On the Same Page: A Wikis Redux

Susan L. Jennings
Appalachian State University
Tennessee Library Association
Kingsport, Tennessee
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AGENDA:

• Present/demonstrate the Access Services Wiki
• Describe design considerations and assessment techniques used.
• Discuss how could YOU utilize such a product in YOUR library environment?
Presenting . . . Desk Services Wiki

Source: http://wiki.library.appstate.edu/access
Desk Services Wiki
Desk Services Wiki

WELCOME TO THE ACCESS SERVICES WIKI...

by Susan Jennings — last modified 2007-09-04 19:31 — History

Breaking News...

9/4/07

Problems with Opening Reserve Readings Remotely
8/30/07

Ideas Factory Opening Soon - Here's what the Voucher looks like!
8/29/07

Problems with ScienceDirect E-Journals
Remote Access Problems for New Faculty and Staff
8/28/07

Network Outage Planned Sept 4 6 pm
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8/23/07

Reserve Scanner on the Blink
Swamped App Card/Print Card Machine!
Problems with the Business Math CDs
Change In Group Study Loan Periods
Powerpoint Printing Issues

[Add comment]
Desk Services Wiki

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add comments
## Design Considerations

<table>
<thead>
<tr>
<th>Content</th>
<th>Aesthetics</th>
<th>Customization Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Both authoritative (outside) and internally created pages.</td>
<td>• Pleasing colors.</td>
<td>• Plone is FREE – bang for the buck!</td>
</tr>
<tr>
<td>• Links prominently to our web site.</td>
<td>• Usability.</td>
<td>• Ability to set permissions.</td>
</tr>
<tr>
<td>• Forms and Procedures we need daily.</td>
<td>• Multiple ways of navigating site.</td>
<td>• Expertise available in house.</td>
</tr>
<tr>
<td>• “Breaking News” as home page.</td>
<td>• Clean lines.</td>
<td>• “Add-on” Products.</td>
</tr>
<tr>
<td>• Seed of Training</td>
<td>• Tradition yet “pizzazz.”</td>
<td>• Ease of use (navigating and in editing) – “WYSIWYG” editing.</td>
</tr>
<tr>
<td>• Electronic version of a “Manual”</td>
<td></td>
<td></td>
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</tbody>
</table>
Assessment . . .

- Design and usability in polling users, library faculty and staff, colleagues outside the library
- Future assessment concerns:
  - Keep up to date on new “Add On” Products
  - Continue monitoring use and usability with computer assisted technology and user feedback
- MOST IMPORTANTLY: User Feedback!
Thank You... 
Aloha!
AND
WIKI WIKI, Ya'll