



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.



Core

LEADERSHIP
INFRASTRUCTURE
FUTURES

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.

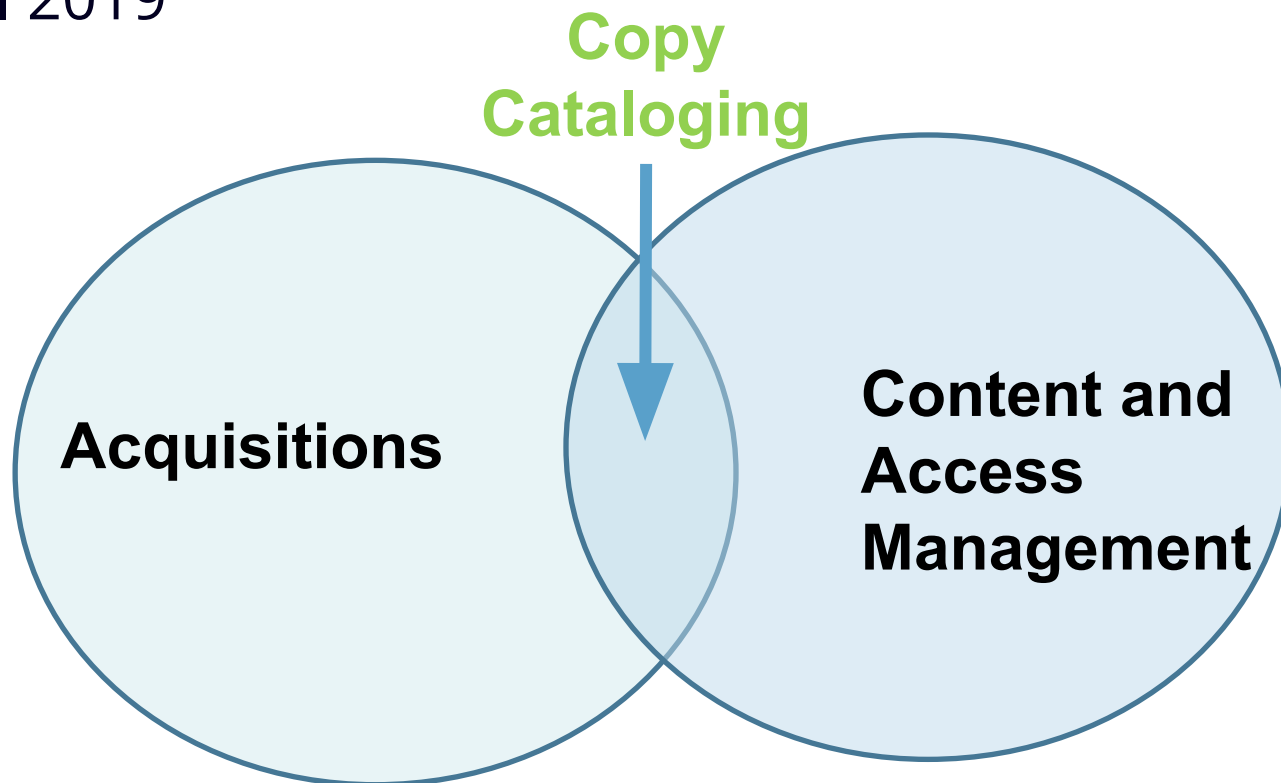
<https://www.ala.org/core/member-center/interest-groups/role-of-the-professional-librarian-in-technical-services>

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

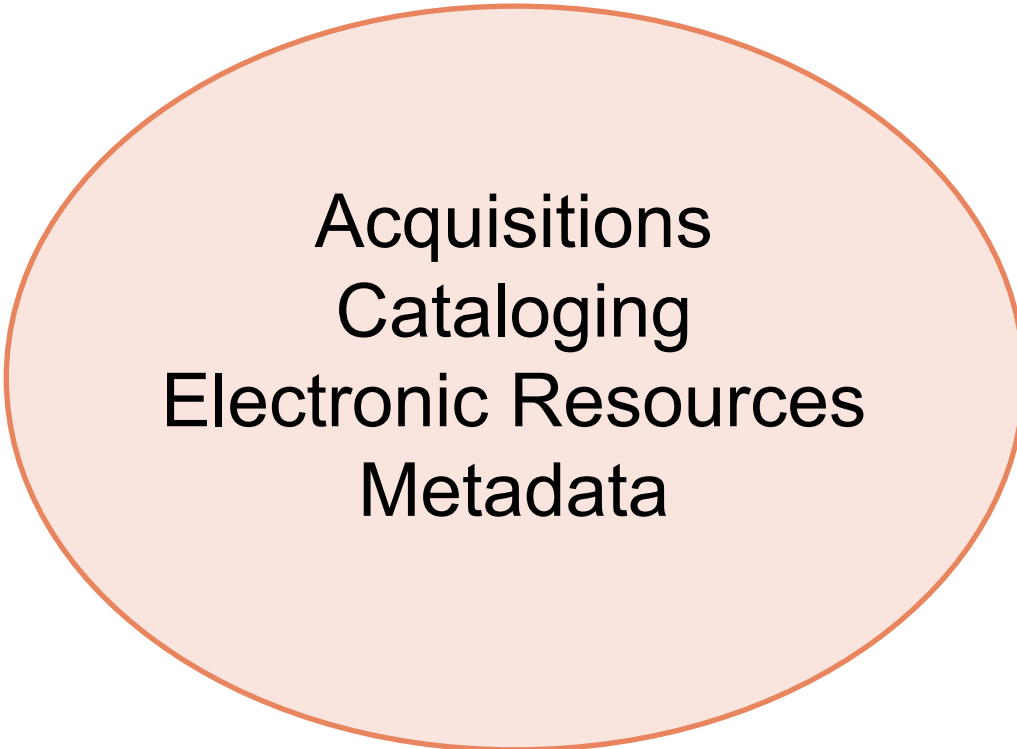
Our unit

Until 2019



Acquisitions and cataloging Services

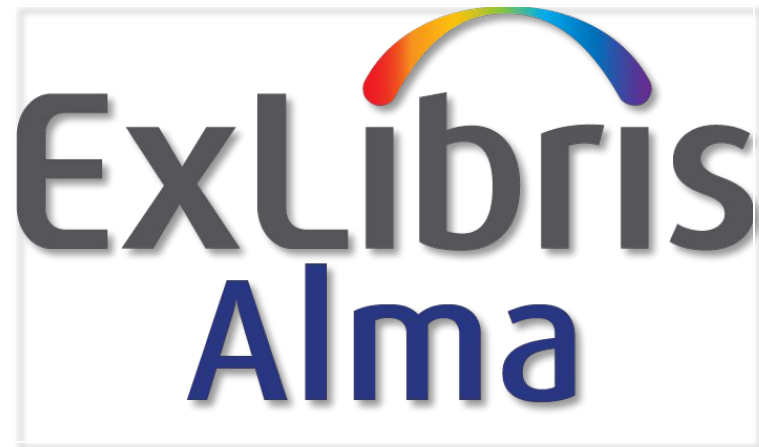
Spring 2019

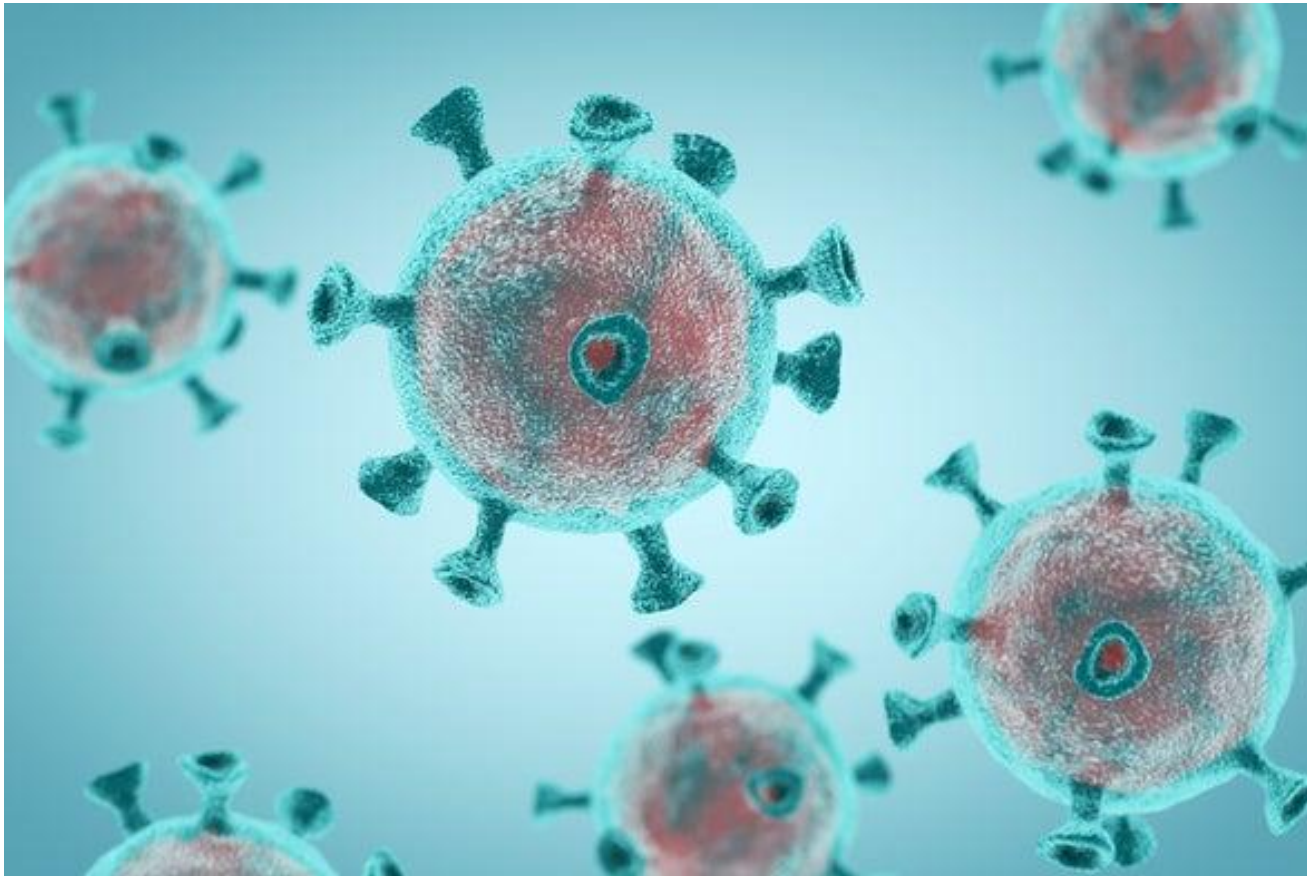


Acquisitions
Cataloging
Electronic Resources
Metadata

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

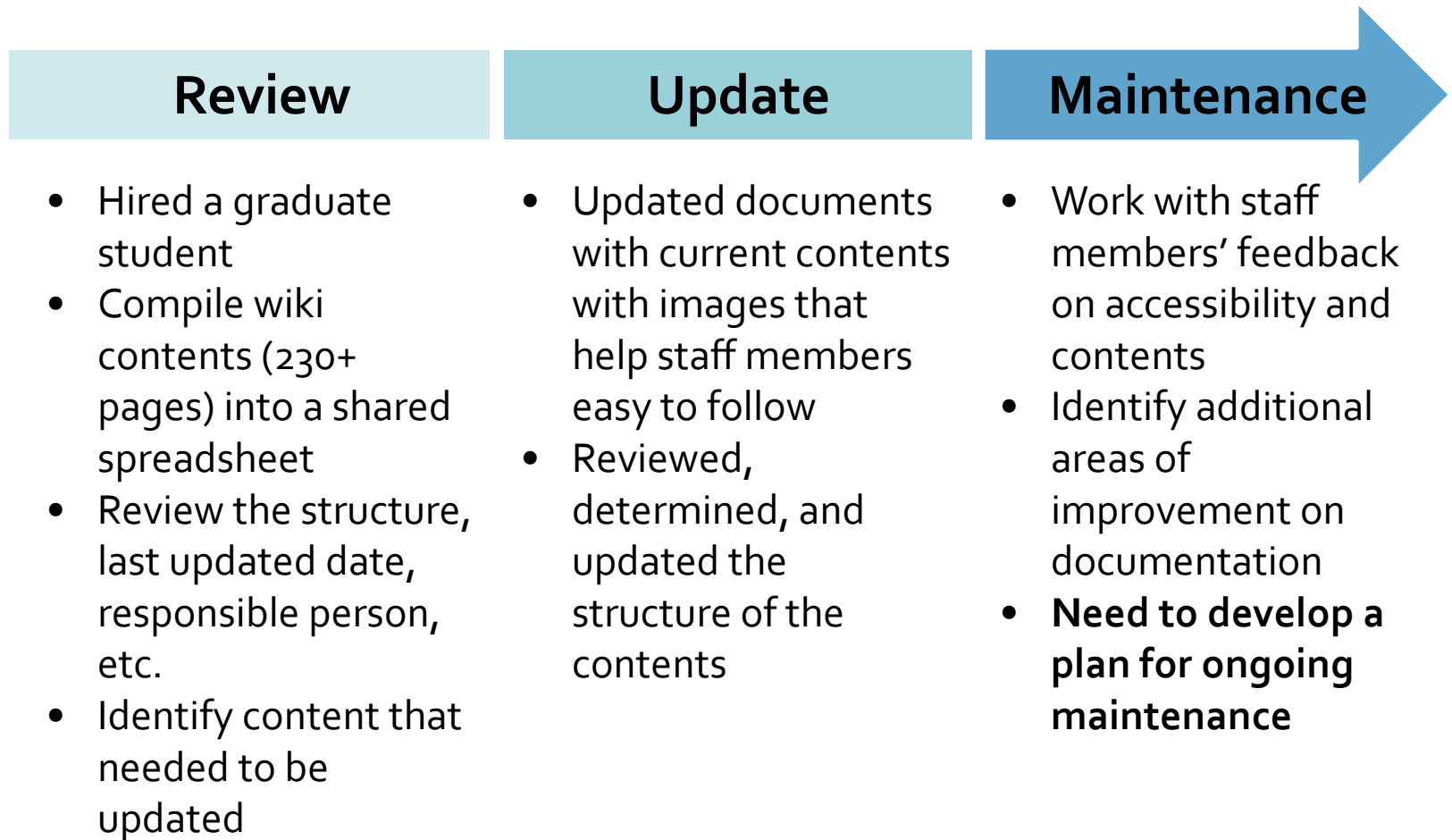
New needs

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



New wiki landing page and structure

The screenshot shows a MediaWiki interface for a new space named 'Library Acquisitions'. The top navigation bar is blue and includes the 'ILLINOISWIKI' logo, 'Spaces', 'People', a 'Create' button, and a search bar. The left sidebar is light gray and contains a 'Pages' section with a 'Blog' link, 'SPACE SHORTCUTS' (with a description: 'Here you can add shortcut links to the most important content for your team or project. Configure sidebar.'), and a 'PAGE TREE' with a list of links: 'Acquisitions', 'Administrative', 'Cataloging', 'Electronic Resources', 'Serials', and 'Glossary'. At the bottom of the sidebar is a 'Space tools' section with a gear icon. The main content area has a blue header with 'Dashboard', 'Edit', 'Saved for later', 'Watching', and 'Share' links. The title 'Home' is displayed, followed by a creation/modification timestamp: 'Created by Eric Frahm (admin), last modified by Han, Myung-Ja on Feb 10, 2022'. The main heading is 'Acquisitions & Cataloging Services'. Below this is the 'MISSION STATEMENT' section, which states: '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.' This is followed by the 'Acquisitions' section, which describes the unit's work: '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.' Contact information is provided: 'ATTN: Acquisitions, 12 Main Library, 1408 West Gregory Drive, MC-522, Urbana, IL 61801', 'Phone: (217) 244-7177', and the email 'acq@library.illinois.edu'.

ILLINOISWIKI Spaces People Create ... Search ? Share ...

Library Acquisitions ☆

Pages

” Blog

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project. Configure sidebar.

PAGE TREE

- > Acquisitions
- > Administrative
- > Cataloging
- > Electronic Resources
- > Serials
- Glossary

⚙ Space tools <<

Dashboard 📄

Home

Created by Eric Frahm (admin), last modified by Han, Myung-Ja on Feb 10, 2022

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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1408 West Gregory Drive, MC-522
Urbana, IL 61801

Phone: (217) 244-7177

acq@library.illinois.edu

Acquisitions structure example

The screenshot shows a Confluence page for a space named 'ILLINOISWIKI'. The top navigation bar includes 'Spaces', 'People', 'Create', and a menu icon. The left sidebar contains a 'Blog' link, 'SPACE SHORTCUTS', and a 'PAGE TREE' section. The 'PAGE TREE' lists various pages, with 'Acquisitions' expanded to show a list of sub-pages. The main content area displays the title 'Acquisitions', a breadcrumb 'Dashboard / Home', and a list of topics. Below the list is a comment box with a user icon and the text 'Write a comment...'.

ILLINOISWIKI Spaces ▾ People Create ⋮

» Blog

SPACE SHORTCUTS

Here you can add shortcut links to the most important content for your team or project. Configure sidebar.

PAGE TREE

▾ **Acquisitions**


- Blanket Orders
- Claiming and Cancellation
- Firm Orders
- Funds
- Invoices
- Marking
- PDA - Historical Document
- Receiving
 - Transfer Between Units
- Vendors
- Administrative
- Cataloging
- Electronic Resources
- Glossary

Dashboard / Home 🔒

Acquisitions

Created by Baker, Stephanie R, last modified by Riffe, Rachel on Jan 28, 2022

- Blanket Orders
- Claiming and Cancellation
- Firm Orders
- Funds
- Invoices
- Marking
- PDA - Historical Document
- Receiving
- Transfer Between Units
- Vendors

 Write a comment...

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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