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Authors
Major, Colleen
Eggleston, Holly

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Revolutionizing Technical Services Workflow: the Adoption of 2.0 Technologies

Colleen Major, Networked Electronic Resources Librarian, Columbia University (cmm2169@columbia.edu)
Holly Eggleston, Assistant Head of Acquisitions, University of California – San Diego (heggleston@ucsd.edu)

Web 2.0 Technologies

There are many definitions of Web 2.0. For the purposes of this poster, these technologies can be described as having decentralized authority, user driven content, a high level of trust, a separation of interface from content and enriched user interaction.
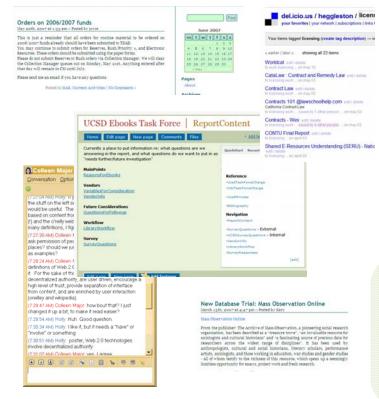
Web 2.0 Behind the Wall

Web 2.0 technologies provide opportunities to transform the practice of technical services librarianship. Much of the existing literature and examples document the use of these technologies in public service areas such as instruction and outreach.

As technical services librarians interested in helping to increase opportunities for collaboration and communication within our departments, we were interested in finding examples of other libraries' internal use of Web 2.0 technologies as well as examples from non-library business operations, identifying quick and easy steps that could be taken to increase staff familiarity with these tools, and selecting tools that required minimal pre-existing technical knowledge and programming effort.

Advantages

- o Collaboration
- o Efficiency
- o Ownership
- o Communication
- o Interaction with other library departments
- o Technical skill-building

Tools and their Applications

Portals (Squidoo)
Staff training, resource pages, departmental pages

Tagging (Del.icio.us, Digg)
Current awareness, reading lists, subject specialists, topical research, frequently-used-resource lists

Wikis (PBWiki, Wetpaint)
Collaborative text creation: procedures, policy, committee work, training manuals, intranet pages

Blogs (LiveJournal, Blogger)
News and announcements, project updates, activity logs, e-resource status

Document Sharing (Google Documents, Zoho Writer)
Collaborative document creation, spreadsheet maintenance, renewal list tracking

Instant Messaging / Chat (Meebo, Pidgin)
Creating chat transcripts, communicating (offline) with other members of conference calls, on-demand troubleshooting, ease of quick communication with people across the room

RSS feeds (Ponyfish, RssReader)
Current awareness, consolidation of other areas of the library, centralizing information sources, getting involved with the big picture of the library, new resource lists, push statistical information

Five Easy Implementations

o Ask your subject experts to create del.icio.us accounts for tracking relevant links and websites. For collaborative projects, ask users to track links using the same keyword to create a central link list

o Have new employees use a wiki to document current procedures as they're learning

o Set up a committee wiki to make a mini-portal and location for report collaboration

o Sign up your team with Instant Messaging accounts

o Create a chat room for use during a conference call