

New tools for an old challenge

Can a wiki help at a service desk ?

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What is a Wiki?

- A collaborative website which can be directly edited by anyone with access to it.
 - <http://en.wiktionary.org/wiki/wiki> [accessed 23.06.08]
- Refers also to the software used to create such a website
 - http://en.wikipedia.org/wiki/List_of_wiki_software [accessed 23.06.08]
- Name based on the Hawaiian term **wiki wiki**
 - meaning "quick"
 - used since 1995
 - when W. Cunningham designed the technology and 1st wiki
 - <http://c2.com/doc/etymology.html> [accessed 23.06.08]

Wikipedia

The screenshot shows the French Wikipedia page for the word "Wiki". At the top, there are navigation tabs for "article", "discussion", "voir le texte source", and "historique". The main text explains that a wiki is a content management system where pages are freely and equally modifiable by all visitors. It mentions that the term "wiki" was invented in 1995 by Ward Cunningham and is derived from the Hawaiian word "wiki wiki", meaning "fast". The page also features a "Sommaire" (Table of Contents) with sections like "Fonctionnement technique", "Fonctionnement humain", and "Difficultés rencontrées par le wiki". On the left, there are navigation and contribution menus. On the right, there is a small thumbnail of the page with a red circle around the "modifier" button.

- One of the largest and best known wikis
 - Wiki = What I Know Is
 - <http://fr.wikipedia.org/wiki/Wiki>
 - or <http://en.wikipedia.org/wiki/Wiki>

Wiki Features & Principles

- Collaborative and flexible editing functions
 - a community of users can edit/add content using
 - a standard web browser
 - a simple markup language
 - a uniformed stylesheet
 - updates with possibility to revert to older versions
- Communication tool
 - discussion area for each page
- Knowledgebase
 - navigation through interlinked articles
 - browsing by category if categories assigned to the pages
 - built-in search tool

A web 2.0 tool

- Wikis belong the [Web 2.0](#) trend
 - one-way services (Web 1.0) vs. « two-way » Web
- Characteristics
 - technologies that enhance creativity, information sharing, and collaboration
 - communities to gather and classify information
 - open standards : an architecture of participation
- Examples
 - blogs / RSS
 - social network services : [MySpace](#), [Facebook](#)
 - social bookmarking : [del.icio.us](#); [Furl](#)
 - social citations : [connotea](#)
 - social libraries : [LibraryThing.com](#)
 - virtual worlds : [Second Life](#)
 - wikis

Examples of wikis in Libraries

- Collaboration between Libraries & best practices
 - Libsuccess : <http://www.libsuccess.org/>
 - Library & Information Science Wiki : <http://liswiki.org/>
 - UBC HealthLib-Wiki : <http://hlwiki.slais.ubc.ca/>
 - EBM Librarian : <http://ebmlibrarian.wetpaint.com/>
- Collaboration between Library staff
 - UMN staff wiki : <https://wiki.lib.umn.edu/>
- Collaboration between Library Staff and Patrons
 - USC Aiken : <http://library.usca.edu/>
- Collaboration between Patrons

Expected benefits of a wiki in our Library

- Increase efficiency in internal communication
 - streamline internal processes and share knowledge
 - complement or replace many procedure manuals
 - better use of information available and tacit knowledge
- Better identification of information needs
 - problems not documented
- Higher involvement from staff members
 - updating of the desk documentation by all appropriate staff
 - give contributors a sense of participation
- Innovation and professional development
 - experiment a Web 2.0 application
 - eventually promote this resource to our users

The medical Library information desk

- 12 staff members
 - shifts
 - 72 hours a week
 - answer directional and basic informational questions
- Efficiency and continuity in operations
 - paper-based manuals : printed word documents
 - difficulties :
 - in navigating through the printed files
 - In updating information
- The library Web site
 - static with formal publishing workflows
 - lack of participation
 - not meant to be printed out

Content of the medical library wiki

- Administration and policy
 - contact information
 - policy manuals, IT documentation, procedures
- Collections and ressources
 - resources descriptions, hyperlinked classifications
 - new products, new book lists
 - instruction materials
- Advanced help and support for searching and publishing
 - research hints
 - introduction to bibliometrics
 - bibliographic softwares and institutional repository
- Project planning and follow up

How to choose a wiki software

- Comparison of wiki engines
 - open source programs
 - Wikimatrix : www.wikimatrix.org/
- Self-hosted
 - users install and maintain the software on a server
 - most require MySQL and PHP or Perl
 - customizable
 - MediaWiki (used by Wikipedia) : <http://wikipedia.sourceforge.net/>
 - DoKuWiki : <http://wiki.splitbrain.org/wiki:dokuwiki>
 - based on a collection of text files
 - plus a « skin » : Monobook
- Web-hosted (wiki farms)
 - easy to set up
 - not as customizable

Rights management : the access control list

- To edit :
 - Rights vary according to the groups
 - 2 groups : @admin, @ALL
 - The admin group can edit with login and password
 - The users group can read only
- To read
 - Restricted visualisation for wiki pages attached to a certain category (eg. administration)

ACL actuelles

| Page/Catégorie | Utilisateur/Groupe | Permissions | Effacer |
|------------------|--------------------|---|--------------------------|
| * | @admin | <input type="radio"/> Aucune <input type="radio"/> Lecture <input type="radio"/> Écriture <input type="radio"/> Création <input type="radio"/> Télécharger <input checked="" type="radio"/> Effacer | <input type="checkbox"/> |
| * | @ALL | <input type="radio"/> Aucune <input checked="" type="radio"/> Lecture <input type="radio"/> Écriture <input type="radio"/> Création <input type="radio"/> Télécharger <input type="radio"/> Effacer | <input type="checkbox"/> |
| administration:* | @admin | <input type="radio"/> Aucune <input type="radio"/> Lecture <input type="radio"/> Écriture <input type="radio"/> Création <input type="radio"/> Télécharger <input checked="" type="radio"/> Effacer | <input type="checkbox"/> |
| administration:* | @ALL | <input checked="" type="radio"/> Aucune <input type="radio"/> Lecture <input type="radio"/> Écriture <input type="radio"/> Création <input type="radio"/> Télécharger <input type="radio"/> Effacer | <input type="checkbox"/> |
| wiki:* | @admin | <input type="radio"/> Aucune <input type="radio"/> Lecture <input type="radio"/> Écriture <input type="radio"/> Création <input type="radio"/> Télécharger <input checked="" type="radio"/> Effacer | <input type="checkbox"/> |
| wiki:* | @ALL | <input type="radio"/> Aucune <input checked="" type="radio"/> Lecture <input type="radio"/> Écriture <input type="radio"/> Création <input type="radio"/> Télécharger <input type="radio"/> Effacer | <input type="checkbox"/> |

The Dokuwiki syntax

- **Headline** `===== Headline =====`
- **Bold** `** word **`
- **Bullet point** `*`
- **New page** `[[page]]`
- **Table cells** `| |`

===== Pubmed: rechercher les types d'études (juin 2008) =====

```
^Type d'étude            ^Descripteur Mesh [mesh]            ^Type de publication [pt]            ^Limite (à cocher)^  
|Revue systématique = Systematic review|Non|NonReview[pt] = toutes les revues|Oui[subsets]ou filtre|  
|Méta analyse = Meta-analysis|Non*|Meta-analysis[pt]|Oui|  
|Essai contrôlé randomisé = Randomized controlled trial|Non*|Randomized controlled trial[pt]|Oui|
```

see [the table in the wiki](#)

Organisation and navigation

- The [home page](#)
 - to outline the structure of the Wiki
- Built in wiki search
 - search box at left
 - exact phrases, truncations
- Categories
 - a tag attributed to the pages to build categories
 - pages can be listed by categories
- Tables of contents within the pages
 - automatically created from the section headers



-Table des matières

- Informatique / reprographie
 - Règles d'utilisation des PC
 - Impressions sécurisées
 - Impressions depuis MyUNIL avec Printunil
 - Photocopieurs publics
 - Photocopieur scanner
 - Scanner salle 423
 - Demandes d'accès à distance
 - WIFI pour étudiants UNIL
 - WIFI et Cybercafés hors CHUV

A. Administration & organisation

Informations pratiques pour les renseignements et l'accueil (pages wiki consultables uniquement depuis un poste interne)

- Actualités : [activités de la bibliothèque](#) au CHUV, le [blog des bibliothèques](#), [colloques](#) au CHUV; [occupation](#) des salles
- [Les Bibliothèques dans le domaine Médecine et Santé Publique](#) : au CHUV, à Lausanne, en Suisse
- Plans : [de la cité Hospitalière](#), [des auditoriums](#) au CHUV (au [BH08](#), à la [PMU](#)), [plan de Lausanne](#)
- [Services](#) aux lecteurs : inscription, prêt, prêt interbibliothèque
- [Services](#) aux étudiants : [impressions sécurisées](#), [PrintUNIL](#), [WIFI](#), [casiers](#)
- [Informatique / Reprographie](#)
- [Pannes](#)

B. Bases de données et ressources documentaires

- [Perunil](#) : le répertoire des périodiques électroniques et imprimés gérés par les bibliothèques de biologie et médecine à Lausanne.
- [Catalogue RERO](#) : accès par [cotes NLM](#), [sujets](#), [nombre de prêt](#).
- [Utilisation](#) de la base Pubmed : [présentation](#) à consulter
- [Utilisation](#) des bases Ovid : [guide court](#) à imprimer
- [Utilisation](#) du Web of Science et du JCR
- [Ressources à la médiathèque](#)

C. Conseils, formations, aide à la recherche, à l'édition

- [Aide à la recherche](#): pour les revues systématiques de littérature, les études cliniques, etc.
- [Exemples de recherches thématiques](#) en médecine et santé publique
- [Bibliométrie](#) : [présentation](#) sur les indicateurs de la recherche
- [Dépôt institutionnel](#)
- [Base de connaissances Reference Manager](#)

D. Développements et projets

Outils, réflexions, analyses dans le domaine des nouvelles technologies de l'information en médecine

Wiki challenges

- Getting staff to contribute
 - staff members must regularly generate or edit content
 - there is a learning curve
 - participation is slow to catch on
 - strength of the resource is dependent on the strength of the community
- More content = more maintenance
 - organization and structure has to be maintained
 - organization of archives can be an issue
- Measuring use is difficult
 - which posts are being read ?

Wiki vs. blog

1. Information architecture varies
2. Group authorship
3. Anyone can edit the content
4. Always a work in progress
5. Best for collaborative work or as a repository for information

1. Posts displayed in reverse chronological
2. Individual authors
3. Only author can edit
Others may comment
4. Posts are finite
5. Best for sharing info/starting a dialogue

See the blog and the wiki :

<http://www.chuv.ch/bdfm/acces.htm>

Lessons learnt

- By definition a wiki is a work in progress
 - the wiki is still in development,
 - potential is there
 - further analysis and evaluation is needed.
- Technical training still needed
 - promotion of deep linking into [catalogs](#), Pubmed
 - [URL generator](#)
- Need for a cultural change
 - to foster experimentation and flexibility
 - to transform tacit knowledge into explicit wiki pages