Making Wikis Work For Your Library

DARREN MACLENNAN
What We’ll Be Going Over

- Benefits of having your own library wiki
- SOWELA’S wiki
- Options for Wikis / PBWorks
- Potential Drawbacks
- Best Practices
- Getting buy-in from your fellow librarians
- Other uses for wikis in your library
What’s a wiki?

- A wiki is a website that allows for collaborative editing of its contents.
- It’s an excellent way to share different kinds of information with your fellow librarians.
- Derived from the Hawaiian word for “quick”.

...like Wikipedia?

- Wikipedia has a **specific purpose**, whereas a custom wiki can be dedicated to as narrow or broad a purpose as you choose.

- Wikis exist on the Internet on a wide variety of subjects.

- Wikis are an extremely popular way to share information because of their flexibility.
Benefits of Wikis

- Anybody can edit a wiki!
  - If you see something that needs improving, you can improve it yourself!

- Works beautifully for sharing common information
  - If it could go into a Reply All E-Mail, it should go into the wiki
Benefits of Wikis

- Works well for training
  - If you don’t have time to train somebody directly, you can send them to the wiki for detailed instructions.

- Works well for document control
  - If you find that an earlier version of a document works better, you can revert to it.
SOWELA’S Wiki was initially created to translate electronic manuals into digital format

- There was only one copy of the manual available at any given time…
- …and I was new to the job
- Easiest way to get ahold of the manual was to make it digital.

Translating the manuals gave way to a general clearinghouse for information
SOWELA Library Learning and Resource Center Wiki

Workflows Server: sowela.louislibraries.org
Test Server: sowela.test.louislibraries.org

NOTE: NEVER delete policies in Workflows! This can have majorly deleterious effects! That means anything in the Configuration tab of Workflows - Item Type, for example.

Questions for Mark Witteman
How to Create a Label on the Label Printer (Zebra Designer 2)
EZProxy URL And Information
How To Set the Time on the Library Instruction Laptop
Films on Demand Information

SYSTEM ADMINISTRATOR DUTIES

Twitter
How to post to Twitter

Miscellany

Database Passwords and URLs
How To Change a Book for Sale
Circulation

Checkout

Standard Checkout Procedures
LALINC Card Checkout
Mark an Item Used
Renew an Item
Renew User
Item Search

Users

Check PIN Number
User Registration
Modify User
Confirm Addresses
Renew Privilege
Extended Information
Individual Patron Fee List

Holds
4. If the patron doesn’t have a Student ID card, click on the magnifying glass icon to search for the student. Otherwise, go to Step 7.

5. Select the criteria by which you want to search from the drop-down menu, then enter the search term in the “Search For” field. Typically, this is the last name of the patron.
## Retrieving End of Year Database Statistics

<table>
<thead>
<tr>
<th>NAME OF DATABASE</th>
<th>TYPE OF REPORT RUN</th>
<th>STATISTIC MEASURED</th>
</tr>
</thead>
<tbody>
<tr>
<td>CQ Researcher</td>
<td>COUNTER Journal Report 4</td>
<td>Total Searches By Month</td>
</tr>
<tr>
<td>EBSCOHost eBooks</td>
<td>Session Report</td>
<td>Number of Full Text Requests</td>
</tr>
<tr>
<td>EBSCOHost Discovery Service</td>
<td>Session Report</td>
<td>Number of Sessions</td>
</tr>
<tr>
<td>FirstSearch WorldCat Discovery Service</td>
<td>COUNTER Database Report 1</td>
<td>OBSOLETED by WorldCat Discovery</td>
</tr>
<tr>
<td>Films on Demand</td>
<td>COUNTER 4</td>
<td>Searches and Views</td>
</tr>
<tr>
<td>Gala Group</td>
<td>COUNTER Database Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Historical Newspapers</td>
<td>COUNTER Database Report 1</td>
<td>Number of Full Text Requests</td>
</tr>
<tr>
<td>JSTOR</td>
<td>COUNTER Database Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Learning Express Library</td>
<td>COUNTER Database Report 3</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>LexisNexis Academic Universe</td>
<td>COUNTER Database Report 3</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Literati By Credo</td>
<td>COUNTER Platform Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>MathSciNet</td>
<td>COUNTER Database Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Oxford English Dictionary</td>
<td>COUNTER Platform Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Proquest Dissertation Abstracts</td>
<td>COUNTER Database Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Proquest Nursing &amp; Allied Health</td>
<td>COUNTER Database Report 1</td>
<td>Number of Searches</td>
</tr>
<tr>
<td>Sanborn Maps</td>
<td>Unique Visitors</td>
<td>Unique Visitors</td>
</tr>
<tr>
<td>WorldCat Discovery</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(1) Go to http://stats.newbank.com. No username or password are required; the site will recognize by browser cookie.

(2) Click on the COUNTER tab at the top of the screen.

(3) Using the dropdown data selectors, select as close to July 1st to June 30th as possible.

SOWELA Technical Community College
Period covered by Report
2014-06-01 to 2015-07-23
Date run
2015-07-23

Reporting Period From 2014-06 To 2015-06
Sort Order By Total

The below is a description of how the **Overdue Report REV2**, **Assumed Lost Report** and **Generalized Bill Report** work to automatically handle overdue items.

<table>
<thead>
<tr>
<th>NOTICE</th>
<th>EXPLANATION</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>First notice</td>
<td><strong>Sent the day after the item is overdue by the Overdue Report.</strong></td>
<td>1 day after overdue</td>
</tr>
<tr>
<td></td>
<td><em>1ST OVERDUE NOTICE</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The following Library materials are overdue. Please return them as soon as possible.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thank you</td>
<td></td>
</tr>
<tr>
<td>Second notice</td>
<td><strong>Sent seven days after the item is overdue by the Overdue Report</strong></td>
<td>7 days after overdue</td>
</tr>
<tr>
<td></td>
<td><em>SECOND OVERDUE NOTICE</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>The following Library materials are still overdue, even though a notice was sent to bring this to your attention. Overdue charges are continuing to accrue. Please return these materials and pay the fees associated with these items.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thank you</td>
<td></td>
</tr>
<tr>
<td>Third notice</td>
<td><strong>Sent fourteen days after the item is overdue by the Overdue Report</strong></td>
<td>14 days after overdue</td>
</tr>
<tr>
<td></td>
<td><em>THIRD OVERDUE NOTICE</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WE ARE CONCERNED about the following overdue materials. We have sent you two reminders, but no reply from you has been received. Please return these items at your earliest convenience.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thank you</td>
<td></td>
</tr>
<tr>
<td>Fourth notice</td>
<td><strong>Sent thirty days after the item is overdue by the Overdue Report</strong></td>
<td>30 days after overdue</td>
</tr>
<tr>
<td></td>
<td><em>FOURTH OVERDUE NOTICE</em></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WE ARE CONCERNED about the following overdue materials. We have sent you three reminders, but no reply from you has been received. Please return these items at your earliest convenience.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thank you</td>
<td></td>
</tr>
</tbody>
</table>
Circulation Timeline

Created by Darren MacLennan 5 years, 1 month ago
Last edited by Mary Sherwood 10 months, 2 weeks ago

Revisions (11)

Compare

- No description entered
  September 23, 2016 at 9:31:16 am by Mary Sherwood

- No description entered
  August 29, 2016 at 8:42:34 am by Darren MacLennan

- No description entered
  August 18, 2016 at 11:38:16 am by Darren MacLennan

- No description entered
  August 18, 2016 at 11:38:03 am by Darren MacLennan

- No description entered
  August 15, 2016 at 8:12:22 am by Darren MacLennan

- No description entered
  August 12, 2016 at 9:00:36 am by Darren MacLennan

- No description entered
  August 10, 2016 at 9:18:34 am by Darren MacLennan

- No description entered
  July 29, 2016 at 12:59:07 pm by Darren MacLennan

- No description entered
  July 29, 2016 at 12:52:32 pm by Darren MacLennan

- No description entered
  June 20, 2012 at 1:23:45 pm by Darren MacLennan

- No description entered
  June 20, 2012 at 1:40:40 pm by Darren MacLennan
Comparing versions of **Circulation Timeline**

showing changes between August 15, 2016 at 8:12:32 am (crossed-out) and July 29, 2016 at 12:58:07 pm (underlined)

The below information is a description of how the Overdue Report REVs, Assumed Lost Report Date and Generalized Bill Report work needs to automatically handle be updated. - Darren MacLennan

7/29/2016

Every Wednesday, we’ve got two new reports running for overdue items.

<table>
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<tr>
<td>First notice</td>
<td>sent the day after the item is overdue by the Overdue Report.</td>
</tr>
</tbody>
</table>

**1ST OVERDUE NOTICE**

The following library materials

Overdue notices are overdue. Please return them as soon as possible.

Thank you

sent out via e-mail.

The day after overdue

Second notice

Sent seven days after the item is overdue by the Overdue Report

**SECOND OVERDUE NOTICE**

The following library materials are still overdue, even though a notice was sent to bring this to your attention. Overdue charges are continuing to accrue. Please return these materials and pay the fines associated with these items.

Thank you

Due

7 days after overdue

Third notice

Sent fourteen days after the item is overdue by the Overdue Report

**THIRD OVERDUE NOTICE**

WE ARE CONCERNED about the following overdue materials. We have sent you two reminders, but no reply from you has been received. Please return these items at your earliest convenience.

Thank you

54 days due

14 days after overdue
So, wait, this is open to the public…?

- **Wikipedia** is open – largely – to public editing.

- **Your wiki** doesn’t have to be. In fact, it’s best to restrict access to your library wiki.
  - It’s also possible to create separate wikis – one for the public, one for your private library.
What are my options for creating my own wiki?

- There’s a wide variety of options for creating your own wiki
  - Installing a wiki on your own servers
  - Using an external website for wiki work

PBWorks.com

- At the time of the creation of the wiki, PBWorks fit SOWELA’s needs the most closely.

- PBWorks is one of the most popular wiki solutions for educational, corporate and personal purposes.
Host and share information both inside and outside the classroom.

Used by approximately 4 million users per month.
How To Change User Privileges for a Patron

1. Go to the Configuration tab.

2. Go to the Access Control Panel on the left-hand side.

Easy WYSIWYG interface – no coding required.
Easily searchable – both files and pages.
Recent Activity Log keeps track of changes made to files, and by who.
Different levels of access – administrator, editor, writer – allows for versatility.
Free vs. Paid

- **PBWorks** works on a “freemium” basis.
  - Offers free wikis for non-commercial use
    - Single workspace
    - 2 gigabytes of storage
    - Uploading of files
  - For $99 / classroom or $799 / year per school
    - 40 GB of data
    - Custom security settings + color options
    - Importation of Word files
Potential Drawbacks

- The cloud is just *somebody else’s computer*

- **PBWorks** doesn’t show any signs of going away.

- But it’s best to keep a backup of important information.

- Unfortunately, the backup feature is only available with the **Classroom** edition of PBWorks.
Potential Drawbacks

- A wiki **needs to be organized**
  - It takes effort and skill to manage a wiki.
  - Somebody has to be in charge of the wiki for it to work.
  - The more people invest in a wiki, the better it becomes…
    - …but too many cooks is a problem too.
Potential Drawbacks

- A wiki’s interface can be confusing
  - The interface can be learned in approximately $\frac{1}{2}$ hour per person.

- Basic text editing is no problem
  - …but concepts like reverting to an earlier version may be confusing.
Potential Drawbacks

- Just because the information is current at the time of the writing doesn’t mean it’s going to be current forever.
  - Librarians need to keep their section of the wiki up to date whenever there’s a change in the policy.

- Notifications can be distributed when a wiki article is changed
  - This allows for constant updates as to when a page is updated.
Best Practices

- It’s best to identify a single person as the wiki coordinator.
  - Preferably somebody in the technical services section of your library.
  - They’re ultimately responsible for the function and upkeep of the wiki.
Best Practices

- It’s also best to identify **specific areas** for contribution to the wiki.

- Make sure that people know what a wiki is…
  - …but also what it isn’t
    - an online diary
    - Facebook
    - A dumping ground for unrelated information
Personalize the Wiki

- Ramp up the wiki slowly; start with a single person laying down the skeleton – a pilot wiki - and then allow other librarians to flesh it out.

- Also helps to create a “Getting Started” part of the wiki.

- Create a few pages as a demonstration model of what the wiki should look like.
Personalize the Wiki

- To get familiar with the interface and layout of a wiki page, encourage your fellow librarians to create an “About me” Page.
  - Who they are
  - Things they’re excited by
  - Things they’re responsible for
  - Things that they do as part of their daily routine
  - Office hours
Three Kinds of Wiki user

- **Gnomes** make small edits and tidy up loose ends to make things flow.
- **Dragons** have lots of knowledge and make massive edits to wiki pages.
- **Fairies** beautify pages by adding color, graphics, images and hyperlinks.

- **It’s easy to focus on the dragons** because they make the most dramatic changes.
  - But the contributions of gnomes and fairies shouldn’t be underplayed.
  - Every change to improve a wiki page is beneficial.
  - Encourage users to improve the wiki in their spare time.
Doesn’t it reduce my power?

- Librarians may be wary of sharing knowledge that’s specific to them on the wiki
  - Knowledge is their most valued possession; sharing that knowledge reduces your market value.
  - If what you can do is on the wiki, then why do we need you?
Doesn’t it reduce my power?

- Information can go into the wiki, but how to use it is a skill – and skills can’t be transferred into the wiki.

- Contributing to the wiki establishes you as an expert in that area.
Other uses for a wiki…

- **Project Management**
  - Recording minutes and notes
  - Creating and updating project scheduling

- **Work logs**
  - Keeping track of progress on projects over time
  - “To do” lists for different staff – see at a glance who’s done what.

- Building an FAQ for new employees