CTDA Service Catalog

Digitization, Preservation, Management and Presentation Services for Cultural Heritage Institutions

The CTDA provides a wide range of services and features. Below are a list of actions that any participant can do in the CTDA, a list of CTDA services provided at no cost, and a list of CTDA services provided at cost.

Participants may:

Deposit

- Edit user profile
- Add content
- Enter descriptive information (metadata)
- Include additional metadata
- Bundle multiple files of the same format with or without metadata in a single deposit
- Manage and/or delete digital assets and/or metadata

Access

- Browse content by simple keyword search
- For those with their own channel, browse content by simple keyword search and an advanced search customized to the needs of the participating institution and that typically include search by title, creator, topic (subject).
- Search for digital assets anywhere in CTDA or within a particular collection or participating institution
- Search for matches within creator, title, or full text words and view results
- View a digital asset and its associated metadata
- View a digital asset online
- Download an individual item

CTDA provides at no cost to participants:

Repository and Preservation Services and Quotas

- Preservation storage of up to 500GB of data or approximately 500 hours of video or 11,000 high resolution images
- Provides persistent storage, including appropriate back-up, recovery procedures, audit tracking, replication and format migration when applicable
- Assigns a persistent identifier (Handle) that will not change and can be used in citations
- Notifies the CTDA community of preservation constraints

CTDA Community Management Services

The CTDA community management services are a set of consultative and applied services designed to meet the needs of eligible participating institutions. The CTDA core services will provide guidance in using the Islandora Administrative interface, adding and managing

content, and organizing content. The CTDA will manage the set-up process for participating institutions, including:

- Introduction to the CTDA and initial training
- Guidance on adding, managing, and organizing content
- For those without their own channel:
  - Adding and managing user accounts
  - Managing the XACML permission policies of their content

End-User Support Services

The CTDA provides both web-based and telephone support for all CTDA participating institutions. Support will be provided Monday through Friday from 9:00 am to 5:00 pm except holidays and reduced schedule days. Inquiries will typically receive a return response via e-mail or telephone within one business day. The CTDA web site will provide documentation, including how-to documents that answer routine questions and user support contact information for more complex questions.

System Management Services

System Management services are the back-office support for the CTDA. The University of Connecticut Libraries will provide:

- Performing system monitoring, testing and debugging
- Performing system administration
- Monitoring and upgrading CTDA programs, middleware, and hardware when applicable
- Developing approved system enhancements
- Performing quality reviews on at least an annual basis
- Maintaining a registry of known content and metadata formats for preservation purposes

Participants may request the following CTDA for cost services:

Additional Preservation storage services

The CTDA offers participating institutions an allocation of storage of up to 500GB at no cost to the institution. Participating institutions with content in excess of the storage allocation can pay in two ways: yearly subscription or pay once store forever. Storage allocations and rates are set each year in June.

Channel services

The CTDA offers participating institutions the ability to manage their content in an aggregated site at no additional cost for that site. Participating institutions that want a web site (channel) of their own may pay for the CTDA to create and maintain their own channel. The costs of a CTDA channel are set each year in June and are calculated for each channel

requested; presentation and management sites are considered separate channels. Institutional Channel services include training for the Institutional Site Administrator and guidance on channel theming.

Data Curation Services

The CTDA offers participating institutions the ability to add and manage their own content at no additional cost when that institution manages their content on their own. Participating institutions may wish to outsource some data curation services to the University of Connecticut Libraries. These data curation services include:

- Data migration
- Data cleanup and enhancement
- Batch import of digital assets with or without metadata
- Development and implementation of metadata mapping to the CTDA normalized metadata standard and guidelines
- Development and implementation of best practices for controlled vocabularies

The costs for data curation services are set each year in June.

Costs

Additional Preservation Storage Services	Yearly Subscription: $1.54/GB	Pay Once Store Forever (POSF): $15.40/GB
Institutional Channel Services	Set up Fee/Channel*: $3,150.00	Yearly Maintenance Fee/Channel: $900
If an institution decides to set up several channels at the same time, the set up fee will be charged only once.		
Data Curation Services	Flat Hourly Fee: $105.00/hr.	