

Ride the 'Wiki' bus!

A beginner's guide to wikis & libraries



Presented by:

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What is a wiki?

- Essentially it is a website built by its users
- A system for making a website:
 - Collaboratively
 - Rapidly
 - Easily (no special skills required)

Where did the name come from?

- The word “wiki” comes from the Hawaiian word *wiki-wiki*, which means “rapidly”
- Wiki inventor Ward Cunningham saw the word on buses traveling to and from the airport in Hawaii





Another definition

“A wiki is a collaborative Web site comprises the perpetual collective work of many authors... a wiki allows anyone to edit, delete or modify content that has been placed on the Web site using a browser interface, including the work of previous authors.”

About Wikipedia

- Wikipedia is a massive project founded by Jimmy Wales
- It is an encyclopedia on the net that everyone can edit
- There are many articles in many languages
 - Currently 1,397, 000+ in English





Wikipedia inspires controversy

- Some librarians are uneasy about this site:
 - Anyone can edit, but how do we know they are correct?
 - Many people don't understand the difference between Wikipedia and a more authoritative resource.



But...

- A study published in the journal “Nature” revealed that articles about science in “Encyclopedia Britannica” were only slightly more correct than those in Wikipedia.
 - Major errors: 3 in Britannica, 4 in Wikipedia
 - Minor errors: 123 in Britannica, 162 in Wikipedia

SPECIAL REPORT

Internet encyclopaedias go head to head

Jimmy Wales' Wikipedia comes close to Britannica in terms of the accuracy of its science entries, a *Nature* investigation finds.



There are many other wikis!

- From the WikiMedia foundation:



GSLIS Directory

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GSLIS Front Desk Wiki

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Simmons Graduate School of Library and Information Science

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Fall 2006 Directory of Offices

- [GSLIS Front Desk \(P111\) Hours: Mon-Thu 8:30-6:00, Fri 8:30-4:30](#)
- [Administrative Office Hours: Mon-Thu 8:30-4:30 Fri 8:30-4:30](#)
- [Individual Schedules may vary, contact staff directly to make appointments](#)

[\[edit\]](#)

Unless otherwise indicated:

- [All faculty and staff email addresses are `firstname.lastname@simmons.edu`](#)
- [all phone #s are 617-521-XXXX](#)
- [all offices are located in the Palace Buidling](#)
 - [MHC = Mount Holyoke Campus.](#)

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Simmons Campus:



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Wikimania

http://wikimania2006.wikimedia.org/wiki/Main_Page

WikiMedia's 2nd Annual Conference at Harvard Law



WIKIMANIA 2006

The International Wikimedia Conference

August 4 - 6

Cambridge, Massachusetts, USA

Conference Information

- [Registration check-in](#)
- [Venue and local information](#)
- [Travel and lodging](#)
- [Our sponsors](#)
- [Accessing the Internet](#) - READ BEFOREHAND

Program and Calendar

- [Speakers and presenters](#)
- [Hacking Days, August 1-3](#)
- [Citizen Journalism Event, August 7](#)
- [Parties and social events](#)
- [Writing and media contests](#)

Participating online

- [Participating via IRC \(One click Web chat! !\[\]\(e09936b68c0b4a3fbf9a8ee1ecc49175_img.jpg\)\)](#)
- **Streaming audio and video**
 - [Audio and video archives](#) of some of the presentations are available.
- [Topical discussions](#) and roundtables
- [transcripts, blogs, and archives](#)
- [Accessing the Internet](#) - READ BEFOREHAND

More information

- **FAQ**
 - **Contact us** for media, sponsorship, or other questions
 - [Volunteer for Wikimania](#)
 - [Mailing list !\[\]\(5566824f1de50810f1231123a4a4b4b6_img.jpg\)](#) and [site feedback](#)
 - [Wikipedia Signpost series](#)
-



Wikis in your library?

- It is possible to use wikis for many different things
- For example:
 - Procedural manuals
 - Knowledge transfer
 - Spreading best practices
 - Subject guides



Procedural Manuals

- The reference desk at Beatley Library, Simmons College has “RefWiki,” a wiki with procedures for working in the library.



Reference

Contents [hide]

- 1 Staff
- 2 Philosophy
- 3 Services
- 4 Responsibilities and Etiquette
- 5 Policies
- 6 Procedures
- 7 Contacts
- 8 Equipment and Machines
- 9 Catalog and E-resources
- 10 WebCT
- 11 Student Worker Issues
- 12 Emergencies and Unexpected Problems
- 13 VRLPlus/Digital Reference
- 14 Passwords

Staff

Rex Krajewski - Reference Services Librarian

- Reference Service Point Managers
- Reference Services Team
- Reference Desk Workers

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Philosophy

- Reference Services Ethos

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Services

- Traditional Reference
- Bibliographic Instruction
- Point-of-use Instruction
- In-depth Research Appointments
- Reference for Non-Simmons Affiliates
- Fenway Library Consortium Service Arrangement
- Boston Library Consortium --- *Simmons is not a member!*
- Dialog Mediated Searching

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article edit history watch

InterLibrary Loan (ILL)

The purpose of interlibrary loan is to borrow or obtain copies of library materials not found at Simmons on behalf of our faculty, students and staff, and to lend or provide copies of library materials requested by other libraries. Most ILL requests are processed within 24 hours of being received. Some requests are filled quickly, especially if the article requested is available in an electronic format. Others take longer as they must be mailed and therefore are dependent on the postal system for arrival. ILL is not ideal for patrons who need books or articles within 48 hours. For more information about Interlibrary Loan policies, see the Policies section of this Reference Manual subsection of the Library Wiki.

- The patron should submit his or her own requests for Interlibrary Loan via the request form at <http://libfs1.simmons.edu/illiad/>
- He or she must login to place or manage a request. Username: same as email/webct username Password: same as email/webct password
- If possible, check the Catalog to see if we own the item the patron needs in print or electronically. This may save time and work for the ILL department, as well as time for the patron
- If the patron needs the item quickly, check the library catalogs of the Fenway Libraries Online to see if the item is available locally. For journal holdings check the libraries of the Boston Library Consortium through the member catalogs.
- Some items can be renewed. To renew an item, patrons should log on to their accounts and follow the directions for renewing.
- Technically, there is a limit of 5 requests per patron per week, though if time permits, the Interlibrary Loan Department will process more than that (For ILL purposes, a new week begins on Sunday)

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Search results

You searched for **computer**

There is no page titled "computer". You can [create this page](#).

For more information about searching Simmons Library Wiki, see [Searching Simmons Library Wiki](#).

Showing below **9** results starting with **#1**.

View (previous 20) ([next 20](#)) ([20](#) | [50](#) | [100](#) | [250](#) | [500](#)).

Article title matches

1. [Computer Use](#) (756 bytes)

1: ...Patrons should use their own logins to access the **computers** resources. Guests should see Technology for gue...

Page text matches

1. [Reference](#) (4,044 bytes)

67: *[[**Computer Use**]]

2. [Opening and Closing](#) (4,487 bytes)

10: *Turn on/restart the Reference **computers** and log onto the network

21: *Log off the Reference **computers**

22: *Turn off the monitors on the Reference **computers**

31: *Verify that the **computers** are on

36: *Clean up trash and crumbs near **computers**, on the study table, or throughout the room

3. [Whom to Call with Technology Issues](#) (3,056 bytes)

10: *Simmons **computer** is not working

16: ...are and other applications on Information Commons **computers**, contact the Information Commons Technology Desk...

19: *Troubleshooting **computers** in Information Commons

20: ...ng, and other applications on Information Commons **Computers**

52: ***Computers** at library service desks

4. [Technology](#) (1,422 bytes)

15: ...t the Technology Desk, call the Help Desk for all **computer** and technology issues, except those involving Fen...

5. [Panic Button](#) (475 bytes)

1: ...utton. It is located under the counter, under the **computer** facing the Group Study Rooms. This silent alarm i...



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Knowledge transfer

- When a person leaves an organization, their knowledge goes with them.
- With a wiki, it is possible to document this knowledge before they leave
- For example:
 - Dwiggipedia



Dwiggipedia

- Approximately 6 months before Dave left his job at the newspaper, he made a wiki to document what he knew...



An article from Dwiggipedia

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Card file digitization

In 2004 I spoke with [Backstage Library Works](#) in Utah about the possibility of digitizing the cardfile index in the Tennessean library. This file contains a relatively complete index of The Tennessean from roughly 1940 to 1990, and would be an extremely useful addition to our intranet. The data contained in the index would also be useful to library patrons and/or database vendors elsewhere.

The estimates started at around \$10,000 for scanning alone (with no OCR), and went up to several hundred thousand dollars for high levels of data entry accuracy. I have not pursued this project, but I believe it would be worth looking into at some point.

Potential benefits include:

- Ability to reclaim space in library by moving cards to long-term storage or donating them to the public library or metro archives.
- Potential revenue opportunity through sale of data to database vendors.
- Improvement in news coverage through increased access to archival content due to computerized searching of index.

One idea I've had for funding this would be a public/private partnership with the Nashville Public Library, where they agree to pay for the digitization in return for complete access to the index data for their website. As a nonprofit, they would be able to pursue grant funding for this project. The Tennessean would get the benefits of digitization without the financial burden. And public library patrons would be more easily able locate archival articles from The Tennessean.

Information on the quote is located in the file.



Spreading best practices

- Library Success Wiki
- URL: <http://www.libsuccess.org>
- More information:
 - <http://meredith.wolfwater.com/wikimania/>

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Library Success: A Best Practices Wiki

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Introduction

Welcome to Library Success: A Best Practices Wiki. This wiki was created to be a one-stop-shop for great ideas and information for all types of librarians. All over the world, librarians are developing successful programs and doing innovative things with technology that no one outside of their library knows about. There are lots of great blogs out there sharing information about the profession, but there is no one place where all of this information is collected

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Subject guides

- Help your patrons find information on subjects they are interested in
- For example:
 - Harry Potter
 - Local History

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Harry Potter

About the Author: J.K. Rowling [\[edit\]](#)

Did you know that the author of the Harry Potter series is now thought to be richer than the Queen of England? Or that she has three children and lives in Edinburgh, Scotland with her husband, who practices medicine? Learn much more about the creator of Harry's world at the biography sites listed on the side.

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- [1 About the Author: J.K. Rowling](#)
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- [3 Harry Potter movies](#)
- [4 If you liked Harry Potter...](#)
 - [4.1 For children and teens](#)
 - [4.2 For adults](#)
- [5 Books about the Harry Potter series available @ SJCLPL](#)
- [6 Videos about the Harry Potter series available @ SJCLPL](#)

Books in the Harry Potter series [\[edit\]](#)



Official Harry Potter Links

- [J.K. Rowling's website](#)
- [Warner Bros'. Harry Potter movie site](#)
- [Scholastic's Harry Potter book site](#)

JK Rowling Biography Links

- Biography Resource Center: [articles about J.K. Rowling](#)
 - Available at any SJCLPL branch, as well as from your home computer with a valid SJCLPL library card.
- Biography.com's [J.K. Rowling biography](#)
- IMDB's [J.K. Rowling information](#)

Harry Potter Fan Sites

- [HPANA \(Harry Potter Automatic News Aggregator\)](#)
- [Harry Potter Lexicon](#)
- [Immeritus](#) (Sirius Black Fan Club)
- [Into the Pensieve](#)
- [The Leaky Cauldron](#)
- [MuggleNet](#)

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Help sheets for databases

- [Digital Sanborn Fire Insurance Maps \(1867-1970\)](#) [help sheet](#)
- [Obituary Index](#) [help sheet](#)
- [South Bend Tribune Online Archives](#) [help sheet](#)

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Articles

Getting Started in Local History

By Franklin Sheneman



If you are interested in doing research on the 175 years of history of South Bend and St. Joseph County, there's no better place to turn than the St. Joseph County Public Library! The [Local History & Genealogy Room](#) has a wealth of information to aid you in your research. From the novice historian to academic researchers there is something for everyone in our collection!

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SUBSCRIPTION DATABASES

- [Chicago Tribune \(1858-1985\)](#)
- [Sanborn Maps, 1867-1970 - Digital](#) [Help sheet](#)
- [South Bend Tribune Online Archives](#) [Help sheet](#)

ST. JOSEPH COUNTY LINKS

- [1875 Atlas Online](#)
- [1936 Platbook Online](#)
- [IUSB Archives](#)
- [Lindahl Children's Museum Archives](#)
- [Mishawaka-Penn-Harris Public Library](#)
- [Northern Indiana Center for History](#)
- [Notre Dame University Archives](#)
- [Obituary Index](#) [Help sheet](#)
- [St. Joseph County Government](#)
- [Saint Mary's College Archives](#)
- [Service Notes Index](#)
- [South Bend Tribune Online Archives](#) [Help sheet](#)
- [Walkerton Area Historical Society](#)

INDIANA LINKS

- [Elkhart County Historical Society](#)
- [Indiana Historical Society](#)
- [Indiana Magazine of History Index](#)



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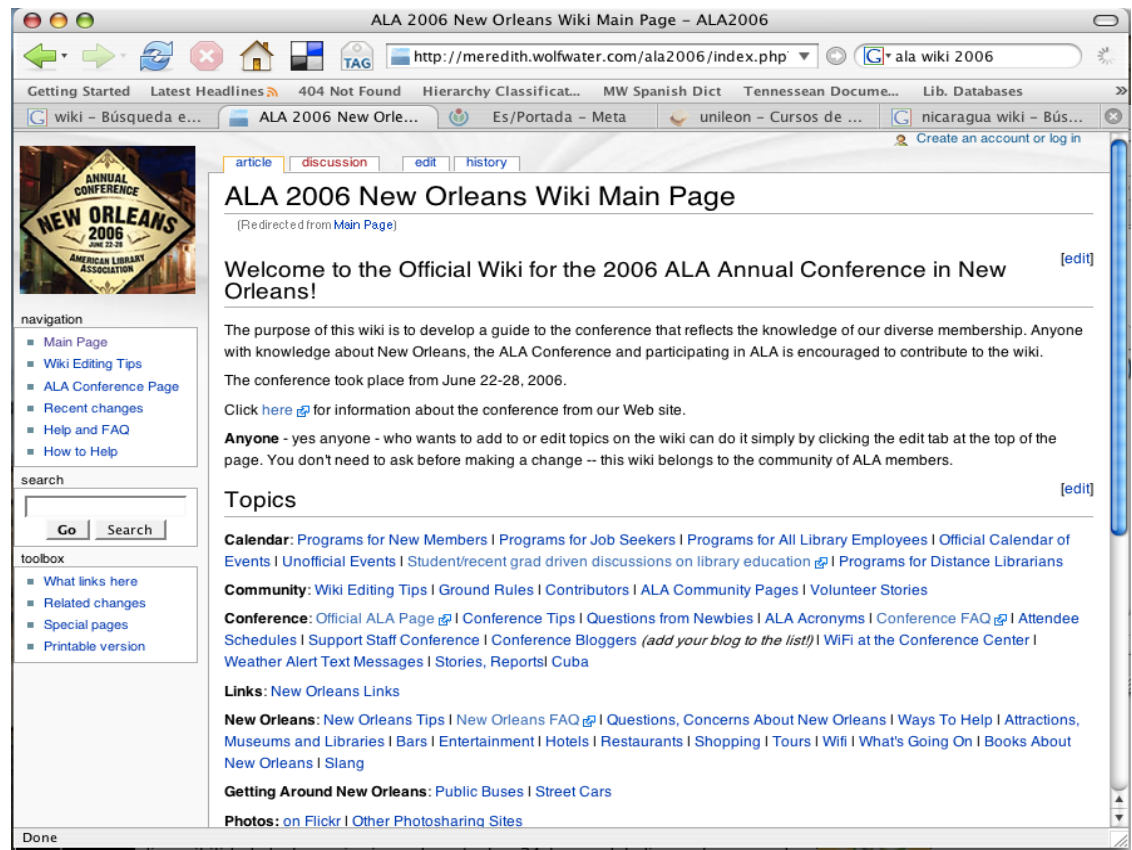
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Guide to the ALA Convention

- For the last two years, the ALA has used wikis to inform attendees of its annual convention.



The screenshot shows a web browser window titled "ALA 2006 New Orleans Wiki Main Page - ALA2006". The address bar shows the URL "http://meredith.wolfwater.com/ala2006/index.php". The page content includes a navigation menu with links like "Getting Started", "Latest Headlines", and "404 Not Found". The main heading is "ALA 2006 New Orleans Wiki Main Page" with a sub-note "[Redirected from Main Page]". Below this is a welcome message: "Welcome to the Official Wiki for the 2006 ALA Annual Conference in New Orleans!". The page also features a "Topics" section with links to "Calendar", "Community", "Conference", "Links", "New Orleans", and "Getting Around New Orleans". A sidebar on the left contains a "navigation" section with links to "Main Page", "Wiki Editing Tips", "ALA Conference Page", "Recent changes", "Help and FAQ", and "How to Help". There is also a "search" box and a "toolbox" section with links like "What links here", "Related changes", "Special pages", and "Printable version".



To make a wiki

- You need software installed on your web server, such as
 - MediaWiki
 - WikkaWiki
 - Twiki
- Every system is different
- It is also possible to use a service that already exists on the Internet
 - For example, <http://pbwiki.com>
 - Or <http://www.wikispaces.com>



Why do we use MediaWiki?

- The system is an example of “Open Source” software” – free (as in speech) and free (as in beer). It is possible to modify it for our needs.
- There are many extensions for the system
 - For example, with an LDAP extension, it is possible for students, professors, and staff to use the same password as the college network
- It is used for the largest wiki projects, including Wikipedia. Many people are already familiar with it.



Success of a Wiki rests on...

- Common interest
- Inclusion, not exclusion
- And of the utmost importance: users must feel like they have something to contribute



And surprisingly, they fail...

- Not because of:
 - Controversy
 - Bad writing

- But because of:
 - Lack of focus
 - Mismatched expectations
 - Edit wars



Resources

- Farkas, Meredith. Wikis: A Beginner's Look: Harnessing the Collective Intelligence - A presentation at "Computers in Libraries," March 23, 2006.
 - <http://meredith.wolfwater.com/cilo6/>
- Fichter, Darlene. *Wikis in Libraries: Sites, Resources and Links*
 - <http://library.usask.ca/~fichter/wiki/>
- About Wikipedia
 - <http://en.wikipedia.org/wiki/Wikipedia:About>



Onward!

Now it's time to create our own!

<http://gslis.simmons.edu/mw/sandbox2/Libraries>