

Art Information Commons Feedback Challenge Tagging Summary

As of July 1, 2019

282 columns had Challenges, which we tagged according to the following categorization. 50 of those were tagged with three tags; 89 of those were tagged with two tags; and 143 were tagged with one tag.

Category Tag	Definition	Count
External: Access	External users access is limited to only a portion of the collection and only a portion of the metadata associated with the objects available on the website. The website only surfaces some of the metadata attached to the objects they display.	15
External: UX	Users do not know how to use museum reference guides, i.e. catalog/MARC, finding aids, libguides. They are not tech savvy and are not familiar with the website and find it difficult to find information. Lack of consistency between webpages within the site inhibits user engagement.	7
External: Findability	External users cannot find what they are looking for on the website. Search issues. External users cannot find items on view in the museum on the website. There is a difference between how lay people describe and look for art and the way internal users describe and look for art.	4
Internal: Workflow	Too much work. Things take too much time. Not enough people to "catalog" or describe objects/resources. Lack of communication. Too many steps. Outdated methods (i.e. copy/paste). Each department has a different way of doing things for the same types of objects. Some workflows separate the context from the objects/resources (i.e. conservation of a period room is split into many different conservation departments and never brought back together again.) Where does stuff go? How do we add content/metadata to an object? (NOTE: this creates information loss) Fear of change--afraid because their habitual ways of doing things are being challenged.	118
Internal: Connections	Lack of interdepartmental communication. Lack of connection between related material. Lack of system/workflow integration and interoperability. Data and information is located in siloed CMS, desktop folders, shared drives (NOTE: this creates access issues)	72
Internal: Information Loss	Missing information. Deleted information. High staff turnover results in loss of institutional knowledge and disorganized filing of records. Image capture is insufficient. Records management policy implemented. Analog materials disorganized and unsearchable. External marketing materials are not captured and searchable. Lack of knowledge of institutional happenings. Also included in this is "there is so much data how do we keep track of it all" or duplication is created so there is an error in the information.	54

Internal: Access	Data and information/image restrictions, what is searchable in TMS is not available in Marcel is not available on the website. Lack of universal access point to search all systems. Many departments still create analog files, these are not accessible or fully described in a CMS. (NOTE: this creates information loss)	52
Internal: Platform-specific	Platform specific issues (i.e. TMS, Marcel, Preservica, Raisers Edge, etc...)	49
Internal: Standardization	"Source of truth" and the need for authorized sources. Accuracy, consistency, common language, and the need for best practices. Publication info, provenance info, classification, subject headings, file organization, minimum fields are required for search, minimum cataloging/ description/ metadata application for objects/ resources all require standard practices put into place. The different workflows of each department disrupt standardization.	45
Internal: Findability	Search issues. We know it exists but can't find it. Looking for information. Where is it? (NOTE: this is interrelated with many of the other tags)	42