

1-21-2012

Envisioning and Integrating New Cataloging Workflows

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Recommended Citation

Massey, Susan A., "Envisioning and Integrating New Cataloging Workflows" (2012). *Library Faculty Presentations & Publications*. 23.

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ENVISIONING AND INTEGRATING NEW CATALOGING WORKFLOWS

**ALA Midwinter 2012
Cataloging Norms Interest Group**

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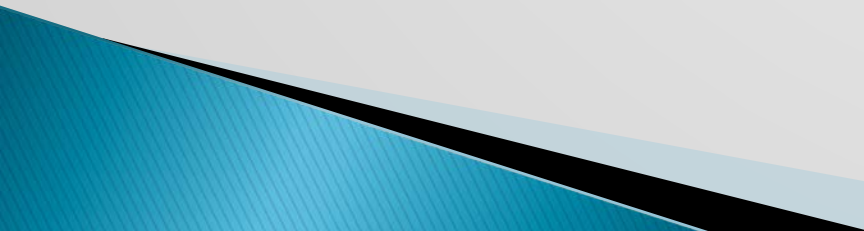
SSLLI PROJECT 2010-2011

Sunshine State Library Leadership Institute (SSLLI)*

<http://dlis.dos.state.fl.us/bld/leadership/institute.cfm>

“The primary goal of the Institute is to assist in preparing library leaders to provide the highest quality library services to the citizens of Florida in the most effective and innovative manner that will meet today's needs and tomorrow's challenges.”

*Funded by an LSTA grant



SSLLI PROJECT 2010-2011

Sunshine State Library Leadership Institute (SSLLI) Project Requirements

- ▶ Identify an existing but unaddressed problem
- ▶ Identify concrete steps toward tangible change
- ▶ Form strategic alliances to solve the problem
- ▶ Increase my level of visibility and responsibility
- ▶ Lead change that can be sustained over time
- ▶ Gain support of library administration

MY SLLI PROJECT

Cataloging Department Reorganization

Review

- Workflow charts
- Task analysis and procedures
- Staff competencies and task assignments

Propose

- Revise workflows and processes
- Recommend changes for efficiency and effectiveness
- Submit to Head of Technical Services for approval

Complete

- Implement approved changes
- Staff training for new skills and workflows
- Complete SLLI Project Report within class timeline

WHY?

- ▶ Shrinking staff
- ▶ New workflows
- ▶ External changes

Objective: Create efficiencies to free staff time for new projects.

Getting Started



Getting Started: Prepare Staff Psyches

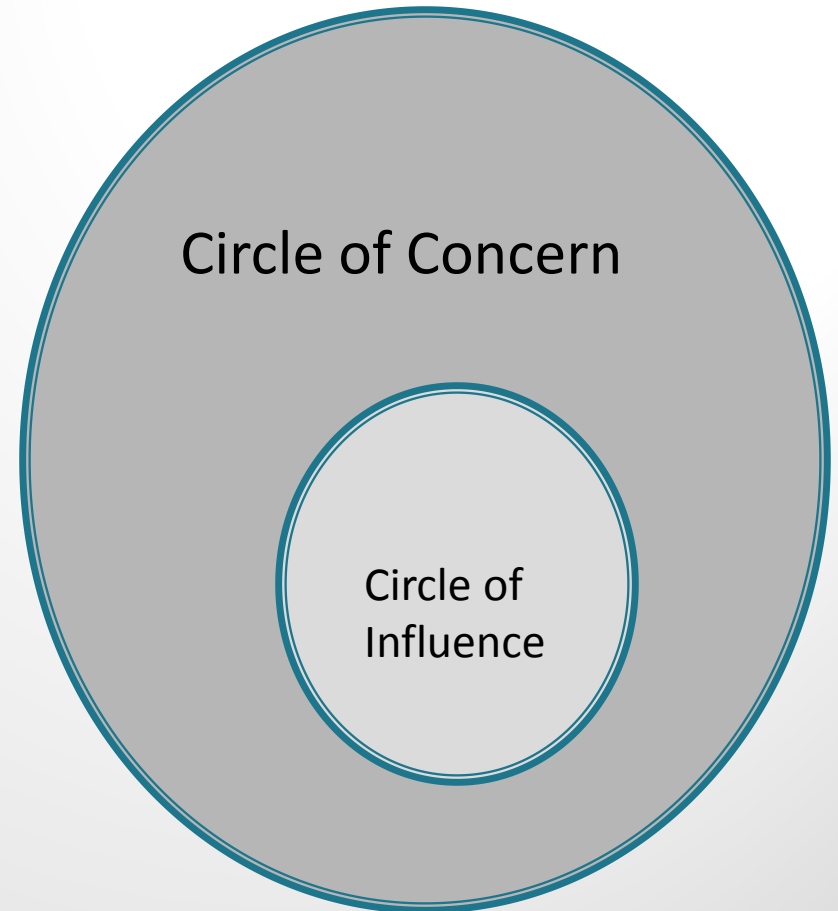


- ▶ Build bridges, not barriers
- ▶ Engage in values discussions
- ▶ Assess staff readiness for change

Stressed spelled backward is dessert

Getting Started: Prepare Staff Psyches

- ▶ Provide tools for understanding
- ▶ Be transparent
- ▶ Care courageously



Getting Started: Gather Data for Decision-making





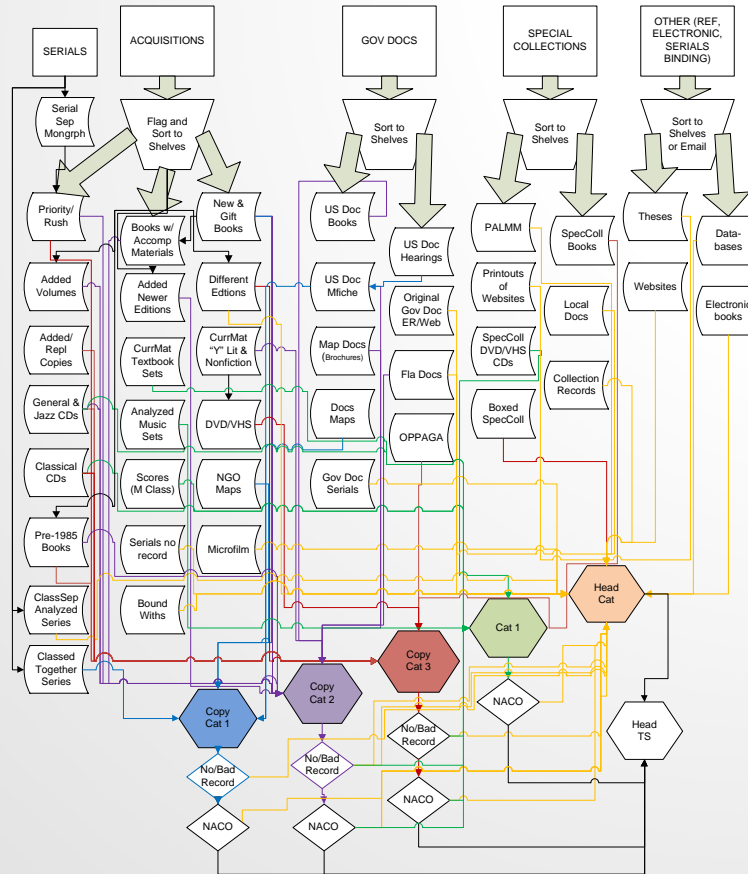
Getting Started: Create Textual and Visual Communication Aids

- ▶ Workflow charts
- ▶ Timelines (use Excel)
- ▶ Tables
- ▶ Fit the data to the method
- ▶ Visuals tell the story faster, better

Workflow Chart

Cataloging Workflow

November 2010



Task Analysis

October 2010

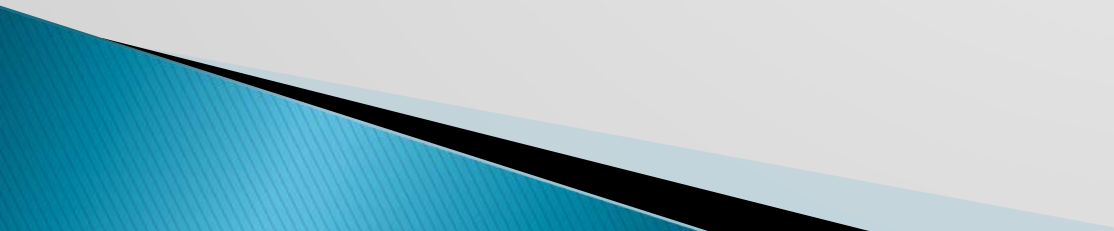
CATALOGING TASKS COMPETENCIES

2

TASKS/COMPETENCIES	Check record format	Match record to item	Check record quality	Check record fullness	Edit fixed fields--books	Recognize added vols/copies	Edit/apply constant data	Search Connexion--simple	Search Connexion--complex	Recognize earlier editions	Add/edit 246 field	Add/edit 300, 504 description	Search Series Authorities	Add/edit 490/830 Series	Add/edit/split 505 notes	Add 500/590 local notes	Control Hdgs in Connexion	Edit 1xx/7xx Headings	Update OCLC Holdings	Add TKR Fields	Change holdings location (049)	Add 599 for Item	Export OCLC record to Aleph	Add/edit Aleph Holdings	Add/edit Aleph Items	Shelflist LC Call No. (not 050_0)	Add/edit LC Class Number	Add/edit Cutter	Recognize analyzed/cat together	Search Name/Title authorities	Add/Edit Uniform titles	Add/edit subject headings	Add/edit 856 URL field				
Theses	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
CURRMAT																																					
CurrMat Nonfiction	X	X	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		
CurrMat Textbook Series	X	X	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
CurrMat "Y" Lit	X	X	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
AUDIOVISUAL																																					
General & Jazz CDs	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					X	X	X	X	X		
Classical CDs	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X					X	X	X	X	X		
DVD/VHS	X	X	X			X	X	X	X	X			X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
MUSIC																																					
Analyzed Music Sets	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	
Scores (M Class)	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	
Serials (new or title change)	X	X	X	X		X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Microfilm	X	X	X	X		X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
GOV DOCS																																					
Gov Doc ER/Website	X	X	X	X	X		X	X	X	X	X	X				X	X	X	X	X	X	X	X	X	X											X	X
US Doc Microfiche	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
US Doc Books/pamphlets	X	X	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X					X	X	X	X	X	X	
US Doc Hearings	X	X	X	X	X	X	X	X		X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X					X	X	X	X	X	X	
Gov Doc Serials	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Fla Docs	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
OPPAGA	X	X	X	X	X	X	X	X		X	X					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Local Docs	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
MAPS																																					
US/Fla Maps	X	X	X	X		X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Map Docs (brochures)	X	X	X	X	X	X	X			X	X					X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
NGO Maps	X	X	X	X		X	X	X	X	X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

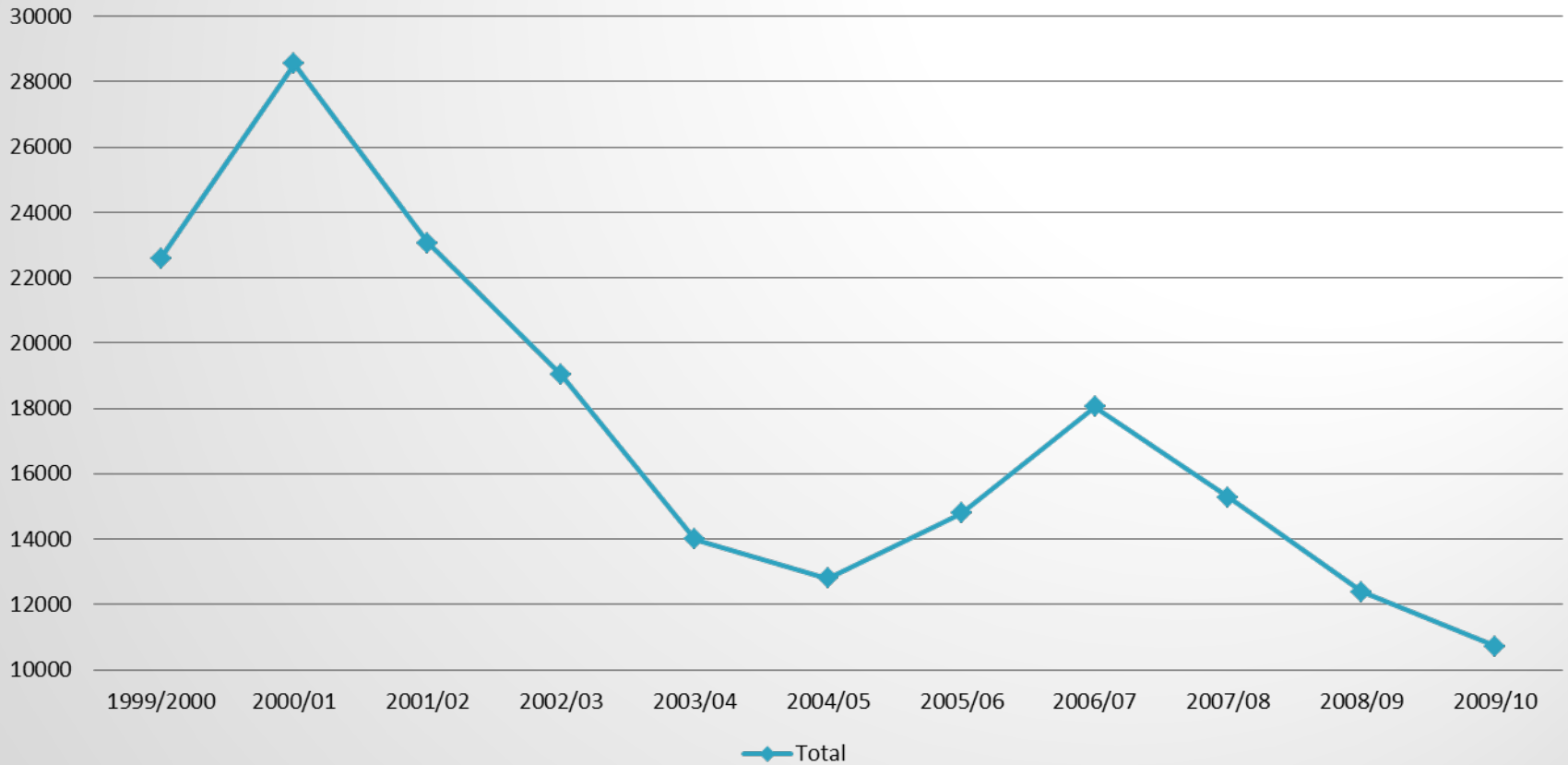
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Task Analysis Discoveries

- ▶ There were 46 workflows involving up to 57 competencies.
 - ▶ Workflows with the most total competencies also required the most unique skills.
 - ▶ The total number of competencies did not indicate the difficulty of the workflow.
 - ▶ Workflow groupings could occur many ways and often crossed unique skills.
- 

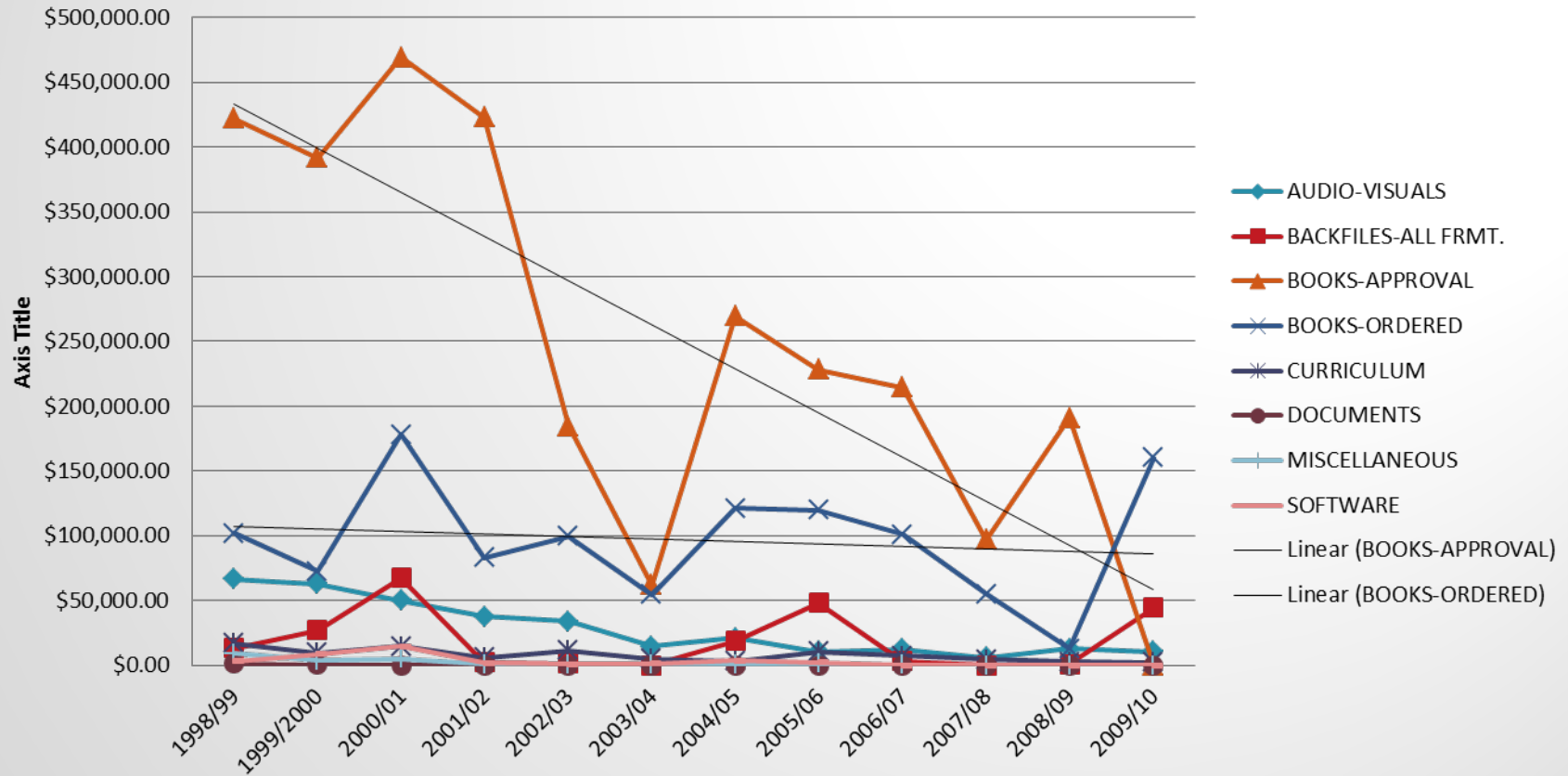
Cataloging Statistical Trends

Cataloging Total



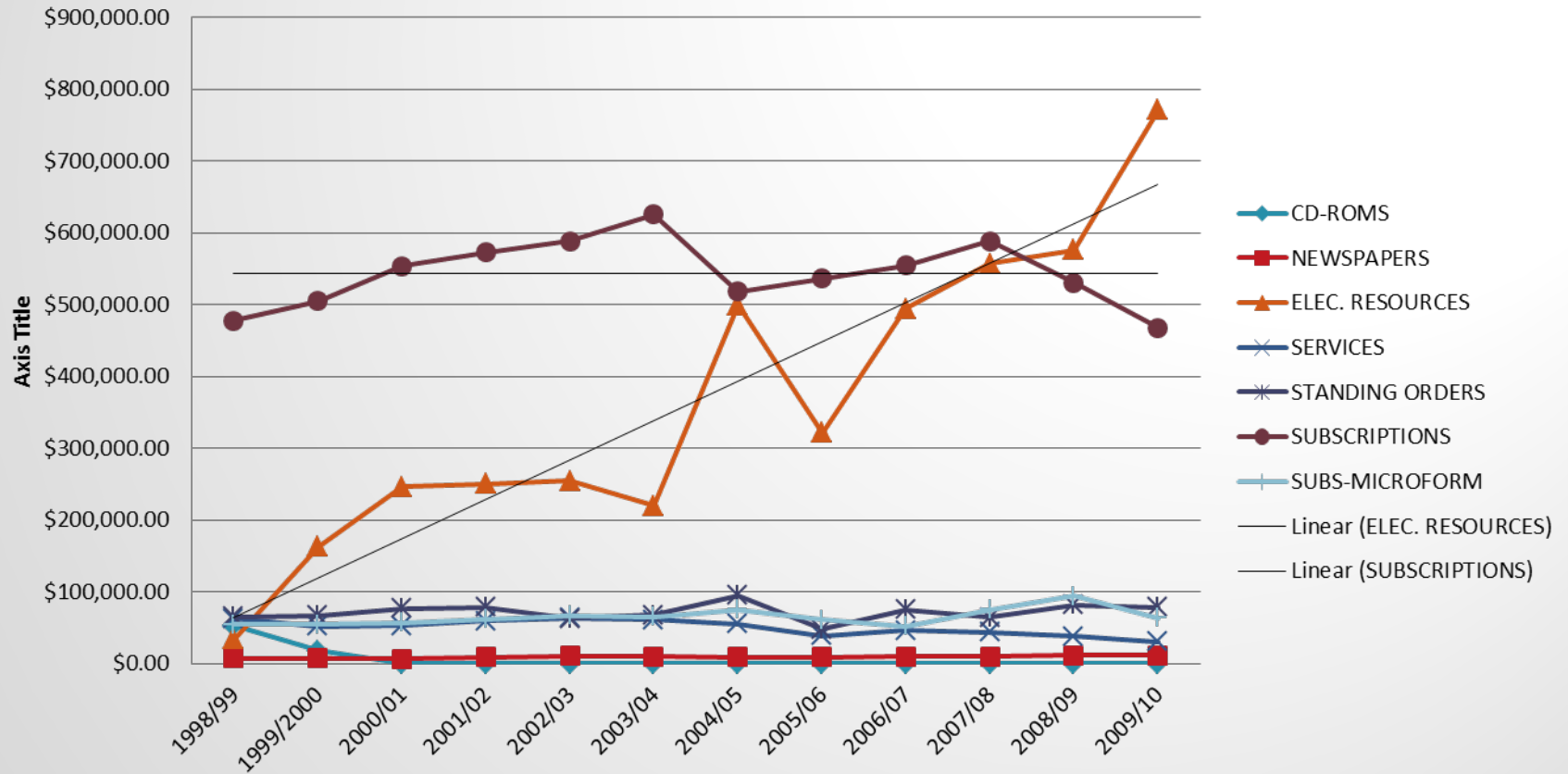
Acquisitions Statistical Trends

Non-Continuing Resources Trends

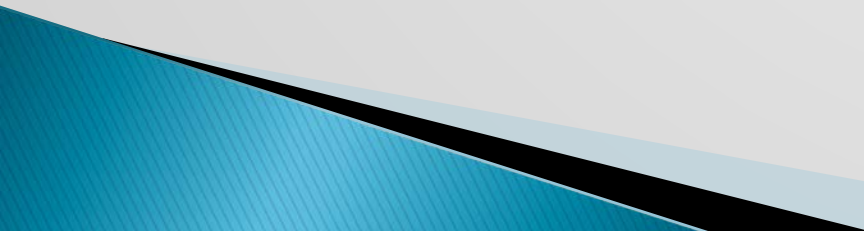


Acquisitions Statistical Trends

Continuing Resources Trends



GETTING STARTED

- ▶ Prepare staff psyches for project
 - ▶ Gather data for decision-making
 - ▶ Create textual/visual communication aids
 - ▶ Market ideas to staff and administrators
 - ▶ Request feedback
 - ▶ Repeat, repeat, repeat
- 

GETTING STARTED

- ▶ Prepare staff psyches for project
- ▶ Gather data for decision-making
- ▶ Create textual/visual communication aids
- ▶ Market ideas to staff and administrators
- ▶ Request feedback
- ▶ Repeat, repeat, repeat

AND FINALLY . . .

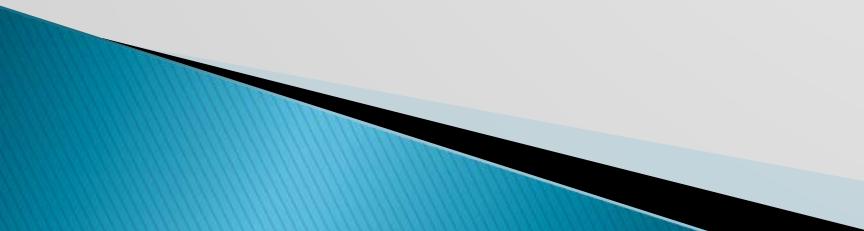
- ▶ Make recommendations
- ▶ Obtain admin approval
- ▶ Set policy
- ▶ Communicate decisions internally/externally
- ▶ Document processes
- ▶ Train staff
- ▶ Implement change



Recommendations

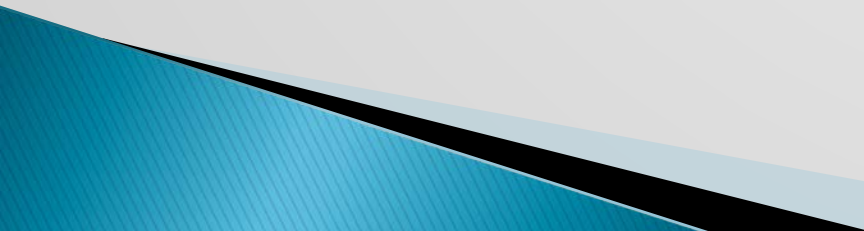
1. Change department name to Discovery Enhancement
2. Reorganize positions into primary assignments
3. Rearrange workflow shelves
4. Coordinate more efficiently with acquisitions and processing functions
5. Explore using vendor order records and shelf ready materials

Recommendations

6. Initiate a KwikCat workflow
 7. Begin using macro software for repetitive tasks in Aleph
 8. Review and adjust the vendor MARC government documents workflow
 9. Reformat documentation while rewriting it for new workflows
- 

Recommendation:

Change Department Name

- ▶ Names change the way we think about ourselves and our behavior
 - ▶ Name should reflect mission and values
 - ▶ Name should point toward future directions
 - ▶ Marketing tool for staff and administration
 - ▶ Public services focus on Discovery Systems
 - ▶ Opened doors to new involvements in library
- 

Recommendation: Reorganize by Primary Assignments

POSITION	PRIMARY ASSIGNMENT	TASKS INCLUDED IN PRIMARY ASSIGNMENT	ADDITIONAL EXPERTISE	TASKS INCLUDED IN ADDITIONAL EXPERTISE
Senior Library Services Associate #1	KwikCat	80% of Monographs in General Collection and Oversize	Maps	US Docs Maps Non-Gov Maps Map Brochures Atlases
Senior Library Services Associate #2	Gov Docs	Marcive record loads US Docs Monographs US Docs Microfiche US Docs Reference US Docs CDROM US Docs Hearings Fla Docs OPPAGA	Curriculum Materials 5% of Monographs	Children's Fiction and Non-Fiction Textbooks Books w/CDROMs
Senior Library Services Specialist	Special Formats	Media CD Media DVD Media VHS Gen Coll CDROM Periodicals/General Microfilm	Complex Monographs (15%)	Reference/Priority Different editions Added editions Added Copies/Vols Pre-1985 Monographs Special Coll Monographs
Original Cataloging Librarian	Media	Original Cat CD Original Cat DVD Original Cat VHS Original Cat CDROM Original Curriculum	Theses Scores	Theses Dissertations Honors Projects Scores
Dept. Head/Original Cataloging Librarian	Electronic Resources	Databases Record Load Profiles Online Materials in all Locations	Serials Theses Metadata Monographs	Original Cataloging of serials in all locations Theses Dissertations Honors Projects Digitized Collections Original Cataloging of Monographs in all locations

Recommendation: Coordinate Efficiently with Other Departments

<input type="checkbox"/> REF	<input type="checkbox"/> RUSH <input type="checkbox"/> NOTIFY <input type="checkbox"/> Course Reserve
<input type="checkbox"/> ATLAS	Name _____
<input type="checkbox"/> Accomp. CD	Phone _____
<input type="checkbox"/> LC/DOC	E-mail _____
<input type="checkbox"/> Perm Res.	Course _____
<input type="checkbox"/> Repl. copy barcode no.: 32107	
<input type="checkbox"/> Other collection:	
<input type="checkbox"/> Repair	<input type="checkbox"/> CHANGE LOCATION
— Loose hinge	From: _____
— Loose page(s)	To: _____
— Pam-bind	
— Tip-in errata	
— Torn page(s)	
— Other repair	
<input type="checkbox"/> Withdraw	
<input type="checkbox"/> Other	
SEE ARRIVAL SLIP: A/C = Added Copy A/E = Added Edition A/V = Added Volume D/E = Different Edition S/C = Special Collection	
Date	_____
Initials	_____

- Reference/Liaisons
- Gov Docs
- Acquisitions
- Cataloging
- Preservation
- Processing
- Circulation
- Reserve

Obtain Administrative Approval

Changes implemented immediately

- Department name change
- Positions reorganized
- Workflow shelves rearranged
- Communication flag implemented

Changes in progress

- Gov Doc vendor record workflow review
- Reformat documentation

Obtain Administrative Approval

Conditional changes

- Macros still under consideration
- Vendor order records & shelf ready books

Change on hold

- KwikCat workflow

Obtain Administrative Approval

SURPRISE!

New position: Metadata Librarian



Implementation Phase

Policy

- Set policy and a start date
- Communicate decisions

Prepare

- Document process
- Train staff

Process

- Obtain feedback
- Ongoing attention to impact of change

Challenges of Change

- ▶ New workflow = new issues
- ▶ Ongoing process refinement
- ▶ Impact of external environment
- ▶ Staff reactions to change

Comments? Questions?

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