Wiki as a Learning Space

Land Acknowledgement Statement
As a land-grant institution, the University of Illinois at Urbana-Champaign has a responsibility to acknowledge the historical context in which it exists. In order to remind ourselves and our community, we will begin this event with the following statement. We are currently on the lands of the Peoria, Kaskaskia, Piankashaw, Wea, Miami, Mascoutin, Odawa, Sauk, Mesquaki, Kickapoo, Potawatomi, Ojibwe, and Chickasaw Nations. It is necessary for us to acknowledge these Native Nations and for us to work with them as we move forward as an institution. Over the next 150 years, we will be a vibrant community inclusive of all our differences, with Native peoples at the core of our efforts.
Role of the Professional Librarian in Technical Services
Interest Group

Purpose

Provides a forum to discuss common issues surrounding the role of professional librarians in technical services and professional activities such as training, project management, research, assessment, supervision, or hiring in the technical services area of academic research libraries.

https://www.ala.org/core/member-center/interest-groups/role-of-the-professional-librarian-in-technical-services
Our presentation

1. Changes
   a. Organizational structure
   b. System migration

2. Challenges
   a. New system/new workflows
   b. Pandemic
   c. Doing more with less

3. Charting a course
   a. Wiki for workflows and processes
   b. Wiki for self guided staff training and learning opportunity
   c. Ongoing Maintenance
Our unit

Until 2019

Acquisitions

Copy Cataloging

Content and Access Management
Acquisitions and cataloging Services

Spring 2019
System migration

June 2020
Coronavirus illustration. Credit: Dowell Getty Images
How we managed our workflow documents

Acquisitions
- Initiated internal wiki in 2014
- Only available for registered staff members
- Organized by staff member name
- During the system migration:
  - Created ‘Alma’ Subpage
  - Created curriculum page for each member

Cataloging
- Use *LibGuide* to share all workflow documents
- All contents are available for inside Library colleagues and outside campus users
- During the system migration:
  - Integrated all new Alma workflow documents
  - Training was provided by group meetings
New needs

1. Merged into one unit!
2. Managing documents in two places is not easy
3. Overlap between the work in acquisitions and cataloging.
4. Having all documents in one place will help staff members - access all documents in one place
5. Many workflow documents in LibGuide are only for us -
   a. no need to be in public
   b. system-specific documents are already well-established and available on the web
6. Many documents needed updates with new terms and workflows.
7. Overall organization needed to be improved to make finding relevant documents easier for staff
Also,

We saw the possibility of using the Wiki as not only a place to document workflows, but also to provide self-guided staff training and learning opportunities!
Our workflow

<table>
<thead>
<tr>
<th>Review</th>
<th>Update</th>
<th>Maintenance</th>
</tr>
</thead>
</table>
| • Hired a graduate student  
• Compile wiki contents (230+ pages) into a shared spreadsheet  
• Review the structure, last updated date, responsible person, etc.  
• Identify content that needed to be updated | • Updated documents with current contents with images that help staff members easy to follow  
• Reviewed, determined, and updated the structure of the contents | • Work with staff members’ feedback on accessibility and contents  
• Identify additional areas of improvement on documentation  
• **Need to develop a plan for ongoing maintenance** |
New wiki landing page and structure

Acquisitions & Cataloging Services

MISSION STATEMENT

The Acquisitions and Cataloging Services Unit creates and maintains content in all formats and languages for all materials that the Library acquires and publishes. We keep the collections vital and current by licensing, purchasing, describing, and organizing to ensure discovery of and access to the Library resources by our users.

Acquisitions

Acquisitions Services manages the work to acquire, pay for, and make available new material for the Library's collections. All recurring resources with annual renewals and serial cancellations are also performed by Acquisitions Services.

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Acquisitions structure example
What we have accomplished

1. One ‘well’ structured Wiki
   • Integrated folders with staff names to appropriate folders organized by function (Admin, Acquisitions, Cataloging, Electronic Resources, Serials, Glossary)

2. Have ‘most’ workflow documents in one place
   • Specific workflows
   • Specific projects with instructions

3. Staff members visit one place to access all unit related workflow documents

4. Staff members learn new workflows and projects from the documents in Wiki
Thinking ahead

1. Maintenance of the documents and site will be critical for the success of this project!
2. However, maintenance will require a lot of work!
   - system updates + workflow changes
   - Think of it as a “living document”.
3. Encourage/motivate staff members to update the document whenever it is needed. They often know what workflow works best and when things may change.
4. Think about the version control and record the history of local practice.
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