



## SAPRL – Presto Library Home Page

In May 2015, the South Australian Parliament Research Library successfully introduced its new intranet homepage.

### Background

While the Library has maintained a series of textbases using DB/TextWorks since the 1990s, the ability of Members and their Staff to access this information via the Parliament Library intranet homepage was limited. The reasons included:

- Searching could only be done in one textbase at a time;
- Searching was not as thorough from the homepage (using WebPublisher) as it was from DBtext.

Utilising the *Presto for DB/TextWorks* system, the Library has tailor-made a webpage, ideally suited to delivering the Library's online services. In doing so, the Library has been able to move away from the Parliament's 'preferred model' webpage to create a distinctive design, best suited to delivering the Library's online capabilities to Members and Staff.

### What is Presto?

Presto is a knowledge management platform that enables clients to publish DB/TextWorks textbases to the inter- or intranet. Textbases are managed in DB/TextWorks and content is synchronized to Presto.

The Library is currently using Version 4.4 of Presto for DB/Textworks.

In addition to hosting the Library's Online Reference Enquiry form, now linked to Sharepoint, the Library's intranet homepage features many of the capabilities of Presto, including:

- **Federated searching across all textbases which allows for displaying results in one view**

One of the biggest challenges with WebPublisher is that it searches one textbase at a time. Previously, Library users would have to search for newspaper clippings in the newspaper clippings textbase, then conduct the same search in the radio transcripts textbase. This was an overly repetitive and time-consuming task.

With Presto,

- the 'Search Text' box allow users to search across all of the textbases that they have access to;
- the 'Search all content' box allows users to configure a search of two or more content types;
- the Search Tab allows users to search one content type.

The security features of Presto for DB/Textworks, permit administrators to limit users' access to certain fields, records, and textbases as required.

- **A homepage that makes accessing the Library's services engaging to users**

Presto for DB/Textworks helps alleviate some of the need for extensive knowledge of HTML and other web languages, and features a configurable homepage which incorporates useful web technologies.

For example, Presto for DB/Textworks has a "slideshow" widget that lets you create and display slideshows without using JavaScript.

Records can be displayed and collated not only by textbase and record type, but also automatically sorted by relevance. Alternatively, administrators can determine the sort order for each textbase.

There is a feature for the auto-creation of thumbnails of images and PDFs. If there are PDFs in any textbases, Presto for DB/Textworks will automatically generate a thumbnail of the first page.

- **Alerts to real-time updates of Library textbases in both email and RSS formats**

The various search functions and the browse function enable Library users to find records in a collection of textbases, but they require users to pull the information themselves.

The alerting capability gives individual users the ability to create customized Alerts and notifications delivered via their choice of email or an RSS feed. If administrators don't want all users to create Alerts, the enhanced security features can be used to determine which users have alert access.

Administrators can also configure Global Alerts to which Members and Staff can subscribe. These are based on topics that would be of general relevance to the Parliament.

- **InfoCart with email, save and print options**

Once Library users find the content they are looking for, they can determine how best to retrieve the information for use.

Administrators can decide how they can use the records they find. All "act on content" capabilities can be individually permissioned to a group of users.

A few examples of permissioned capabilities include:

- Placing items in the Infocart to be acted on later.
- Printing, emailing or downloading to various formats such as XML, HTML and PDF.

- **Obtain feedback regarding usage of the home page.**

WebPublisher does not enable administrators to determine how, or even if, an application is being utilised across an organization.

Presto for DB/Textworks captures and reports on the following examples of usage events:

- Who logged in (if deemed appropriate)
- Which records users looked at and if they were emailed, printed, or downloaded;

- Who commented, rated, tagged or voted (if social capabilities are turned on); and
- Which search terms were used, including misspelled words.

### **Challenges in implementation have included:**

- **Integration with existing IT platform;**

The Parliament Network is built around the Sharepoint system. Our existing system, in particular the 'Reference Desk' DBText system, would not have integrated properly with Sharepoint. Presto for DBTextworks would resolve this issue but with the version we have purchased, being a cut down version of Presto, we had to edit everything in DBText rather than being able to do so through Presto. To purchase the full Presto system would have been cost prohibitive with a difference of thousands of dollars in price.

- **Integration with SharePoint;**

Prior to purchasing Presto, the Library went through a consultation process with our network providers to confirm that the software was compatible with the network. At the same time, we had to ensure that it was compatible with SharePoint. Links that had been set up during the initial setup of SharePoint or established by individual users had to be redirected to our new page, so they would continue working seamlessly.

- **Configuring Content Types and uploading data;**

Content Types have been devised based on the existing textbases. We determined what the Content Types would comprise and had to configure them in Presto. In doing that, we found that some of the data in the textbases was not compatible. This data had to be cleaned up to allow the transfer into Content Types. This was a huge job.

- **'Cleansing' existing textbases to ensure content is recognised in the new format;**

The configuration of content types and uploading of data revealed that historical data entry practices needed to be refined to ensure that field entries would be recognisable, e.g. with dates: 'circa' not accepted. The spelling of names had to be consistent to allow a thorough search, e.g. 'Finnigan' / 'Finigan', 'Gardener' / 'Gardner'.

We found it essential to have a good understanding of the software and to do some user acceptance testing before loading larger textbases. Textbases with a large number of records can only be loaded in batches, this is very time consuming and slows down the system during this process.

- **Design and implementation of views;**

The Library had to design every element of the interface. This included choosing fonts and determining how much detail is displayed in each view.

- **Properly configuring alerts using Boolean equations;**

Some experience in formulating Boolean equations is of benefit, however, search terms can be easily configured and tested to ensure accuracy. Help Guides on searching and browsing are available from the home page.

- **Being an early adapter, with the Library being the only South Australian institution with this system;**

Support is available from the Help Guides, which are accessible from the home page. Also, online and phone support has been and is provided by Maxus, for a fee. In South Australia, however, there has been no one to bounce ideas off.

- **Implementation of Active Directory;**

As Parliament Staff change it is important to ensure that departing Staff are removed from the system and new Staff are given access permissions. At present this is done manually by importing the Parliament's Active Directory once a week, or whenever we receive advice that a new Member or Staff Member has commenced. The Library has to check the role new Staff are being assigned to ensure they are given the appropriate level of access. The automation of this process is currently under development.

- **Ongoing maintenance and the need for Staff training.**

As with any new technology which is intended to be of wide application, it is essential that all Staff be confident in its use, and also be able to educate users.

The Library conducts induction sessions for new Members and Staff and has begun a series of visits to the State's electoral offices to ensure Electorate Staff are fully aware of the system and how it is used.

Notwithstanding the challenges above, the new homepage has been welcomed enthusiastically by Members and Staff and has expanded the reach of the Library's services.

Future initiatives include:

- Reviewing the content on the home page and ensuring it is kept up to date;
- Using Camtasia software to create online training guides.

The SAPRL would be happy to discuss the implementation of Presto.

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