

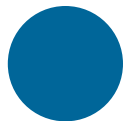
**FROM WRITING TO WIKI:
THE EVOLUTION AND UPKEEP OF AN
ELECTRONIC REFERENCE NOTEBOOK**

Missouri Library Association Annual Conference
October 7, 2009

Melissa Muth | Cindy Thompson
Reference Coordinator | Head of Resource Sharing
University of Missouri-Kansas City

AGENDA

- Beginnings
- Beginning Again
- Challenges
- Solutions
- Evaluation



MAKING THE SWITCH

- Collective memory
 - Not very accurate
 - Difficult with a large staff
- Paper notebook
 - Chronologically organized
 - Gets very messy very fast
- Outlook folders
 - Simply dragged emails across
 - Not searchable, but best option we could find
 - Messages would disappear
 - Upkeep was difficult



RECURRING QUESTIONS in Public Folders - Microsoft Outlook

File Edit View Go Tools Actions Help

Type a question for help

New Post Reply Reply to All Forward Send/Receive Search address books

Folder List

RECURRING QUESTIONS

Search RECURRING QUESTIONS

From	Subject	Received	Size	Categories
Phillips, Shirley	Bridges Data: RECURRING QUESTIONS	Thu 9/13/2007 3:1...	4 KB	
Phillips, Shirley	Digital Sanborn Maps: RECURRING QUESTIONS	Thu 9/13/2007 3:0...	4 KB	
Phillips, Shirley	Continuations Versus Serials: RECURRING QUESTIONS	Tue 9/4/2007 9:03...	8 KB	
UMKC-MNLREF	RE: Grant Opportunities Resources: RECURRING QUESTIONS	Tue 8/7/2007 3:57...	24 KB	
Phillips, Shirley	CareerExec - Employment Database--Library Jobs: RECURRING QUESTI...	Fri 7/27/2007 1:49...	2 KB	
Phillips, Shirley	IKON Electronic Submission: RECURRING QUESTIONS	Fri 7/20/2007 4:31...	1 MB	
Phillips, Shirley	MOBIUS Request ID Numbers: RECURRING QUESTIONS	Fri 7/20/2007 1:36...	4 KB	
Phillips, Shirley	Grant Opportunities Resources: RECURRING QUESTIONS	Mon 7/16/2007 3:...	17 KB	
Phillips, Shirley	UMKC Alumni Association Membership Benefits: RECURRING QUESTI...	Mon 7/16/2007 1:...	10 KB	
Phillips, Shirley	Class Videos and Taping Classes: IVN tapes in Music/Media - Recurri...	Tue 6/26/2007 8:4...	8 KB	
Phillips, Shirley	ENDNOTE TUTORIAL: RECURRING QUESTIONS	Tue 6/26/2007 8:4...	7 KB	
Phillips, Shirley	Manual Typewriter: RECURRING QUESTIONS	Mon 6/25/2007 4:...	6 KB	
Phillips, Shirley	Color Printing: RECURRING QUESTIONS	Mon 6/25/2007 9:...	43 KB	
UMKC-MNLREF	Staff Copy cards: RECURRING QUESTIONS	Fri 6/22/2007 11:0...	8 KB	
UMKC-MNLREF	Check List for Printing Problems: RECURRING QUESTIONS	Fri 6/22/2007 10:5...	10 KB	
UMKC-MNLREF	Printing Problems: BlackBoard: RECURRING QUESTIONS	Fri 6/22/2007 10:5...	7 KB	
Knowles, Cynthia ...	ULibs Wiki	Fri 6/8/2007 11:09...	4 KB	
Muth, Melissa A.	Dissertations and Theses--Author Discounts: RECURRING QUESTIONS	Mon 6/4/2007 9:5...	5 KB	
Schmidt, Phyllis	FW: THESIS SUBMISSION --- (ELECTRONIC REFERENCE NOTEBOOK -- ...	Tue 5/15/2007 9:0...	22 KB	
Le Beau, Chris	Locations - Roo Prints	Fri 4/13/2007 8:09...	2 KB	
Phillips, Shirley	Locking up Reference at closing: RECURRING QUESTIONS	Fri 3/23/2007 8:45...	8 KB	
Hunter, Diane	Changes in Interlibrary Loan - RECURRING QUESTIONS	Tue 3/13/2007 8:3...	12 KB	
Le Beau, Chris	Law School Tax Clinics 2007	Tue 2/13/2007 3:1...	9 KB	
Phillips, Shirley	Rockhill Tennis Club and UMKC Membership: RECURRING QUESTIONS	Fri 2/9/2007 10:15...	61 KB	
Phillips, Shirley	Kansas City in Perspective: RECURRING QUESTIONS	Mon 2/5/2007 8:1...	4 KB	
Phillips, Shirley	Quota Printers: Setting Printing Quality: RECURRING QUESTIONS	Fri 2/2/2007 10:40...	74 KB	
Knowles, Cynthia ...	ILLiad Training Documentation: RECURRING QUESTIONS	Tue 1/30/2007 3:2...	78 KB	
Phillips, Shirley	Library Car Calendar Now in Outlook: RECURRING QUESTIONS	Mon 1/29/2007 2:...	52 KB	
Phillips, Shirley	Film and Video Vendors: RECURRING QUESTIONS	Mon 1/29/2007 2:...	4 KB	
Phillips, Shirley	Spencer Art Reference Library Contact Info: RECURRING QUESTIONS	Mon 12/18/2006 ...	4 KB	
UMKC-MNLREF	Fax and Color Printing for Students 2007 Update: : RECURRING QUES...	Mon 12/11/2006 ...	12 KB	
Phillips, Shirley	Copyright Form for Dissertations & Thesis: RECURRING QUESTIONS	Mon 12/11/2006 ...	6 KB	
Phillips, Shirley	Iraq Study Group Report Availability: RECURRING QUESTIONS	Fri 12/8/2006 2:30...	4 KB	
Phillips, Shirley	Notary at UMKC: RECURRING QUESTIONS	Fri 12/8/2006 12:1...	2 KB	
Phillips, Shirley	Printing On Adaptive Work Stations: RECURRING QUESTIONS	Mon 10/16/2006 ...	4 KB	
Phillips, Shirley	Helping Students Find Class Schedules: RECURRING QUESTIONS	Tue 8/22/2006 11:...	2 KB	
Phillips, Shirley	Finding Proctors (Monitors) for Tests or Exams: RECURRING QUESTIO...	Mon 6/12/2006 1:...	5 KB	
Phillips, Shirley	Helping Students Find Textbooks & Helping Faculty Find BEST Textbo...	Mon 6/5/2006 1:2...	6 KB	
Crawford, Tonya A.	RE: UNews - at Western Manuscripts 1935-pres	Thu 5/4/2006 1:51...	5 KB	
Phillips, Shirley	Who Does Binding of Theses/Dissertations?: RECURRING QUESTIONS	Tue 5/2/2006 12:0...	6 KB	
Phillips, Shirley	Learning Microsoft Software Programs and eManuals: RECURRING Q...	Tue 5/2/2006 11:0...	20 KB	
Phillips, Shirley	No Laptop Guest Login for Community Patrons: RECURRING QUESTI...	Tue 4/18/2006 12:...	11 KB	
Phillips, Shirley	Dually enrolled high school students: Accounts + UMKC e-mail: REC...	Tue 4/11/2006 9:2...	7 KB	
Burns, Thomas G.	Closing Unstaff Reference Desk: RECURRING QUESTIONS	Tue 3/14/2006 6:2...	8 KB	

Folder List (Left Panel):

- All Outlook Items
 - SFAO
 - Strategic Planning
 - Student Affairs
 - Student Auxilliary Services
 - Student Life Office
 - Student Loans
 - Swinney Recreation Center
 - University Advancement
 - University Communications
 - University House
 - University Libraries
 - Blueprint
 - Budget Committee Communications
 - Budget Committee Contacts
 - Electronic Reference Notebook
 - ASSIGNMENTS
 - DATABASES
 - ELECTRONIC REFERENCE NOTEBOOK UI
 - GOVERNMENT DOCUMENTS
 - INTERLIBRARY LOAN
 - LIBRARY & CAMPUS EVENTS
 - LIBRARY TECH REQUESTS
 - MICROFORMS
 - PATRON RELATED
 - RECURRING QUESTIONS
 - SAFETY
 - SOFTWARE & HARDWARE
 - UNIVERSAL ACCESS TECHNOLOGY
 - LibQual
 - Librarians' Council Admin Issues Comm
 - Librarians' Council Minutes
 - Librarians' Council UL Budget Committee
 - Librarians' Council UL Librarians
 - LIL Calendar Archive
 - LIR Calendar Archive
 - MNL Interlibrary Loan
 - MNL Ref Calendar Archive
 - Statistics
 - Transition Team
 - UL Forms
 - UM ILS Coordinators List
 - Web Team
 - Spam Reports
 - Outlook 10 Security Settings
 - Outlook Security Settings
 - Outlook Security Settings1
 - Rolla
 - St. Louis

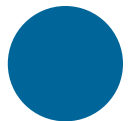
CONCEPTION

- Dissatisfaction with current system
 - Cumbersome
 - Maintenance issues
- Wiki technology introduced at University Libraries (UL)
- Encouraged by UL Administration to:
 - Explore this technology
 - Apply this technology
- Several people excited about potential of Wiki
- Small group wanted to see if and how this technology might be used to replace Outlook



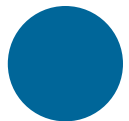
CHALLENGES FOR COMMITTEE

- Four committee members with mixed levels of expertise/experience
- Mesh the best of Outlook with the best of wiki
- Conception
 - PBWiki or Drupal
- Implementation
 - Categories
 - Responsibilities
 - Ongoing maintenance
- Deadline
 - Switching from Outlook completely
- Name



CHALLENGES FOR REFERENCE PERSONNEL

- New technology for many librarians and staff
- Another agenda item to discuss/decide upon at overbooked weekly meetings
- Another place to look for information
- Committee membership



VIEW

EDIT

☆ FrontPage

last edited by Anonymous 11 months ago

🕒 Page history

Welcome to ERNIE

Browse by Categories:

- [Access Services and ILL](#)
- [Assignments](#)
- [ERNIE \(Administrative Matters\)](#)
- [Government Documents](#)
- [Library Technology Office](#)
- [Recurring Questions](#)



📄 Create a page

📁 Upload files

★ Upgrade!

🔍 Search Pages and F

✉ Send a link

📁 Put this page in a folder

🏷 Add Tags

🔑 Page Security

📄 Navigator

★ Starred Pages

📄 Unfiled Items

📄 SideBar

This is your Sidebar

☆ Recurring Questions

last edited by Anonymous 8 mos ago

 Page history

Recurring Questions

Maintained by [Shirley Phillips](#)

[Annotations, Writing](#)

[Best Free Reference Websites](#)

[Book \(Gift\) Donations to Library](#)


[Bridges Data, Missouri and U.S.](#)

[Building Updates](#)

[Calls from Reporters or Newspapers](#)

[Car, Library, View in Outlook](#)

[CEEB Codes \(College Entrance Examination Board\)](#)

 Upgrade!

[Help](#)

Search Pages and Files

 Send a link

 Put this page in a folder

 Edit Tags: [FAQ](#)

 Page Security

Navigator

 Starred Pages

 Unfiled Items

SideBar

This is your Sidebar

Edit this! Put links and content here

[Edit the sidebar](#)

Share this workspace

☆ Access Services and ILL Determining which dept

last edited by  Cindy Thompson 1 yr ago

 Page history

Determining if Requests are MERLIN/MOBIUS or ILL

What color is your bookstrap?

Purple = ILL (x1586 or x1511)

White = MERLIN (x1526)

Green = MOBIUS (x1526)

Pink = BRING BACK TO LIBRARY IMMEDIATELY (ILL, Library use Only)

If the patron is still not sure (or colorblind!), ILL bookstraps say UMKC Miller Nichols Library Interlibrary Loan at the top.

(rev. 11/14/07 CT)

From: Fry, Amy


Sent: Thursday, January 15, 2004 9:31 AM

Subject: a plea from Interlibrary Loan

If a patron has a question about an Interlibrary Loan book, the first thing to do, before referring her to Interlibrary Loan, is to try to find out if the book is a MERLIN or MOBIUS book.


MERLIN books have white bands; Mobius books have green bands, and Interlibrary Loan books have purple bands. This is one way to tell where the book came from.

If the patron says she "ordered it online," and can't remember if it was Interlibrary Loan or through the online catalog (most patrons mix this up, anyway), one way to check is to have her log in to the MERLIN catalog and check her MERLIN record – if she ordered it through MERLIN or Mobius, the request will show up there.

 Upgrade! Settings
Help

Search Pages and Files

 Send a link

 Put this page in a folder

 Edit Tags: [color](#), [bookstrap](#), [purple](#)

[ILL](#)

 Page Security

Navigator

 Starred Pages

 Unfiled Items

SideBar


This is your Sidebar

Edit this! Put links and content

[Edit the sidebar](#)

☆ ERNIE Administrative Matters

last edited by  C 1 yr ago

 Page history

ERNIE Administrative Matters

Maintained by Reference Wiki Team: MM, SP, CT and CC

ERNie is designed for quick access to information regarding potential reference questions

[3 Ways to Search ERNie](#)

[Category Assignments](#)


[ERNie Ettiquete](#)

[How ERNie Was Created](#)

[How to Edit ERNie Messages](#)

[How to Post a Message to ERNie from Email Account](#)

[People Responsible for ERNie](#)

 Upgrade! [Settings](#)
[Help](#)

Search Pages and Files

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This is your Sidebar

Edit this! Put links and content

[Edit the sidebar](#)

EVALUATING THE USEFULNESS OF ERNIE

- Statistics, right? Not with PBWiki
- Anecdotally:
 - Strengths: searchability, information unique to us, fast retrieval
 - Weaknesses: technological change, ongoing maintenance, platform problems
 - “Fast, dependable, effortless--don't have to reinvent the wheel”
 - “Searchable local information that we all need to have access to at the ref desk.”



WHAT'S NEXT?

- Drupal
- Guidelines for posting
- Ongoing maintenance



COMMENTS • SUGGESTIONS • QUESTIONS

○ Melissa Muth

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- Click:
muthm@umkc.edu

○ Cindy Thompson

- Call: 816.235.1511
- Click:
thompsoncym@umkc.edu

Thank You
for your
Valuable Time & Interest

