



#alctsAC17



Transitioning Technical Services: Training Staff to Meet Evolving Needs

Maggie Dull, University of Baltimore
Eric Hanson, John Hopkins University
Jacob Shelby, North Carolina State University

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ALCTS CaMMS Competencies and Education for a Career in Cataloging

Interest Group

ALCTS Heads of Cataloging Departments Interest Group

LITA/ALCTS Linked Library Data Interest Group



Transitioning Technical Services: Training Staff to Meet Evolving Needs

The University of Baltimore Experience

Maggie Dull - Metadata and Digital Curation Librarian

Overview

- ▶ Case Study: The University of Baltimore's Langsdale Library.
 - ▶ Moving from Print to Electronic Theses and Dissertations.
 - ▶ *Preserve the Baltimore Uprising* Email Collection.

University of Baltimore's Langsdale Library

ub UNIVERSITY OF BALTIMORE
KNOWLEDGE THAT WORKS

SEARCH SOCIAL MYUB GIVE

home: langsdale library | databases | borrow / request | course reserves | research help | special collections | about us | achievement & learning | knowledgeworks@ub

Langsdale Library

MY ACCOUNT ASK A LIBRARIAN

library search | journals | books + | special collections

Search the whole library for articles and collections.

GO

Also try: Digital Collections | Databases | Subject Guides

students | faculty and staff | visitors

Interlibrary Loan | EasyBib Citation Help | Current Reserves List
Course Guides | Subject Guides | Staff Directory
Wireless Printing | Computer Availability | Schedule an Appointment
Thesis Submissions

Library Hours

May 22 - May 26, 2017: 8:00 am - 6:00 pm

May 30 - August 12, 2017

Monday - Thursday: 8:00 am - 8:30 pm
Friday: 8:00 am - 6:00 pm
Saturday - Saturday: 1:00 pm - 5:00 pm
Sunday: CLOSED

Read about Langsdale's extensive appearance on "The Keepers."

The Keepers

Season 1: Ep. 6

The Web: As California's youngest leader joins the cause, the group tries to get straight answers from authorities and additional potential suspects.

Weblog

see all

Jun 06 New Materials at Langsdale!
Jun 01 Location, Location, Location
Jun 01 Credo: New Database @ Langsdale

New Roles and New Projects

- ▶ Hired as the Cataloging and Metadata Librarian in July 2015.
 - ▶ Member of Acquisitions and Discovery Services, which included the Department Head, Electronic Resources Librarian, and 1.5 paraprofessionals.
- ▶ Transitioned to Metadata and Digital Curation Librarian in February 2017.
 - ▶ Member of Special Collections, which includes Head of Special Collections, Archivist, and 2 paraprofessionals.

New Projects, New Skills?

- ▶ Challenges:
 - ▶ Different skills and different tasks across different departments.
 - ▶ Re-fitting skills for new tools and new standards.
 - ▶ Different learning types, different comfort zones.
- ▶ Solutions:
 - ▶ Communication.
 - ▶ Documentation.
 - ▶ Iteration.

Moving to ETDs: Basis of the Situation

- ▶ Prior to Winter 2016, all graduate students were required to deposit two print copies of their thesis or dissertation at Langsdale.
- ▶ Beginning in 2010, doctoral students were also required to submit their work to ProQuest's Digital Dissertations. Masters students were encouraged to submit, but uptake was limited.
- ▶ Electronic dissertations were delivered via FTP from ProQuest and manually added to Langsdale's instance of CONTENTdm.

Moving to ETDs: Reasons Why

- ▶ A better way to showcase and highlight the work and achievements of our graduate students. Better access for students.
- ▶ Langsdale became a member of MDSOAR: Maryland Shared Open Access Repository, which would allow students to easily submit their materials.



- ▶ Simplify the workflow!

Moving to ETDs: Workflow Challenges

- ▶ Too many records, too much duplication of effort across departments.
 - ▶ Brief bib record in Aleph by ADS staff.
 - ▶ Brief record in CONTENTdm by Special Collections staff.
 - ▶ Record in Digital Dissertations by student.
 - ▶ Digital Dissertations submission managed by ADS staff.
 - ▶ Brief bib overlaid by full cataloging by ADS staff.
 - ▶ Subject headings and other information would be manually entered into CONTENTdm by Special Collections staff.
- ▶ Managing the materials in CONTENTdm was handled by Special Collections staff in charge of this platform. ADS took over the process, but lack of departmental expertise hindered efforts.

Moving to ETDs: Re-focus and Re-train

- ▶ Decided to migrate from CONTENTdm into MDSOAR: new interface, fresh start.
- ▶ New staff in ADS: an opportunity to rebuild the workflow with ongoing feedback from the staff involved.
- ▶ Desire to eliminate redundant and complicated cross-departmental workflows.

Moving to ETDs: Document, Document...

- ▶ Reviewed extant documentation (what could be found). Looked for duplication, looked for pain points.
- ▶ Wrote it all down...
 - ▶ Checklists
 - ▶ Screenshots
 - ▶ Not jus the **how**, but also the **why**
- ▶ ...but also talked it through.

Moving to ETDs: Cataloging vs Metadata

- ▶ Emphasized that description is description. We are still saying the same things about our theses and dissertations and, in some cases, are able to capture more.
- ▶ Demystifying Data Dictionaries:
 - ▶ Definitions and examples
 - ▶ “Cross walking” to MARC
 - ▶ Look at both the staff side and the public side
 - ▶ Terminology is important, but not the end of the world
- ▶ Metadata is iterative.
 - ▶ The record isn't set in stone. **Mistakes are okay and can be fixed.**
 - ▶ It's okay to go back and build on what we've learned.

Moving to ETDs: Result

- ▶ As of December 2016, all submitted thesis and dissertations are one print/one electronic.
- ▶ Complete revamping of workflows and procedures. Before the submission period, meet with staff to run a refresher.
- ▶ ADS staff manages this process with little intervention by the Metadata and Digital Curation Librarian.

Preserve The Baltimore Uprising (PBU)



PBU: Basis of the Situation

- ▶ Joe Tropea from the Maryland Historical Society reached out to Langsdale's Special Collections requesting our help describing a emails released by the City of Baltimore to journalists.

The screenshot shows a web browser window displaying a news article. The browser's address bar shows the URL: www.baltimoresun.com/news/maryland/freddie-gray/bal-emails-from-the-unrest-20150730-htlstory.html. The article is from 'THE BALTIMORE SUN' and is categorized under 'News / Maryland / Freddie Gray Case'. The main headline is 'Emails from the Baltimore unrest: Explore documents and findings', dated 'JULY 30, 2015, 11:36 AM'. The article text states: 'Emails and documents released Monday by Baltimore officials depict a chaotic situation within city government before, during and after rioting broke out on April 27, with rumors flying, communication breaking down and leadership being questioned. The files below were among the more than 7,000 documents that city officials turned over to The Baltimore Sun in response to a Maryland Public Information Act request.' Below the text, there is a prompt: 'Select a finding from the emails below.' This is followed by a grid of 15 buttons, each representing a finding from the emails. The findings are: Communications breakdown, Calls for the National Guard, Rihanna wanted to perform, Monitoring social media, False family meeting, City faced cyberattacks, Waiting for riot equipment, Praise/Criticism for Batts, Worrying about Malik Shabazz, Batts to BPD, Korean-American merchants, Curfew disagreement, Assignments and priorities, Mayor safety concerns, Curfew exception requests, and Concerns for the homeless.

THE BALTIMORE SUN
News / Maryland / Freddie Gray Case

This article is related to: Baltimore Riots, Baltimore Police Department, Freddie Gray, Homelessness, Stephanie Rawlings-Blake, Maryland Public Information Act, Larry Hogan

**Emails from the Baltimore unrest:
Explore documents and findings**

JULY 30, 2015, 11:36 AM

Emails and documents released Monday by Baltimore officials depict a chaotic situation within city government before, during and after rioting broke out on April 27, with rumors flying, communication breaking down and leadership being questioned. The files below were among the more than 7,000 documents that city officials turned over to The Baltimore Sun in response to a Maryland Public Information Act request.

Select a finding from the emails below.

Communications breakdown	Waiting for riot equipment	Curfew disagreement
Calls for the National Guard	Praise/Criticism for Batts	Assignments and priorities
Rihanna wanted to perform	Worrying about Malik Shabazz	Mayor safety concerns
Monitoring social media	Batts to BPD	Curfew exception requests
False family meeting	Korean-American merchants	Concerns for the homeless
City faced cyberattacks		

PBU: Challenges

- ▶ Over 7000 emails in PDF form were already uploaded as an entire collection into the Omeka interface.
- ▶ Descriptions contained only had a title -- numeric file name -- yet **item level** description was desired for each email.
- ▶ Special Collections staff were unfamiliar with Omeka, though all were experienced with ArchivesSpace.

PBU: Archival Skills to Metadata Skills

- ▶ Special Collections staff were familiar with describing archival materials and collections via ArchivesSpace. Thus they were familiar with *translating skills* from a print finding aid/processing environment into an online information management system.
- ▶ Special Collections staff were familiar with reviewing archival documents in order to glean key information that would be of use to researchers. Striking the right *balance in description* - neither too broad nor too narrow - would be key.

PBU: One on One

- ▶ After developing a data dictionary, I worked one on one with each staff member.
 - ▶ Read first, then try.
 - ▶ Jump on in and check back with me later.
 - ▶ Wanted a co-pilot.
- ▶ Each staff member developed their own workflow, based on what felt comfortable to them.
- ▶ Reviewed completed descriptions and offered pointers.

PBU: Result

- ▶ As the project has progressed, we've added additional staff (including students) to this project.
- ▶ Staff work autonomously, at their own pace.
- ▶ Setting the stage for future metadata intensive projects as we develop our digital initiatives.

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the frame, creating a modern, layered effect. The rest of the background is plain white.

Questions?



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Thank you

for attending this ALCTS program

Your feedback is important to us!

Please take a moment to complete a
short online evaluation form at the URL below:

<http://tinyurl.com/ac17-alcts-program-eval>

