

MOU between NJEDge and VALE Regarding NJVID

Responsibilities of NJEDge:

1. NJVID will provide access within one business day to commercial videos that: a) already exist in the NJVID system; and b) for which purchase or licensing by requesting institution is verified by vendor to NJVID. Requesting institution will provide a copy of the purchase order which NJVID staff will forward to the vendor for verification.
2. For videos that are not in the repository or videos created at individual institutions (exclusive of Learning on demand items) NJVID will process (digitize and catalog) 35 titles per week for VALE members, not including the addition of closed captions, supplementary documents or clips since they take longer time to process. NJVID will monitor and make the backlog queue and processed queues available to VALE members on the NJVID website. NJVID may increase the number of titles per week accordingly, as the number of subscribers increase.
3. NJVID will display digital rights statements prominently on the page that shows the video and associated metadata for each video hosted.
4. NJVID will maintain an email-based support service (support@njvid.net) to which users can submit issues. Critical issues, such as loss of service, will be acknowledged within four hours, while general help requests (licensing, interface questions, etc.) will be handled within one business day. NJVID will notify members immediately when a critical service disruption occurs.
5. The NJVID architecture will maintain an uptime of at least 99%.
6. NJVID staff will take proactive steps to avoid any unscheduled failures. All precautions will be taken to minimize downtime to less than 4 hours.
7. NJVID will conduct preventive maintenance during non-business hours with sufficient notice to the participating institutions. NJVID will be sensitive to instructional needs with regards to scheduling preventive maintenance windows. In general NJVID staff will avoid the following time periods in scheduling any maintenance:
 - Monday – Thursday- 9 AM – 10 PM,
 - Friday - 9 AM – 5 PM,
 - Saturday – 10 AM – 5 PM,
 - Sunday - 2 PM – 10 PM
8. NJVID will communicate downtime and other technical problems to the VALE Coordinator and to the points of contact identified by each subscribing institution, and by posting outage details on a website.
9. NJVID will make usage statistics available to the membership as a web service. Each stream transmitted will have a log entry that includes start time, title, school, and type (COM, LOD, etc.)
10. NJVID will provide usage statistics to the subscribing institutions on a monthly and cumulative quarterly and annual basis. The reports will include number of streams for each video and for the institution as a whole.
11. NJVID will alert the VALE Coordinator in advance of any changes that are implemented or need to be implemented on an ongoing basis for items related to the commercial video service.

12. The Executive Director of NJEDge and the Chair of the VALE Executive Committee will jointly form an NJVID Advisory Committee comprised of NJVID staff, VALE members and NJVID subscribers to discuss the status of NJVID. This Advisory Committee will meet semiannually or more often if needed. The chair of the VALE Executive Committee will serve as the official VALE liaison to NJEDge regarding NJVID.
13. NJVID will consult with the NJVID Advisory Committee whenever a new pricing model is being contemplated.
14. In the event that it ceases to exist, NJVID will provide each subscribing member with an archival copy, in an uncompressed format, of every commons title that member may have contributed to NJVID.
15. In the event that it ceases to exist, NJVID will provide each subscribing member with an archival copy, in an uncompressed format, of every commercial video title that member may have licensed in perpetuity.

Responsibilities of VALE and Institutions using NJVid:

1. Each institution will provide training/education/marketing to the institution's users on how to access and use NJVID.
2. Each institution will provide NJEDge with a point of contact to discuss licensing issues and provide status updates.
3. Each institution will provide an appropriate digital rights statement for NJEDge to place prominently on locally created videos available beyond the "home" institution.
4. VALE will respond to queries from NJEDge regarding the NJVid program and website.
5. VALE will provide purchasing information to NJEDge regarding institutional access to each commercial video.
6. Each participating institution must ensure that they have digital streaming rights to videos before requesting access to such materials in NJVID.
7. Each participating institution will ensure that it is using the Shibboleth authentication system.
8. VALE and each participating institution will notify appropriate NJEDge contacts of any problems related to access and use of NJVID.
9. NJEDge may request assistance from VALE regarding matters of metadata and cataloging for commercial or Commons videos. VALE will appoint a subject matter expert to assist NJEDge in such matters.

Accepted:

George Laskaris 7/2/12
 George Laskaris Date
 President and CEO, NJEDge

Taras Pavlovsky 6-26-12
 Taras Pavlovsky Date
 Chair, VALE Executive Committee