Appendix: Support and Upgrades

Application Support and Development

The New York University Libraries and the UCSD Libraries have committed together to ensuring the Archivists' Toolkit™ application remains available in good working order until at least 31 December 2011. The terms of this commitment may be extended as additional funding for development of the application is awarded. When such extensions occur, they'll be announced via the user group listserv described below, and they'll be posted to the project website at www.archiviststoolkit.org.

The two academic library organizations will collaborate to:

• make the application available for download and installation,

• provide users of the application with a reasonably efficient means for reporting application bugs and tracking their resolution,

• resolve reported bugs in the application,

• keep the user documentation synchronized with modifications of the application, and

• issue new versions of the application and user documentation as warranted.

In addition, the following will be provided to support use of the application:

• A listserv called ATUG-L@ucsd.edu (Archivists' Toolkit User Group) has been established as a communication forum for users of the Archivists' Toolkit.

• A FAQ for the application will supplement the listserv. The FAQ will be augmented by project staff as questions and their answers are revealed.

• A sandbox has been established so that prospective users may explore the full functionality of the application before downloading and installing it. The data collected in the sandbox will be periodically purged to optimize the functioning of the sandbox.

• A cleaner, more restricted instance of the application and data will be hosted on the project website to support using the application in classroom settings.

• Workshops, national and regional, developed in collaboration with other interested parties to support training in use of the application.

Upgrades of the Application

New versions of the Archivists' Toolkit™ application and its user documentation will be released periodically as a result of reported software bugs being fixed and / or the addition of new functionality in the application:

• Fatal and near-fatal software bugs will be resolved immediately, resources permitting, and a new version of the application will be issued soon after.

• Less threatening software bugs will be resolved as resources permit. After a certain accumulation of such bugs, a new updated version of the application will be released.

• New functionality will be added to the application as the result of securing funding to support the activity. Ongoing development projects will be announced on the project website and will usually include a prospective release schedule for the targeted functionality.

Releases of new version of the Archivists' Toolkit™ will be announced via the project website; ATUG-L, the listserv support AT users, and various third party listservs such as those for Archives, EAD, and METS.