Lecture 8 – Authorities and Metadata mapping in practice

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Authorities

• Enable term control (consistent usage/reference)
  – In object, procedural, and media support records
  – In other authority records (persons in org, etc.)
• Comply with ISO and NISO standards for thesauri
• Establish preferred terms (among alternates)
• Support hierarchy (broader/narrower)
• Allow for management of synonyms and related terms, including non-hierarchical "associative relationships" among authorities
Authority types

- Person (people, families, etc.)
- Organization (museums, companies, etc.)
- Place (geographic and political)
- Concept (namespaces for material, technique, culture, etc.)
- Taxonomy
- Storage Location
- Stratigraphy
- Etc.
Authority functionality

- CRUD on individual records
- Search, especially partial-term completion
- CRUD on relations, including:
  - Hierarchy (broader, narrower)
  - Related terms
  - Role relations, etc.
- Visualization of structure (trees, graphs)
Authority demos

• (from resource links in syllabus)
Metadata mapping themes

• Business process analysis and UCD
• UI concepts and workflow, versus data models
• The data model, and the *data model*
• Mapping needs and desires to the possible
What we say to dogs
Okay, Ginger! I've had it!
You stay out of the garbage!
Understand, Ginger? Stay out of the garbage, or else!

What they hear
blah blah GINGER blah
blah blah blah GINGER blah
blah blah blahblah...
Active Listening

- Intentionally focus on who you are listening to
- Goal is to understand what he or she is saying
- Repeat back in your own words what they said
  - To their satisfaction
  - Not about agreement, but rather understanding
Active Listening – Topic Complexity

- Do you understand the subject matter?
- Do you have experience with it?
- Is it inherently hard to understand, or simple?
- Is it important to you, or just fun?
Active Listening – Speaker Issues

- Is the speaker comfortable, or nervous?
- Is speaker expert in the topic?
- Is speaker motivated to teach you?
- Note speaker’s non-verbal cues
Active Listening – Environment Issues

- Is the space conducive to listening?
- Or, to interaction, exchange with speaker?
- Are there avoidable distractions?
- Are there means for non-verbal communication (e.g., white-board, sketch pads)
Active Listening – Presentation Issues

- Is message illustrated with visuals, or examples?
- Is technology available, and effectively used?
- How well is message structured?
  - Are concepts introduced incrementally, in order?
  - Are processes clearly motivated, e.g. with examples?
Active Listening – You as Listener

• Prepare with a positive, engaged attitude
• Focus your attention on the subject
• Review what you already know about the subject
  – Prepare relevant material in order to develop it further
  – Have questions that address your gaps in knowledge
• Sit close and avoid distractions
• Set aside your prejudices and opinions
  – You are there to learn from the speaker, not the other way around
• Acknowledge any emotional state
  – Suspend emotions while listening, or just be passive
Active Listening as activity

• Be Focused: on the person communicating
  – Follow and understand the speaker as if you were doing their job
  – Listen, but also watch, and use your other senses

• Be aware: note and acknowledge speaker’s points
  – Let them finish each point or story
  – Don't agree or disagree, but encourage train of thought

• Be engaged: respond and confirm what they say
  – Restate key points to affirm your understanding
  – Ask questions to build your understanding
  – Thank them for taking time, sharing
Degrees of Active Listening

- Repeating
  - Perceiving
  - Paying Attention
  - Remembering
  - Repeating the message using **exactly the same** words used by the speaker

- Paraphrasing
  - Perceiving
  - Paying Attention
  - Remembering
  - Thinking and Reasoning
  - Rendering the message using **similar** words and similar phrase arrangement to the ones used by the speaker

- Reflecting
  - Perceiving
  - Paying Attention
  - Remembering
  - Thinking and Reasoning
  - Rendering the message using **your own** words and sentence structure

Source: http://en.wikipedia.org/wiki/Active_listening
Steps of Process Mapping

1. **Process identification** -- attaining a full understanding of all the steps of a process.
2. **Information gathering** -- identifying objectives, risks, and key controls in a process.
3. **Interviewing and mapping** -- understanding the point of view of individuals in the process and designing actual maps.
4. **Analysis** -- utilizing tools and approaches to make the process run more effectively and efficiently.

Source: *Business Process Mapping*, John Wiley & Sons
UC Bot Garden Fit-Gap

- See resource links on syllabus