A Library Employee Handbook for the 21\textsuperscript{st} Century

Utilizing MediaWiki for Creating Policy Manuals

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Overview

- Project Background
- Wiki Selection
- Implementation
- Handbook Development
- Formatting
- Lessons Learned
Project Background

- **2002 Strategic Plan**
  - Need for a formal orientation process

- **December 2009**
  - Creation of task force
  - Establish official orientation process & library handbook
Choosing a Platform
Wiki

- Definition

- 1994-1995
  - First Wiki

- Two types:
  - WYSIWYG
  - Simplified Markup Language

Photo by Phillip Stewart - http://flic.kr/p/6KVRDT
Brief History of LSUHSC-S Wikis
Wetpaint Wiki

- Created 2008

- Problems
  - Proprietary
  - Files only by attachment
  - Poor Organization
  - Limited Searching
Catalyst for Change
New Wiki Criteria

- Institutional Memory
- Collaboration
- Better File Sharing
- Relatively Easy to Edit
- Improved Searching
Selecting Wiki Package

- Open Source
- Cost
- Up to Date
- Data Backend
Research!

Photo by Phil Plait - http://flic.kr/p/5QGJhT
## Comparison

<table>
<thead>
<tr>
<th></th>
<th>Wet Paint</th>
<th>MediaWiki</th>
<th>PBWorks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open Source?</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Licensing</td>
<td>Proprietary</td>
<td>Free</td>
<td>Proprietary</td>
</tr>
<tr>
<td>Data Backend</td>
<td>N/A</td>
<td>Apache, PHP, MySQL</td>
<td>MogileFS, Squid, MySQL, Pound, lighttpd</td>
</tr>
<tr>
<td>Intranet</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
MediaWiki
Extensible

Photo by Sheila Miguez - http://flic.kr/p/j3vBG
Established Support Base
Highly Searchable

Search results

You searched for handbook (all pages starting with "handbook") all pages that link to "handbook"

For more information about searching LSUHSCSLibrary, see Help.

handbook

Showing below up to 20 results starting with #1.

View (previous 20) (next 20) (20 | 50 | 100 | 250 | 500)

Page title matches

Library Employee Handbook and New Employee Orientation Taskforce
This page is designed for members of the Library Employee Handbook and New Employee Orientation Taskforce to work collaboratively. "Creating Policy Manuals"
- focuses on the technology wiki structure for handbook
57 KB (3560 words) - 17:55, 6 October 2010

Library Employee Handbook
...been compiled into this single document for convenient accessibility. The Handbook serves as a directory tool but shall not replace any official policies or...
15 KB (1865 words) - 13:31, 1 October 2010

Library Employee Handbook: About LSUHSC-S & Library
[Category:Employee Handbook]
2 KB (253 words) - 15:31, 30 July 2010

Library Employee Handbook: Library Structure & Responsibilities
...see the [[Library Employee Handbook: Teaching | Teaching]] section of the Handbook. ...see the [[Library Employee Handbook: Teaching | Teaching]] section of the Handbook.
8 KB (844 words) - 22:05, 28 August 2010
Familiar Backend

- Apache
- MySQL
- PHP 5.0
Cost
Not for Everyone!

- No WYSIWYG out of the box
- Wide-Open
- Technical Administration
- Server Installation / Maintenance
Installing & Configuring
Server

- Local
- Virtual
- Existing Web Server?

Photo by Phil Gold - http://flic.kr/p/5S2i7
Operating System

- **What we use**
  - Linux

- **Other options**
  - Windows Server
  - Windows XP
  - Other
Web Server

- What we use
  - Apache

- Other options
  - IIS 6.0
  - Cherokee
  - Hiawatha
  - Sun Java System Web Server
Database Server

- What we use
  - MySQL

- Other options
  - Post-Gre SQL
  - SQLite 3.0
PHPP 5.0
Configuring

Web server

O.S. Dependent

Database server

PHP 5.0
Security

- Operating System
- Campus I.T.
- Intranet or Internet
- Authentication
- Backing Up

Photo by Joel Moss - http://flic.kr/p/51TEAJ
Brainstorming

Writing

Organization
Formatting
Selecting a Skin

User Skins

Creating a Skin
Table of Contents

Articles

Topics & Subtopics

Challenges
---Orientation---

Here is the [file:///l:\libraryemployeehandbook\Library_Employee_Orientation_Process.doc outline] for establishing a formal orientation process for new library employees.

---Orientation Forms---

*[file:///l:\libraryemployeehandbook\Orientation\New_Employee_Orientation.doc Orientation Agenda]* - outlines the activities to be done throughout the new employee's first day & in preparation for his/her arrival

*[file:///l:\libraryemployeehandbook\Orientation\Orientation_Checklist_1.doc Orientation Checklist 1]* - checklist to make sure that a tour of the institution was given & badge/parking decal/keys are obtained

*[file:///l:\libraryemployeehandbook\Orientation\Orientation_Checklist_2.docx Orientation Checklist 2]* - checklist to make sure that a tour of the library was given, etc.

*[file:///l:\LibraryEmployeeHandbook\Orientation\GettingAcquainted.docx Getting Acquainted]* - New Employee “Getting Acquainted” with the Library Faculty/Staff Checklist

*[file:///l:\LibraryEmployeeHandbook\Orientation\facultygifboxmaterials.docx Faculty gifbox materials]* - Faculty gifbox Materials

*[file:///l:\LibraryEmployeeHandbook\Orientation\WelcomeCommitteeBylaws.docx Welcome Committee Bylaws]* - brief list of policies for the welcome committee
Style Sheet Editing

- Customizing your skin
- CSS editing
- Too many topics make table of contents illegible
Tagging

- Improves search capability
- Requires planning
- Defining tags
  - Articles
  - Thesaurus
Extensions

- MediaWiki limited out of box
- Extensible

Established User Base + Open Source =
  - Someone has had the idea.
  - A user has developed it.
Add new features or enhance functionality

Usually fall into one of these categories:

- Extend the wiki markup used to write articles
- Add new reporting and administrative capabilities
- Change the look and feel of MediaWiki
- Enhance security via custom authentication mechanisms
Categories:
- Supported Version
- Status
- Type of Extension
- Recently Created
- Recently Updated

Strategy
- Google
- Delicious
Essential Extensions

- **Embed Document**
  - Displays PDF, XLS, Doc, etc.

- **File Link Extension**
  - Shared Network Documents
  - Intranet
Installing Extensions

- It varies!
  - May require patch
  - May require helper file
  - Usually installing to patch and changing a config file

- Instructions always included
Lessons Learned

- It takes a long time
- Remember the scope of the handbook
- Backing up is essential
- Doesn’t work the same in every browser
- Maintaining is an ongoing process
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