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## Workflow at the UNLV University Libraries: A Digitization Program Grows Up

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# Workflow at the UNLV University Libraries: A Digitization Program Grows Up

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CONTENTdm Western User Group

Portland, OR July 23-24, 2007

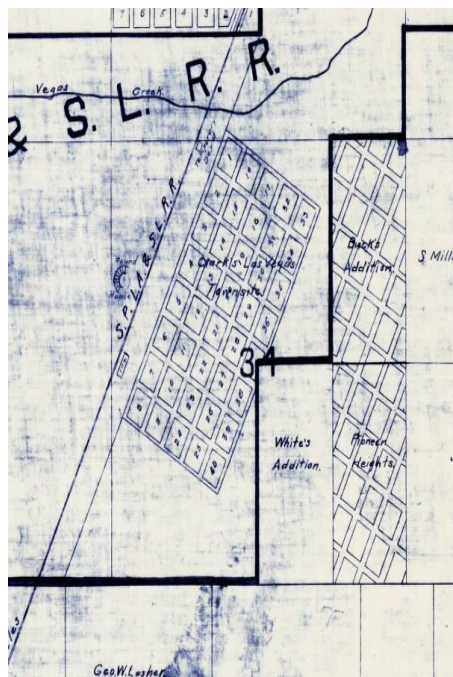
**University Libraries**

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# Workflow defined

A **workflow** is a reliably repeatable pattern of activity enabled by a systematic organization of resources, defined roles, and information flows, into a *work process* that can be documented and learned. Source: Wikipedia  
<http://en.wikipedia.org/wiki/Workflow>





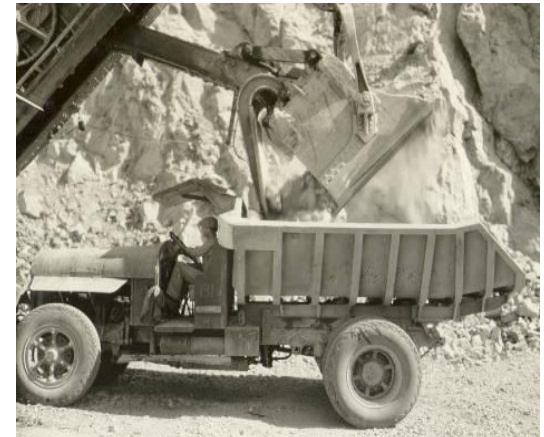
## Presentation Overview:

- ❖ Learning the importance of workflow (or...My First Year On the Job...)
- ❖ How we've approached workflow at UNLV, finding a path out of the mess!
- ❖ Questions for the future: centralized operations vs. relaxing control, quality vs. quantity, metadata?

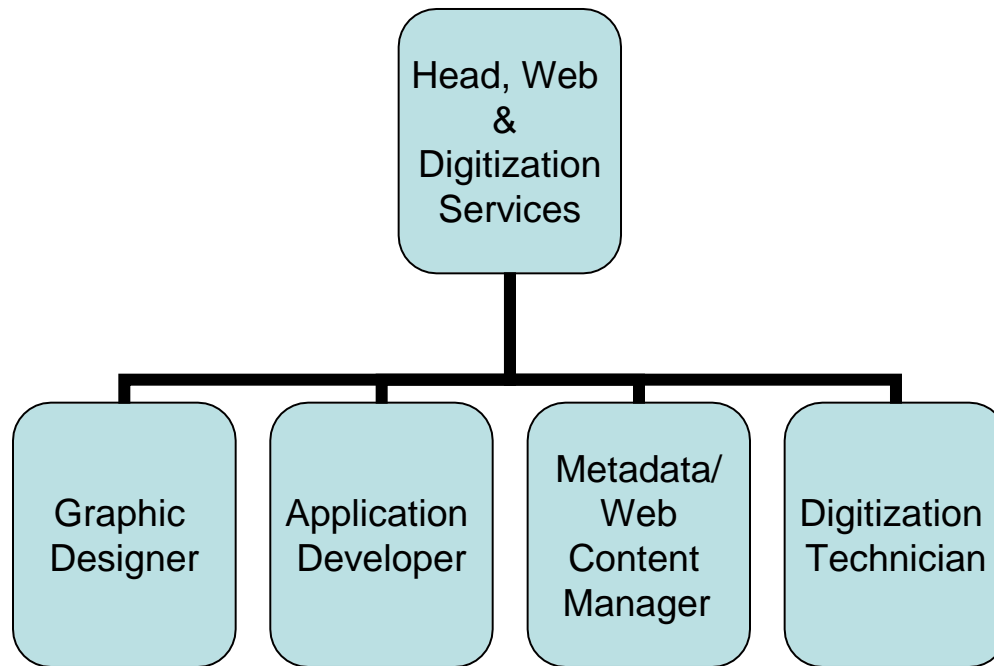
# Bad Workflow=Nightmares!

## Based on true story!

- ❖ If you can't find the materials, it is hard to do a project. (Resources)
- ❖ The third time is not a charm, staff who feel they are on a death march to finish a project are generally uncooperative. (Roles)
- ❖ Without a leader to translate between groups, collaborative projects fail (Information)
- ❖ Experimentation can be a good thing, or a curse.
- ❖ Though there may be exceptions, the project *should* probably end in your lifetime!

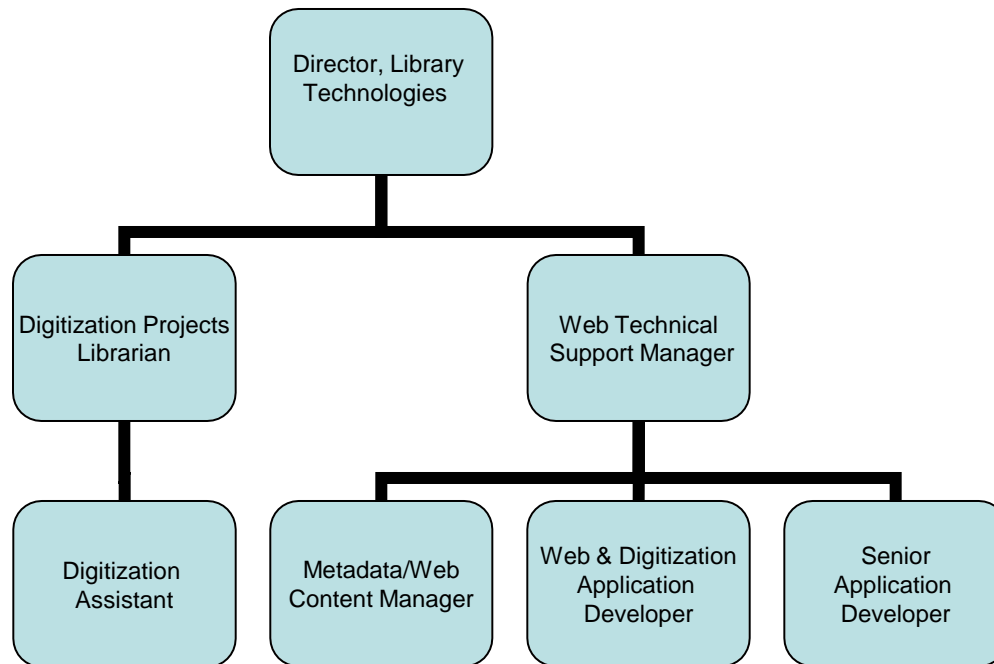


## Status: One year ago...



- ❖ 12 projects (?)
- ❖ Small-scale
- ❖ Not uniform in design, standards
- ❖ Spotty metadata
- ❖ No CONTENTdm expertise
- ❖ Lack of communication
- ❖ Stalled program

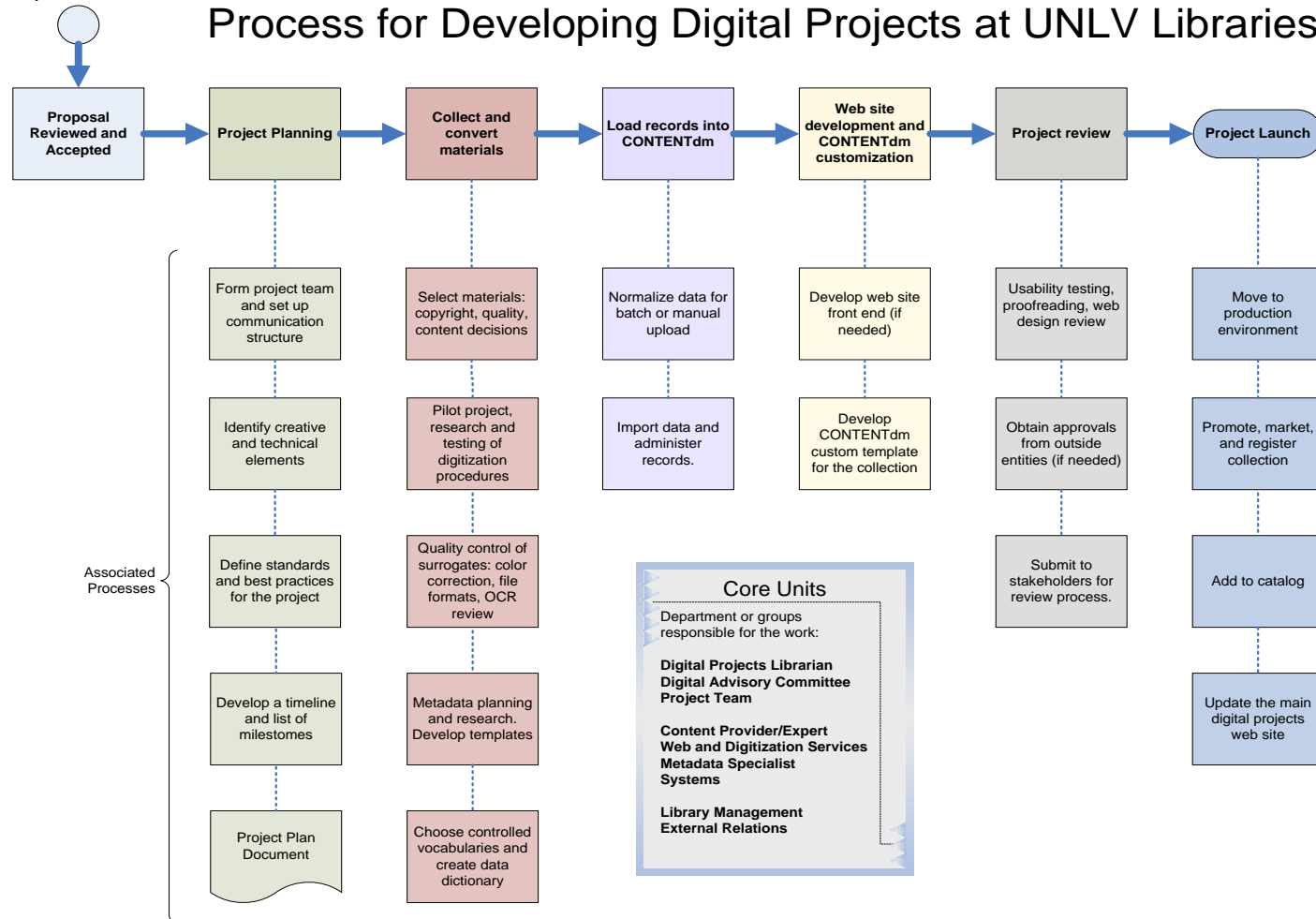
# Status: Today



- ❖ Reorganization
- ❖ New program philosophy
- ❖ DAC-priorities
- ❖ Project Teams
- ❖ CONTENTdm/ Project Manager
- ❖ Participatory decision-making
- ❖ 3 new campus collaborations

Proposal submitted

# Process for Developing Digital Projects at UNLV Libraries







## Major roles:

### Digitization Projects Librarian

- ❖ Project manager, entire lifecycle of the project.
- ❖ Possesses and develops expertise in the planning, creation, and administration of CONTENTdm collections
- ❖ Digitization Advisory Committee
  - ❖ Select projects for production
  - ❖ Prioritize multiple projects
  - ❖ Evaluate collaborative opportunities
- ❖ Project Teams
  - ❖ Conduct the work of the project (selection, scanning, metadata, loading records, web design)

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# Project Team (sample)

## **Project Team:**

Digitization Projects Librarian

Digitization Technician/Indexer

Graphics/Multimedia Designer

Information Systems Specialist

Web Content/Metadata Manager

External Relations Specialist

Content Provider: Special Collections

Metadata Consultant: Special Collections  
Cataloger



# Collaborative workflow solutions



- ❖ One point person for projects
- ❖ Content guidelines
  - ❖ Serve many, not one
- ❖ Establishing standards
  - ❖ Digitization standards
  - ❖ Data import standards
  - ❖ Metadata standards
- ❖ Getting the technical pieces in place
  - ❖ Level of support, who, when?
  - ❖ Different systems/interoperability
  - ❖ Collaborative work space, IRs, and CONTENTdm

# Resources, roles, and information

**Resources:** We can always use more staff time, most work is “borrowed”. (Web design, metadata, cool features, etc.)

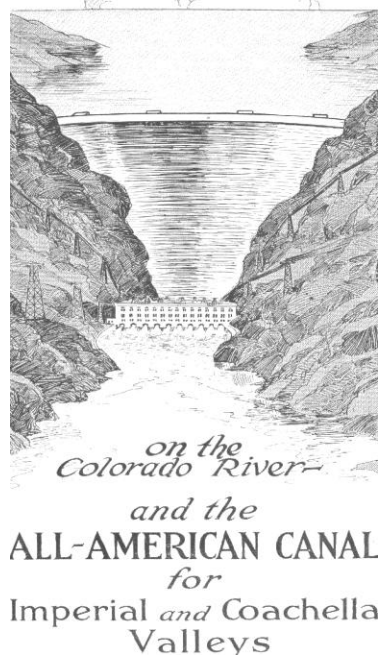
**Roles:** More visibility for technology staff, moving out of “support role”. New dynamic roles and management structure. Flexibility is key.

**Information:** Project manager who takes responsibility for the project, CONTENTdm. Main communicator for project.

**WorkFLOW**...reduce obstructions (lack of training, unrealistic expectations, politics, inertia)!



# Future challenges



- ❖ Priorities (faculty/teaching)
- ❖ Centralized vs. distributed control
- ❖ The metadata problem
- ❖ Adding social tools/features
- ❖ Working with partners
- ❖ Converting legacy projects
- ❖ Grants/managing multiple high priority projects

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