Chartered by the state of Georgia in 1785, the University of Georgia is the birthplace of public higher education in America — launching our nation’s great tradition of world-class public education. What began as a commitment to inspire the next generation grows stronger today through global research, hands-on learning and extensive outreach. A top value in public higher education, Georgia’s flagship university thrives in a community that combines a culture-rich college town with a strong economic center.
Big Data
Managing Large-Scale Metadata Projects in a Teleworked Environment

Mary Lynn Miller, CA, MLIS, M.Ed. & Kathleen Carter, M.L.I.S.
Big Data: Background
Who We Are

University of Georgia Libraries
| Special Collections Libraries
| Brown Media Archives

The only public archive in Georgia devoted solely to the preservation of audiovisual materials.

• Four full-time Librarians
• Four full-time support staff
• 8-10 student workers

Typical Work

• Processing analog collections
• Answering reference questions
• Bibliographic instruction for archives-centered classes
• Community engagement through screenings & outreach
• Digitizing analog media for access and preservation
• Creating descriptive and technical metadata
### Plans

#### Spring 2020

Based on 50 minutes classes (MWF), 75 minutes classes (TTH), 15 weeks of classes + Exams

<table>
<thead>
<tr>
<th>Event</th>
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<th>Days</th>
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<td>Orientation / Advisement</td>
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<td>Tuesday – Monday</td>
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### Reality

- Image of face masks with the Georgia logo
- Text: https://bmac.libs.uga.edu/pawtucket2
Our Experience

- Projects:
  - Typing Peabody summaries
    - Least technical, no internet
  - Transcribing shot logs
    - Largest project
Our Experience

• Projects:
  • Describing news footage
    • More time consuming
  • Peabody program transcript correction & summaries
    • Grant project in partnership with AAPB

American Archive
OF PUBLIC BROADCASTING

a collaboration between the Library of Congress and WGBH
Our Experience

• Wide variety of people on project:
  • 125 people, 19 departments
    • Classifications:
      • Students
      • Staff
      • Faculty
      • Volunteers / Interns

https://bmac.libs.uga.edu/pawtucket2
Big Data: What We Learned
The ideal project

• Already in progress
• Learned quickly
• Worked on intermittently
• Tangible output

[Image of a paper airplane with a checkmark]
[Image of an airplane with an X]

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More people on fewer projects

Match people to projects based on:

- Technological factors
  - Internet connectivity and bandwidth
- Number of hours available
  - Fewer hours - easier projects
- Skills and knowledge - match to project but:
  - Expect everyone to take a while to get up to speed
  - Don’t underestimate your workforce potential

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Human Resources

Human Resources is your new BFF

• Get institutional buy-in
  • Be sure everyone in the organization agrees with the allocation of resources
• Follow/establish procedures
• Develop clear lines of responsibility
  • Are you the supervisor now?
  • What if there are problems?
  • How to track hours

https://bmac.lib.uga.edu/pawtucket2
Setting all other duties aside
### Tracking Work

Spreadsheets, spreadsheets, spreadsheets!

- Accessible via Google Drive to share as needed

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Streamline Communication

Smarter not harder: make a Form Letter
• Edit / customize template as needed

https://bmac.lib.uga.edu/pawtucket2
Instruction Documents

• Limited by remote communication
• As detailed as possible:
  • Screenshots
  • Step-by-step documentation of workflow
  • FAQ section or similar can allow you to adapt instruction document as needed
Communication

Clear, consistent, frequent

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Feedback

Give feedback as quickly as possible, especially early, and track the feedback you give.

In the title (but not after the clips) use 4 digits for the year. FM06676 (04-03-1992 - 04-29-9192).

In the first line, the first word is Kicker, which is like a news teaser. The second line is Acne Cream Danger. This person's e looks like an R, and their r looks like an n.
Promote your best workers

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https://bmac.libs.uga.edu/pawtucket2
Continued Feedback : Positive Message

Avoid "squeaky wheel" mentality
• Regular check-in emails with positive reinforcement, encouragement
Foster Positive Environment

Create sense of belonging to a team with a purpose

- Emails
- Zoom guest speakers
  - More insight into importance of projects / Bigger Picture

https://bmac.libs.uga.edu/pawtucket2
Sense of Agency

Promote a sense of agency when possible and appropriate

• Feedback both ways
  • GroupMe
• Self-assign logs to transcribe

Any idea what the top line says?

Clinton South Africa?

Thanks!
Special issues: Volunteers / Interns

Same or different projects?
Ethics of unpaid work
## Special issues: Scheduling

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Thank you for your time.

Mary Miller mlmiller@uga.edu 706.424.2452
Kathleen Carter carter.kathleenp@uga.edu 404.432.7731