PRESENTERS

Heather Bollinger  
*World War II Comes to Williamson County: A Virtual Exhibit Using Content Management Software*  
The Williamson Museum, Georgetown, Texas  
Field Supervisor: Ann Evans, Curator

The Williamson Museum in Georgetown, Texas, gathered photographs and other objects from county residents that document their lives during World War II, either through service abroad or on the home front. My capstone involved a large-scale digitization effort to make available online the World War II-era photographs, records, and objects held by the museum. I developed skills in digitization, metadata writing, research, and content management. I utilized Omeka content management software to build the website, which complements a current World War II exhibit on display at the museum through late spring 2015.

In addition to functioning as a virtual exhibit that showcases the museum’s World War II collection, the website serves as an educational tool for middle school and high school students, with lesson plans corresponding to the Texas Essential and Knowledge Skills (TEKS) subject knowledge for World War II. These plans require students to view the resources I have made available online and will also teach them how to use a content management system and discover digital resources.

Cathy Choi  
*Building a Framework for a Rich-Media Collections: UT Folklore Center Archives and John A. Lomax Papers*  
The Briscoe Center for American History  
Field Supervisor: Tanya Clement

The University of Texas Folklore Center Archives is one of many collections at the Briscoe Center for American History that will benefit from being presented on a rich-media site, providing users access to digitized copies of the original field recordings on tape. This project focused on organizing the folk songs gathered by folklorist John A. Lomax, who made recordings mostly in the South in the 1930s, and additionally integrated material from his family papers to help tell a richer story than provided with the audio alone. This project involved building a Glifos site, the Briscoe Center’s preexisting rich-media platform, with pages that contained table of contents, digitized audio with synchronized song indexes, and page images of the original index. To supplement the audio pieces, I also selected and digitized photographs from the John A. Lomax Papers that corresponded to the collecting trips. This project developed a workflow for similar rich-media projects and documented challenges faced during the course of this work.
Megan Fischer  
*Catalogue Workflow in Private Universities*
Concordia University  
Field Supervisor: Marcus Fry

While working as an assistant technical librarian at Concordia University, I frequently found myself flipping through my own scrawled notes regarding the more detailed portions of cataloguing. I choose to take the "cheat sheets" created by prior copy cataloguers and create a cohesive guidebook with visual references for future employees. I used my own experiences to improve upon the existing papers, which were outdated, dense, overly detailed or lacked Concordia-specific steps. I also conducted phone interviews with comparable institutions in the central Texas area. I tried to incorporate some of their more helpful ideas into the guidebook. Hopefully this guidebook will become something that future copy cataloguers at Concordia can expand upon and help them with a more efficient workflow.

Ryan Hanus  
*Playback: Preserving the Analog Audio Collection at the Texas State Library and Archives Commission*
Texas State Library and Archives Commission  
Field Supervisor: John Anderson

The objective of my project was to complete an inventory and preservation assessment of the Texas State Library and Archives Commission’s (TSLAC) analog audio collection. At the time of the project’s inception the extent of the collection and its physical state were unknown. I scoured the archival stacks and entered each artifact, its corresponding metadata, and its physical condition into a database. The survey revealed that TSLAC houses approximately 1,200 individual audio artifacts which consist mostly of reel-to-reel magnetic tapes, vinyl records, and audio cassettes. After the items had been indexed I assessed the needs of the collection and designed a preservation plan to safeguard the materials. The plan outlined several best practices for preservation as well as a cost-benefit analysis of several different preservation options. It is my hope that the implementation of these measures will slow the rate of deterioration of the artifacts and extend their life and availability to researchers for years to come.
With the continued push for ease of access to archival collection materials, many collecting institutions are pursuing digital asset management programs to facilitate such access. Unfortunately, for many institutions, resource and staffing constraints prevent the immediate addition of a technical staff member to handle creation, migration, and management of Digital Asset Management Systems (DAMS) or Content Management Systems (CMS). The Alexander Architectural Archives, while facing such constraints, cannot wait until such a staff member is hired. This project focuses on surveying the digital assets of the Alexander Architectural Archives, providing detailed recommendations for standardizing, streamlining, and creating usable workflows that can be adapted to the specific projects and collections with digital elements. By improving the knowledge base for digitization standards of analog items for scanning, quality control, and access preparation along with establishing schemata and conventions, future manipulation and migration of the digital assets can be completed more consistently and regularly than currently possible.

Ashwini Kamath
User-Testing and Design Recommendations for IBM Watson Engagement Advisor
IBM Watson Solutions
Field Supervisor: Kelly Lisai

This project applies principles of user-centered design to test and evaluate a customer service solution, Watson Engagement Advisor, being developed by IBM Watson Solutions. This application allows companies to enhance clients’ online experiences by providing personalized responses to their questions about the company’s products or services. I was involved with getting user feedback on the mobile application, which led to additional design refinement. I worked with the User Research Lead, developed the research protocol, and facilitated the feedback sessions for fifteen participants, both inside and outside IBM. We used three methods for getting user feedback: in-depth interviews, focus groups, and an online survey. After each round of user research we presented a SWOT list, and provided design recommendations to the UX team. I also conducted a competitive analysis, weighing particular features of the Watson Engagement Advisor against similar products currently available. The results of this analysis will provide a benchmark for features to be included in the product, as well as inform future iterations.
Addison Martinez  
*Reconsidering the Information Architecture of LabVIEW Software Help*  
National Instruments  
Field Supervisor: Mandy Grover

Historically, National Instruments classifies help documentation for LabVIEW software into three broad categories. Technical writers first used these information types for printed documentation. The legacy categories persisted when writers transitioned from printed documentation to compiled help manuals (CHM) that ship with LabVIEW software. As writers created more help files, the original categories became increasingly heterogeneous and lost semantic specificity. Technical writers called the effectiveness of the information types into question when National Instruments started publishing the help manuals online where users tend to arrive at help topics through search rather than hierarchical table of contents navigation. This project tests the viability of the legacy information types in an online environment. Through competitive analysis and card sorting studies with ten users, this project seeks to propose either more effective use of the current documentation classification, or a new extensible information architecture for help documentation optimized for the Web.

Natalie Miller  
*User Experience Research and Testing for OpenText’s Tempo Social Mobile Application*  
OpenText  
Field Supervisors: Grant Baldwin and Tanya Payne

My professional experience project at OpenText focused on a mobile application, Tempo Social, which gives employees a new way to communicate with one another. The goal of this application is to create a social network within an office by providing workers another way to communicate by sharing their ideas, projects, photos, and comments in a modern mobile environment. This type of community building is especially necessary within large organizations where employees may not work directly with one another at the same location. My role in the project was to provide a heuristic evaluation of the initial design, create a usability study, establish and validate user performance measures, identify potential design concerns, and provide analysis and recommendations based on the results. The purpose of this capstone project is to improve the efficiency, productivity, and satisfaction for users of OpenText’s Tempo Social mobile application.
The standard mode of library instruction at Southwestern University currently involves in-person classes taught by librarians. While this approach is effective, exploring digital instruction is important as many other library services go digital. The first goal of the Southwestern Digital Instruction Video Library is to provide the staff and students of Southwestern University with a core set of digital instruction videos. The subject of the fifteen videos ranges from care and handling of materials in special collections, to using Zotero. Each video features desktop screen captures that demonstrate a library skill, with narration explaining the use of that skill. I made and uploaded the videos to YouTube using Camtasia Studio 8 software. The second goal of the project is to teach other librarians at Smith Library Center how to use Camtasia to produce similar videos in the future to instruct students in a new and engaging way.

Jasmin A. Salinas

Exploring new mobile outreach frontiers: A look at kiosks as bookmobile alternatives for the San Antonio Public Library
San Antonio Public Library
Field Supervisor: Ramona Lucius

This capstone examined in a feasibility study the practicality and viability of replacing bookmobiles with library access point kiosks for an area in western San Antonio without a nearby branch library. Current economic conditions dictate a need for the exploration of bookmobile alternatives by libraries across the country because bookmobiles often have high operating costs due to inherent issues such as: insurance, staffing, fuel cost, and required maintenance. Kiosks aim to provide access to library materials while maintaining reasonable costs within tight library budgets. Research for the potential implementation of kiosks in San Antonio focused on market analysis, resource requirements, financial viability, capital requirements, and potential pitfalls. Findings of this feasibility study indicate kiosks will not be an ideal alternative for this area of western San Antonio due to a lack of partnership opportunities needed to establish location sites, maintenance expenses, and low traffic predictions in proposed site locations.