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## Blogs, Wikis, and Drives Oh-my! Achieving Knowledge Management for Acquisitions & collection Development with Web 2.0 Technologies

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## **BLOGS, WIKIS, AND DRIVES OH-MY! ACHIEVING KNOWLEDGE MANAGEMENT FOR ACQUISITIONS & COLLECTION DEVELOPMENT WITH WEB 2.0 TECHNOLOGIES**

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### **Abstract**

As libraries acquire more bundled packages and new forms of content, new issues arise daily to add to the complexity of acquisitions and collection development workflow. Too many emails, title lists, and decision makers lead to information overload. It is a constant struggle to gather, organize, and access knowledge at the point of need. Librarians from University of Colorado Denver and University of Colorado Boulder utilize various tools to achieve knowledge management for their individual libraries and their shared consortia. The University of Colorado (CU) consists of three unique campuses at four locations and with five separate libraries. When possible, the CU libraries negotiate with vendors and publishers to build competitively priced packages for electronic resources. Purchasing online book and journal databases often involve trials, licenses, and convoluted deals. As such, the acquisitions process for internet-based resources is more elaborate and time consuming than their print counterparts. Numerous details about the agreements need to be recorded and communicated between libraries and within various internal departments. To resolve these issues, the CU libraries apply and customize online and commercial technologies to facilitate information sharing and collaboration needs; examples include blogs, wikis, network drives, and content and project management software. Presenters will focus on describing the motivating circumstances for adopting technology-based solutions and the implementation process. Participants will become familiar with the advantages and limitations, which will enable them to apply the chosen technologies to their own circumstances.

### **Proceedings**

#### *Introduction*

This presentation focuses on the knowledge management solutions that two campuses of the University of Colorado have implemented to deal with acquisitions and collection development challenges of gathering, organizing, and finding the right information at the point of need. To provide some context, the speakers will briefly describe some of the issues with electronic resources at library and consortia levels for the University of Colorado system. The majority of the session will be devoted to a discussion about the adopted solutions, such as blogs, wikis, network drives, Sharepoint, electronic resources management, collection development website, and Bascamp.

#### *E-Resource Issues*

At the local library, there numerous logistical details that make e-resources more difficult than print. This difference can be illustrated in several ways including: trial to access requires several months; numerous complex details; information retrieval at time of need; and multiple contacts and too many emails. Issues experienced by an individual organization become exacerbated as more libraries are included. By its nature, the scale increases the complexity. More decision makers prolong the duration of time to finalize negotiations. Sharing documents with individuals outside your organization becomes more difficult. Communication is conducted primarily

through email. Furthermore, negotiation may occur via the consortia program officer or the CU system procurement department. To help manage these various issues, Pan and Fong use a variety of tools.

#### *Documentation with Wikis*

Wikis are simply collaboratively created websites. The most famous wiki, *Wikipedia*, “is a multilingual, Web-based, free-content encyclopedia project based mostly on anonymous contributions.” (<http://en.wikipedia.org/wiki/Wikipedia:About> 2 October 2009) Since wikis are developed within a web browser and use a simplified markup language, they are easy to create. In April 2009, Auraria Library began to redevelop their intranet with wiki software. The intranet wiki is primarily used to record meeting agendas and minutes, and processes and procedures. Their acquisitions group is using the wiki to document details about quotes and proposals from publishers and vendors, which are difficult to capture in regular fields and variables of a library management system.

#### *Communication with Blogs*

In the first generation of the Internet, communication is one-sided; the website owner outputs content for online visitors to read. Blogs are known as social networking software because they enable two-way dialogue exchanges. In web 2.0, bloggers post information and the audience responds with comments. Blogs also can be configured to notify authors automatically with emails about new blog posts and comments. Auraria’s EResources staff has modified blog technology to communicate workflow processes by identifying required information and assigning responsibilities. Team members are notified by email when a new e-resource post is created, and comments are sent after each task is completed.

#### *Shared Access to Files*

Simply defined, “A network drive is a file folder located on a remote computer that has been configured for sharing over a LAN (local area network).” (<http://compnetworking.about.com/od/windowsxpnetworking/ht/mapnetworkdrive.htm> 2 October 2009) The advantage of using network drives is that you can store and access centrally available files. By doing so, coworkers can collaborate more easily on a shared document. Specifically, Auraria’s acquisitions team stores licenses and title lists on the network so that the same files can be accessed by different people. Boulder uses Microsoft Sharepoint for file sharing. A major advantage of Sharepoint over network drives is that access rights can be limited on an individual file level. Although Sharepoint can also be integrated with Outlook Email and Calendar or be used to develop an enterprise intranet, these functions have not been incorporated at Boulder.

#### *Electronic Resource Management*

Boulder was an early adopter of Innovative Interface’s Electronic Resources Management (ERM) module. The primary goals for implementing ERM were displaying content for aggregated databases, showing license terms, and tracking vendor contacts, admin access, and sushi compliant usage statistics. The ERM helps workflow by enabling staff members to create ticklers or date-triggered emails that remind them to pull and post usage on the Collection Development website 30 days before renewal date. As a result, usage information is available to bibliographers when needed.

#### *Collection Development website*

Bibliographers require a wide variety of information to help inform decision making. Although it is not an interactive site, Boulder’s Collection Development website serves as a centralized and convenient source for all collections related data. It is easily accessible from the Library’s

catalog and links to everything from collection policies, to the Bibliographers' Manual, to spreadsheets for serials cancellations.

*Project Management with Basecamp*

Basecamp is a low-cost, web-based project management software. The CU system chose to implement Basecamp because it offers interaction between participants via email within the application, and enables project members to view shared documents, spreadsheets, and other attachments. Emails are delivered directly to the users primary email address, but are also saved on Basecamp. As a result, this solution centralizes all the discussions and documents in one location.

*Features Comparison*

	<b>Media Wikis</b>	<b>Blog spot</b>	<b>Drives</b>	<b>Share point</b>	<b>CD Website</b>	<b>ERM</b>	<b>Base camp</b>
<b>Cost</b>	Free	Free	Comes with (Windows OS)	Comes with (Windows Server)	Dream-weaver \$	\$\$\$	starting \$49/mo
<b>Install skills</b>	IT level	Anyone	IT level	IT level	Some	Ill Admin	Anyone
<b>User friendly</b>	Yes	Yes	Yes	Yes	Yes	No	Yes
<b>Emails</b>	No	Yes	No	Possible	No	No	Yes
<b>Upload docs</b>	Yes	No	Yes	Yes	Yes	No	Yes
<b>Collaborate on doc</b>	No	No	Yes	Yes	No	No	No
<b>Consortia access</b>	Yes	Yes	No	No	No	No	Yes

*Conclusion*

Librarians from University of Colorado Denver and University of Colorado Boulder employ various tools to achieve knowledge management for their individual libraries and their shared consortia. Blogs, wikis, network drives, Sharepoint, electronic resources management, collection development website, and Bascamp each have their strengths and limitations. There is no single solution meets all needs. Each organization needs to identify what features are most important, and which applications are most appropriate for their situation.