Lecture 8 – Authorities
and
Metadata mapping in practice

i290-rmm

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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

Active Listening

|	
Complexity	Speaker

Active Listener

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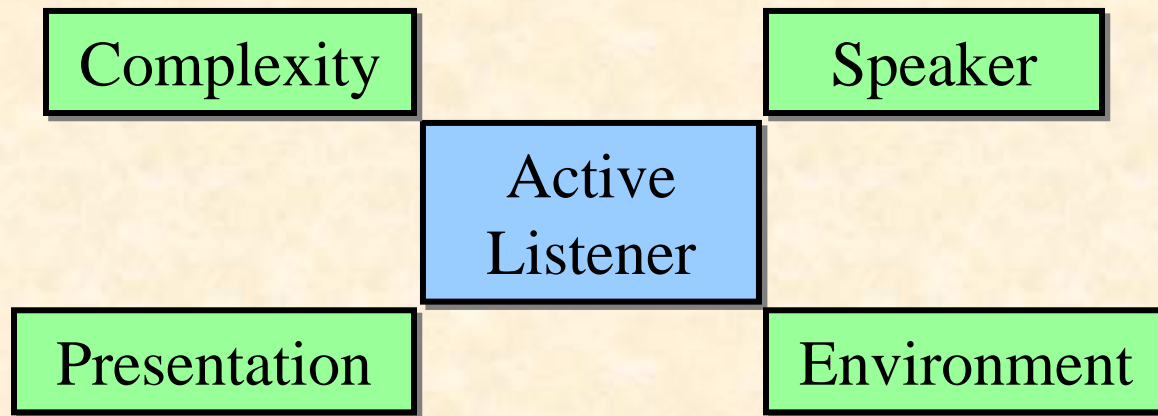
- Intentionally focus on who you are listening to
- Goal is to understand what he or she is saying
- Repeat back in your own words what they said
  - To *their* satisfaction
  - Not about *agreement*, but rather *understanding*

Active Listening – Topic Complexity

| Complexity		Speaker
	Active Listener	
Presentation		Environment
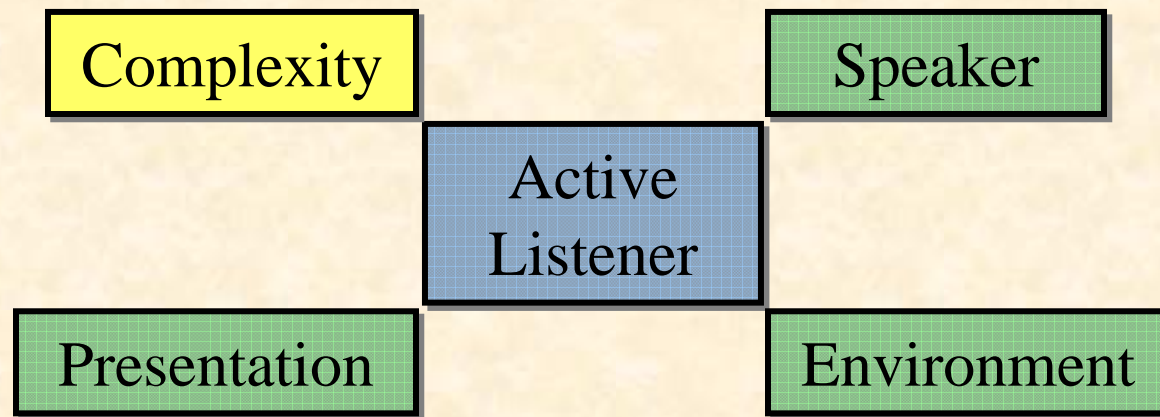
- Do you understand the subject matter?
- Do you have experience with it?
- Is it inherently hard to understand, or simple?
- Is it important to you, or just fun?

Active Listening – Speaker Issues

Complexity

Speaker

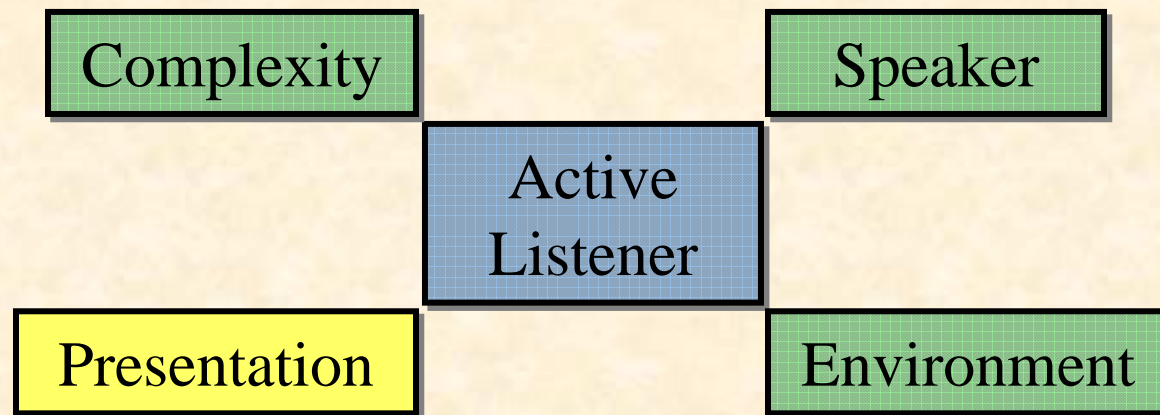Active Listener

Presentation
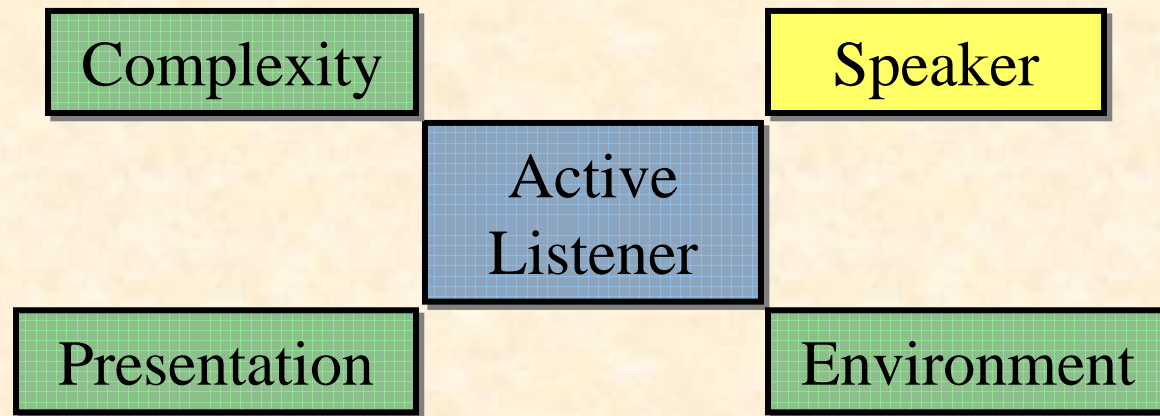
Environment

- 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

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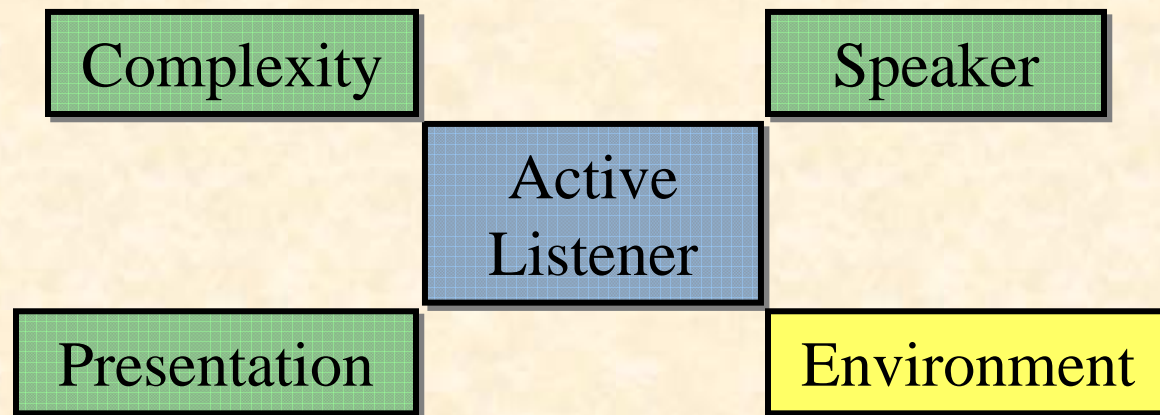
- Is the space conducive to listening?
- Or, to interaction, exchange with speaker?
- Are there avoidable distractions?
- Are there means for non-verbal communication (e.g., white-board, sketch pads)

Active Listening – Presentation Issues

Complexity		Speaker

Active Listener

Presentation		Environment

- 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

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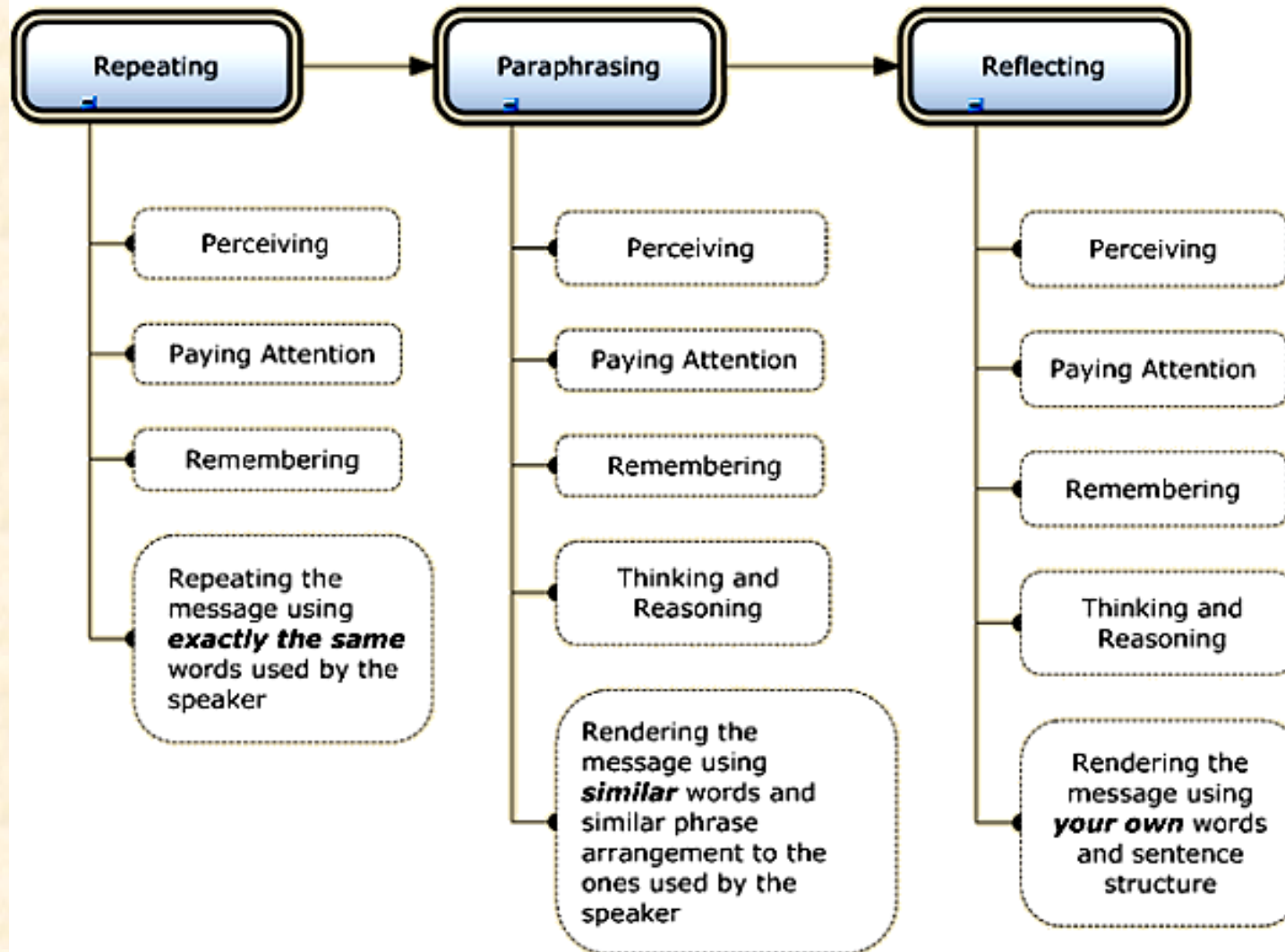
Steps of Process Mapping

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: <u>Business Process Mapping</u>, John Wiley & Sons

UC Bot Garden Fit-Gap

- See resource links on syllabus