



Camtree Digital Library: General Service Description

This document should be read in conjunction with the Service Specification document which sets out the specifics of the digital library provided for the client.

1. Hosting

The Camtree Digital Library (<http://library.camtree.org>) is a hosted implementation of DSpace 7. It is hosted by Atmire, a certified DSpace provider (<https://atmire.com>) on Amazon Web Services infrastructure. Atmire ensures that the web servers, storage systems and databases providing the repository are backed up at least once every 24 hours to ensure recovery of all systems with not more than a period of 24 hours loss of data in the event of a failure. Atmire provides technical maintenance and operating system updates to the infrastructure, necessary for the operation of the repository.

Atmire's hosting services for communities and collections in the Camtree Digital Library are covered under the annual subscription fees paid by clients to Camtree.

2. Configuration and Administration

The Camtree Digital Library has been configured by Atmire and Camtree to meet the needs of Camtree Digital Library clients using the core repository structure of: communities, sub-communities and collections.

Camtree is the primary administrator for the Camtree Digital Library as a whole and is responsible for setting up the repository hierarchy and controlling which users have which authority rights. Clients may be granted administration rights over specific communities and collections within the Camtree digital library. Typically, a client will have some administration rights over a specified community within which there will be one or more collections.

Client administrators are able to review the submitted content and add/edit/delete content within specific areas of the repository via an implemented workflow, as deemed necessary. The administrators will also have the authority to determine which content in the repository is openly accessible. Administrator tasks are carried out using a separate administration interface.

3. Onboarding and Training

Camtree uses an online onboarding process to gather requirements and other information in order to configure client communities and collections. Training is provided for client administrators where clients are administering communities and collections, and ongoing support (specified on a



per-client basis in the Service Specification document) is provided to address issues arising from collection development. Review meetings are offered quarterly with clients and an annual review (indicative date provided in the Service Specification document) is used to assess progress, review future needs and establish costing models for the subsequent term.

4. Operational Support

Camtree Digital Library clients should submit inquiries and request support to Camtree. Camtree aims to send the initial reply to issues and requests within 2 business days. Atmire aims to send the initial reply to issues and requests it (in turn) receives within 2 business days. The highest priority is given to infrastructure issues, especially if they relate to the entire infrastructure of the service.

Administration Issues

Camtree will provide first level support for administration issues related to the configuration and management of communities and collections, submission processes and specific library content (e.g. related to structuring and description of content, editing of metadata, visibility of specific content, and takedown requests).

Infrastructure Issues

In the event that infrastructure issues arise, Camtree will escalate inquiries to Atmire using the dedicated issue tracker environment that Atmire manages for Camtree.

Modification requests

Requests for modifications and new features from clients are assessed by Camtree and if these are determined to fall within the scope of first level administration issues or development by Camtree, Camtree will inform the client of a timescale, resource allocation and any costs associated with their being addressed. If the modification requested is a standard feature of the administration interface to which the client has access, training will be offered to resolve the issue within the support hours set out in the service specification. If additional support and training time is required the client will be advised of the costs of this in advance.

If requests as assessed as being second level (Atmire) tasks but are non-urgent (e.g. suggested customisations of the library interface, or desirable new features) then Camtree will add these to a features list for discussion with Atmire at the next service review meeting. If they are assessed as second level Atmire tasks and are urgent (e.g. they are in fact infrastructure issues and action is required to ensure correct functioning of the digital library) then Camtree will use the Atmire issue



tracker to escalate the request and will provide the client with updates on progress towards resolution.

Support Holidays

Extended response times for first level support apply during weekends and Camtree support holidays, and for second level support by Atmire during their support holidays. Camtree clients are informed in advance of these support holiday periods.

5. Third Party Integrations

The Camtree Digital Library comes with a number of third party integrations. Other third party integrations will be introduced during 2023 at no additional cost to clients. Currently, the following integrations are provided as part of the service to clients:

- handle.net for persistent URLs

Because these 3rd party services are not under Camtree or Atmire's direct control, Camtree and Atmire assumes no liability over the availability of these 3rd party services and the functionality these integrations offer in the repository.

6. Termination support

Clients can use the standard export facilities and APIs at all times to retrieve local copies of the repository contents. If there is a need for assistance, or the creation of custom export formats to aid in the process of migrating out of the platform, Camtree will liaise with Atmire to assess the requirements and provide an offer based on those requirements.