

# 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	Examples
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	<ul style="list-style-type: none"><li>• "...there is a type of story involved with the artwork that is great to hear and we are always looking for the opportunity to share this type of information with members...if there was a way to access this cool...information and share [it] with our members and link it up with their experience, [it would be] great to share that research has been done or an object has been conserved." (#338, Membership &amp; Visitor Services)</li><li>• "Gap between what is internal information vs. what is available publicly." (#94, C&amp;T)</li></ul>
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	<ul style="list-style-type: none"><li>• "Currently helping patrons navigate our multiple points of access/dissemination. Not always intuitive for users to understand the finding aid or MARC record." (#6, L&amp;A)</li></ul>
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	4	<ul style="list-style-type: none"><li>• "...tagging objects and seeing no overlap between terms. We also see this in search queries on the museum website and what we're [actually] offering on the...website" (#220, IIT) <i>This is an example of a multifaceted issue, which has been tagged more than once. External: Findability, External: UX, mixed with Internal Standardization (tagging and classification don't match) which is</i></li></ul>

	internal users describe and look for art.		<i>a result of Internal: Workflow.</i>
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	<ul style="list-style-type: none"> <li>• "The way...staff save their notes and documentation...through excel spreadsheets since they might not be official enough to be put into TMS and it is a timesuck to even do that." (#304, American Art)</li> <li>• "Research for library installations/exhibitions process leads to a lot of discovery about our collections and our museum history...this information is not easy to find...but you don't use all of this information and you don't have anywhere to put it." (#560, L&amp;A)</li> <li>• "Many ways of entering data....[many different platforms and old systems that need to be mapped into new systems] Wordperfect files, Filemaker Pro, [Conservation Tracker], Imported documents." (#399, Conservation)</li> <li>• "Never had the staffing level to keep track of bibliography, maybe I find something and maybe stick a note in a book or maybe enter it in TMS, but maybe not." (#599, South Asian Art)</li> <li>• "People don't see collection data as a priority...they won't go back and fix it because they have an exhibition deadline." (#186, TMS)</li> </ul>
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	<ul style="list-style-type: none"> <li>• "There are many systems that don't speak to each other (as you are aware of), so having a single navigation tool would be helpful." (#355, Education)</li> <li>• "Wouldn't it be great to know what objects are on tours (where is it or even if it is on tour) or when an object will be back--visitors and members would be interested. Or what has been presented over time in tours, history of the tour." (#335, Membership and Visitor Services)</li> <li>• "...researching female artists and artists of color, which as less accessible data, data that is very hard to find, or data that is not really digitized or formally stored anywhere. Finding information can also be very hard with TMS not providing everything, especially when certain staff only have access to certain sets of data, it takes a lot of time to find a work around for this and digging on Marcel with not a lot of success." (#277, American Art)</li> </ul>

			<ul style="list-style-type: none"> <li>• "Silos: can't get to data put in one system {to} another." (#69, Conservation)</li> <li>• "Major stumbling block for development, marketing, communications there is no integration CMS for them, they are all working in their own bubbles. (#373, Photography studio)</li> <li>• 45 "Conservation information has not been properly integrated with other sources of information and there is a lot of rich information in their files." (#45, American Art)</li> </ul>
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	<ul style="list-style-type: none"> <li>• "I also worry about the information in Public Programs that is not captured or accessible because there are not systems in place to manage that information... I have asked AV to video record all auditorium programs and select in-gallery programs and send the full uncompressed files to ...be saved in Preservica." (#355, Education)</li> <li>• "There are so many [places] where we store data and resources. When you're working in a cross departmental group--shared doc, google doc, sharepoint, dropbox--where does this live post mortem (#526, Contemporary Art)</li> <li>• "Social media...not sure where that information is saved...someone in 10 years might want to pull up this information--staff turnover doesn't help--curators line of inquiry dies when they leave because someone else who comes on has different interests and they would have to dig through the former curators files." (#336, Membership and Visitor services)</li> <li>• "There is a lot of work being done by fellows that sits in files." (#640, Executive Office) - JV seconds!</li> <li>• "Hidden treasure troves dying to be shared, undercataloged areas. " (#540, CRAIG)</li> </ul>
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	<ul style="list-style-type: none"> <li>• 339 "We have access to visitors and guides, but not necessarily art information or presentations on what's going on in the galleries, we rely on the website for a fair amount to look up information for visitors to get to different artworks." (Membership and Visitor Services)</li> <li>• "...TMS limits access to those outside the managing department." (#96, C&amp;T)</li> <li>• "I don't have TMS access, we rely on editors to tell us what we're</li> </ul>

			<p>putting in and what is factual and correct." (#421, EGD)</p> <ul style="list-style-type: none"> <li>• "[We need] a positive rather than restrictive access policy." (#62, Conservation)</li> </ul>
Internal: Platform-specific	Platform specific issues (i.e. TMS, Marcel, Preservica, Raisers Edge, etc...)	49	<ul style="list-style-type: none"> <li>• "Donor information on Raisers Edge does not talk to TMS." (#476)</li> <li>• "[Conservation Tracker] As time has gone by it is too much to add paper reports, we end of scanning them, and even when you import them, you don't see them and don't know to be looking for them." (#398, Conservation)</li> <li>• "I don't have TMS access, we rely on editors to tell us what we're putting in and what is factual and correct." (#421, EGD)</li> </ul>
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	<ul style="list-style-type: none"> <li>• "There is a gap between having standard terms/taxonomies and general standards in TMS and having a plan for order and syntax. We are starting to think about the finished package of a publication and how to get the consistency there." (#125, Publishing)</li> <li>• "Need best practices of how we collect, display, record, etc..." (#287, Contemporary Art)</li> <li>• "Supplementary info in TMS (e.g. Bibliographic references...) and other than that we have unstructured data. That leads to Publishing getting a jumble of references that need to be reconciled and fixed (at the end of the process)." (#126, Publishing)</li> <li>• "TMS classification system started out as a political decision,...but artists are challenging us. We need to update classifications. We need to change within the system and what is there." (#203, TMS)</li> </ul>
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	<ul style="list-style-type: none"> <li>• "When looking for information we look in our own curatorial files, but we often need to email to ask about information kept in registrar and conservation offices." (#31, European Painting &amp; Sculpture)--<i>Also a connections challenge.</i></li> <li>• "Where is the best place for something to live that we can easily pull?" (#516, Contemporary Art)</li> <li>• "Finding a photo of a donor...took 4 hours...with lack of tags, no</li> </ul>

			<p>[central] place to find it or only some tiny bits of info you have about it." (#290, Contemporary Conservation Working Group)</p> <ul style="list-style-type: none"><li>• "We know we have it but it isn't saved anywhere with much information for you to search it." (#289, Contemporary Conservation Working Group)</li></ul>
--	--	--	---