NASHVILLE PUBLIC LIBRARY
DIGITAL COLLECTIONS

LAURA E. SHOUSE
The Special Collections Division of the Nashville Public Library has put together the following collections:

- Albert Hadley Interior Design Collection
- Flood 2010 Collection
- Veterans History Project Collection
- Charles Warterfield Architectural Collection
- Nashville Banner Archives
- Historic Nashville Photograph Collection
- Civil Rights Collection
- Nashville City Cemetery
- Picturing Nashville in Rotogravure Collection
- Wilson Limited Editions
- Metro Archives
MISSION:

INSPIRE READING, ADVANCE LEARNING AND CONNECT OUR COMMUNITY.
VISION:

ALL MEMBERS OF OUR DIVERSE COMMUNITY ARE EMPOWERED THROUGH LIMITLESS LEARNING OPPORTUNITIES TO ENRICH THEIR LIVES.
Library administrators and the community have to define what value they ascribe to their services (Closter, 2015).”

**GOAL I**
Be an Essential Resource and a Valued Community Partner

**GOAL II**
Deliver Learning Opportunities Through Programs and Services That Meet the Needs and interests of Nashvillians at Every Stage of Life.

**GOAL III**
Promote an Organizational Culture that Embraces Our Values

**GOAL IV**
Provide Extraordinary Customer Service Experiences

**GOAL V**
Lead the Library Profession in Developing and Implementing the Practices in Leadership, Administration and Stewardship.

The Nashville Public Library has defined this by developing their strategic plan located here:

https://issuu.com/nashvillepubliclibrary/docs/strategic_plan_proof
COMMUNITY AND USERS

NASHVILLE/DAVIDSON COUNTY RESIDENTS
NPL Digital collections primarily serve the residents of Metro Nashville (Davidson County).

STUDENTS AND RESEARCHERS
Students and researchers can also benefit from the collection.

ANYONE WITH AN INTEREST IN THE SUBJECT MATTER
Being that the collection is public, anyone with an internet connection and a desire to learn about the subject matter can access the collection.
COLLECTION MANAGEMENT
Digital Collections at the Nashville Public Library are managed and run by library staff. Specifically, Stephanie Rodriguez, Interim Assistant Director for Collections & Technology and her team. No partnerships or affiliated institutions are listed on the website, but the Civil Rights collection is referenced in the Library of Congress’ American Folklife Center and items from the collection are used in the Civil Rights Digital Library. No publications with the exception of finding aids are associated with these digital collections.

FUNDING
The digital collections are funded by grants and donors. Most of the items have been donated to the library and are held in their special collections department.

AVAILABILITY
Materials in the digital collections of have been made available online since the early 2000’s. The Civil Rights collection began in 2001 and the Veterans History Project in 2002. Many of the collections were made available to the public in person much earlier.
COLLECTION CONTENT
There is a collection development policy posted online, but it is a general, overarching document that pertains to the entire library collection, not just the digital collection. Digital collection items are not addressed specifically in the collection development policy document. The scope of the collection is below:
INFORMATION ORGANIZATION
Most content is organized using the CONTENTdm system. There is a landing page with access to all of the digital collections available (http://digital.library.nashville.org/). No metadata standard is stated on the website, but it appears that Dublin Core is the chosen standard based on available metadata on items in the collection. It appears as though the library utilizes controlled vocabulary for names and subjects (Library of Congress) and dates (possibly W3C). One exception is the Nashville Banner Collection. The Nashville Banner archives are an exception, as that collection uses a system from WALDO, which is, quite frankly, confusing.
COLLECTION STORAGE & PRESERVATION
Most of the collections made available by the Nashville Public Library contained digitized objects that are stored and preserved in closed stacks at the library’s main branch in downtown Nashville. I have seen no evidence in my searching (although I admit that I did not have time to search every single item in the collection) of born digital objects. Most objects appear to be digitized from the physical medium. Images are typically saved as TIFF or JPEG files and audio files as MP3. No digitization procedures were found on the library website.
COLLECTION ACCESS
Whereas original/physical content is housed at the library, the digital software and content is housed externally through the use of both proprietary and open source software.

The proprietary software used is CONTENTdm, WALDO’s collection management software (which I’m assuming is proprietary since you have to be a member of the consortium. There is no info on cost of membership, but information on WALDO can be found here: http://www.waldolib.org/default.asp.

The open source software used is Flickr.
Most of the time the interface is user-friendly. CONTENTdm has always felt a little cumbersome to me, but you are able to figure it out eventually. As mentioned before, the WALDO system they use to house the Nashville Banner archive is very confusing and difficult to navigate. The best in terms of being user-friendly are their Flickr albums. The photos are arranged into albums and I even spied a few collections that I hadn’t seen before, such as the amazing Travel Photos from the McClanahan and Weakley families of Nashville. According to Dallas Long, usability testing is an integral part of library assessment (Long, 2014). It is clear by clicking through and using these collections that the Nashville Public Library could have benefited from some sort of usability testing.

**SEARCHING**

The landing page, [http://nashville.contentdm.oclc.org/cdm/](http://nashville.contentdm.oclc.org/cdm/), gives a list of digital collections. Once you click on that collection, all items are displayed. You can search within the collection using the search bar, or narrow results by Creator, Date, Format and Subject.

**SEARCH RESULTS**

Search results are displayed with a thumbnail (essentially useless unless it’s a photograph), Title, Description, the name of the Collection and the Format. Records are displayed in typical CONTENTdm style. See next slide for example.

Elizabeth Kelly mentions the concept of reuse in her literature review (Kelly, 2014). It is clear through browsing the collection, images and materials are reused in different collections and across to the Flickr site.
<table>
<thead>
<tr>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>A photograph of anti-segregation demonstrations during the Freedom March, 18th Avenue North and Jefferson Street, Nashville, Tennessee, March 23, 1963. Leading the march is John K. Lewis and Archie E. Allen. The Freedom March was sponsored by the Projects Committee of the Nashville Christian Leadership Council. According to Reverend Kelly Miller Smith, the &quot;Freedom March was designed to emphasize that the current movement was a people's movement and not just a leader's cause.&quot; The marchers started at the campus of Tennessee State A &amp; T, down 8th Avenue North, then into the downtown area. The Freedom March was the largest planned organized protest in Nashville since the 1960s downtown sit-ins. Forms part of the Nashville Banner Archives. 1 photograph negative : b &amp; w : 3.25 x 2.25 in.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Creator</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Goodman, Bill (Photographer)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Publisher</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Collections Division of the Nashville Public Library, 615 Church Street, Nashville, Tennessee, 37219</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Date</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1963-03-23</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Type</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Still image; Negatives; Photographs</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Format</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>image/ff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Identifier</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>BN 1663-725-nl</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Relation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Nashville Banner Archives</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Coverage</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>1960-1969</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Rights</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. and international copyright laws protect this digital content, which is provided for educational purposes only and may not be downloaded, reproduced, or distributed for any other purpose without written permission. Please contact the Special Collections Division of the Nashville Public Library, 615 Church Street, Nashville, Tennessee, 37219, Telephone (615) 862-5762.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Location</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Stacks-BN 1663-725-nl</td>
</tr>
</tbody>
</table>
A privacy notice is available on the library website: https://library.nashville.org/privacy-notice

The library and its vendors track what websites are being used most frequently. Cookies and Google Analytics are used as well.

It seems as though everyone from the NSA to universities are tracking data and user information (Kim, 2016). The Nashville Public Library seems to be no different. Kim asserts that libraries should be advocates for privacy both online and off (Kim, 2016). The Nashville Public Library’s privacy policy is easy to find and they are transparent about their collection of data and information. They are not the advocates for user privacy that Kim suggests.
According to Stephanie Smith, disabled patrons increasingly rely on the Internet and digital collections for their access to information (Smith, 2014).

The statements regarding ADA Accommodations can be found here: [https://library.nashville.org/ada-accommodations](https://library.nashville.org/ada-accommodations)

The Main Library branch (where most special collections are housed) is also the headquarters for the TN Deaf Library. [https://tndeaflibrary.nashville.gov/](https://tndeaflibrary.nashville.gov/)

There is also the Nashville Talking Library: [https://library.nashville.org/locations/nashville-talking-library](https://library.nashville.org/locations/nashville-talking-library)

Given the library’s commitment to accessibility, disabled patrons will have no problems accessing the information that they need.
TECHNICAL & SERVICE ASPECTS
While there is nothing specifically labeled “Access Policy” on the library website, several policies with regard to PC Use, Internet Safety, Rules of Conduct and Exhibition can be found on the website on the ABOUT page: https://library.nashville.org/about

The collection is mostly open access, the exception being that some items must be directly handled by the special collections librarian.

Digital Collections are completely open to all users regardless of physical location. To see collections in person is possible, but the user must request access from the Special Collections Staff as some items may be restricted.
ASSISTANCE

- Finding aids
- Librarian chat on website
- In person help in special collections department

SAVING/DOWNLOADS
Only images are able to be saved in the digital collections on CONTENTdm. All photos on Flickr are able to be downloaded and saved.
COPYRIGHT

Rights information is clearly displayed on each collection’s webpage, as well as in the records on CONTENTdm.

Library Access/Restrictions statement: “All digital images and recordings are property of the Nashville Public Library. For information about their use, please contact Special Collections. Physical copies of all materials are available for in library use only in the Special Collections Division during regular library hours. Some materials may be protected by copyright (Title 17 US Code). Some materials may be restricted. Please inquire with Special Collections Division staff for more information about specific items.”
The triptych method described by Norbert Fuhr, et. al. begins at the user, and measures the usability of the system, the usefulness of the content and the performance as a whole (Fuhr, 2007). Using this method, the digital collections at the Nashville Public Library are useful and mostly usable. It’s difficult to get a read on the overall performance without specific usage statistics, but it would appear that the collection is on solid ground. There is room for improvement in certain areas, but overall, the Music City’s public library digital collections are sound.


**Nashville Public Library.** (n.d.). Retrieved November 02, 2016, from https://library.nashville.org/

Photos:

All other photos from the Nashville Public Library website or from their digital collections.
THANK YOU