Envisioning and Integrating New Cataloging Workflows

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ENVISIONING AND INTEGRATING NEW CATALOGING WORKFLOWS

ALA Midwinter 2012
Cataloging Norms Interest Group

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University of North Florida
Thomas G. Carpenter Library
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 SSLLI 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 SLLII Project Report within class timeline
Objective: Create efficiencies to free staff time for new projects.
Getting Started

- Prepare staff for change
- Gather data for decisions
- Request feedback
- Market ideas continually
- Create aids to communicate
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

1. Keep the goal in mind
2. Decide what data you need
3. Map out the future
4. Ask staff to participate
5. Organize the information
6. Analyze current processes
7. Seek best practices of others
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**

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<th>TASKS/COMPETENCIES</th>
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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.
Acquisitions Statistical Trends

Non-Continuing Resources Trends

- AUDIO-VISUALS
- BACKFILES-ALL FRMT.
- BOOKS-APPROVAL
- BOOKS-ORDERED
- CURRICULUM
- DOCUMENTS
- MISCELLANEOUS
- SOFTWARE

Axis Title


Values: $0.00, $50,000.00, $100,000.00, $150,000.00, $200,000.00, $250,000.00, $300,000.00, $350,000.00, $400,000.00, $450,000.00, $500,000.00
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
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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

<table>
<thead>
<tr>
<th>POSITION</th>
<th>PRIMARY ASSIGNMENT</th>
<th>TASKS INCLUDED IN PRIMARY ASSIGNMENT</th>
<th>ADDITIONAL EXPERTISE</th>
<th>TASKS INCLUDED IN ADDITIONAL EXPERTISE</th>
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<td>KwikCat</td>
<td>80% of Monographs in General Collection and Oversize</td>
<td>Maps</td>
<td>US Docs Maps Non-Gov Maps Map Brochures Atlases</td>
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<td>Maricve record loads US Docs Monographs US Docs Microfiche US Docs Reference US Docs CDROM US Docs Hearings Fla Docs OPPAGA</td>
<td>Curriculum Materials 5% of Monographs</td>
<td>Children’s Fiction and Non-Fiction Textbooks Books w/CDROMs</td>
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<td>Media CD Media DVD Media VHS Gen Coll CDROM Periodicals/General Microfilm</td>
<td>Complex Monographs (15%)</td>
<td>Reference/Priority Different editions Added editions Added Copies/Vols Pre-1985 Monographs Special Coll Monographs</td>
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<td>Media</td>
<td>Original Cat CD Original Cat DVD Original Cat VHS Original Cat CDROM Original Curriculum</td>
<td>Theses Scores</td>
<td>Theses Dissertations Honors Projects Scores</td>
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<td>Electronic Resources</td>
<td>Databases Record Load Profiles Online Materials in all Locations</td>
<td>Serials Theses Metadata Monographs</td>
<td>Original Cataloging of serials in all locations Theses Dissertations Honors Projects Digitized Collections Original Cataloging of Monographs in all locations</td>
</tr>
</tbody>
</table>
Recommendation: Coordinate Efficiently with Other Departments

- 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
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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