Blogs, wikis and Innovative software: redux

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Why “redux”? 

Presentation summary

How can Web 2.0 technologies help you manage Innovative software?
Presentation summary

- DIY Innovative software documentation with a wiki: the good, the bad...
- Project management 2.0: wikis, blogs...
- Innovative’s Web 2.0 presence
DIY documentation with a wiki

Use in place of paper, Word documents, etc. to manage:

- Library-specific Millennium procedures
- Coding schemes e.g. location/itype/status
- Direct links to useful pages in CSDirect and product manuals
- Informal tips, tricks and best practices
DIY documentation with a wiki

Example: the Alden Staff Wiki

http://staff.library.ohiou.edu/ (restricted)

- Replaces Ohio University Libraries’ intranet
- MediaWiki software/Shibboleth authentication
- All (and only) library staff can read and write
DIY documentation with a wiki

The good

- Everyone always sees most up-to-date version of documents
- Easy searching
- Can be set up for browsing with multiple “entries”
DIY documentation with a wiki

The good

- Accessible anywhere, any time, to any authorized user
- Facilitates cross training and emergency redundancy
DIY documentation with a wiki

The good

- Automatic backup (depending on setup)
- Automatic historical archive of evolving policies and procedures
DIY documentation with a wiki

- COLLABORATIVE – easy editing so all staff can contribute to documentation
- Uncovers discrepancies between different staff members’ procedures
- Helps with clueless manager problem
DIY documentation with a wiki

The bad

- Less computer literate staff may be uncomfortable
- Provide training – and make sure it’s beginner friendly
- Take steps to make sure training is applied/retained
DIY documentation with a wiki

The ancillary

- Staff feel documentation is supervisor’s responsibility
- Staff feel documentation is unnecessary (I know my job perfectly)
DIY documentation with a wiki

Culture change needed to recognize:

- Need for redundancy and succession planning (you may be perfect, but you’re not immortal)
- Policy making isn’t just for supervisors any more
DIY documentation with a wiki

The not-as-bad-as-you-might-think

- No editing wars so far
- Little or no cross-departmental meddling
DIY documentation with a wiki

The ambivalent

- Rewrite official product documentation, or just provide links to it?
- Reproduce code lists in wiki, or just tell people where to read them in Millennium?
Project management with Web 2.0

A blog as project record

- Project = long sequence of individual actions
- One person doing the work, many want to know
- Good paper trail – shows that changes *were* communicated & when
Project management with Web 2.0

Example: Alden library itypes revamp blog

http://aldenlibraryitypes.blogspot.com/
Project management with Web 2.0

Project management using a wiki

- Project = many simultaneous ongoing processes
- Multiple people doing work
- About communication with each other as much as with outside

Tip: a Google doc can serve as a simple “wiki”
Project management with Web 2.0

Project tracking using a wiki – examples

- OU Libraries WebPAC tweaks (restricted)
  https://staff.library.ohiou.edu/wiki/index.php/Web_Alice_tweaks

Migration of a small library’s homegrown catalog into OU’s Millennium:
http://docs.google.com/View?id=dhq8f9fv_18tt5qgxf8
Innovative’s corporate presence

CSDirect wikis
http://csdirect.iii.com/documentation/wikis.shtml
- Print templates
- WebBridge
- WebPAC

CSDirect Wikis
A wiki is a collection of Web pages that are created using a simplified markup language and collaboratively built databases.

The CSDirect wikis are offered as a supplement to help you share important information and tips and also update content based on your experiences.

The following wikis are currently available:
- Print Templates
- WebBridge
- WebPAC

Access and Posting Guidelines
The wiki is available to all CSDirect users, and components to the wiki, libraries may help pages.
Innovative’s corporate presence

CSDirect wikis

http://csdirect.iii.com/documentation/wikis.shtml

- Innovative can’t support everyone’s local customizations
- Users are the natural generators of content like
  - Scripts for WebPAC
  - Print templates
  - OpenURL syntax
  - WebBridge data tests
Innovative’s corporate presence

◆ What’s Brewing blog
  [http://brewing.iii.com/](http://brewing.iii.com/)
◆ Visible RSS feed 😊
◆ As of slide submission deadline (March 26), had not been updated since October (and that was just to tell you...)
Innovative’s corporate presence

- ...to follow Innovative on Twitter!
  [http://twitter.com/iii_Innovative](http://twitter.com/iii_Innovative)

- Also has RSS feed (so you don’t have to join Twitter)
Innovative Users Group on Web 2.0?

- IUG Clearinghouse has an RSS feed 😊
- Clearinghouse = more like wiki?
- Enhancement request tracking = ???
Thank You

See You Next Year

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