cmc **FLOW**

HOW TO... manage community content projects

Our workflow and software partnership provides a complete solution to community and volunteer projects.

Community Powered Content

Phrases such as 'crowd sourcing' or 'citizen scientist' come to mind when discussing community-sourced content. Armed with only a smart phone or laptop, volunteers can become field researchers and content gatherers. Harnessing volunteer groups to record field data or organise and document media collections has never been easier.

Working with volunteers, Groam House Museum, Rosemarkie.

However, storing and sorting the flood of information that volunteers can provide is every bit as important as gathering the data in the first place. Content management and feedback is a critical part of training volunteers and letting them know that their

work is valued. CMC Flow allows individuals and groups to upload content on line and then to work together to add knowledge and organise their content. If appropriate, projects and collections can then be released more widely.

In this 'How to' we look at the best ways to create the right structures and workflows for community projects using CMC Flow.

CMC Flow comes configured

CMC Flow has been especially designed to facilitate heritage projects where content is pooled from various sources and individuals. It allows volunteers and professionals to work together to assemble and manage information within a secure online environment. Initial gathering of content is therefore simple and straightforward. Subsequent structuring of uploaded content can then remain basic or become as sophisticated as the project – and perhaps subsequent volunteers – require.

Train, organise, facilitate

These are the cornerstones of a successful community project. From the outset of the project we will work with you to develop a level of community engagement that suits both the project and the size of your organisation.

Training the trainers

Project leaders normally have a good idea of the content they are looking for and how to set about getting it. Some training may, however, be needed in creating efficient workflows and understanding the best ways to organise volunteers and colleagues to pool their resources and time. We are very happy to train up project leaders to become as self sufficient as possible, to go on and train others.

Training contributors to use CMC Flow. Clyde and Avon Valley Landscape Partnership.

Organised workflows

We run workshops for staff and volunteers in how to best select, document and manage the content for your project. We provide volunteers with managed remote access to online repositories so that they can build

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up relevant collections of content and then, it they have project approval, to add information to these collections.

Facilitation
CMC Flow is an extremely powerful digital asset management system. Resources can be uploaded in batches, edited in volume and managed in bulk. This is often undertaken if legacy material is being uploaded and 'cleaned up'. Likewise team members' permissions and authorities often change as skills improve. Once content begins to flow CMC are there to assist with the heavier system administrative tasks and higher level training of core team members. Equally we also realise that outsourcing system management to CMC's experienced heritage data managers is the fastest way of getting projects up and running.

Secure systems and data protection
There is no doubt that harnessing the power of volunteers is essential for most heritage projects today. Community projects can significantly raise the profile of the institution. Above all volunteers feel that they are participants, not just interested bystanders, and of course funders understand this and today expect high levels of community involvement.

However, it is essential that the core systems of any organisation – for instance collections management systems or data protection standards – are not put at risk. CMC Flow has been built to run independently from in-house systems with data being mapped back and forth from behind firewalls as required.

Training workshop for the University of Brighton.

CMC Flow itself is fully secure and has robust data mapping tools so that when content is approved, relevant data can be mapped across in bulk. Once this is set up the transfer of information and assets can take place at the touch of a button.

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