Social Software Applications in a Technical Services Environment

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What I’ll Cover Today

• Why We Were Looking at Social Software
• What We Found
• Why We Hesitated
• What Happens Next
Cornell Background Info

• Library Technical Services (LTS)
  – Comprised of:
    • Acquisitions & Cataloging
    • Database Management Services
    • E-Resources & Serials Management
    • Metadata Services (recently moved to IT)
  – Personnel Demographics:
    • 92 People (not FTE)
    • 70 women and 22 men
    • Average age = 49.6
    • 15 Librarians, 77 Support Staff

http://lts.library.cornell.edu/lts/
Cornell Background Info (cont.)

• Library Technical Services (LTS)
  – Physical distribution
    • Acquisitions & Cataloging – Olin 110
    • Database Management Services – Olin 110 & 107
    • E-Resources & Serials Management – Mann Basement
  – Unit Libraries
    • 20 (or 21) Unit Libraries
    • Spread out over campus
    • Coordinate some TS work with staff located in unit libraries
  – Winters are so NOT fun in upstate New York and winter lasts for 9 months
Communication Methods in Place

- Email
- Oracle Calendar
- Electronic distribution Lists (Lyris)
- Content Management Software (CommonSpot)
- Shared Space on a Locally Maintained Server
- Problem Tracking and Project Tracking Software (Jiro/Mantis)

- And now… Course Management Systems, Wikis, Blogs, IM and more
Why Look at Social Networking Software

• Facilitate Collaboration in a Physically Distributed Environment – Specifically, Management of Electronic Resources

• Limitations of Existing Applications

• Improve Productivity by Improving Communication

• Distribute the Responsibility for Documenting Workflow Decisions

• Purported Ease of Use and Implementation
Collaborative Software Options

• **Content Management System**
  – A “CMS facilitates the organization, control, and publication of a large body of documents and other content, such as images and multimedia resources. A CMS often facilitates the collaborative creation of documents.”

• **Blog**
  – “a user-generated website where entries are made in journal style and displayed in a reverse chronological order”.

• **Wiki**
  – “a website that allows the visitors themselves to easily add, remove, and otherwise edit and change available content, typically without the need for registration. This ease of interaction and operation makes a wiki an effective tool for mass collaborative authoring.”

• **Custom software or Event/Ticket Tracking Software**
Welcome to Cornell University Library's Wiki!

Confluence is the CUL wiki designed to make it easy for you and your team to share information with each other, and with the world.

All content in Confluence is organized into "spaces". So to start browsing content, simply click on one of the spaces listed below.

Need help?
- Get started using the Confluence Cheat Sheet
- Create a wiki and get help with administrative issues related to Confluence by e-mailing cul-wiki-admin@cornell.edu
- Ask a usage question, report a problem, or request an enhancement by e-mailing cul-wiki-l@cornell.edu
- Join the CUL wiki listserv by e-mailing Lynx@cornell.edu with only SUB cul-wiki-l firstname lastname in the body of the message.

Spaces: All
- Calendar SIG (calendar)
- CHLA and Hearth (CHLA)
- College Administration Systems (calendar)

Recently Updated
- Copyright Pre-Processing (Mann Interlibrary Services and Document Delivery) by Baseema Banoo Krkoska (1 hour ago)
- Agenda for Assessment and Usability Retreat (User Assessment and Usability Group) by Maureen Morris (5 hours ago)
- Home (User Assessment and Usability Group) by Adam Chandler (5 hours ago)
- Vaili Salo (vaiosalo) by Vaii Salo (22 hours ago)
- 200702 Blogs and RSS (Library Technology Exchange Forum (LTEF)) by Oliver Habicht (22 hours ago)
- Library homepage key tasks and questions.doc (User Assessment and Usability Group) by Maureen Morris (23 hours ago)
- KEW Implementation for KEN - Configuration Settings by Aaron Godert (18 Feb) (Notification Services)
- Home (Notification Services) by Aaron Godert (18 Feb)
- Renewals Procedures (Mann Interlibrary Services and Document Delivery) by Baseema Banoo Krkosza (17 Feb)
- Renewals Processing (Web Form borrowers) (Mann Interlibrary Services and Document Delivery) by Baseema Banoo Krkosza (17 Feb)

Favourite Pages
There are currently no pages on your favourites list. You can add pages to this list.
Alternative Wiki Setup

Welcome to the LITA Wiki

This is the official wiki of LITA, the Library Information and Technology Association, a division of the American Library Association. This space is provided by LITA so that LITA groups, libraries, and librarians can share their knowledge of technology and how we can use it to better serve our patrons.

Please feel free to add information about techniques, toolkits, and other information you think other libraries would find useful.

- Volunteer to serve on a Committee and move LITA forward!

Library 2.0 Topics

- Integrating Library Services Into Search Engines
- Library 2.0 Resources

Tutorials and Toolkits
### Networked Electronic Resource Form

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selector name</td>
<td></td>
</tr>
<tr>
<td>Selector netid</td>
<td></td>
</tr>
<tr>
<td>Selector password</td>
<td></td>
</tr>
<tr>
<td>Resource name</td>
<td></td>
</tr>
<tr>
<td>Resource URL</td>
<td></td>
</tr>
<tr>
<td>Supplier</td>
<td></td>
</tr>
</tbody>
</table>

**Trial Information**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trial site URL</td>
<td></td>
</tr>
<tr>
<td>Start/end dates</td>
<td></td>
</tr>
<tr>
<td>Username/password</td>
<td></td>
</tr>
</tbody>
</table>

**Resource Information**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>What type of resource is this?</td>
<td></td>
</tr>
<tr>
<td>Estimated cost of resource</td>
<td></td>
</tr>
<tr>
<td>Fund code(s)</td>
<td></td>
</tr>
</tbody>
</table>
### Bug Tracking System

#### Viewing Issues (1 - 6 / 6)

<table>
<thead>
<tr>
<th>P</th>
<th>ID</th>
<th>Category</th>
<th>Selector</th>
<th>Status</th>
<th>Updated</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
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<td>Consortial arrangement (database)</td>
<td>lisa</td>
<td>new</td>
<td>09-19-06</td>
<td>asdfll</td>
</tr>
<tr>
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<td>0000072</td>
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<td>new</td>
<td>09-08-06</td>
<td></td>
<td>asdfll</td>
</tr>
<tr>
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<td>0000007</td>
<td>Consortial arrangement (database)</td>
<td>administrator</td>
<td>registration and activation</td>
<td>08-04-06</td>
<td>test</td>
</tr>
<tr>
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<td>0000003</td>
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<td>08-04-06</td>
<td></td>
<td>The Completely Useful Encyclopedia</td>
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<tr>
<td>0</td>
<td>0000001</td>
<td>Consortial arrangement (database)</td>
<td>notify EZProxy and WebBridge maintainers (administrator)</td>
<td>08-04-06</td>
<td>test1</td>
<td></td>
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<tr>
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<td>0000002</td>
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<td>new</td>
<td>08-04-06</td>
<td></td>
<td>Wonderfully remote</td>
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</tbody>
</table>
Software Considerations

- Ease of Installation and Access
- Clear Objectives and Structure
- Usability, Training and Support
- Pilot Project – Start small
- Scalability
Where We Are Now

• Taking a Small Project and Working Through it From the Ground Up

• Picking a Project that Involves Staff from Multiple Physical Locations

• Pick a Project that Develops a New Workflow or New Product – E-Books Management

• Define Clear Objectives

• Evaluate Effectiveness of Software

• Evaluate Whether the Software is Appropriate for Wider Use
Conclusion

• Still Some Open Questions

– Can Social Networking Applications Double as Productivity Software
– Is it Best Used for Discrete Projects or Can it be Used to Facilitate and Improve Established Workflows
– How Many Different Types of Software Can be Reasonably Integrated into the Technical Services Workflows
– What are the Impacts on the Staff – Training, Complexity, Evaluation, Productivity
And Now on to
Instant Messaging
@FSU

Thank you!

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