Project Presentation and Final Specifications

East Asian Resources

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Executive Summary

Old System

Four graduate research assistants work with librarian Hsi Chu Bolick to manage and promote the East Asian Resources collection. A description of their workflow can be found in the adjacent persona model.

> **Persona: Student Workers**
>
> The four graduate students working in East Asian Resources are employed to help the EAR collection by staying on top of the EAR collection and materials to be processed, serving as liaisons to the collection for EAR's users (students, faculty, and visiting scholars), and promoting the collection on social media. As such, each of these students take on roles managing acquisitions and controlling the content posted to EAR's social media accounts. The tasks student workers perform include order and process materials, posting to social media (Facebook, Kakao, and to a lesser extent Instagram), serving EAR's users, and helping the librarian host workshops.

The problems we set out to address included issues with the listservs, social media, workshops, and the EAR student worker's communication. Going into this project, we knew that there were multiple redundant and unmaintained listservs, too many social media accounts and problems with infrequent posts, workshops that didn't meet the needs of all EAR patrons, and language barriers to communication that led to employees having no clue what others had done.

Method of Investigation

Through qualitative interviews with each of the student employees, a series of email exchanges with the librarian, and making artifact models, we cultivated a deeper understanding of each of the four problems. After the interviews were transcribed, we met to discuss the responses to our questions and organized the information into the four issues we set out to address.

As we knew, there were multiple inactive mailing lists with overlapping audiences. This issue was compounded by lack of a fixed schedule, which led it to be difficult to make reach the intended audience. We also noticed that lack of a set template for listservs resulted in stylistic inconsistencies that created a disparity in the content shared from language to another.

In addition to having seven ill-maintained social media accounts, student workers cited a lack of clear responsibilities and need to complete other tasks as reason for not posting daily. Students lacked motivation for this seemingly unimportant task because it was not prioritized and they had no idea what others were working on.

The workshops were inefficient because of multiple breakdowns in communication. As the librarian has the final say in the content of a workshop, it was rare for students to suggest workshop ideas. There is also no clear way for EAR users to communicate ideas for workshops with the staff.

Finally, we discovered the "language barrier" was only part of the communication problem for the students, as all four of the workers and the librarian speak English. This was really only a concern because there wasn't much communication between these parties and without consistent communication, it is hard to tell what work has been done and what types of content each student is putting forth.

Recommendations

We came up with a variety of free and cheap fixes for these issues, using both free software and easy-to-implement communication channels. Building upon existing practiced and using behaviors modeled by other university library departments is how we seek to solve these issues in a cost-effective manner. Here's a bulleted list of tools we will use:

- MailChimp (already being used at EAR)
- LastPass, a password manager that costs $2/month
- HootSuite (already set up at EAR, but currently inactive)
- Slack, a free messaging platform
- Trello, a free and collaborative digital affinity diagram
- A suggestion bowl at workshops and events
- Weekly meetings
- Accountability partnerships with each other
- Social media platforms popular in East Asian countries (Kakao, Line, WeChat)

Many of these are implemented in more than one way to solve multiple problems. For example, Trello can be used as a communication tool that also helps plan and organize ideas for workshops, listservs, and social media posts. We feel strongly that the overlapping uses of several of these tools makes it more likely that they will be integrated into the way EAR does things as the value of these tools is multiplied by their usefulness to staff.

Current System

The East Asian Resources are currently maintained by one chief librarian and four Research Assistants, serving students, researchers, and East Asian culture enthusiasts within and outside of the university. The collection collaborates with other library units, individual researchers, and university departments quite often, working concurrently on a wide range of projects and professional initiatives; EAR also has a strong public focus, manifested by the collection's frequent hosting of events, talks, and workshops. Depending on the amount of anticipated work of a given year, the collection allocates its rather adequate funding into hiring three or five student workers—each work with a flexible 10-hour schedule—to directly handle the multiple tasks under very little supervision. The scope of our project focus on evaluating and improving the Research Assistants' specifically assigned service-oriented commitments, of which include duties in three fields—Social Media campaign, Listservs maintenance, and workshop organization. We intend to examine the workflows involved in the aforementioned tasks in order to understand the specific work, spotting breakdowns, inefficiencies, as well as possible systematic/environmental constraints.

Problem Identification:
In this section, we intend to specify problems in the current system, observed from the information collection and contextual interview sessions. We create models, mostly activity models, to document each of the current workflows. However, when it comes to the more general, team-collaborative related inefficiencies that were diagnosed in various case, we rely less on the models but more on analysis drawn from observing the team members' performance in the real setting as well as weighing their personal accounts.

Workflows:

1. Social Media
Promoting the collection's resources and opportunities offered has been the main focus of the collection's development. Posting through Social Media, according to the staff librarian, has been their best way to achieve the goal so far. While the librarian expect a steady input of one entry being posted per day, the student workers, who are maintaining the accounts, actually post much lower than the advised amount: A monthly counts of the department's Facebook Updates often goes less than ten posts. The RAs, on the other hand, would like to contribute more yet found themselves constantly confused about where, when, and what to post as well as whom shall be in charge of posting at a given day. We identified confusions raised from three breakdowns:

1. The EAR has as many as 7 social media accounts, making deciding which one to post on confusing
2. The dispersion of responsibility, as a result of not-so-clearly specified duties demotivate, the workers
3. . the lack of planning and scheduling

2. Listservs

The EAR send out newsletters on a random basis via an online service, *MailChimp*. While the platform itself serve it purposes rather sufficiently, we observed breakdowns in the several aspects. For one thing, the EAR is currently having a large number of 'active' mailing lists, among which are similar ones with vague body of audience and outdated ones with inactive subscribers.

On the other hand, there's virtually no signing-up outlets i.e. online form or physical sign-up sheet where the student can chose to subscribe to the collection's listservs. We identified problems in four aspects:

1. Multiple inactive mailing lists with overlapping audience body
2. Lack of sent-out schedule
3. No stylistic guide or standards for the newsletters' design and layout
4. Failure to reach out to the intended audience

3.Workshops

The workshop situation has been rather stagnant, given that the EAR favored social media campaign and listserv updates, for doing so always yield immediate, concrete feedback and progress, and thus was investing little efforts into creating up-to-date workshop programs. However, we see great long-term benefits in designing new programs that are suitable for different groups of users. The current programs cover basic knowledge regarding researching with e-resources in subjects such as History and East Asian Studies; it largely ignored a wide range of much-demanded subjects in social science and natural science, of which there are plenty of Chinese, Japanese, and Korean language publications and datasets that are curated by the EAR. The student workers has little formal way to communicate their ideas for new workshops; the users of the collection, on the other hand, could not effectively express their needs due to the absence of outlets for user inputs. We had thus identified the following problems:

1. The lack of user inputs
2. The lack of general staff inputs
3. Minimal support for partnerships

We concluded, after looking carefully at the internal mechanism of the team's communication and collaborative practices, that there are four main aspects where most of the problems outlined above could be traced back to:

> *1. The ineffective internal communication. Ideas and feedbacks are rarely exchanged among the student workers, the staff librarian, and the users. The team members are often unaware of each other's progress. The Users find no effective outlets to communicate their needs and concerns; The RAs work independently in tasks where collaboration would be favored, giving rise to misunderstanding and conflicts of interests which can be easily avoided elsley.*
> *2. The lack of a scheduling system, which leads to problems such as double entry and important works being overlooked.*
> *3. The absence of work progress tracking, which provide little reference for peer-evaluation and systematic assessment.*
> *4. The problem of motivation.*

Needs and Requirements

In a word, we believe that the East Asian Resources will benefit immensely from more clearly-defined workflow procedures and a collaborative toolkit to raise the rather low efficiency that the team is currently suffering from. We see the EAR as in a pretty good shape for a revamp for several reasons. First, given that the EAR's core objective is assisting the user's learning experience and improving access to information, it is vital that the public-oriented services have workflows that are users-centered. What is more, the collection has extra working capacity: one of the students is currently working 20-hour per week, taking care of a research-oriented project that is in the its wrap-stage ; her role as a team coordinator will make much sense, for she has already been serving as a liaison between the staff librarian and the the rest of the student workers, communicating ideas and expectations but rather in an much inefficient manner.

Recommendations for New System

Our recommendations for the new system incorporate suggestions for improving communication, social media posting processes, listservs, and workshop engagement, all by the student workers. Our system takes the intersection of these four areas into consideration and lays out several suggestions to make accomplishing these tasks easier within the context of the student workers' jobs.

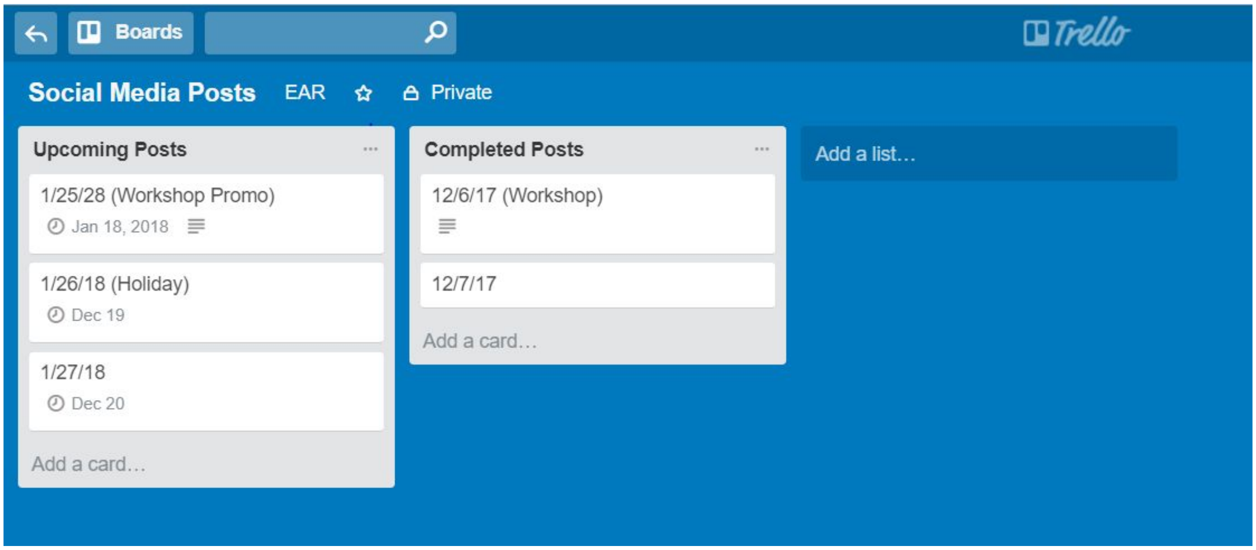
Communication is integral to the success of any organization. In our information gathering stage, we determined several barriers to communication. Student workers had few overlapping shifts and primarily used email to communicate with each other, which caused delays. To address these issues, we have several recommendations to improve communication.

Our first recommendation is to schedule a weekly meeting for all student workers when creating the work schedule for next semester. When emailing to set up the schedule, all the student workers should be asked when they would be available for a weekly meeting, and a time should be selected based on best fit. On the schedule there will be a set hour at the same time each week reserved for the four student workers. Right now, there is little overlap in the student workers' schedules, but setting a weekly meeting will ensure that all four are communicating at least once a week about responsibilities. Social media posts, listservs, and workshops will be discussed at each meeting. Student workers can show their progress and get their next assignment for these tasks at these weekly meetings.

Weekly meetings will start off with a discussion of social media posts. Student workers will look at the posting schedule for the week and make necessary adjustments. They will also update each other on the posts they have written and record their progress in a Trello. Then, they will update each other on the progress of the listservs. If an unscheduled listserv needs to be sent out, it will be assigned to someone. Finally, the rest of the meeting can be used for discussing workshop ideas and doing workshop planning.

Our second recommendation is to implement Slack as a communication tool for the EAR and install it on the student workers' work stations. Slack is a messaging app that can be set up for an organization. Specific channels can be created to center around certain discussion topics. It also has a phone app that notifies users when a message has been sent, making it easy to check on the go. This will be more efficient than email because it is easier to send messages and respond.

Our third recommendation is to implement Trello as a tool to collaborate on social media posts, listservs, and workshops. Trello boards offer a convenient way of categorizing tasks through using boards, lists, and cards. Each card can represent a task. A list can group related tasks such as Facebook posts. A board could be used for each of the tasks for the EAR. Cards offer features like the ability to add due dates, checklists, labels, and members, all of which can be useful for organizing information pertaining to a task. This will offer a free and relatively easy system for the student workers to collaboratively track their progress.



An example Trello board for social media posts

There are several recommendations to create a system to make it easier for student workers to post to social media. The first recommendation is to use the password manager LastPass to store the social media account names and passwords. For $2 a month, they can get an account that allows syncing across devices for 1 user. Since this will only be for EAR accounts, the student workers can share the master password to the account. This will reduce the friction of logging into accounts and also improve the security of the passwords, since they are currently stored in a spreadsheet within the EAR's shared drive.

In our proposed system, the planning starts at the beginning of the semester. At the first meeting, student workers will develop the social media schedule for the semester. This includes posts offering information about holidays and posts promoting EAR events. These will be added to a Trello list for upcoming social media posts and assigned to students based on their expertise. We recommend that student workers concentrate on Facebook posts for now, as that seems to be the most used platform. Expanding to other platforms can be considered and discussed in later semesters.

The first meeting also will be used to assign each student worker to a day to be responsible for a post. Student workers will have their assigned posts due a week before it needs to be posted. This will be a required job responsibility, giving writing social media posts more priority than they currently have. Weekly meetings will ensure accountability, as it will provide an opportunity to check and make sure all posts are written for the week. Since the posts are due a week before, there will be extra time to write a the post if someone does not complete it by the due date. The meeting can also be used to make changes to the schedule if student workers need to switch days or add a post for an event.

The process of writing the post will also be modified. Our recommendation is that student workers start working on the post two weeks before it will be uploaded. Student workers can check Trello to see what kind of post they need to write for the week. They can do this at any time during the week when they have downtime from their other responsibilities, so writing posts doesn't encroach too much on their other tasks. They will go through their current process of researching a topic for the post and finding an image, and using that as the basis to write their post.

Next, our recommendation is that the each student workers is paired with different language partner to offer feedback on their social media posts. In the interviews, we found that student workers were self-conscious with their English skills, which could be a barrier to writing social media posts. We also found that they were less self-conscious about this with each other, since English was a second language for all of them. Having a partner will be a way to increase accountability for posting, get good feedback on posts, and help student workers feel more confident in their posts.

Once the student worker feels comfortable with their post, they can use the next tool we recommend, Hootsuite. The EAR already has a Hootsuite account, so it will just be a matter of incorporating it into the workflow. The student worker can use LastPass to login to Hootsuite. They can upload the materials for their post and schedule the day it should be posted. This completes the task of creating a social media post. At the next weekly meeting, the post will be added to the completed posts list, and the process can begin again. See the attached document Creating_a_Social_Media_Post-NEW_SYSTEM.pdf for a model of this process.

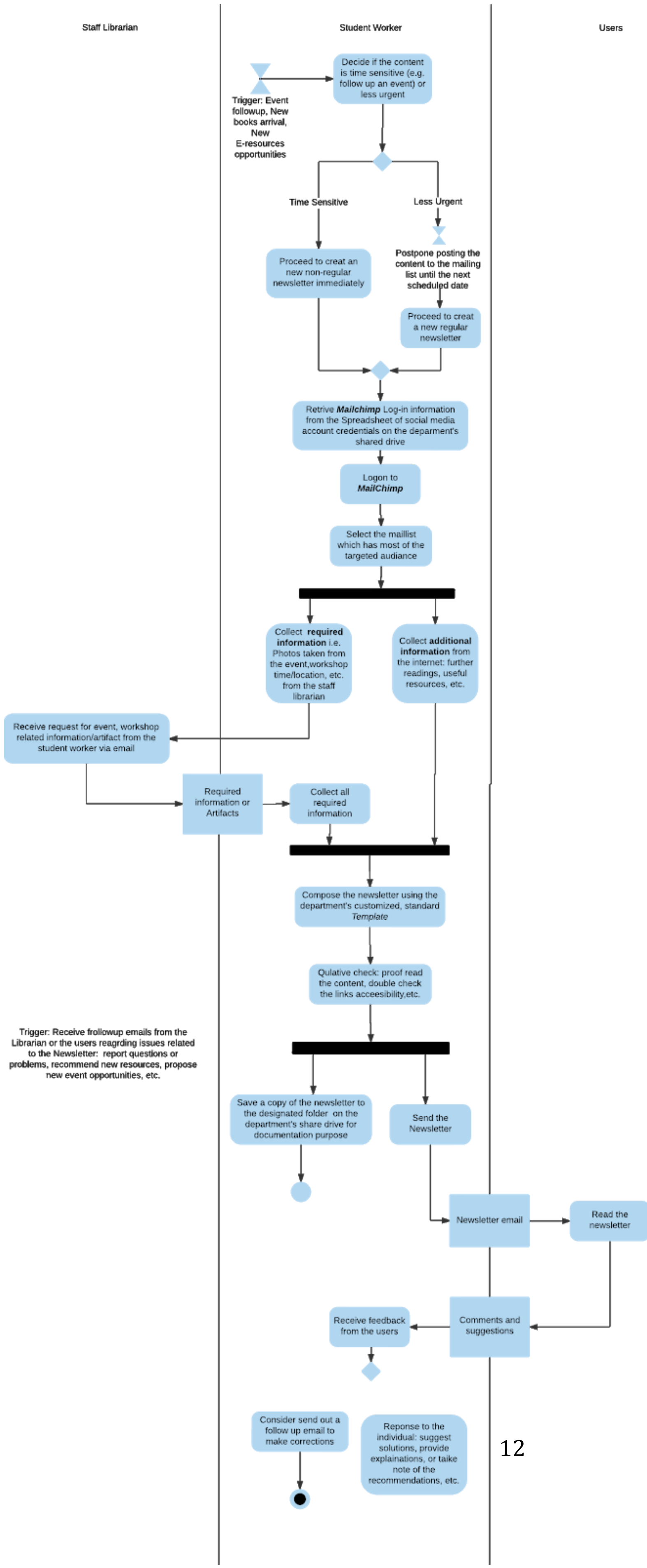
There are several recommendations for improving the system for sending out listservs. Our first recommendation is that the student workers go through the inactive listservs and identify the listservs that still have active subscribers. The subscribers of those listservs can be added to the current active listserv. From then on, student workers can pass on the listserv to the next person who has their job. The mailchimp account information will be stored in the password manager, making it easy to access. Having the listserv passed on, instead of each student worker creating a new one, will allow subscribers to be retained every year. This way the EAR won't have to start over every time a student worker leaves.

To address the lack of current schedule for the listservs, we recommend instituting a bi-weekly schedule for each area of the EAR. Student workers will be responsible for writing a listserv for their language, updating subscribers on new titles, book recommendations, upcoming events, and electronic resources. At the weekly meetings, progress on these listservs will be discussed. Having an official schedule with a mechanism for checking to make sure the student workers follow it will add direction and structure, making it more likely that the student workers will write them regularly.

We also recommend that there still be room for irregular listservs to be sent out, to promote upcoming events and get feedback following events. These will only need to be sent out when a workshop or lecture is coming up or after an event has occurred. The responsibility for writing these can be assigned at the weekly meeting the week before these events come up.

Designing a template for all listservs would also help improve the current system. Having a student worker design one by the end of the next semester would help improve the stylistic consistency of the listservs and ease the burden of designing a new listserv every time one needs to be sent out.

In order to improve subscriber metrics, we recommend that a button is added to the EAR website to allow people to sign up for the listserv. This gives people interested in the EAR a way to join the listserv easily. If they can't make an event or don't know about the events, this offers alternative way to sign up. We also recommend that the student workers utilize popular messaging apps, like WeChat, Kakao, and Line, to promote the listserv. Many students that are part of the EARs target audience use these apps, so making use of them as a promotional tool could also help increase subscriber metrics.



Staff Librarian
Student Worker
Users
Trigger: Event followup, New books arrival, New E-resources opportunities
Decide if the content is time sensitive (e.g. follow up an event) or less urgent
Time Sensitive
Less Urgent
Proceed to creat an new non-regular newsletter immediately
Postpone posting the content to the mailing list until the next scheduled date
Proceed to creat a new regular newsletter
Retrive Mailchimp Log-in information from the Spreadsheet of social media account credentials on the deparment's shared drive
Logon to MailChimp
Select the maillist which has most of the targeted audiance
Collect required information i.e. Photos taken from the event,workshop time/location, etc. from the staff librarian
Collect additional information from the internet: further readings, useful resources, etc.
Receive request for event, workshop related information/artifact from the student worker via email
Required information or Artifacts
Collect all required information
Compose the newsletter using the department's customized, standard Template
Qulative check: proof read the content, double check the links acceesibility,etc.
Trigger: Receive frollowup emails from the Librarian or the users reagrding issues related to the Newsletter: report questions or problems, recommend new resources, propose new event opportunities, etc.
Save a copy of the newsletter to the designated folder on the department's share drive for documentation purpose
Send the Newsletter
Newsletter email
Read the newsletter
Comments and suggestions
Receive feedback from the users
Consider send out a follow up email to make corrections
Reponse to the individual: suggest solutions, provide explainations, or take note of the recommendations, etc.

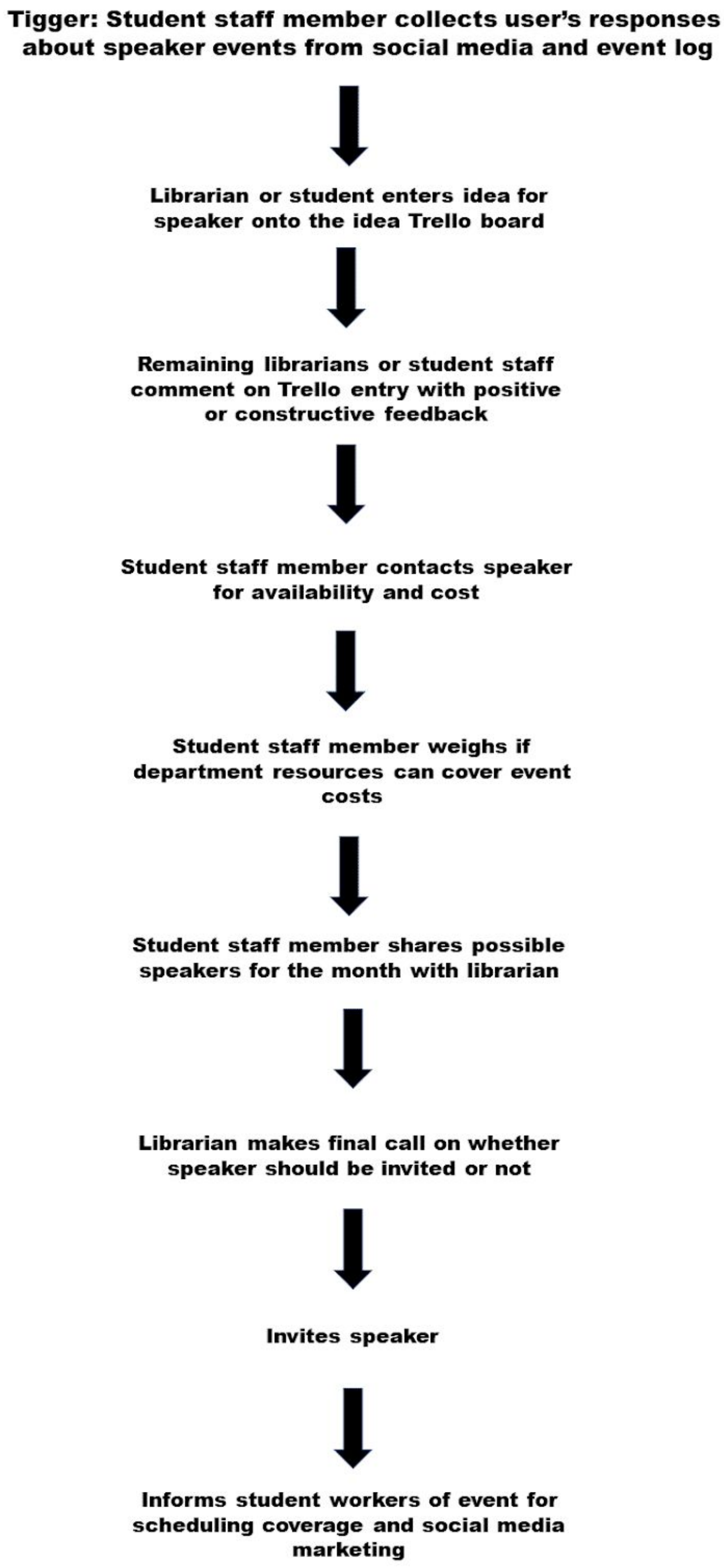
Listserv Model

To increase student worker participation in planning workshops, we have several suggestions to engage them with the process. The changes we suggested making to improve communication can also incorporate workshop planning. At the weekly meetings, we suggest taking time to discuss potential workshop ideas and to delegate planning responsibilities to student workers.

We also suggest using a Trello list to keep track of ideas that the staff and student workers come up with for workshops. This gives the library staff a way to check student worker ideas at their convenience. Student workers can submit their ideas to Trello whenever is convenient and they can use Trello to record the ideas they discussed at the weekly meetings. It will also give all library staff the ability to collaborate on an idea.

Collecting user input would also be beneficial to planning workshops. Having a suggestion bowl at workshops would be a way to get input for suggestions from people who already attend workshops at the EAR. This will help the staff learn what their current users would like to see in workshops. Creating a survey asking for workshop ideas would also be helpful. The survey could be promoted through the listservs and on social media. This would help reach more of the EAR's user base and help the staff figure out what types of workshops would generate interest.

One ideas are collected based on user and staff input, the library staff can choose the ideas that are most feasible and seem like they will get the desired attendance. The Head Librarian will still choose the workshops the EAR will hold, but now she will have more input from the student workers, as well as the EAR users. She can also delegate tasks to student workers, either through email or at the weekly meeting. The tasks can be added to a Trello list for each workshop. Student workers can use Trello to track their tasks, giving them a clear way to know what their responsibilities are.



Workshop Model

Implementation Plan for New System

The implementation plan for the proposed system requires minimal funds and additional work and moderate reorganization and scheduling. The proposed solutions for the four tiered problem also overlap for both ease of implementation and cost benefit.

Tools & Software:
The proposed software and tools for the new system are cost friendly. Trello and Slack are both free tools. Additional packages can be purchased to increase data management and capabilities, but we believe the free packages for these platforms will more than suffice for the department's needs. The EAR also has already set up a Hootsuite account which also beneficial free package capabilities. Additional packages could be needed if the department was scheduling more than thirty posts a month. However, we believe that with current staff size and goals, the team can effectively use the free allotment. The only definite cost for tools in the password management software LastPass. LastPass also has a free package for their software, but we believe EAR should invest in the Premium package for additional capabilities and security. This package costs $2.00 a month which we believe is cost effective.

All of the tools are digital online tools that will easily run on the staff computer already used by EAR. We recommend that one staff familiarize themselves with each software and then train their fellow staff members. This could occur in one group training session at the beginning of the semester. As staff find new capabilities or tricks in each software, they can share these at the weekly meetings or via Slack.

Staffing & Training:
As previously mentioned, new tools and systems will require some training to implement. We believe this training will be minimal and with strong documentation upkeep during the process, the training for new staff members should be seamless with each employee turnover. Staff will require training on new tools (Hootsuite, Trello, Slack, and LastPass). Staff will also need a brief training to cover the new system and expectations for workshop events, social media postings, and communication. We believe that one training will cover these topics and additional questions or issues can be raised at subsequent weekly meetings.

The most difficult part of implementation will be the scheduling of a weekly meeting for all staff. This should be done after student staff have signed up for classes for the upcoming semester. We recommend using the website Doodle Poll to have student share their availability. If it is not possible to schedule all staff on the same day, we recommend have an alternating biweekly meetings that cover the largest portion of staff possible.

We anticipate that each portion of the solution aside from scheduling should be easy to implement. Scheduling could take extra time and effort depending upon the date of approval for this solution in relation to the start of the semester.

The work and time for staff members should not be additional to the work and time already alloted as part of their position, with the exception of training. For the most part staff are not being asked to perform additional work, but rather the same work in a different order and sometimes context. One staff member will take on the extra work of adding workshop recommendations to the Trello board and listserv signups from events to the MailChimp system. The weekly meeting might had some additional time, but we believe it should mitigate extensive time currently being spent on email correspondence among staff.

Priorities:

We believe the highest priorities of the proposed system are the Slack communication and weekly meetings. While scheduling can be difficult, we believe these communications improvements will assist in all aspects of the EAR day-to-day workload and therefore are essential to this plan, but also beneficial on many fronts. The second level of priority is the listserv and workshop solutions. While these solutions are not imperative for operations, they increase response and create value for the department's work and have a low implementation barriers. The lowest level of priority is the social media recommendations. Other work at the EAR will outrank social media in importance to operations, but it should be noted that the recommendations for social media also have a low threshold to implementation.

Final Notes:
The proposed recommendations for the new system are comparable to those being used at similar library departments on campus with large graduate students staffs (Information Science Library and Undergraduate Library). We believe this confirms the ease, cost, and value of the proposed system. Overall, the proposed system is cost effective with only a small software purchase and minimal staff hour increase to accommodate for. training and scheduling difficulties or ease will depend on the start date of implementation. A soft launch in summer or summer preparations before the Fall semester would be our recommendation, however a spring launch of all four systems could be possible. We believe that between training and new communication systems, the new system could be

operational within a month. Operational refers to all platforms being used, all new systems in place, and all staff members feeling proficient in new duties and tools.

Client Appendix

Hootsuite Glossary:
https://help.hootsuite.com/hc/en-us/articles/204598190-Hootsuite-glossary

API - API stands for application programming interface. Software applications communicate with each other through these interfaces. Each social network and app that connects to Hootsuite does so with an API.
Visit our Developer page to learn more about Hootsuite's APIs and explore our other developer resources.

AutoSchedule - AutoSchedule is a feature that chooses when to schedule your content for you. It chooses based on optimal engagement times, your already scheduled content, and your customized AutoSchedule settings. Note that AutoSchedule picks a single time to schedule your post. It does not automate the duplication of messages.

Avatar - Avatar is another name for profile picture, an image you can upload to customize a profile. In Hootsuite, the default avatar (in the top-right corner) looks like this.
Your Hootsuite profile picture can be changed in your account settings.

Board - A Board is a collection of analytics data, which updates and displays in real-time. Each Board interface is made up of widgets. Each widget is a customizable display of an individual metric for a specific social network or team.

Bulk composer/scheduler - The Bulk Composer tool lets you schedule up to 350 messages to your social networks at once. It works by letting you upload a CSV (comma separated value) file that has all your message content and schedule times pre-populated.

Hootsuite Quick Start Guide:
https://help.hootsuite.com/hc/en-us/articles/204598140-Quick-start-guide

Step 1: Create a Hootsuite account

1. Open https://hootsuite.com and click Sign Up in the top-right corner.
2. Click to select the plan type that fits your needs.
3. Enter your information and follow the prompts as we walk you through connecting social networks, adding streams and sending messages.

Step 2: Add social networks

Connect your social profiles to publish and schedule content, and monitor engagement, all from your Hootsuite dashboard. You can manage up to three social networks with Hootsuite Free.

1. In the Hootsuite dashboard, select Streams from the launch menu.
2. Click Add Social Network, select a social network from the list, click Connect and authorize your accounts to connect to the dashboard.

See Add social networks for more details.

Step 3: Set up tabs and streams
Now that you've added social networks to your dashboard, set up streams for each one to monitor conversations and engage with customers. Each social network offers unique stream types. Search streams are especially valuable for finding social activity around specific users, locations, or keywords. Use tabs to organize your streams into groups.

1. Select Streams from the launch menu.
2. Click Add Tab in the top-left corner, give it a name, and then press ENTER.
3. Inside each tab, click Add Stream.
4. Select a social network from the list on the left, and then select a profile from the drop-down list.
5. Click the streams you want to add for that profile.

See Add tabs, Add streams, and Add search streams for more details.

Step 4: Publish messages
Engage your audience and grow your following by regularly publishing messages. Save time by scheduling a single message to multiple social networks at once.

1. Select the profiles that will post the message from the Social Profile Picker (top-left).
2. Click Compose Message, enter your message in the compose box, and then click Send Now.

See Publish messages or Schedule messages for more details.

Step 5: Install apps
The Hootsuite App Directory is a library of free and premium (paid) third-party apps developed to extend the functionality of the Hootsuite dashboard.

1. Select App Directory from the launch menu.
2. Click Install App beside the app.

3. Click Finish.

See Install Apps for more details.

Step 6: Download Hootlet
This free browser extension for Chrome lets you quickly share content to your social networks from anywhere on the web. Get it here. Learn more about using it here

Step 7: Download Hootsuite mobile
Manage your social media on the go with the Hootsuite mobile apps for Android and iPhone, iPad & iPod Touch. These can be downloaded from your device's app store. Hootsuite is also available for mobile web at https://m.hootsuite.com.

Step 8 (Team Plan): Collaborate with team members
Invite team members, share social network access with them, and start collaborating. Check out our quick start guide for teams to learn how.

Trello User Guide
http://help.trello.com/category/698-category

Trello Enterprise Using Guide:
http://help.trello.com/article/1048-enterprise-user-guide

Trello Getting Start Guide
(Interactive Tutorial):https://trello.com/guide

Trello Glossary
https://intenso.atlassian.net/wiki/spaces/TS/pages/43024438/Glossary

Board (Trello Board): A board represents a project. It is a place where you can organize your tasks on lists and collaborate with your team.

List (Trello List): Lists keep cards organized in their various stages of progress. They can be used to create a workflow, or act as a repository of ideas. Cards can be moved across lists as tasks go from start to finish.

Card (Trello Card): The fundamental unit of a board is a card. Cards are used to represent tasks and issues. There is no limit of the amount of cards you can add to a board.

LastPass Getting Start Guide
https://helpdesk.lastpass.com/

LastPass Enterprise User Manual
https://enterprise.lastpass.com/

Slack Getting Start Guide(Interactive Website)
https://get.slack.help/hc/en-us/categories/202622877-Slack-Guides

Slack Glossary

App Directory Apps are a way to automatically pull information and activity from outside tools and services into Slack. You can browse available tools and services in the App Directory.

Binding email A binding email allows a member to sign up for a Slack workspace when single sign-on (SSO) is enabled. A binding email contains a token that is linked with the email it's sent to. A member must sign up for their Slack workspace using the email address that receives the binding email.

Channel Channels are where you'll hold most of your conversations in Slack. There are three kinds of channels: public channels, private channels, and shared channels (beta).

Direct Message (DM) Direct messages are a private, one-to-one conversation between you and another member. These conversations are visible and searchable only to you and the person you DM.

Group Message (Group DM) Group DMs are a private conversation between you and up to eight other members. These conversations are visible and searchable only to you and the people you DM.

Magic Link If typing out your strong, secure password feels like a chore, you can ask Slack to email you a magic sign-in link that expires after 24 hours and can be used only once. Just click the button at sign-in.

Member Members can use the standard features of your Slack workspace, such as joining public channels, sending messages, uploading files, and other options. This role is the default for new people added to your workspace.

Team Appendix

Overall, our group had few lingering issues. After discussing the project, we felt that making sure student workers receive enough training and that there is documentation for training new students every year after employee turnover could be an issue. After our discussion, we addressed these in our implementation file to the client.

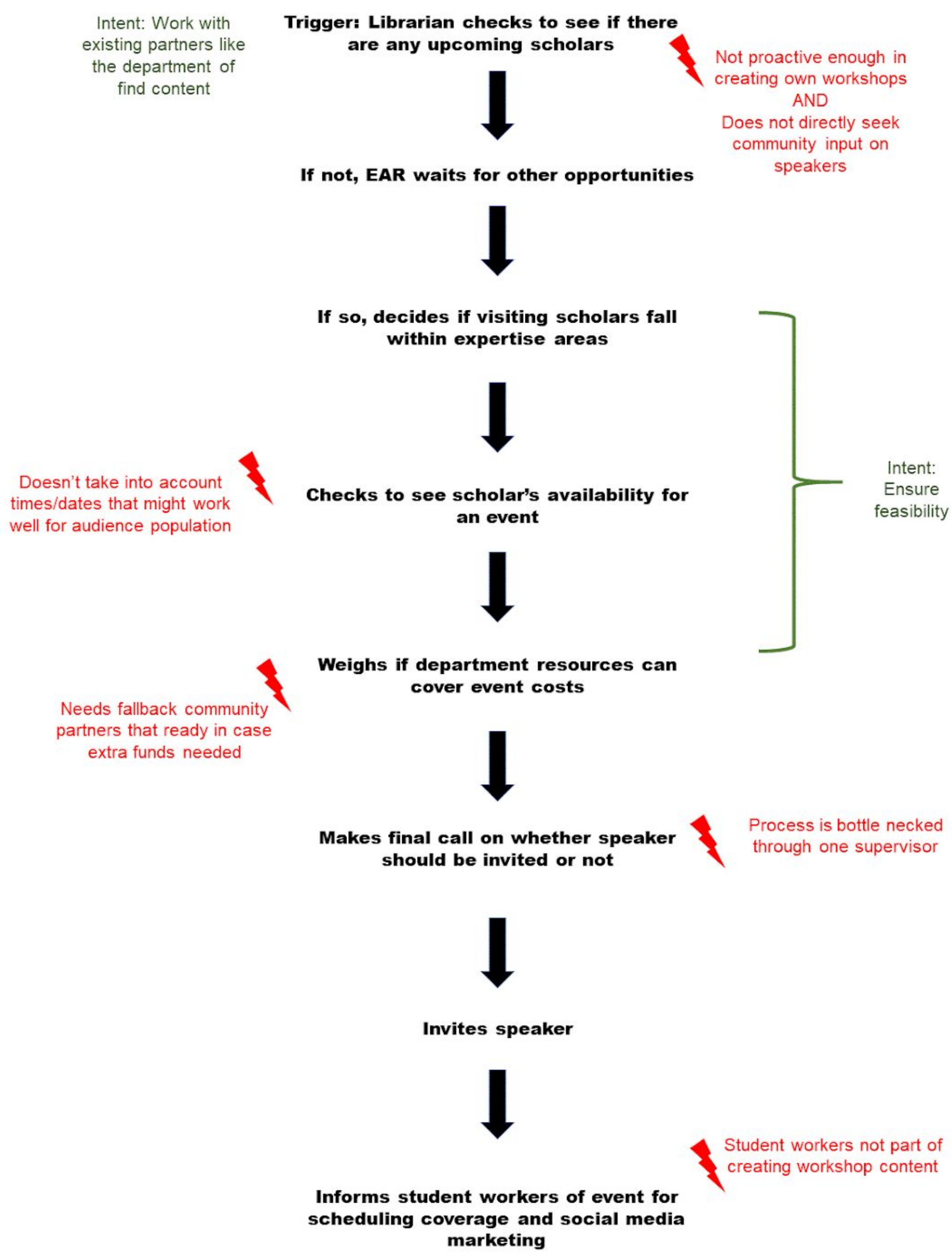
Our plan to present recommendation to the clients involves a written report that would be handed to East Asian Resources Librarian Hsi Chu Bolick. If the report was approved or requested, our group could visit the EAR department for further modeling and explanation. We would of course also be available for questions throughout the presentation process.

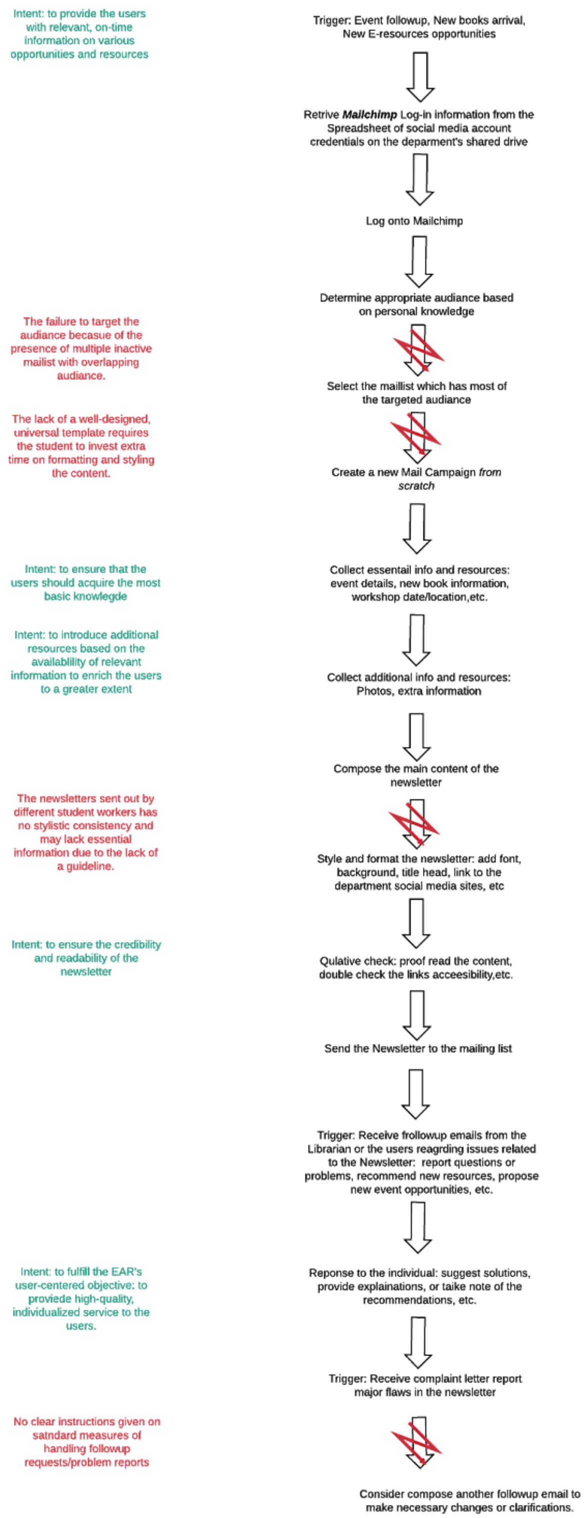
Our group learned many lessons throughout the project. Our assessment of the work would be based on feedback from Hsi Chu Bolick, as well as the graduate staff. To see if the plan is successful after implementation, we would like to see increased usage of listserv, social media metrics and following, and staff postings. We would also like to see more tailored workshops with higher attendance.

Some strengths that we found throughout the project were that we worked well with the information we were able to receive and did our best to fill in the gaps of information we were unable to collect. We felt that the fact that all group member had prior experience in the field helped, but we also worked hard to make sure that we used that knowledge for understanding and not just assuming things about the system. We were also successful at keeping to the scope of the project in check. It can be easy to over extend scope and we already had a problem that was presented in four sections. We did a good job at sticking to the scope presented and responding to it efficiently. We were also lucky to have clients who were helpful and collaborative which was an asset to the overall project.

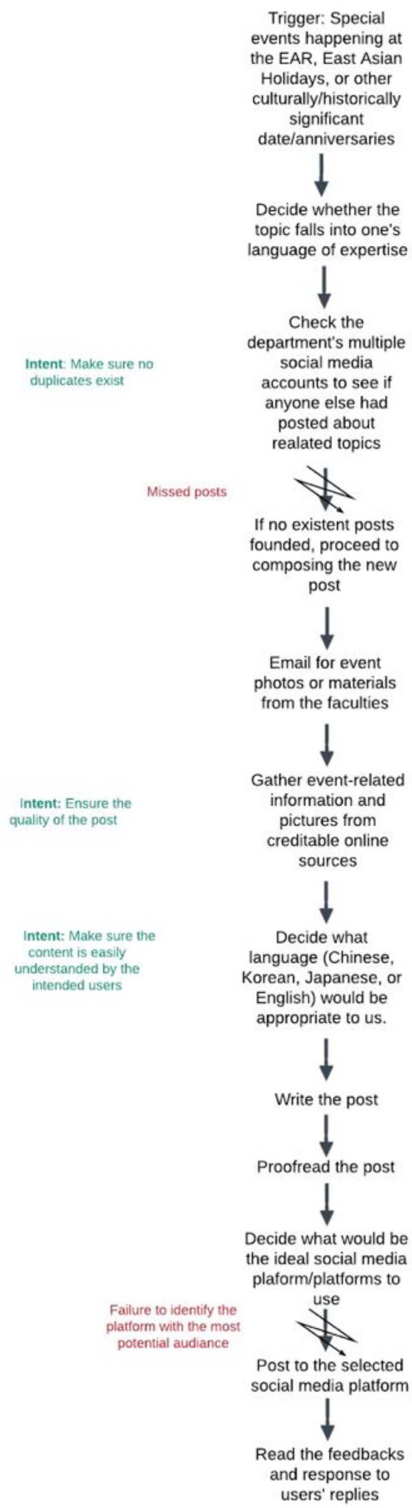
We felt that some things we could have handled better were time management and focus on specific areas. We could have used more time for information gathering. While we were able to gather a large amount of helpful information from staff, we would have liked more time to gather information from users. We also would have liked to concentrate more on social media metrics as a tool and goal for the new system. In that vein, if we repeated the project, we would spend more time on information gathering. In the next project we would work more closely with our models to make sure that the models created and used at various points of the project are more cohesive, valuable, and diverse.

Artifact Model for Information Gathering:
https://drive.google.com/file/d/1YyTHo7PjF83l0yzX811G47SwAdO5IgGY/view?usp=sharing

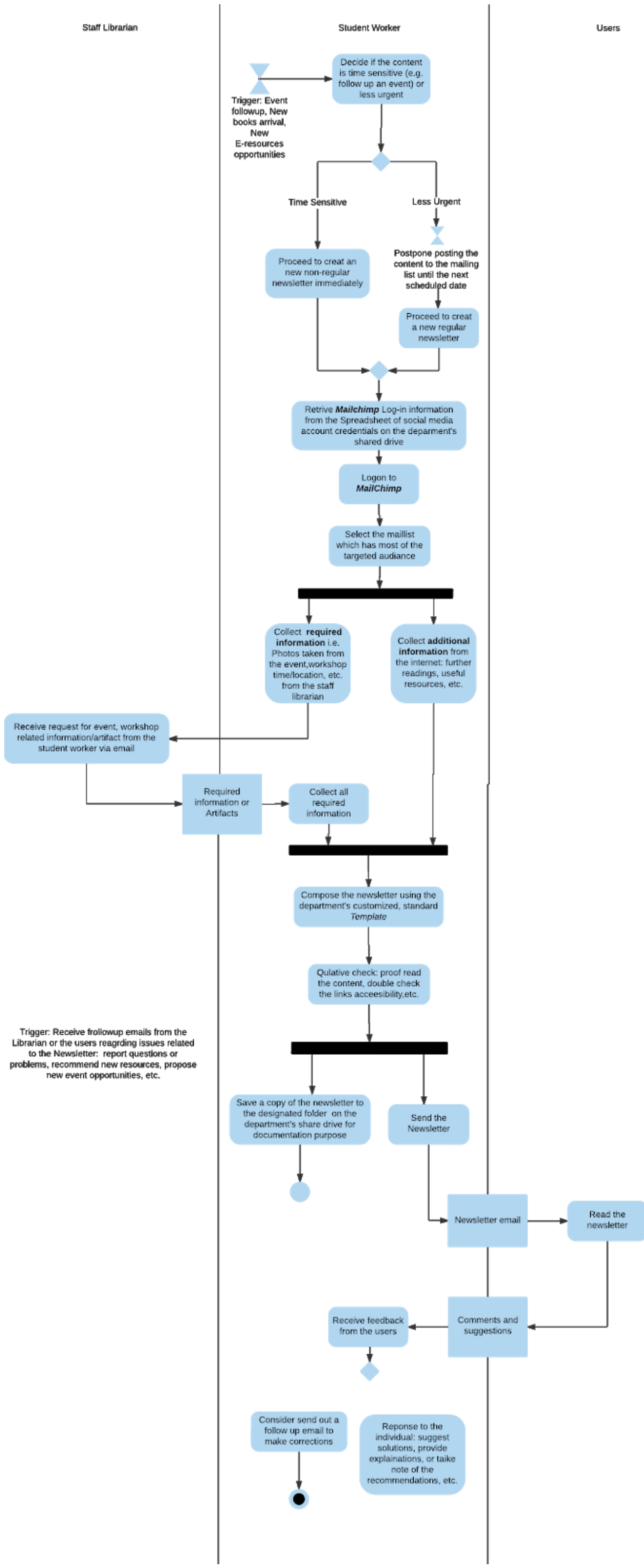




(Listserv: Flow Model-before)



(Social Media: flow model--before)



(Listserv: activity model--after)