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Juggling a New Format with Existing Tools: Incorporating Streaming Video into Technical Services Workflows

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Juggling a New Format with Existing Tools

Incorporating Streaming Video into Technical Services Workflows

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UNC

- About the University of Northern Colorado
- Typical workflows
- Streaming video workflows
- Questions with which we've struggled
- Conclusions

https://www.flickr.com/photos/bluefade/4229364807/

About the University of Northern Colorado Libraries

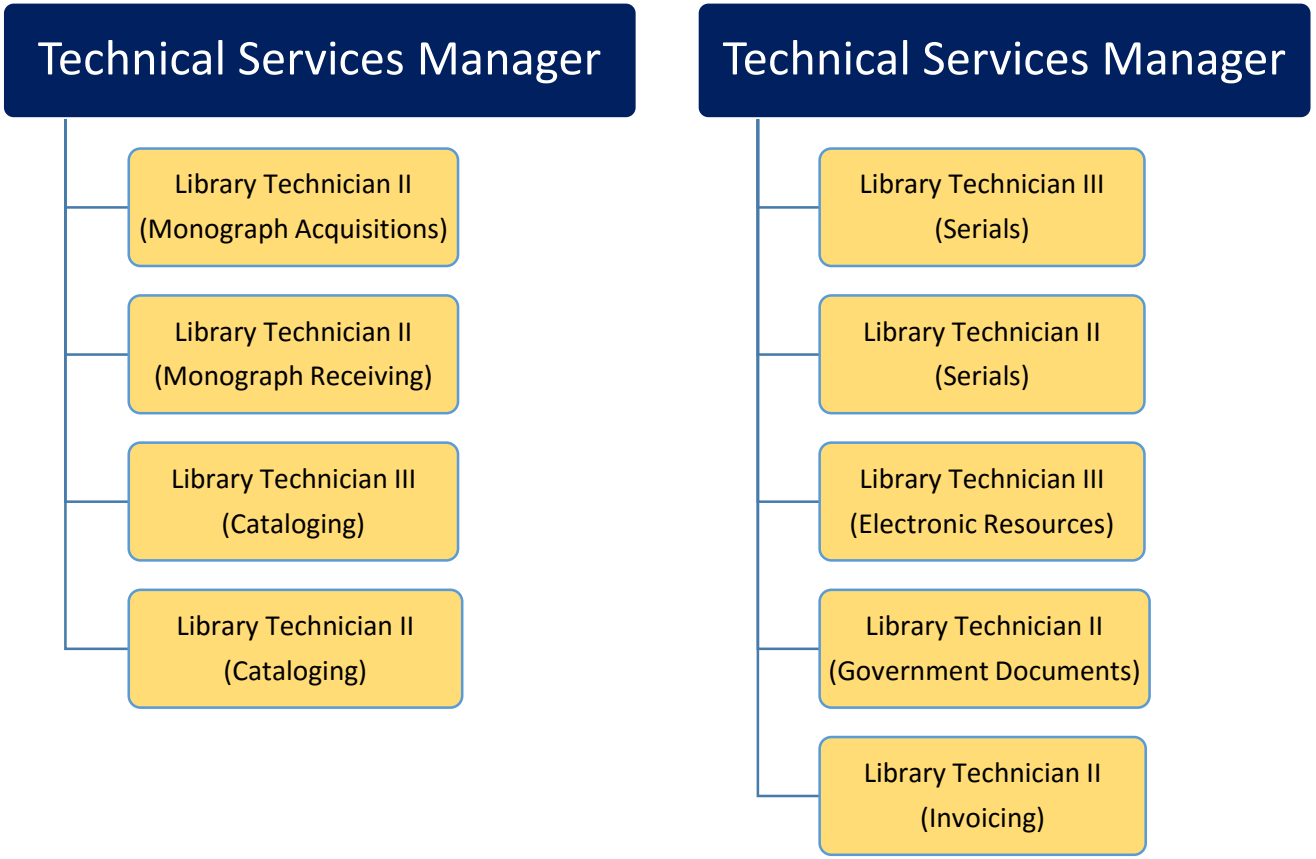
- James A. Michener Library and Howard M. Skinner Music Library
- FTE = 10,219
- Library Materials Budget FY16 = $3.1 million

University of Northern Colorado Libraries
Systems & Infrastructure

- Sierra ILS (Innovative Interfaces)
- Summon (ProQuest)
- Encore (Innovative Interfaces)
- Serials Solutions Knowledgebase (ProQuest)
- Ensemble Streaming Server

University of Northern Colorado Libraries
Technical Services Department

- Two units serving both Michener and Skinner Libraries



Typical Workflows

- Monographs
  1. Order submitted by selector
  2. Order placed by Monograph Acquisitions Technician
  3. Order received by Monograph Receiving Technician
  4. Items processed by student worker
  5. Order paid by Invoicing Technician
  6. Items cataloged

- Serials
  1. Subscription request approved by Collection Development Group
  2. Order created by Electronic Resources Technician
  3. Licensing/negotiation completed by Technical Services Manager
  4. Access enabled by vendor
  5. Subscription paid by Invoicing Technician
  6. Access publicized by Technical Services Manager

Types of Streaming Video

- Databases
  - Perpetual access
  - Subscription
- Locally-hosted
  - Perpetual
  - Termed license
- Externally-hosted
  - Perpetual
  - Termed license
  - Patron-driven

Faculty Assumptions Regarding Streaming Video

- Everything is available in streaming format
- Ripping DVDs is OK
- A week's notice is all Technical Services should need to make it happen

Streaming Video Databases Workflow

1. Purchase agreed upon by committee
2. Order is entered into Sierra by Electronic Resources Technician
3. License (if needed) handled by one of the Technical Services Managers
4. Order received by Technical Services Manager
5. Resource added to ERM for tracking expiration dates by Technical Services Manager
6. Order paid by Invoicing Technician
7. Batch load of vendor-provided MARC records

Individual Streaming Video Workflow (in the Ideal World)

1. Order submitted by selector
2. Order placed by Monograph Acquisitions Technician
3. License (if needed) handled by one of the Technical Services Managers
4. Order received by Technical Services Manager
5. Titles added to ERM for tracking expiration dates by Technical Services Manager
6. Order paid by Invoicing Technician
7. Titles cataloged

More Complex Streaming Video Workflows: Multi-format Purchases

1. Order submitted by selector
2. Order placed by Monograph Acquisitions Technician
3. License (if needed) handled by one of the Technical Services Managers
4. Physical video received by Receiving Technician
5. Streaming video received by Technical Services Manager
6. Physical video processed for circulation
7. Title added to ERM for tracking expiration date by Technical Services Manager
8. Order paid by Invoicing Technician
9. Physical and streaming videos are cataloged separately

More Complex Streaming Video Workflows: Locally-Hosted

1. Order submitted by selector
2. Order placed by Monograph Acquisitions Technician
3. License handled by one of the Technical Services Managers
4. License indicates streaming video must be locally-hosted
5. DVD received by Receiving Technician
6. File ripped from purchased DVD & hosted on Ensemble server
7. DVD processed for circulation
8. Title added to ERM for tracking expiration date by Technical Services Manager
9. Order paid by Invoicing Technician
10. Physical and streaming videos are cataloged separately

More Complex Streaming Video Workflows: Permission from Copyright Holder

1. Order submitted by selector
2. Video is not available from standard streaming vendors
3. Technical Services Manager searches for copyright holder
4. If copyright holder can be identified, Technical Services Manager will initiate contact and negotiate license
5. When agreement is reached, an order is created
6. Copyright holder makes video available or allows ripping of physical item
7. Video file added to Ensemble server for local storage and access
8. Titles added to ERM for tracking expiration dates by Technical Services Manager
9. Order paid by Invoicing Technician
10. Titles cataloged

Workflow for Re-Leasing Streaming Video

1. Alerted that video lease is about to expire
2. Contact subject liaison about interest in another lease term
3. Work with vendor on availability and pricing
4. New order added to system by Ordering Technician
5. New lease term added to ERM for tracking expiration date by Technical Services Manager
6. Order paid by Invoicing Technician

Workflow for Removing Streaming Video

1. Take out of catalog
2. Remove holdings from OCLC
3. Count for withdrawn statistics if paid with monograph money

https://www.flickr.com/photos/15492882@N00/3922189892/

Are Multi-year Leases Monograph or Serial?

o12366353 Last Updated: 02-18-2016 Created: 01-29-2016 Revisions: 4

ACQ TYPE	p PURCHASE	E PRICE	$350.00	RLOC	a ACQUISITIONS
LOCATION	inet Internet	FORM	e ELECTRONIC ACC	BLOC	a ACQUISITIONS
CDATE	- -	FUND	00200 Earth Sci Mono Dept	STATUS	a FULLY PAID
CLAIM	- ---	ODATE	01-29-2016	TLOC	p PO REQUESTED
COPIES	1	ORD NOTE	-	VENDOR	kanop Kanopy LLC
CODE1	- ---	ORD TYPE	f FIRM ORDER	LANG	eng English
PERPETUAL ACCESS	-	RACTION	- NO ACTION	COUNTRY	- Undefined
CREATOR	7 DEB KINZER	RDATE	02-18-2016	VOLUMES	1
CODE4	- ---				

z	3 YEAR STREAMING
s	AE
v	ID # 1179955 - confirmation #33537

PAID

DATE	INVD	INV#	AMT	VOUCHER	COPIES	FOR CURR	NOTE
02-18-2016	01-29-2016	110619	$350.00	39133	001		

How Do You Handle Orders for DVD and Streaming Together?

z	DVD + STREAMING LIC
z	3 year locally-hosted streaming video on .b24902184, 9/17/15 jlh
s	WH
v	REF # P136019

PAID

DATE	INVD	INV#	AMT	VOUCHER	COPIES	FOR CURR	NOTE
10-01-2015	09-01-2015	195586664	$155.00	38393	001		

z	3-year streaming
s	WC

PAID

DATE	INVD	INV#	AMT	VOUCHER	COPIES	FOR CURR	NOTE
03-07-2016	02-22-2016	282728	$84.98	39239	001		

How Do You Handle ADA Compliance Issues?

- Locally hosted closed-captioned files were too big. We supply if requested.
- Genre headings in bibliographic records are possible

Do You Track Usage?

Pros

- Want to make data driven decisions
- Included in some vendors' SUSHI files
- Interesting

Cons

- Not provided by all vendors
- Not always provided in a standard way
- What constitutes good usage?

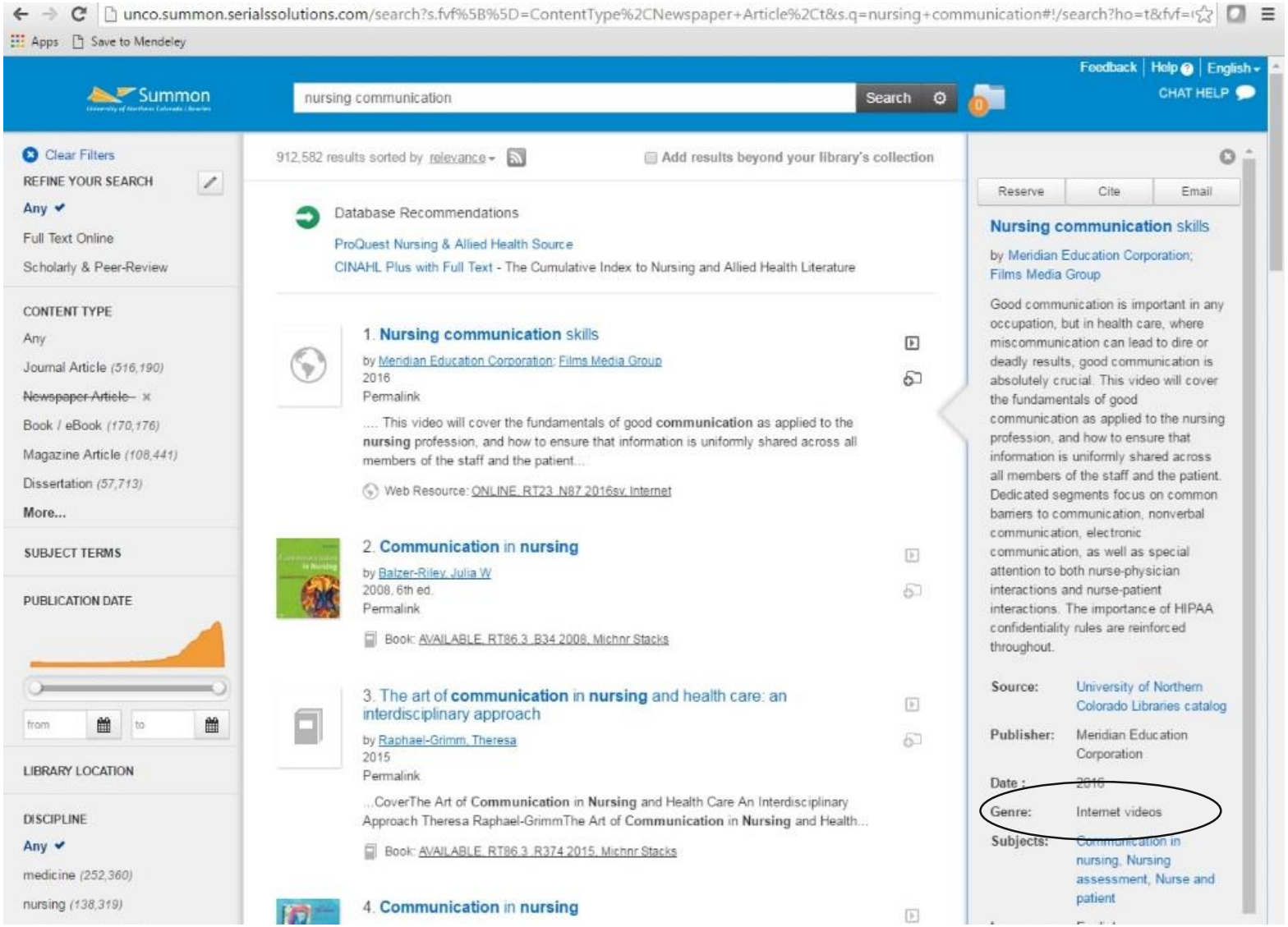
How Do You Track Expiration Dates?

e10006606 Last Updated: 05-05-2016 Created: 11-12-2010 Revisions: 48

z	Name:	expiration notice
	Date(YYYYMMDD):	20190301
	Send to:	library.processing@unco.edu
	Subject:	Films on Demand expiring
	Header:	Nursing Communication Skills
	Footer:	SW gift funds .o12413914
z	Name:	expiration notice
	Date(YYYYMMDD):	20190114
	Send to:	library.processing@unco.edu
	Subject:	Films on Demand expiring
	Header:	Deadheads
	Footer:	.o12396540, both DVD and streaming order on that record 221 funds (WH)

How Do You Provide Access? Discovery Layer Only? Catalog?

Description	1 streaming video file (26 min.) : sd., col., digital file.
Requirements	Mode of access: Internet. System requirements: FOD playback platform.
Series	Opium, a blessing and a curse ; 2
Note	Encoded with permission for digital streaming by Films Media Group on May 29, 2011. 9 & up. Closed-captioned. Portions in other languages with English subtitles.
Contents	Opium: A Blessing & A Curse (1:53) -- Afghanistan (1:18) -- Opium Wars (2:49) -- Opium Agriculture as Economic Necessity (2:32) -- Globalization & Opium (1:28) -- Tajikistan: State Services and Organized Crime (3:18) -- Drug Addiction in Tajikistan (1:47) -- Heroin Purity: Russian Roulette (2:06) -- Baltimore Maryland: Drug Distribution Pyramid (2:59) -- Perspectives on Drug Production and Marketing (1:45) -- FDA: Conflict of Interest with Pharmaceutical Companies (1:39) -- Pharmaceutical Companies: Corporate Crime (3:34) -- Credits: Opium: Traders and Traffickers (0:37).
Summary	The drug lords of Afghanistan sell their goods packaged, branded, and labeled with guarantees, mimicking the marketing of legal forms of opiates. Yet legitimate drug companies themselves face censure for aggressively promoting addictive opiate-based medicine. This program exposes the business of opium, whether distributed legally or smuggled from Afghanistan, examining its economic importance, its devastating impact in the form of dependence and disease, and the high-level corruption that keeps trade routes open while global addiction continues to grow.
Subject	Opium abuse -- Prevention. Afghanistan -- Economic conditions. Opioids -- Therapeutic use.
Genre	Educational films. Internet videos.
Other Name	Films for the Humanities & Sciences (Firm) Films Media Group. Open University.
Alt Title	Traders and traffickers
Publisher #	43751s Films Media Group 43754 Films Media Group
OCLC #	764339607


unco.summon.serialssolutions.com/search?s.fvf%5B%5D=ContentType%2CNewspaper+Article%2Ct&s.q=nursing+communication#!/search?ho=t&fvf=
Apps
Save to Mendeley
Summon
nursing communication
Search
Feedback
Help
English
CHAT HELP
Clear Filters
REFINE YOUR SEARCH
Any
Full Text Online
Scholarly & Peer-Review
CONTENT TYPE
Any
Journal Article (516,190)
Newspaper Article
Book / eBook (170,176)
Magazine Article (108,441)
Dissertation (57,713)
More...
SUBJECT TERMS
PUBLICATION DATE
from
to
LIBRARY LOCATION
DISCIPLINE
Any
medicine (252,360)
nursing (138,319)
912,582 results sorted by relevance
Add results beyond your library's collection
Database Recommendations
ProQuest Nursing & Allied Health Source
CINAHL Plus with Full Text - The Cumulative Index to Nursing and Allied Health Literature
1. Nursing communication skills
by Meridian Education Corporation; Films Media Group
2016
Permalink
.... This video will cover the fundamentals of good communication as applied to the nursing profession, and how to ensure that information is uniformly shared across all members of the staff and the patient...
Web Resource: ONLINE, RT23 .N87 2016sv, Internet
2. Communication in nursing
by Balzer-Riley, Julia W
2008, 6th ed.
Permalink
Book: AVAILABLE, RT86.3 .B34 2008, Michnr Stacks
3. The art of communication in nursing and health care: an interdisciplinary approach
by Raphael-Grimm, Theresa
2015
Permalink
...CoverThe Art of Communication in Nursing and Health Care An Interdisciplinary Approach Theresa Raphael-GrimmThe Art of Communication in Nursing and Health...
Book: AVAILABLE, RT86.3 .R374 2015, Michnr Stacks
4. Communication in nursing
Reserve
Cite
Email
Nursing communication skills
by Meridian Education Corporation; Films Media Group
Good communication is important in any occupation, but in health care, where miscommunication can lead to dire or deadly results, good communication is absolutely crucial. This video will cover the fundamentals of good communication as applied to the nursing profession, and how to ensure that information is uniformly shared across all members of the staff and the patient. Dedicated segments focus on common barriers to communication, nonverbal communication, electronic communication, as well as special attention to both nurse-physician interactions and nurse-patient interactions. The importance of HIPAA confidentiality rules are reinforced throughout.
Source: University of Northern Colorado Libraries catalog
Publisher: Meridian Education Corporation
Date : 2016
Genre: Internet videos
Subjects: Communication in nursing, Nursing assessment, Nurse and patient

https://www.flickr.com/photos/juggernautco/6742918467

Thank you!

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