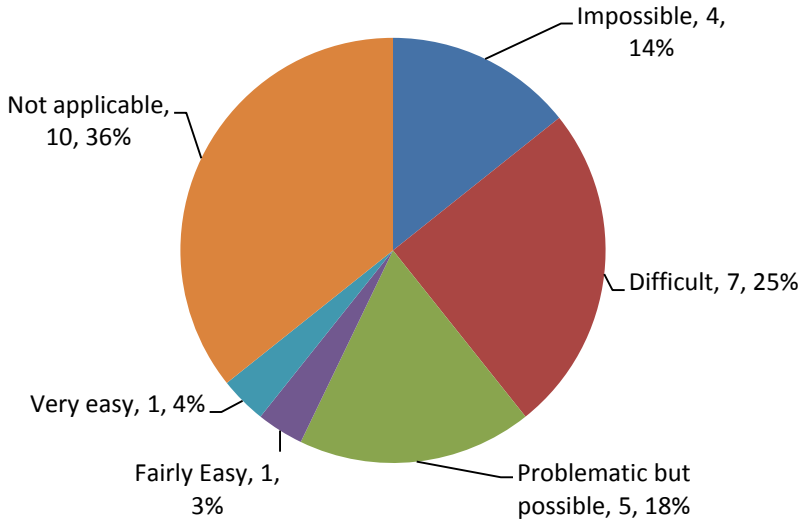
Of the 10 SUS using this service:



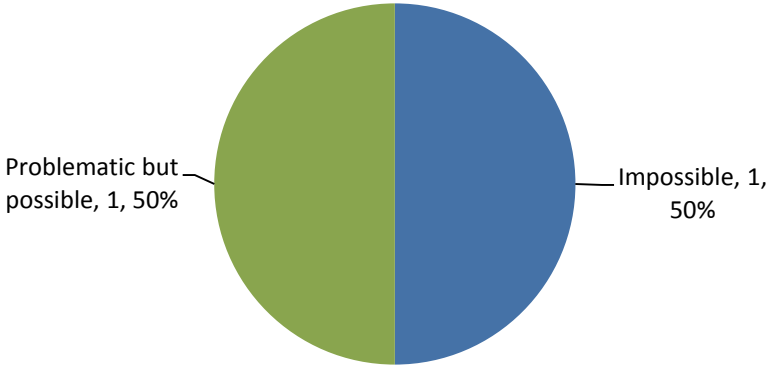
Regarding "Long-term preservation of digital objects (e.g., dark archive (Florida Digital Archive))"…

How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

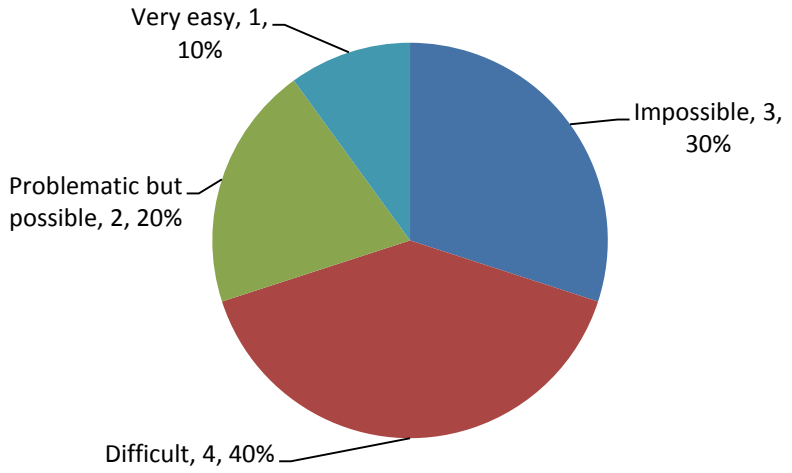
28 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



Of the 10 SUS using this service:



Regarding "Metadata harvesting and aggregation (e.g., Florida on Florida, inclusion of metadata in Mango or Networked Digital Library of Theses and Dissertations (NDLTD))"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	Chipola College	Yes	Very Satisfied	Optional: nice to have but not essential	Difficult
FCS	College of Central Florida	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	Unfamiliar with this service			
FCS	Florida Keys Community College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida State College at Jacksonville	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	Gulf Coast State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Hillsborough Community College	Unfamiliar with this service			
FCS	Indian River State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Not applicable
FCS	Lake-Sumter State College	No - No need for this service			
FCS	North Florida Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Northwest Florida State College	Not currently but possibly in the future			
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Pasco-Hernando State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			
FCS	Polk State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Yes	Satisfied	Vital: we must have this service	Problematic but possible

Regarding "Metadata harvesting and aggregation (e.g., Florida on Florida, inclusion of metadata in Mango or Networked Digital Library of Theses and Dissertations (NDLTD))"…

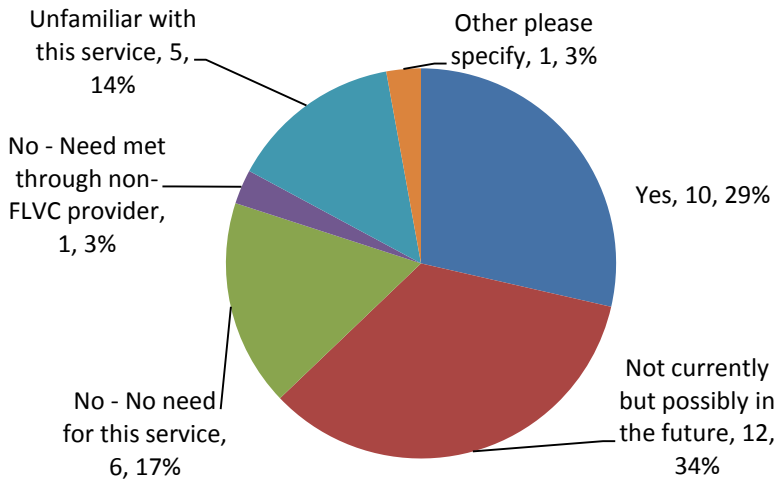
System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	South Florida State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Yes			
FCS	Tallahassee Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	Not currently but possibly in the future			
SUS	Florida A&M University	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Difficult
SUS	Florida Atlantic University	Yes	Very Satisfied	Vital: we must have this service	Difficult
SUS	Florida Gulf Coast University	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult
SUS	Florida International University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	Florida State University	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Problematic but possible
SUS	New College of Florida	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
SUS	University of Central Florida	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	University of Florida	Other please specify	Very Dissatisfied	Vital: we must have this service	Not applicable
SUS	University of North Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of South Florida	Yes	Satisfied	Optional: nice to have but not essential	Problematic but possible
SUS	University of West Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult

Regarding "Metadata harvesting and aggregation (e.g., Florida on Florida, inclusion of metadata in Mango or Networked Digital Library of Theses and Dissertations (NDLTD))"...

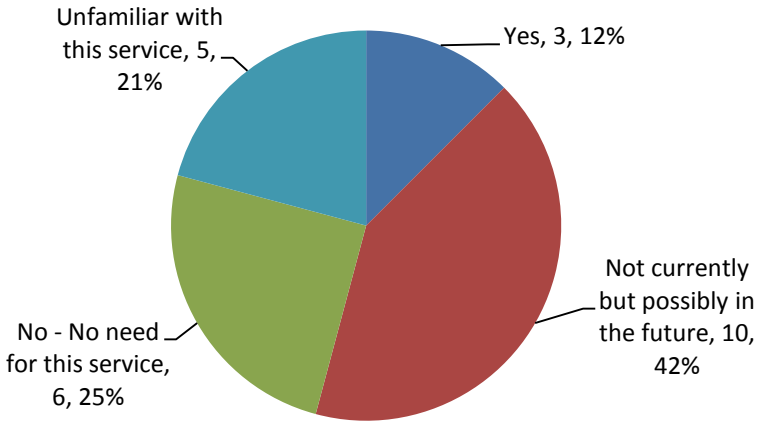
Graphical results:

Does your institution use this service?

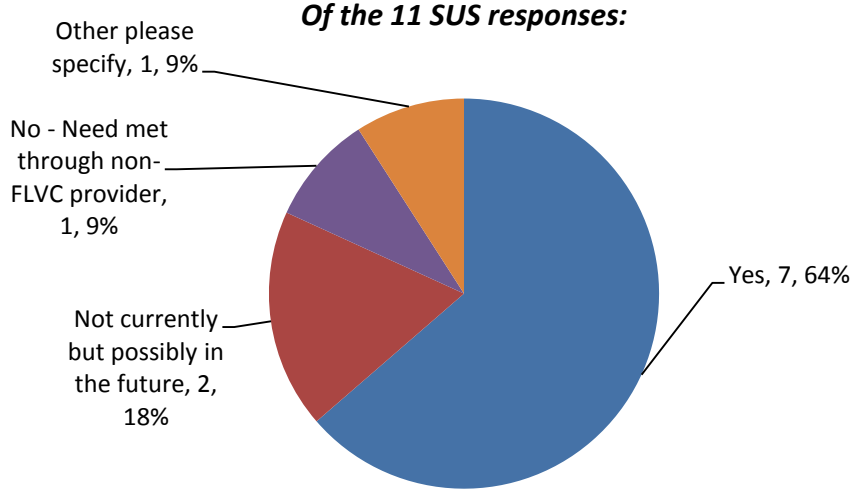
35 total responses:



Of the 24 FCS responses:



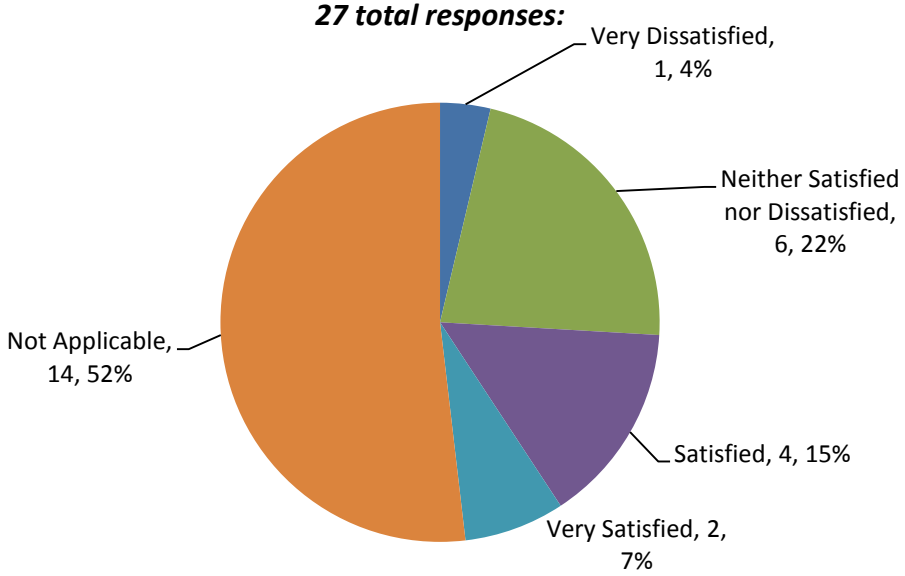
Of the 11 SUS responses:



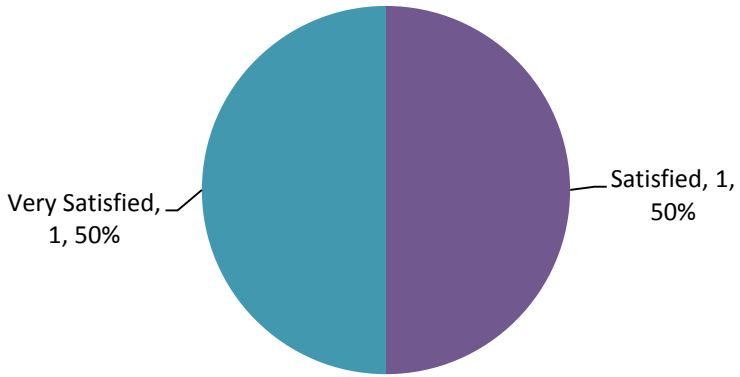
Regarding "Metadata harvesting and aggregation (e.g., Florida on Florida, inclusion of metadata in Mango or Networked Digital Library of Theses and Dissertations (NDLTD))"…

How satisfied are you with this service as provided by FLVC?

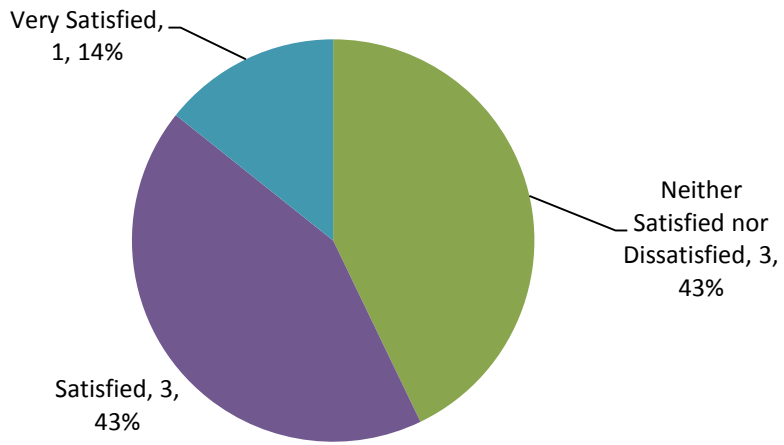
27 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



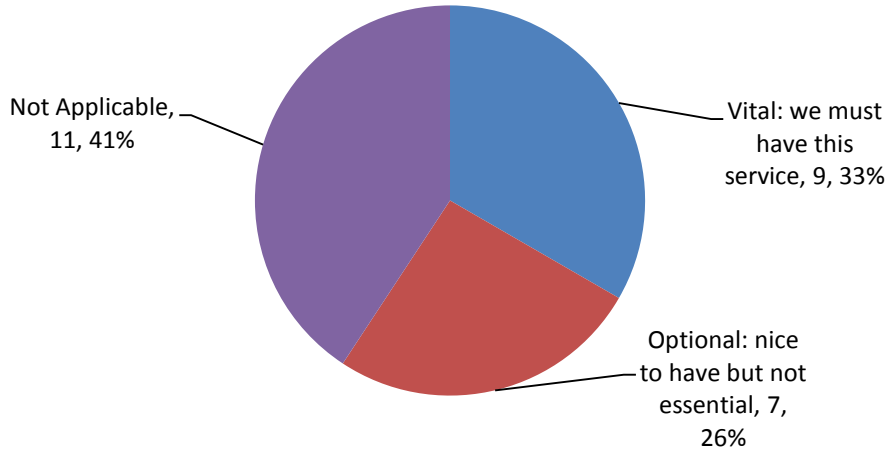
Of the 7 SUS using this service:



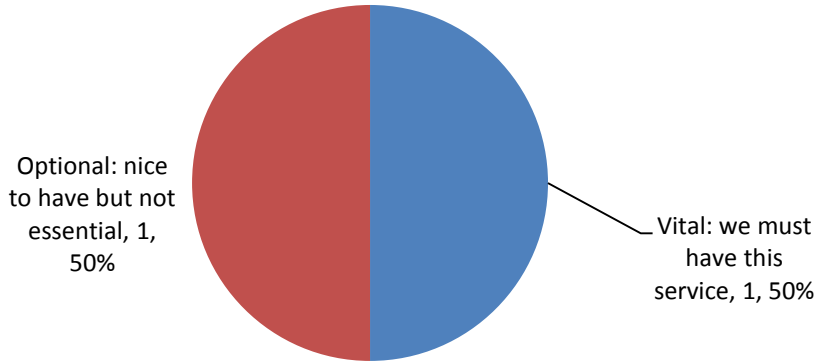
Regarding "Metadata harvesting and aggregation (e.g., Florida on Florida, inclusion of metadata in Mango or Networked Digital Library of Theses and Dissertations (NDLTD))"...

How valuable is this service to you?

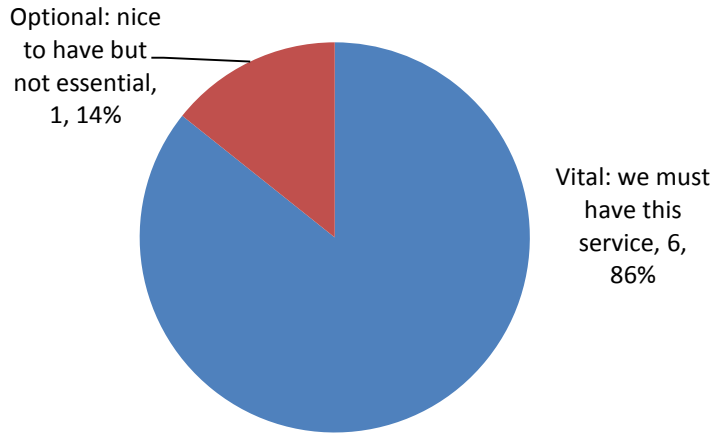
27 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



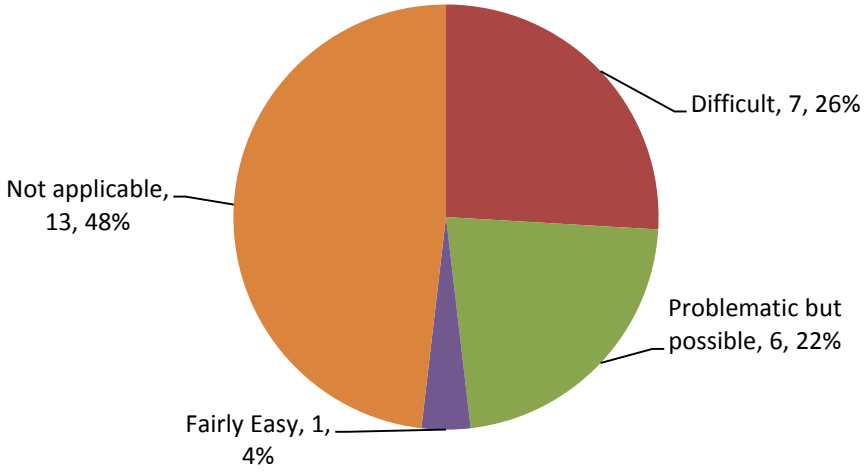
Of the 7 SUS using this service:



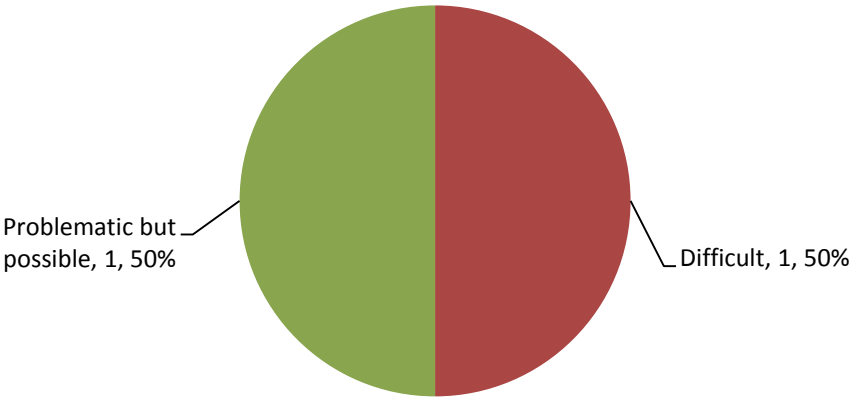
Regarding "Metadata harvesting and aggregation (e.g., Florida on Florida, inclusion of metadata in Mango or Networked Digital Library of Theses and Dissertations (NDLTD))"…

How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

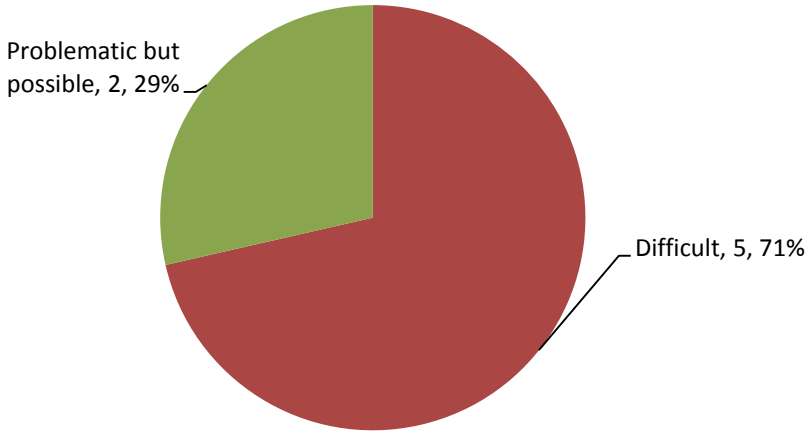
27 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



Of the 7 SUS using this service:



Regarding "Cooperative building of shared collections (e.g., PALMM, Florida Digital Newspaper Library, Digital Library of the Caribbean (the last two are currently hosted by UF on Sobek))"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Impossible
FCS	Chipola College	Not currently but possibly in the future	Not Applicable	Not applicable	Difficult
FCS	College of Central Florida	Not currently but possibly in the future	Satisfied	Optional: nice to have but not essential	Difficult
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	Yes	Very Satisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Keys Community College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida State College at Jacksonville	Yes	Very Satisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Gulf Coast State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Hillsborough Community College	Other please specify			
FCS	Indian River State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Not applicable
FCS	Lake-Sumter State College	No - No need for this service			
FCS	North Florida Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Northwest Florida State College	Not currently but possibly in the future		Vital: we must have this service	Impossible
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Pasco-Hernando State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			

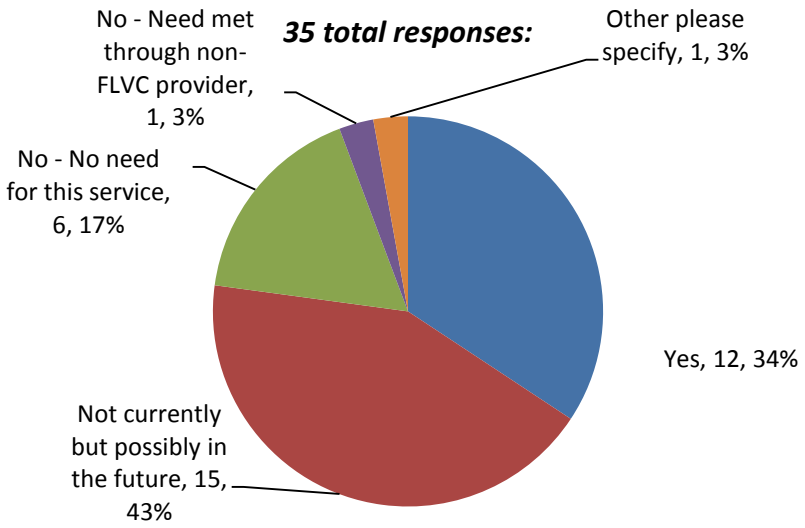
Regarding "Cooperative building of shared collections (e.g., PALMM, Florida Digital Newspaper Library, Digital Library of the Caribbean (the last two are currently hosted by UF on Sobek))"…

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Polk State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Not currently but possibly in the future	Not Applicable	Not applicable	Difficult
FCS	South Florida State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Yes			
FCS	Tallahassee Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	No - No need for this service			
SUS	Florida A&M University	Yes	Satisfied	Optional: nice to have but not essential	Problematic but possible
SUS	Florida Atlantic University	Yes	Very Satisfied	Optional: nice to have but not essential	Difficult
SUS	Florida Gulf Coast University	Yes	Satisfied	Vital: we must have this service	Problematic but possible
SUS	Florida International University	Yes	Dissatisfied	Vital: we must have this service	Fairly Easy
SUS	Florida State University	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Problematic but possible
SUS	New College of Florida	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
SUS	University of Central Florida	Yes	Satisfied	Optional: nice to have but not essential	Difficult
SUS	University of Florida	Yes	Very Dissatisfied	Vital: we must have this service	Difficult
SUS	University of North Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of South Florida	Yes	Satisfied	Optional: nice to have but not essential	Problematic but possible
SUS	University of West Florida	Yes	Dissatisfied	Vital: we must have this service	Difficult

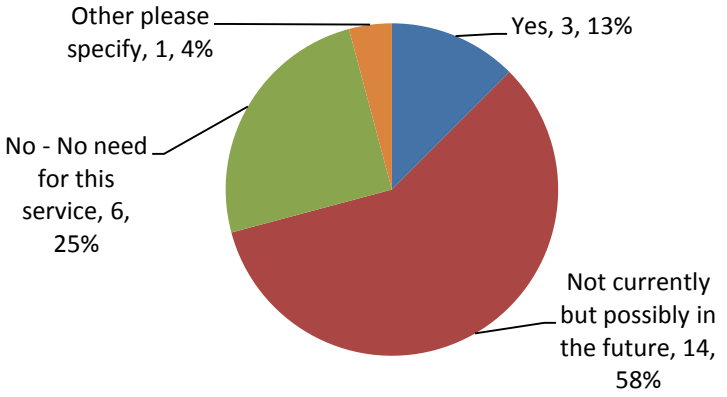
Regarding "Cooperative building of shared collections (e.g., PALMM, Florida Digital Newspaper Library, Digital Library of the Caribbean (the last two are currently hosted by UF on Sobek))"…

Graphical results:

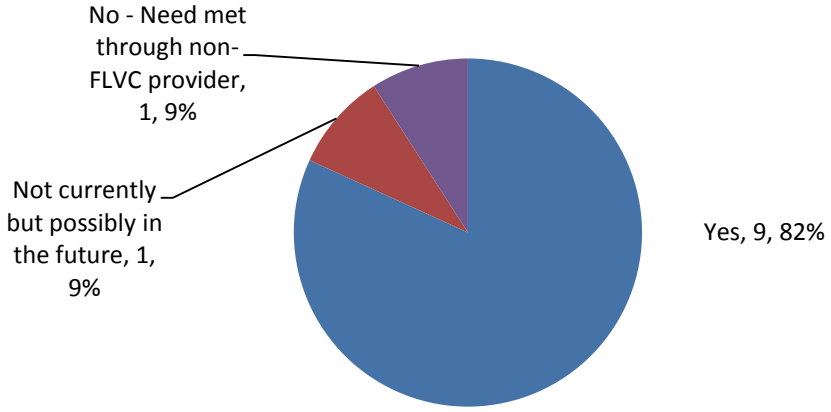
Does your institution use this service?



Of the 24 FCS responses:



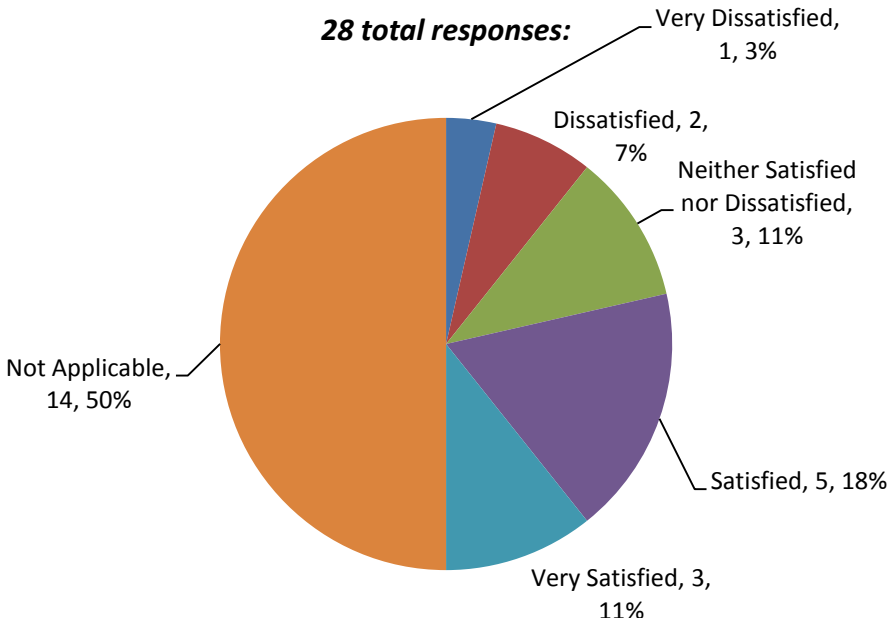
Of the 11 SUS responses:



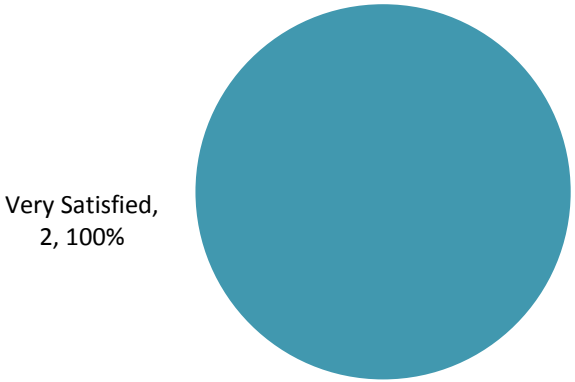
Regarding "Cooperative building of shared collections (e.g., PALMM, Florida Digital Newspaper Library, Digital Library of the Caribbean (the last two are currently hosted by UF on Sobek))"…

How satisfied are you with this service as provided by FLVC?

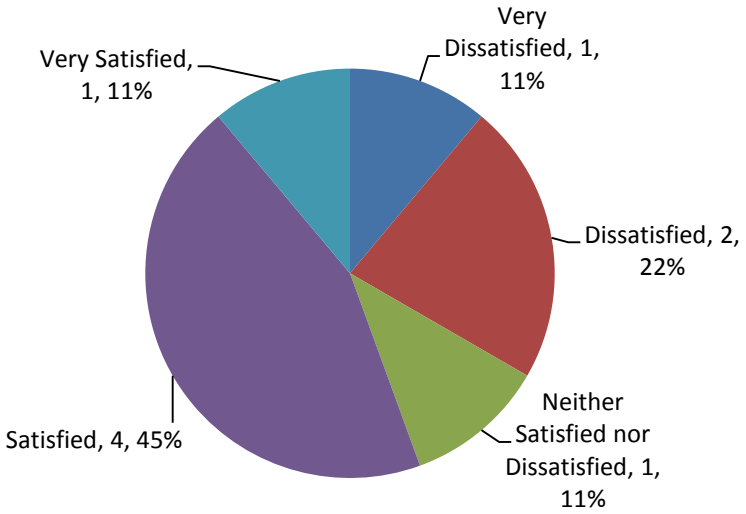
28 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



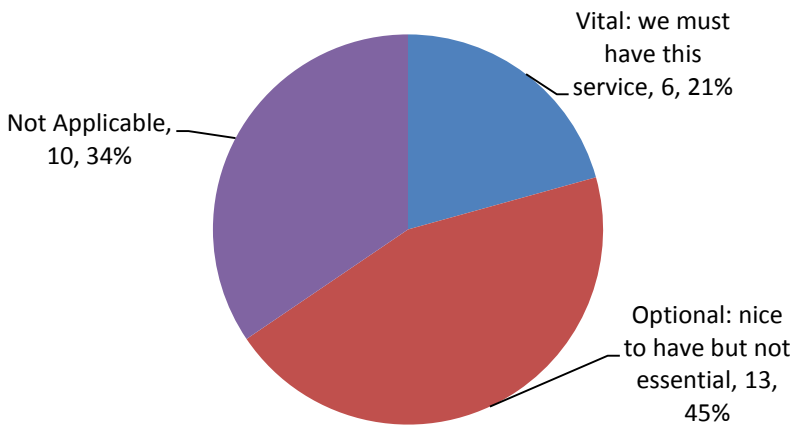
Of the 9 SUS using this service:



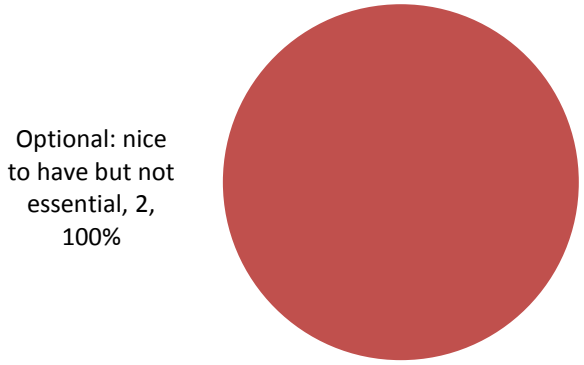
Regarding "Cooperative building of shared collections (e.g., PALMM, Florida Digital Newspaper Library, Digital Library of the Caribbean (the last two are currently hosted by UF on Sobek))"...

How valuable is this service to you?

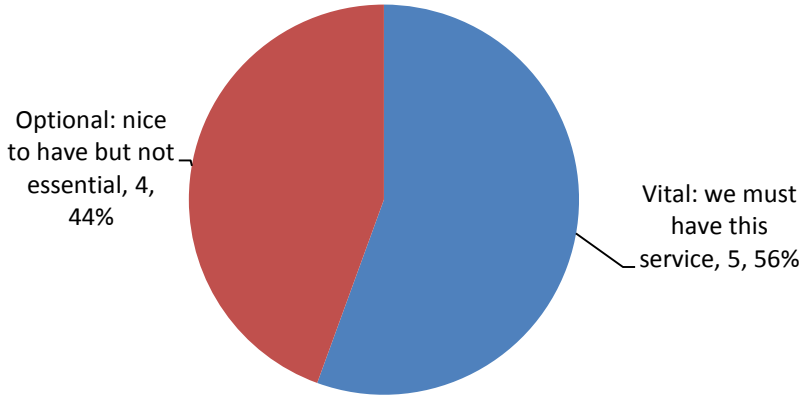
29 total responses



Of the 3 FCS using this service, only 2 responded to this question:



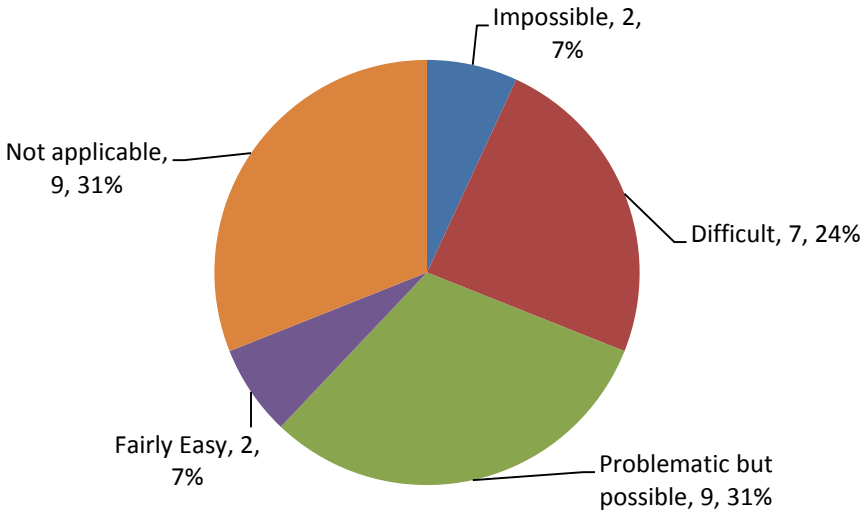
Of the 9 SUS using this servce:



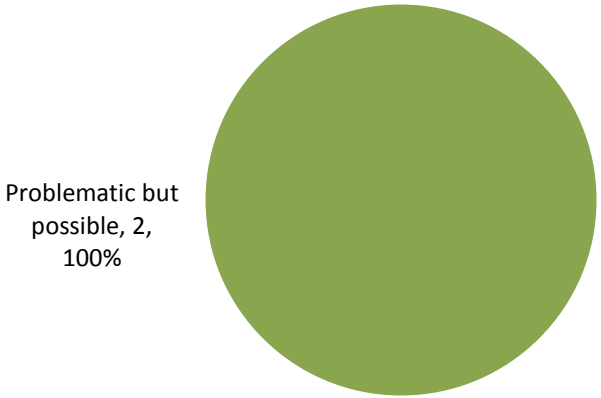
Regarding "Cooperative building of shared collections (e.g., PALMM, Florida Digital Newspaper Library, Digital Library of the Caribbean (the last two are currently hosted by UF on Sobek))"…

How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

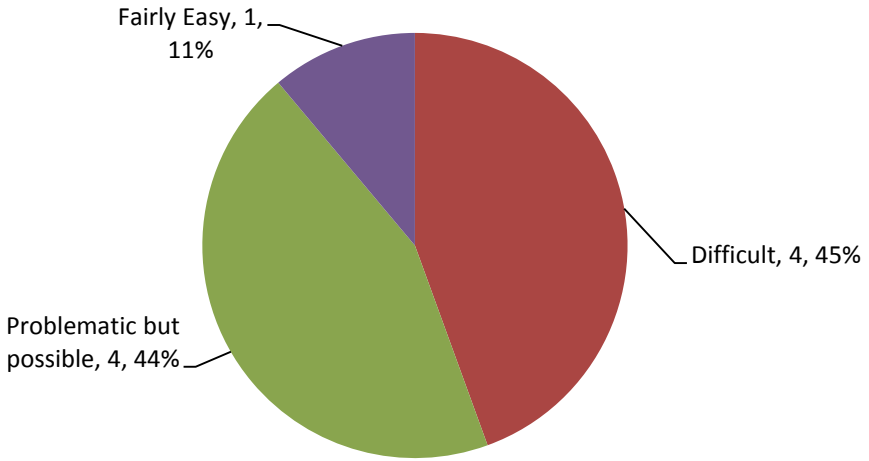
29 total responses:



Of the 3 FCS using this service, only 2 responded to this question:



Of the 9 SUS using this service:



Regarding "Electronic Theses and Dissertations (ETD) hosting service"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	No - No need for this service	Not Applicable	Not applicable	
FCS	Chipola College	No - No need for this service	Not Applicable	Not applicable	Difficult
FCS	College of Central Florida	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	No - No need for this service			
FCS	Florida Keys Community College	No - No need for this service	Not Applicable	No value to us	Not applicable
FCS	Florida State College at Jacksonville	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Gulf Coast State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Hillsborough Community College	No - No need for this service			
FCS	Indian River State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Lake-Sumter State College	No - No need for this service			
FCS	North Florida Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Northwest Florida State College	No - No need for this service			
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
FCS	Pasco-Hernando State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			
FCS	Polk State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Not currently but possibly in the future	Not Applicable	Not applicable	Impossible
FCS	South Florida State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Not currently but possibly in the future			

Regarding "Electronic Theses and Dissertations (ETD) hosting service"…

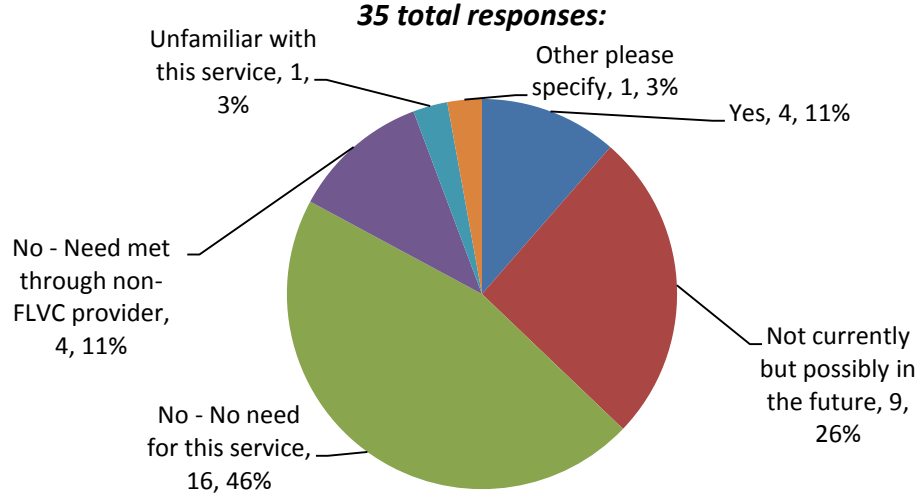
System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Tallahassee Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	Not currently but possibly in the future			
SUS	Florida A&M University	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
SUS	Florida Atlantic University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	Florida Gulf Coast University	Other please specify	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult
SUS	Florida International University	No - Need met through non-FLVC provider	Not Applicable	No value to us	Very Easy
SUS	Florida State University	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
SUS	New College of Florida	No - Need met through non-FLVC provider	Not Applicable	Optional: nice to have but not essential	Fairly Easy
SUS	University of Central Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult
SUS	University of Florida	Yes	Very Dissatisfied	Vital: we must have this service	Difficult
SUS	University of North Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of South Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of West Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult

Regarding "Electronic Theses and Dissertations (ETD) hosting service"…

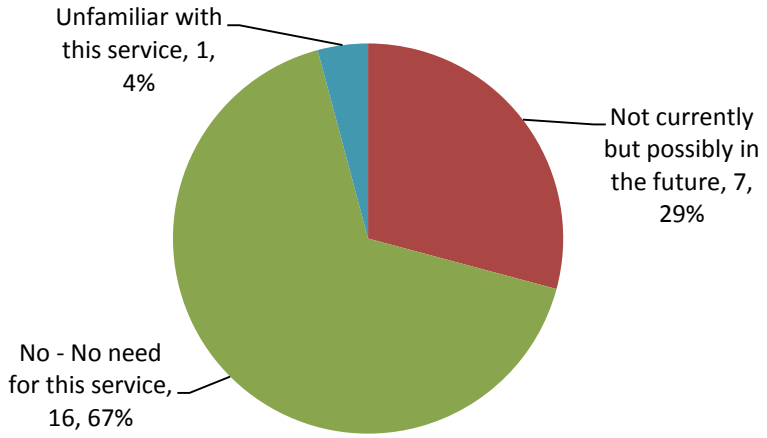
Graphical results:

Does your institution use this service?

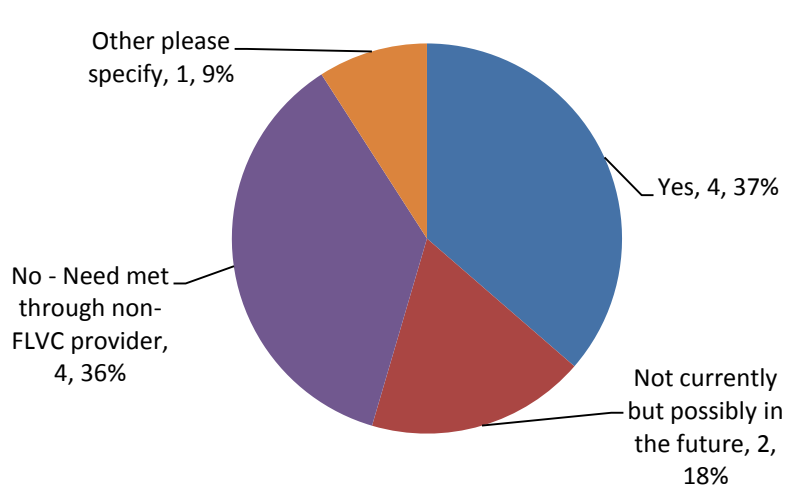
35 total responses:



Of the 24 FCS responses:



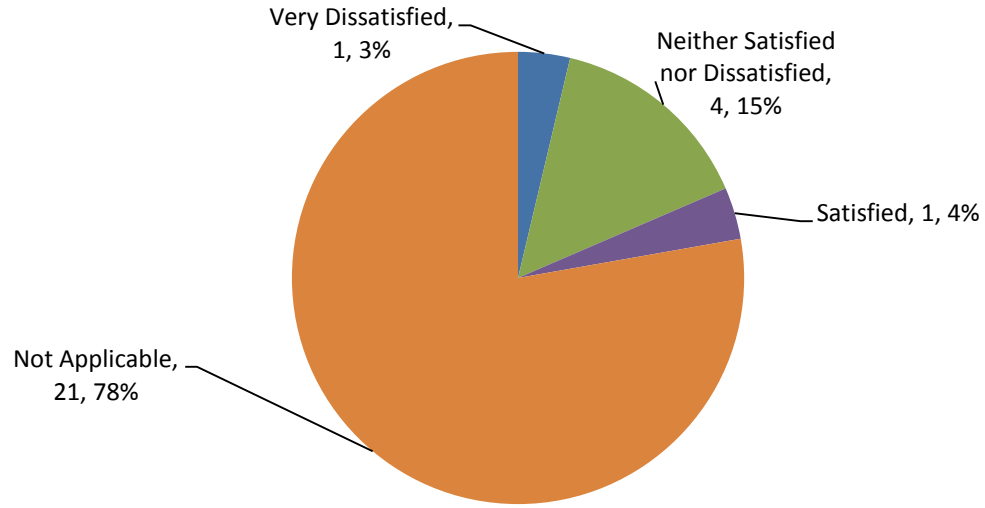
Of the 11 SUS responses:



Regarding "Electronic Theses and Dissertations (ETD) hosting service"…

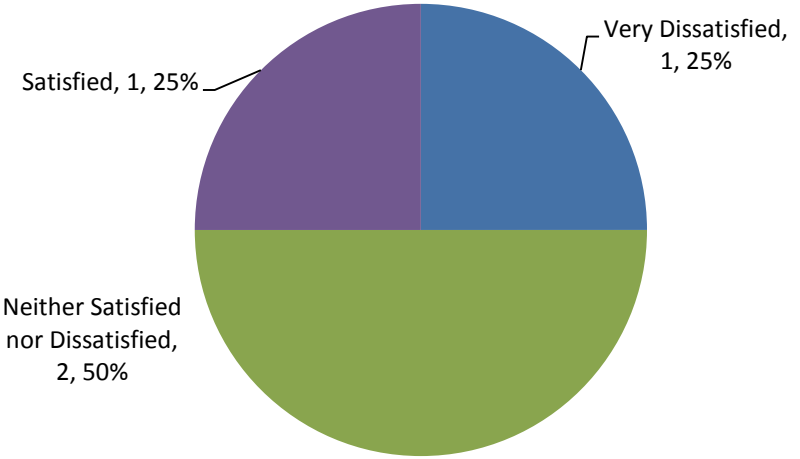
How satisfied are you with this service as provided by FLVC?

27 total responses:



0 FCS use this service

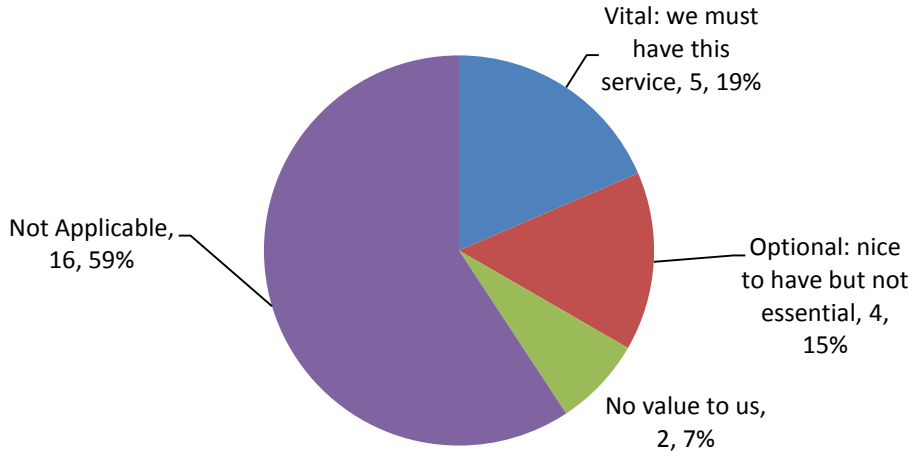
Of the 4 SUS using this service:



Regarding "Electronic Theses and Dissertations (ETD) hosting service"…

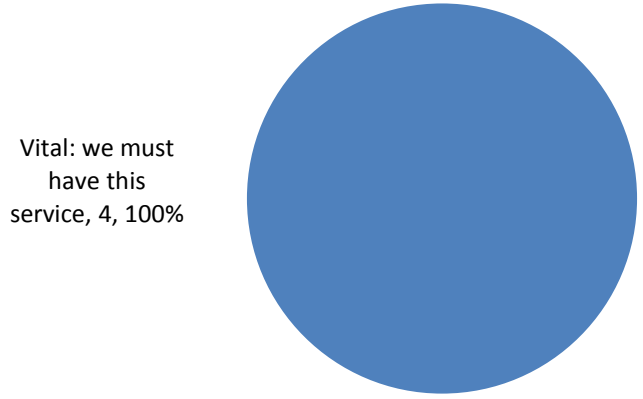
How valuable is this service to you?

27 total responses:



0 FCS use this service

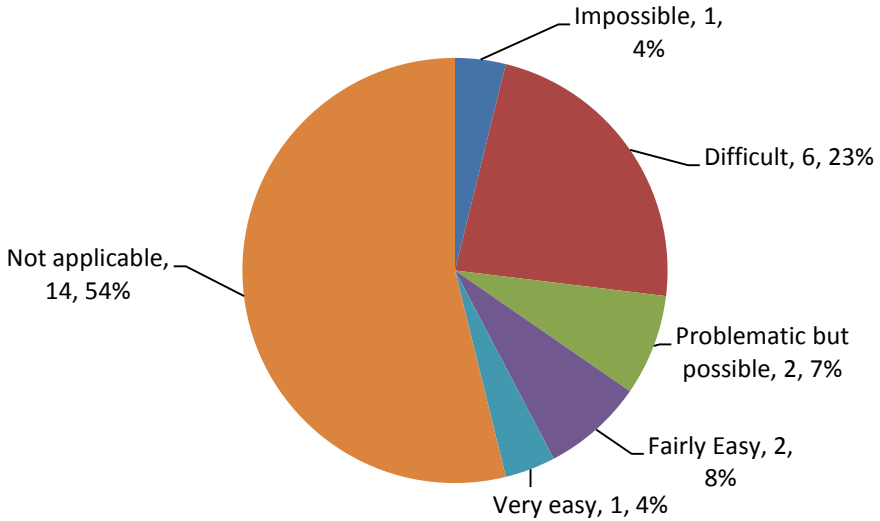
Of the 4 SUS using this service:



Regarding "Electronic Theses and Dissertations (ETD) hosting service"…

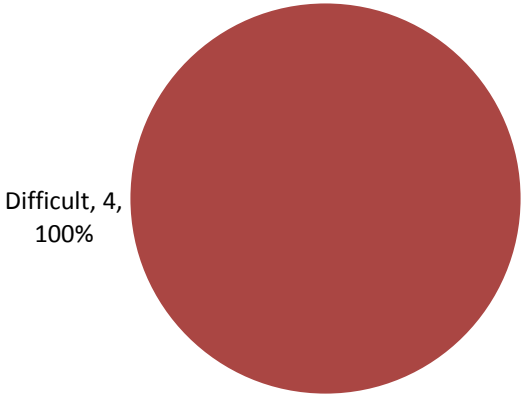
How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

26 total responses:



0 FCS use this service

Of the 4 SUS using this service:



Regarding "Online journal publishing and hosting service (e.g., Florida OJ)"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Chipola College	No - No need for this service	Not Applicable	Not applicable	Impossible
FCS	College of Central Florida	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	No - No need for this service			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	No - No need for this service			
FCS	Florida Keys Community College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida State College at Jacksonville	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	Gulf Coast State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Hillsborough Community College	No - No need for this service			
FCS	Indian River State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Not applicable
FCS	Lake-Sumter State College	No - No need for this service			
FCS	North Florida Community College	Other please specify	Not Applicable	Not applicable	Not applicable
FCS	Northwest Florida State College	Not currently but possibly in the future			
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
FCS	Pasco-Hernando State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			
FCS	Polk State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Not currently but possibly in the future	Not Applicable	Not applicable	Impossible
FCS	South Florida State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable

Regarding "Online journal publishing and hosting service (e.g., Florida OJ)"…

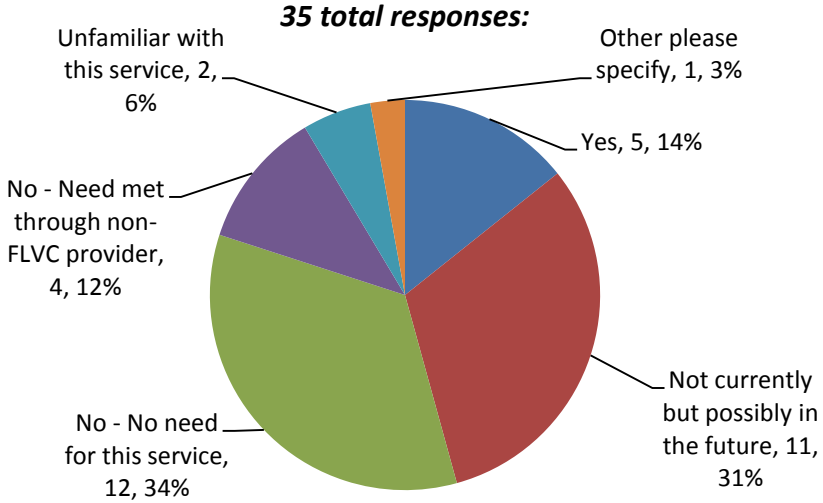
System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	St. Johns River State College	Not currently but possibly in the future			
FCS	Tallahassee Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	No - No need for this service			
SUS	Florida A&M University	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Difficult
SUS	Florida Atlantic University	Yes	Very Satisfied	Vital: we must have this service	Difficult
SUS	Florida Gulf Coast University	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
SUS	Florida International University	No - Need met through non-FLVC provider	Not Applicable	No value to us	Very Easy
SUS	Florida State University	Yes	Satisfied	Optional: nice to have but not essential	Problematic but possible
SUS	New College of Florida	No - Need met through non-FLVC provider	Not Applicable	Optional: nice to have but not essential	Fairly Easy
SUS	University of Central Florida	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	University of Florida	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	University of North Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of South Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of West Florida	Yes	Satisfied	Vital: we must have this service	Impossible

Regarding "Online journal publishing and hosting service (e.g., Florida OJ)"...

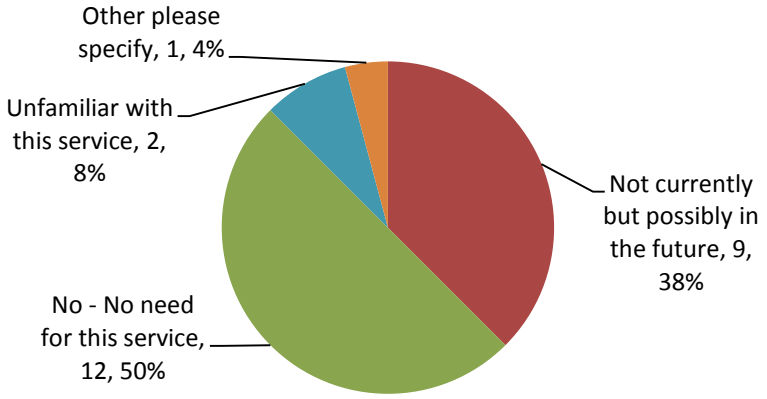
Graphical results:

Does your institution use this service?

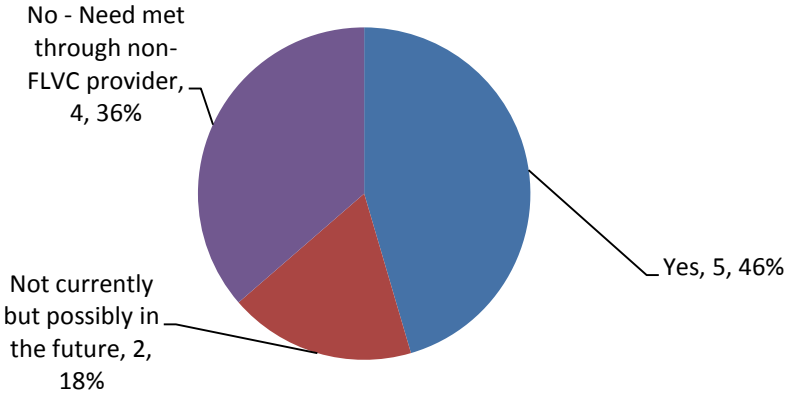
35 total responses:



Of the 24 FCS responses:



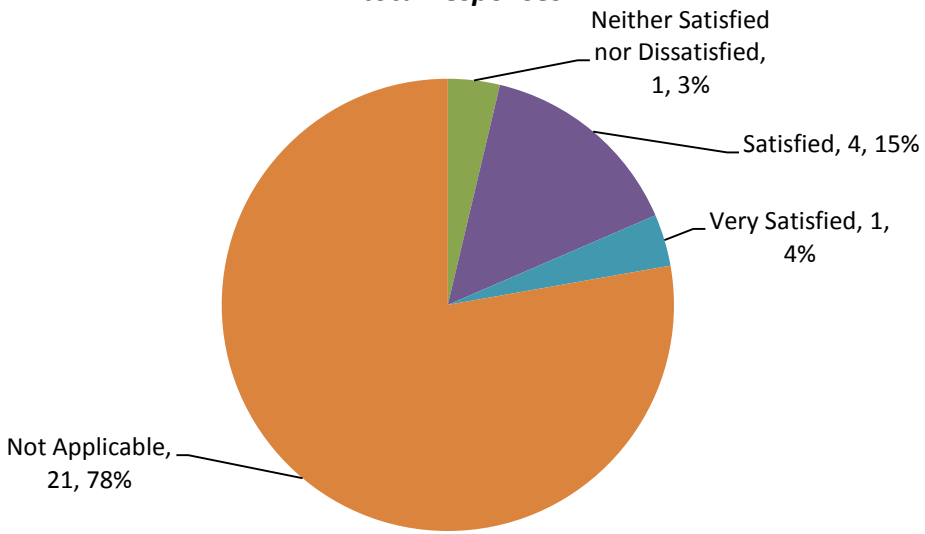
Of the 11 SUS responses:



Regarding "Online journal publishing and hosting service (e.g., Florida OJ)"…

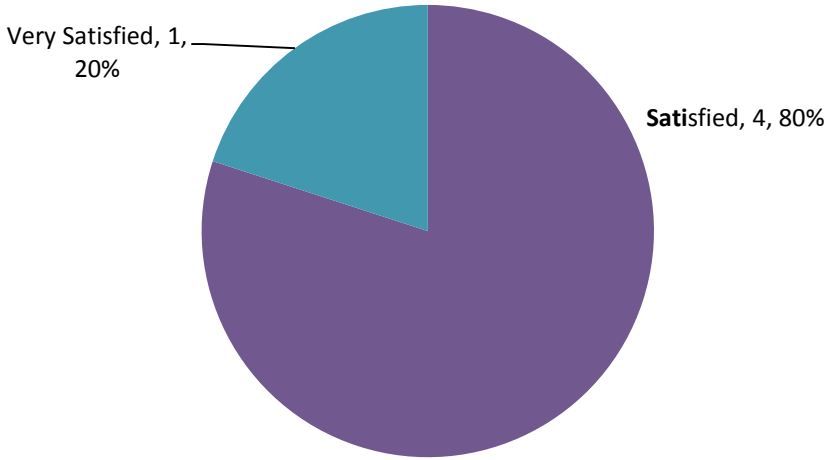
How satisfied are you with this service as provided by FLVC?

27 total responses:



0 FCS use this service

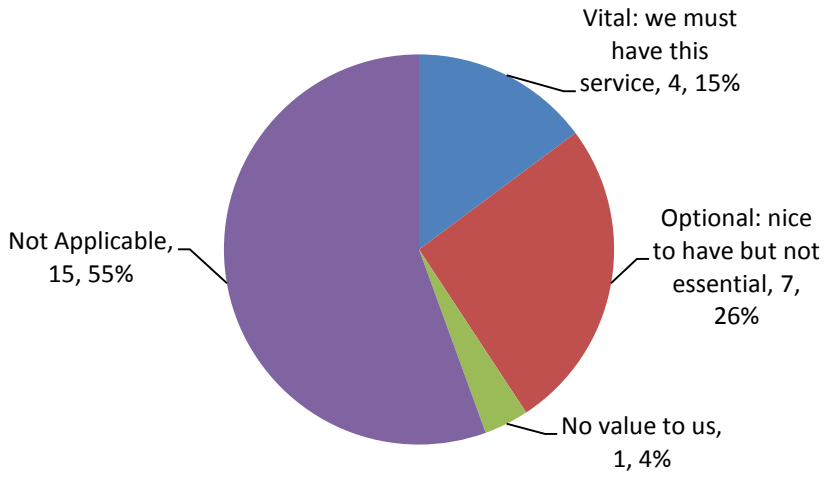
Of the 5 SUS using this service:



Regarding "Online journal publishing and hosting service (e.g., Florida OJ)"...

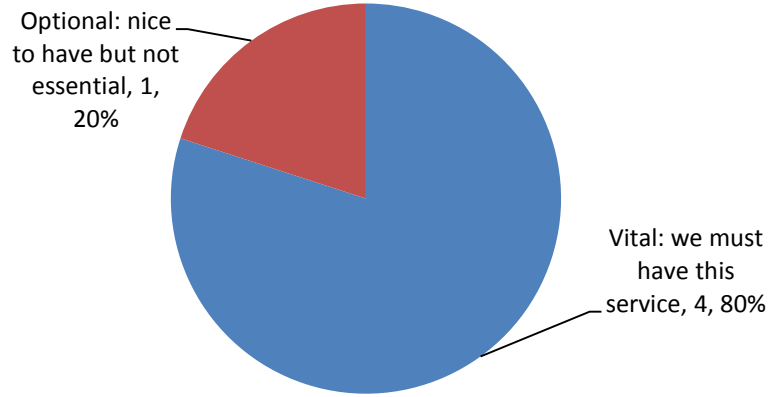
How valuable is this service to you?

27 total responses:



0 FCS use this service

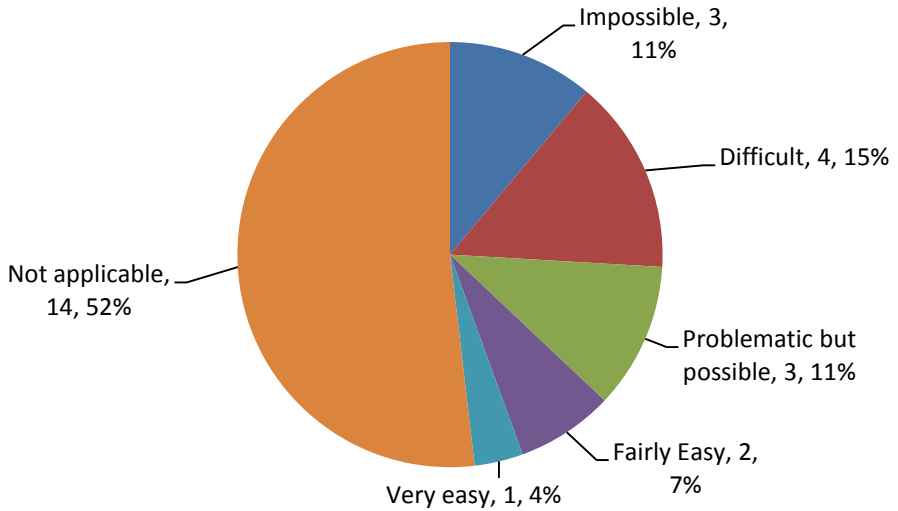
Of the 5 SUS using this service:



Regarding "Online journal publishing and hosting service (e.g., Florida OJ)"...

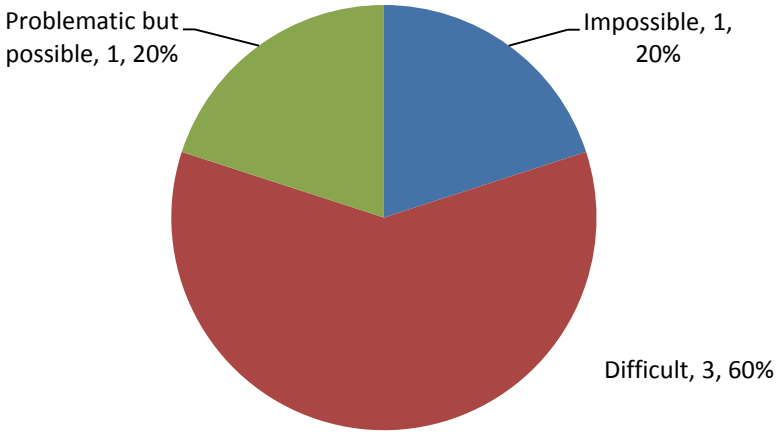
How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

27 total responses:



0 FCS use this service

Of the 5 SUS using this service:



Regarding "Creation, maintenance, and discovery of finding aids (e.g., Archon, Archives Florida)"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	Not currently but possibly in the future	Satisfied	Optional: nice to have but not essential	Fairly Easy
FCS	Chipola College	Not currently but possibly in the future	Not Applicable	Not applicable	Difficult
FCS	College of Central Florida	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Difficult
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	Unfamiliar with this service			
FCS	Florida Keys Community College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida State College at Jacksonville	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	Gulf Coast State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Hillsborough Community College	Unfamiliar with this service			
FCS	Indian River State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Not applicable
FCS	Lake-Sumter State College	Not currently but possibly in the future			
FCS	North Florida Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Northwest Florida State College	Not currently but possibly in the future			
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
FCS	Pasco-Hernando State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			
FCS	Polk State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable

Regarding "Creation, maintenance, and discovery of finding aids (e.g., Archon, Archives Florida)"…

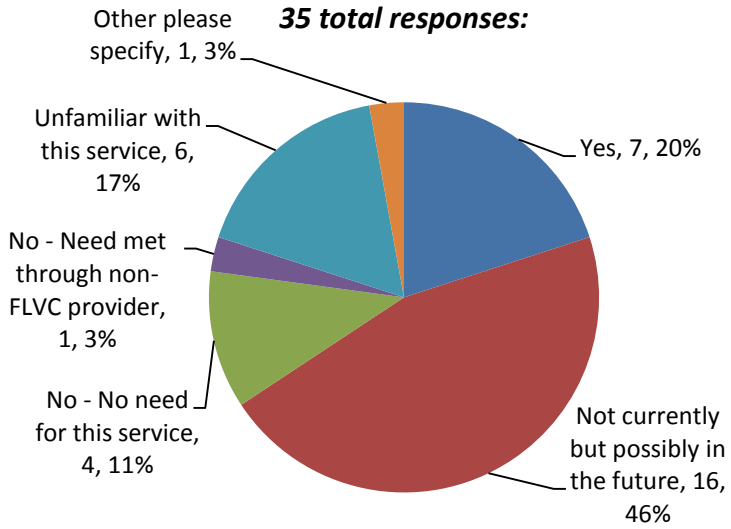
System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Seminole State College of Florida	Not currently but possibly in the future	Not Applicable	Not applicable	Problematic but possible
FCS	South Florida State College	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Unfamiliar with this service			
FCS	Tallahassee Community College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	No - No need for this service			
SUS	Florida A&M University	No - No need for this service	Not Applicable	Optional: nice to have but not essential	Difficult
SUS	Florida Atlantic University	Yes	Very Satisfied	Vital: we must have this service	Difficult
SUS	Florida Gulf Coast University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	Florida International University	Yes	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Fairly Easy
SUS	Florida State University	Yes	Satisfied	Vital: we must have this service	Problematic but possible
SUS	New College of Florida	Yes	Satisfied	Optional: nice to have but not essential	Fairly Easy
SUS	University of Central Florida	Yes			
SUS	University of Florida	Other please specify	Very Dissatisfied	Vital: we must have this service	Not applicable
SUS	University of North Florida	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
SUS	University of South Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of West Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult

Regarding "Creation, maintenance, and discovery of finding aids (e.g., Archon, Archives Florida)"…

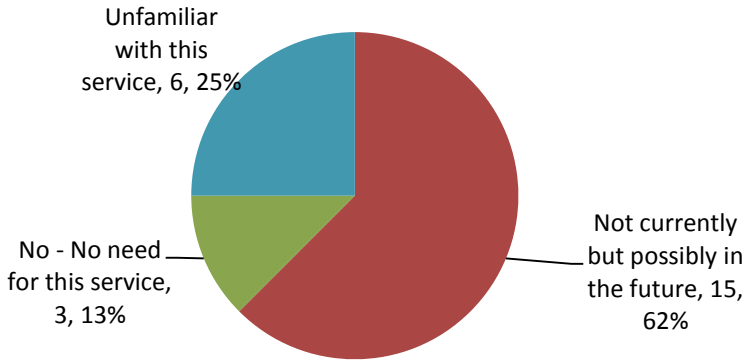
Graphical results:

Does your institution use this service?

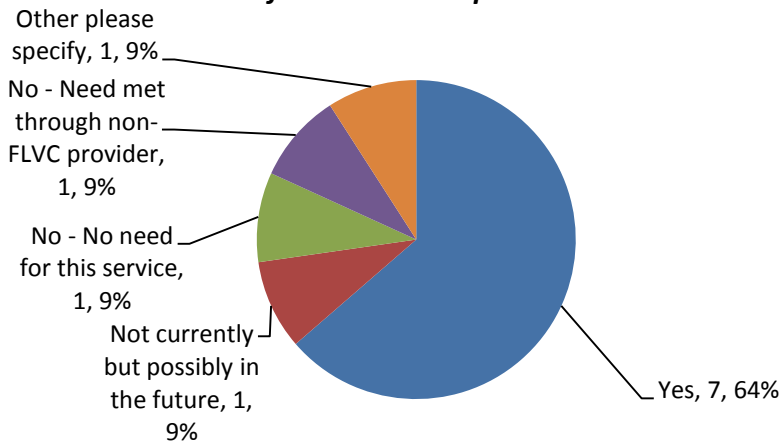
35 total responses:



Of the 24 FCS responses:



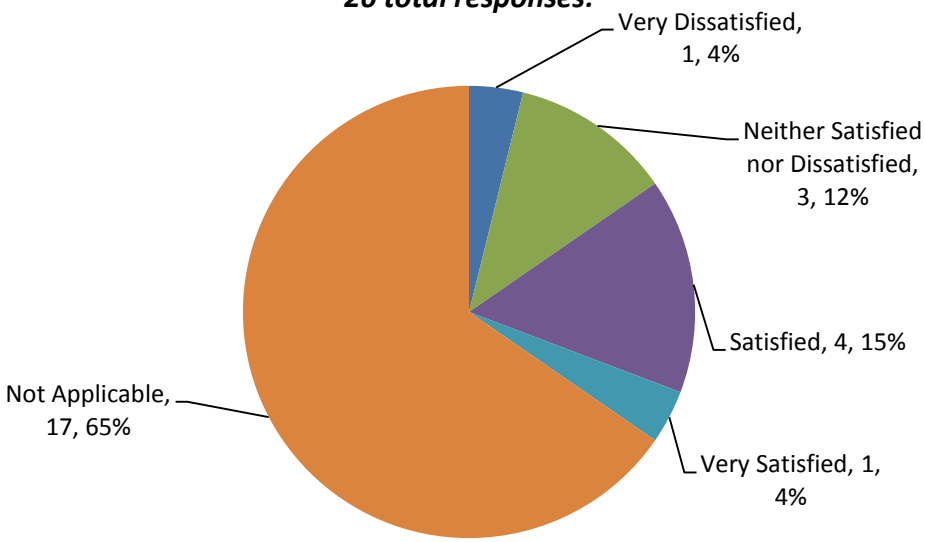
Of the 11 SUS responses:



Regarding "Creation, maintenance, and discovery of finding aids (e.g., Archon, Archives Florida)"…

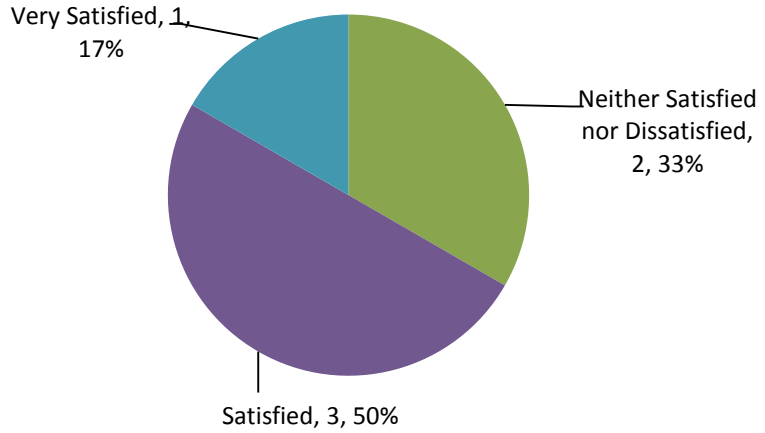
How satisfied are you with this service as provided by FLVC?

26 total responses:



0 FCS use this service

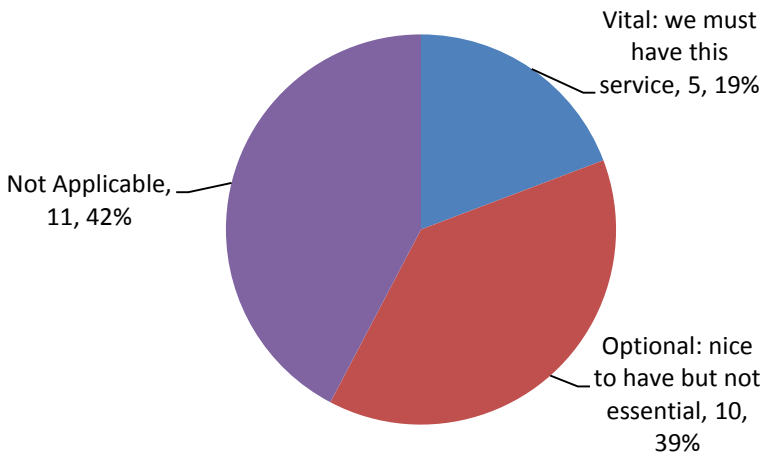
Of the 7 SUS using this service, only 6 responded to this question:



Regarding "Creation, maintenance, and discovery of finding aids (e.g., Archon, Archives Florida)"…

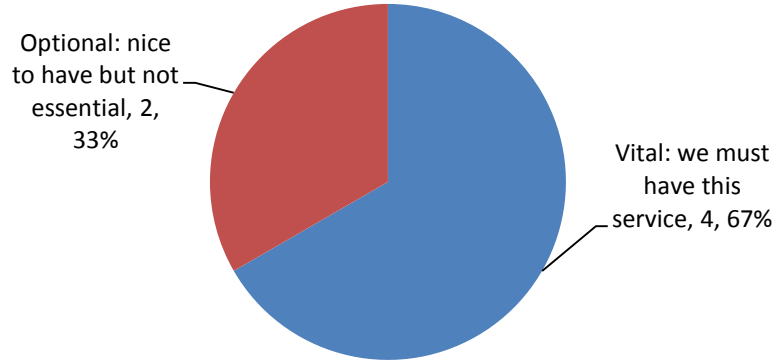
How valuable is this service to you?

26 total responses:



0 FCS use this service

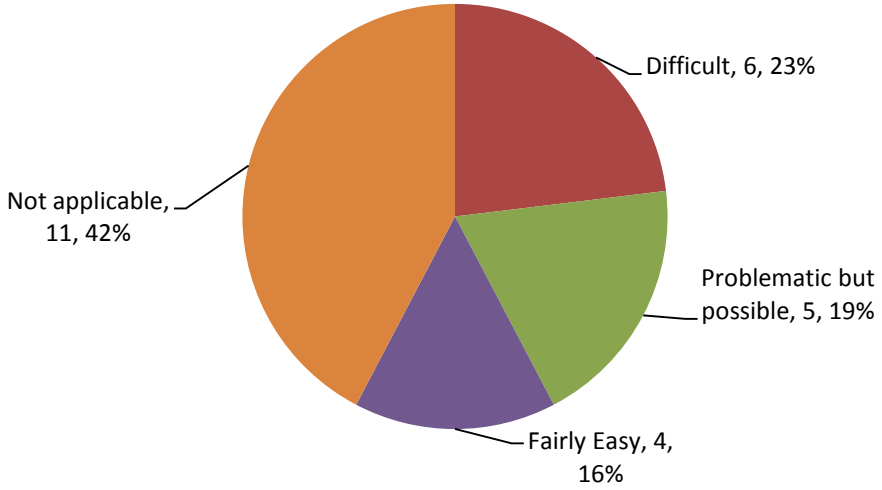
Of the 7 SUS using this service, only 6 responded to this question:



Regarding "Creation, maintenance, and discovery of finding aids (e.g., Archon, Archives Florida)"…

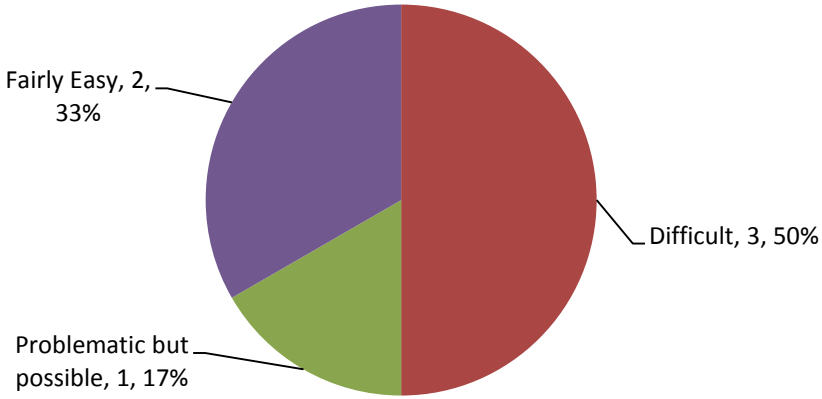
How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

26 total responses:



0 FCS use this service

Of the 7 SUS using this service, only 6 responded to this question:



Regarding "Consultation and training on the use of these platforms and services"…

Raw survey data:

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Broward College	Yes	Satisfied	Vital: we must have this service	Problematic but possible
FCS	Chipola College	Yes	Very Satisfied	Vital: we must have this service	Problematic but possible
FCS	College of Central Florida	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Difficult
FCS	Daytona State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Eastern Florida State College	Not currently but possibly in the future			
FCS	Edison State College	Not currently but possibly in the future	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida Gateway College	Not currently but possibly in the future			
FCS	Florida Keys Community College	Yes	Not Applicable	Optional: nice to have but not essential	Problematic but possible
FCS	Florida State College at Jacksonville	Yes	Very Satisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Gulf Coast State College	Yes	Satisfied	Vital: we must have this service	Difficult
FCS	Hillsborough Community College	Not currently but possibly in the future			
FCS	Indian River State College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Lake-Sumter State College	Not currently but possibly in the future			
FCS	North Florida Community College	No - No need for this service	Not Applicable	Not applicable	Not applicable
FCS	Northwest Florida State College	Yes	Very Satisfied	Vital: we must have this service	Difficult
FCS	Palm Beach State College	Not currently but possibly in the future	Neither Satisfied nor Dissatisfied	Optional: nice to have but not essential	Problematic but possible
FCS	Pasco-Hernando State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Pensacola State College	No - No need for this service			

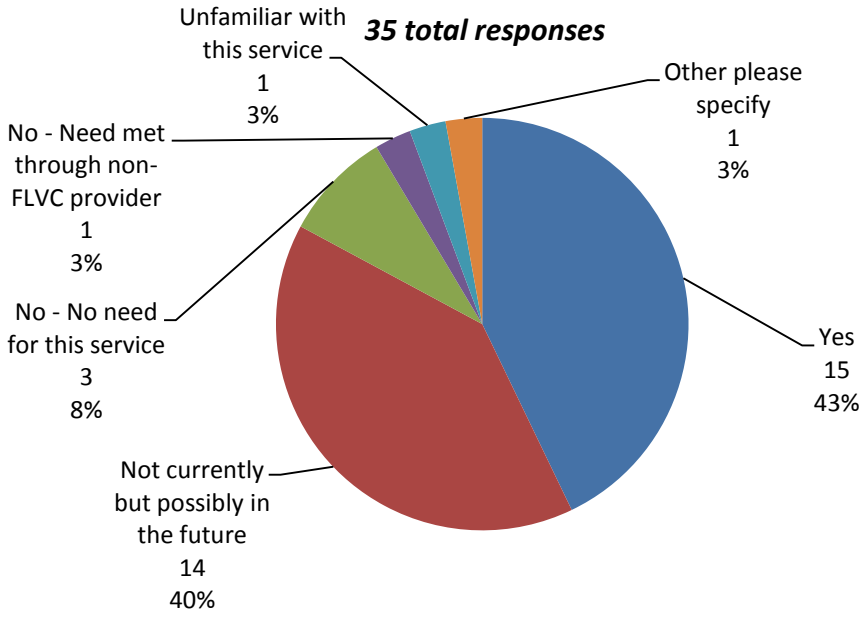
Regarding "Consultation and training on the use of these platforms and services"…

System	Institution	Does your institution use this service?	How satisfied are you with this service as provided by FLVC?	How valuable is this service to you?	How difficult would it be for you to replicate this service locally if FLVC no longer offered support?
FCS	Polk State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Seminole State College of Florida	Yes	Satisfied	Vital: we must have this service	Difficult
FCS	South Florida State College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	St. Johns River State College	Not currently but possibly in the future			
FCS	Tallahassee Community College	Not currently but possibly in the future	Not Applicable	Not applicable	Not applicable
FCS	Valencia College	Not currently but possibly in the future			
SUS	Florida A&M University	Yes	Satisfied	Vital: we must have this service	Problematic but possible
SUS	Florida Atlantic University	Yes	Very Satisfied	Vital: we must have this service	Impossible
SUS	Florida Gulf Coast University	Yes	Satisfied	Vital: we must have this service	Difficult
SUS	Florida International University	Yes	Satisfied	Vital: we must have this service	Not applicable
SUS	Florida State University	Yes	Dissatisfied	Vital: we must have this service	Impossible
SUS	New College of Florida	Yes	Very Satisfied	Vital: we must have this service	Problematic but possible
SUS	University of Central Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult
SUS	University of Florida	Other please specify	Dissatisfied	No value to us	Not applicable
SUS	University of North Florida	No - Need met through non-FLVC provider	Not Applicable	Not applicable	Not applicable
SUS	University of South Florida	Unfamiliar with this service	Not Applicable	Not applicable	Not applicable
SUS	University of West Florida	Yes	Neither Satisfied nor Dissatisfied	Vital: we must have this service	Difficult

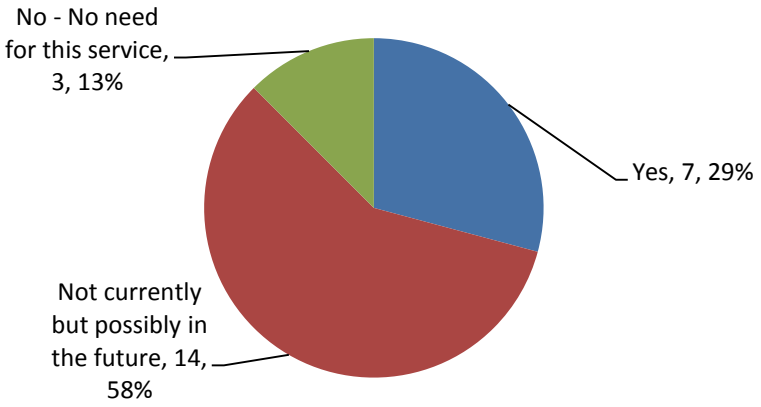
Regarding "Consultation and training on the use of these platforms and services"…

Graphical results:

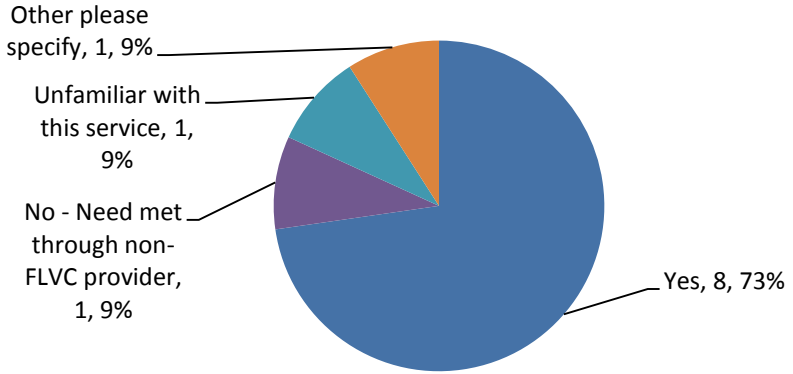
Does your institution use this service?



Of the 24 FCS responses:



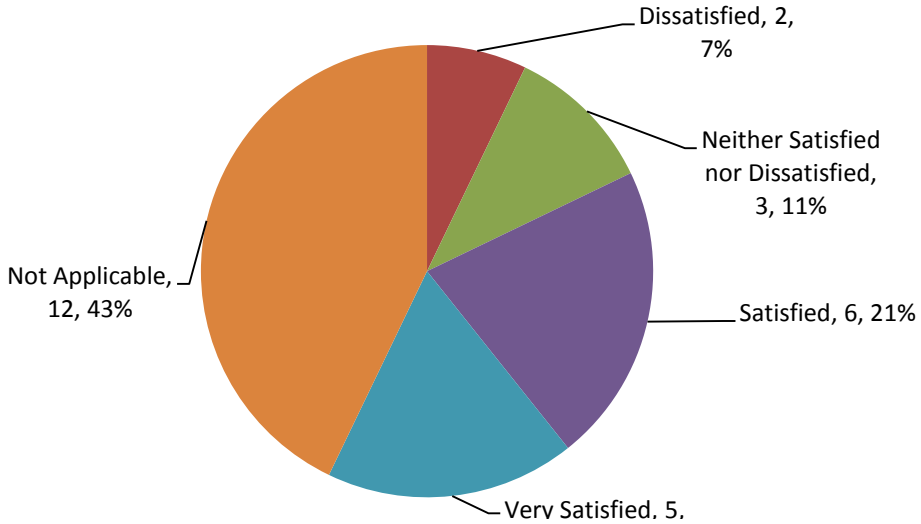
Of the 11 SUS responses:



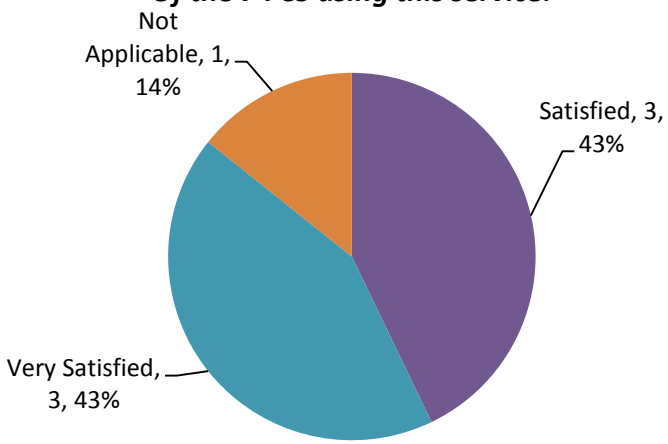
Regarding "Consultation and training on the use of these platforms and services"…

How satisfied are you with this service as provided by FLVC?

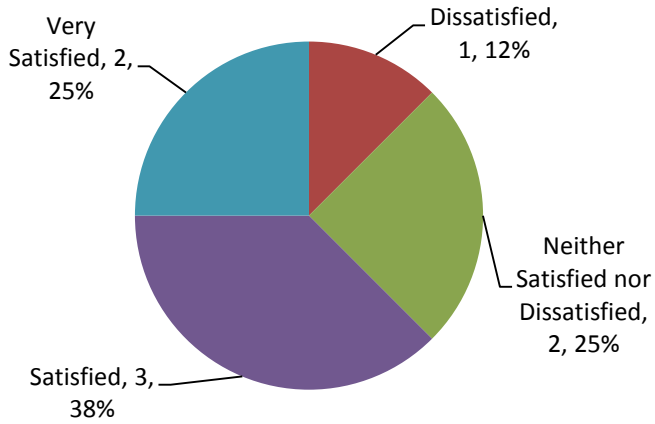
28 total responses:



Of the 7 FCS using this service:



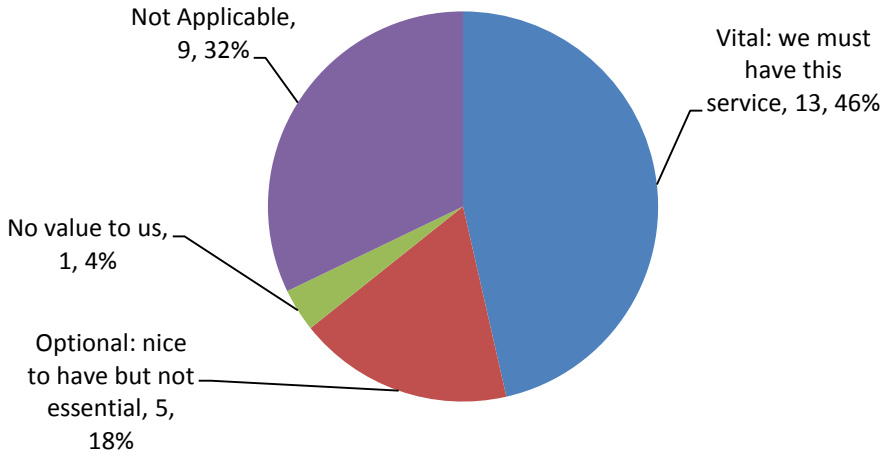
Of the 8 SUS using this service:



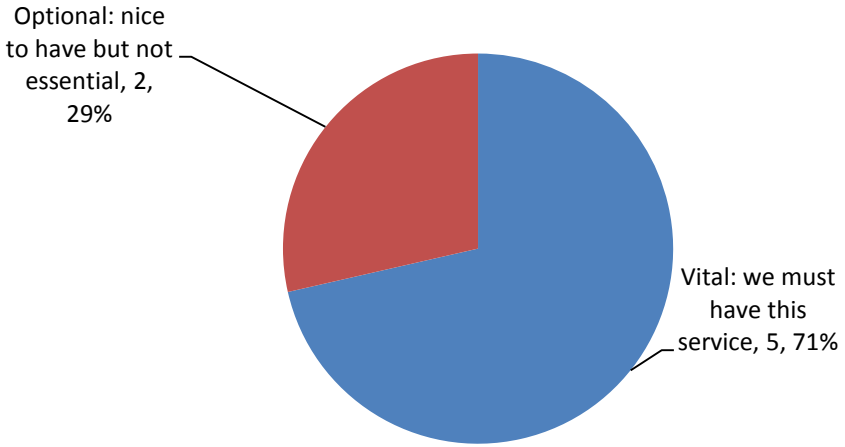
Regarding "Consultation and training on the use of these platforms and services"…

How valuable is this service to you?

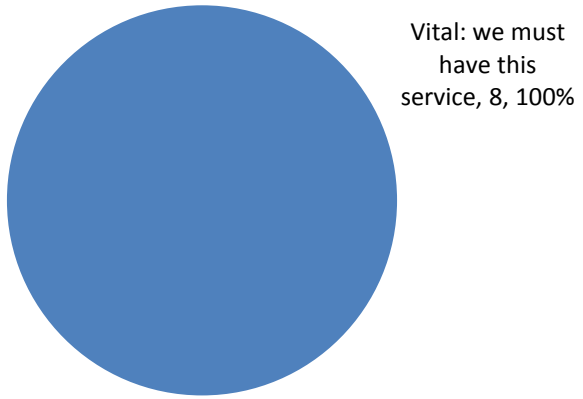
28 total responses:



Of the 7 FCS using this service:



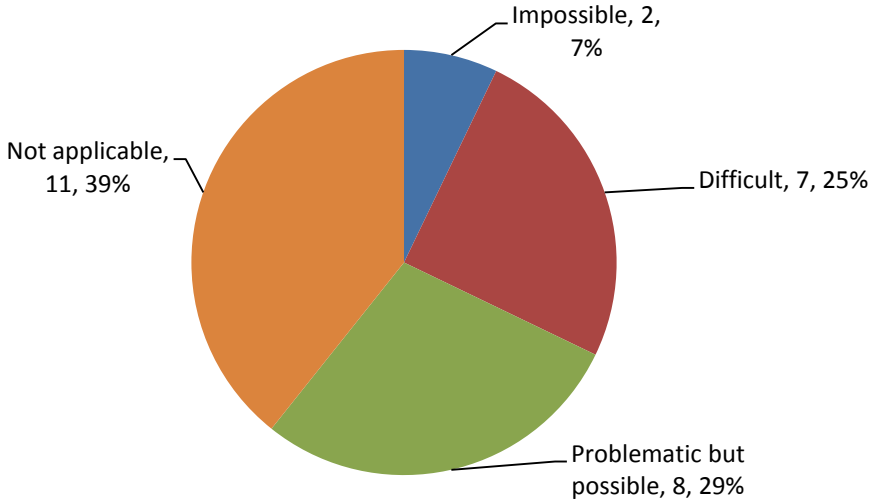
Of the 8 SUS using this service:



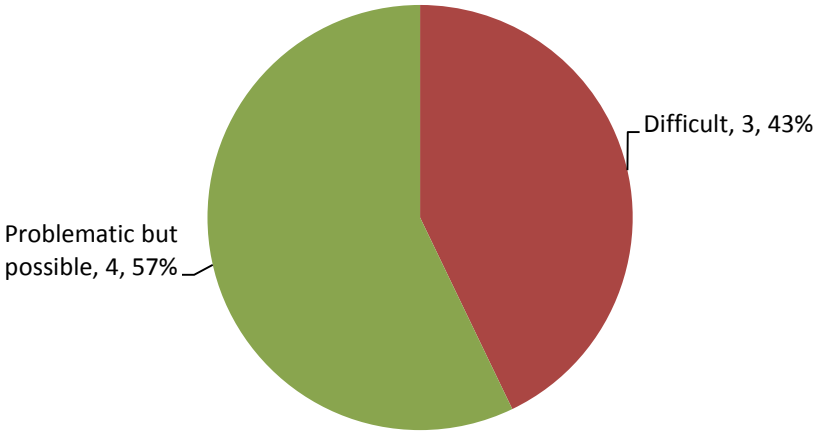
Regarding "Consultation and training on the use of these platforms and services"…

How difficult would it be for you to replicate this service locally if FLVC no longer offered support?

28 total responses:



Of the 7 FCS using this service:



Of the 8 SUS using this service: