

The Knowledge Portal or the vision of easy access to information

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Step 1: The vision

The vision of the project „knowledge portal“ is....

- creating a central access system,
- for all users,
- in terms of a „single-point-of-access“,
- for all information services

Step 2: The basics

The basics of the project

- former experiences coming from other projects (= myETH@ethz.ch)
- a re-structured approach for the project
- a better technical environment
- there are some similar/comparable applications in other countries (= experiences)
- the results of a user survey in 2007

Step 3: Possible perspectives

Possible perspectives I

- Improvement of the existing services
 - ✓ improvement of the access
 - ✓ enhancement of the layout
 - ✓ improvement of the usability
 - ✓ further marketing activities

Possible perspectives II

- Coming back to a library-focussed approach
 - ✓ integration of the library's homepage and access via myLibrary
 - ✓ a consistent and simple search screen for internal **and** external users
 - ✓ presentation layer and functional layer are at the same level
 - ✓ relevant content is already searchable at the presentation level
 - ✓ homepage is the portal screen with search functions at the same time
 - ✓ metasearching functions for the whole product portfolio
 - ✓ single-sign-on for all users

Step 4: Strategic goals

Strategic goals I

- Development of a Knowledge Portal for ETH Zurich
 - ✓ with a central and integrated access system
 - ✓ for the heterogeneous information sources, which are available and accessible (in electronic and print format)
 - ✓ for a wide variety of quality information services

Strategic goals II

- Establishing a single-point-of-access for
 - ✓ an overlapping search
 - ✓ and the provision of documents of all media types

Step 5: The Project

The Project: two major tracks I

1. The implementation of the Primo software with the roles.....
 - searching, display and delivery of the various information sources

The Project: two major tracks II

2. The design and development of the Web portal by....

- an actual analysis,
- a user centered design process,
- integrating Primo into the Web portal

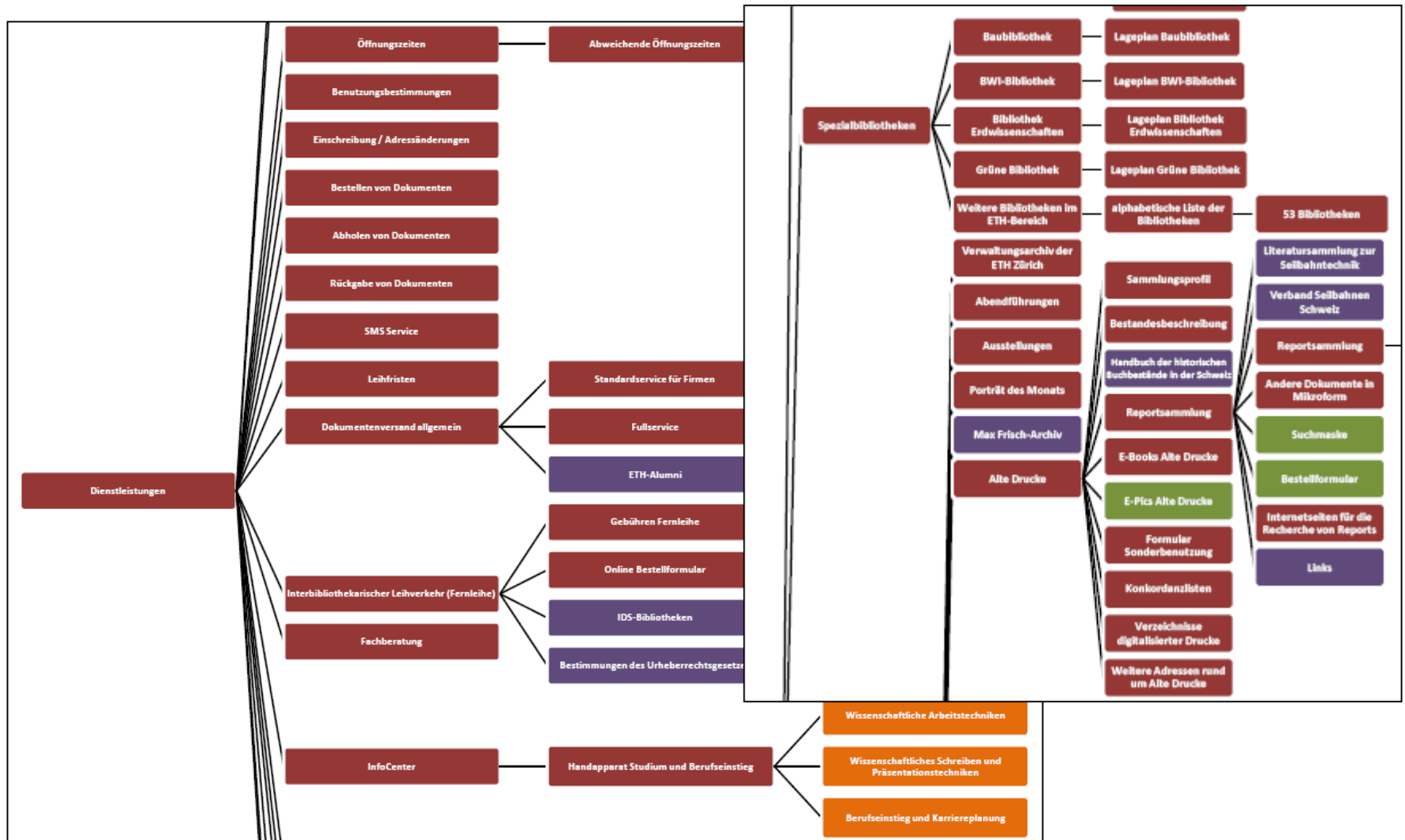
Step 6: The technical part of the project

The technical part of the project

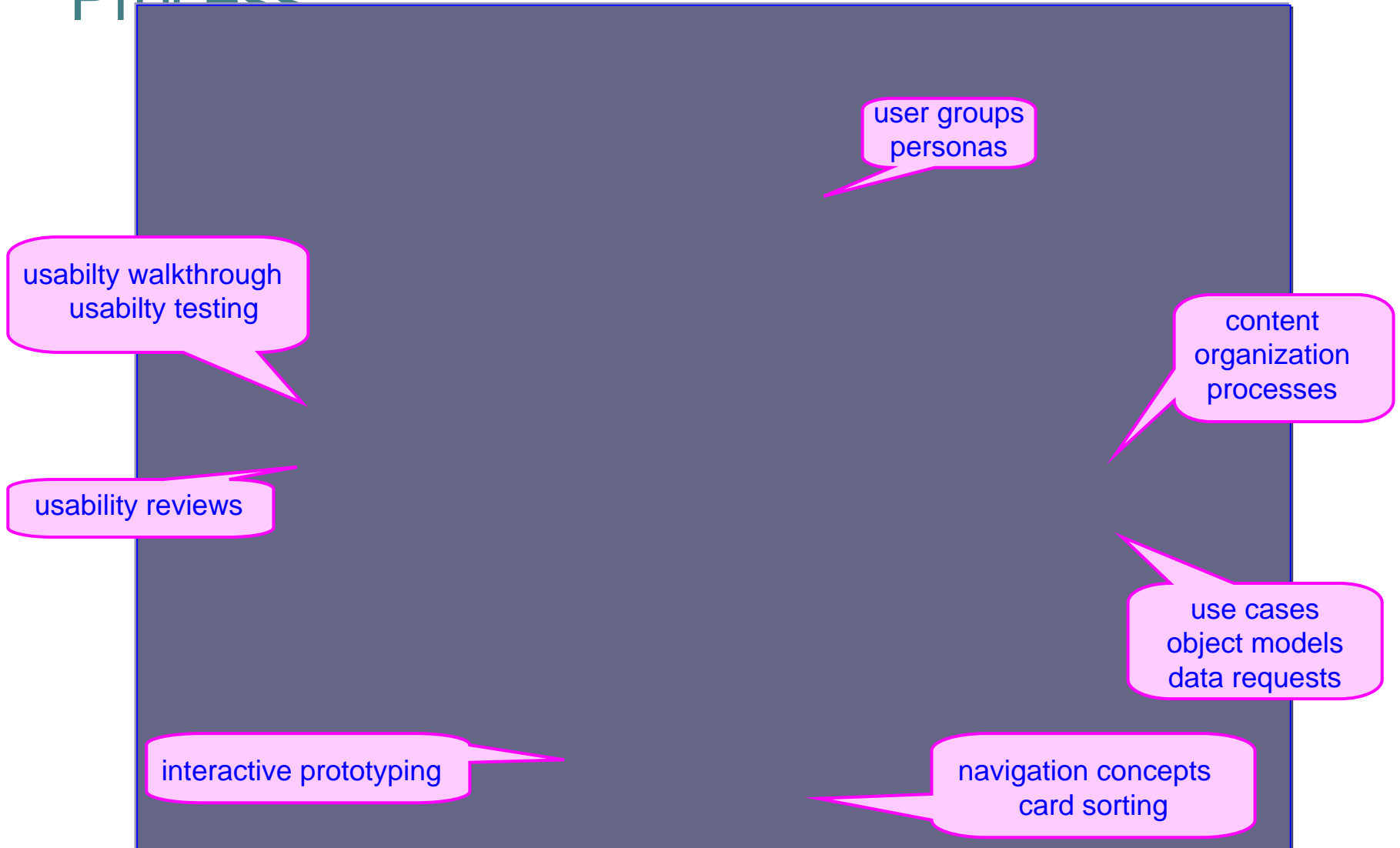
- installation and configuration of the Primo software
 - ✓ setting up a test server
 - ✓ Aleph and E-pics export of test data
 - ✓ normalization and import into the Primo system
 - ✓ training of project staff by the vendor
- definitions...
 - ✓ of institutions, libraries, data sources
 - ✓ de-duplication etc.
- Single sign-on
 - ✓ final goal: authentication only via Shibboleth
 - ✓ a solution for non-university users is a must

Step 7: The portal's layout

Website: presentation of an actual analysis



Webportal: The user centered Design Process



Integration Primo software and Web-Site

Knowledge Portal

Web application
Primo

Web application
ETH Libraries

- technical integration
- optical integration (*one navigation concept*)



Mock-up of the portal's first page

ETH-Bibliothek **ETH**
Eidgenössische Technische Hochschule Zürich
Swiss Federal Institute of Technology Zurich

SEARCH ADVANCED SEARCH

ETH-RESSOURCES JOURNALS WEBSITE SPEZIALSAMMLUNGEN



NEWS

26.01.2009 ETH-Bibliothek eröffnet Facebook-Seite

Die ETH-Bibliothek verfügt ab sofort über eine eigene Seite in Facebook. Diese informiert registrierte „Fans“ über Neuigkeiten und Veranstaltungen. Zudem können User Kommentare abgeben und sich an Diskussionen beteiligen. Die ETH-Bibliothek setzt Facebook dazu ein, Kundenkontakte über soziale Netzwerke zu pflegen und Anwendungen für die Informationsvermittlung zu testen. Sie nimmt damit im deutschen Sprachraum unter den Hochschulbibliotheken eine Vorreiterrolle ein.

15.01.2009 Die ETH-Bibliothek kennen lernen

Am Donnerstag, 22. Januar 2009, findet von 18:00 - 19:30 eine öffentliche, kostenlose Einführungsveranstaltung „Die ETH-Bibliothek kennen lernen“ statt. An einem Rundgang, mit Blick „hinter die Kulissen“, werden die Räumlichkeiten der ETH-Bibliothek vorgestellt. Anschließend werden die wichtigsten Informationen zur Benutzung der ETH-Bibliothek präsentiert.

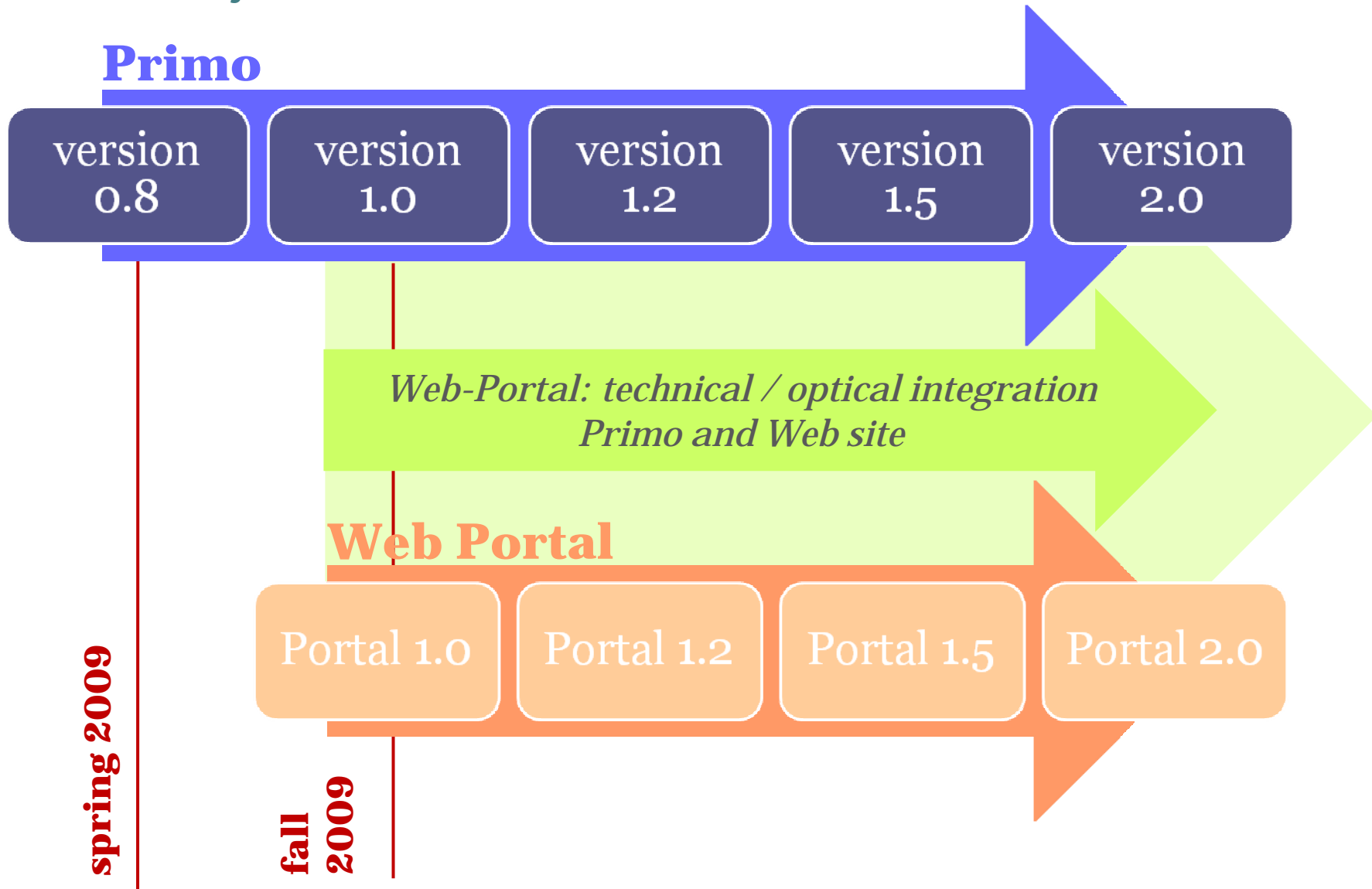
CONTACTS SERVICES ASK US YOUR LIBRARY

Step 8: The project schedule

Preliminary work

10/2006-11/2007	first presentation model / preliminary works / university-internal applications / providing financial resources
11/2007	Kick-off meeting for the project
- 01/2008	definition of a catalog of requirements for a portal
- 02/2008	as a result: evaluation of potentially relevant software
- 05/2008	workshop with suppliers / visits of users in UK and USA / development of a strength and weaknesses profile
06/2008	negotiations with ExLibris about: purchasing Primo and services for implementation and development
09/2008	installation of the Primo software on the test server

Project schedule and version control



Project schedule and version control

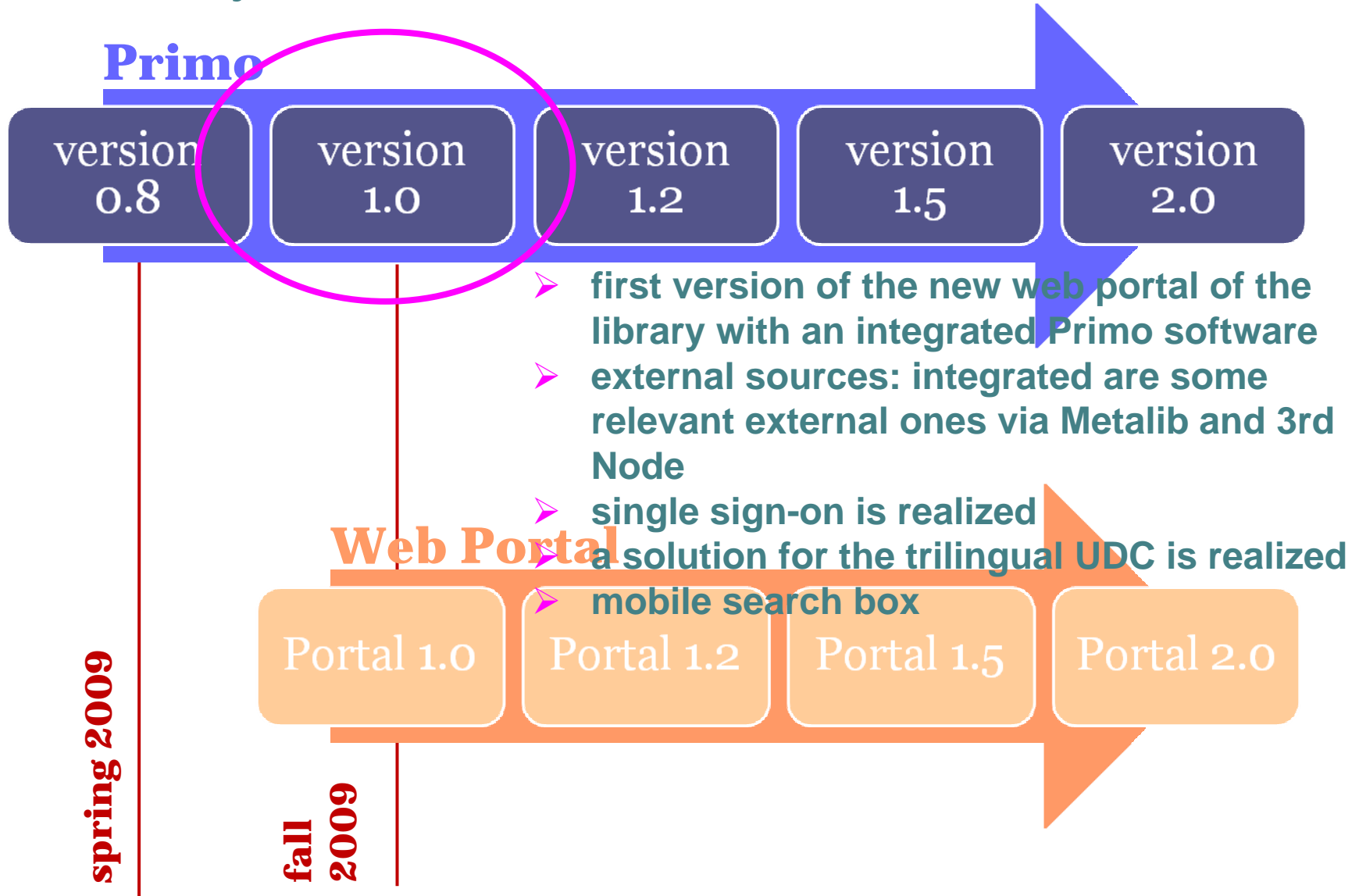
Primo



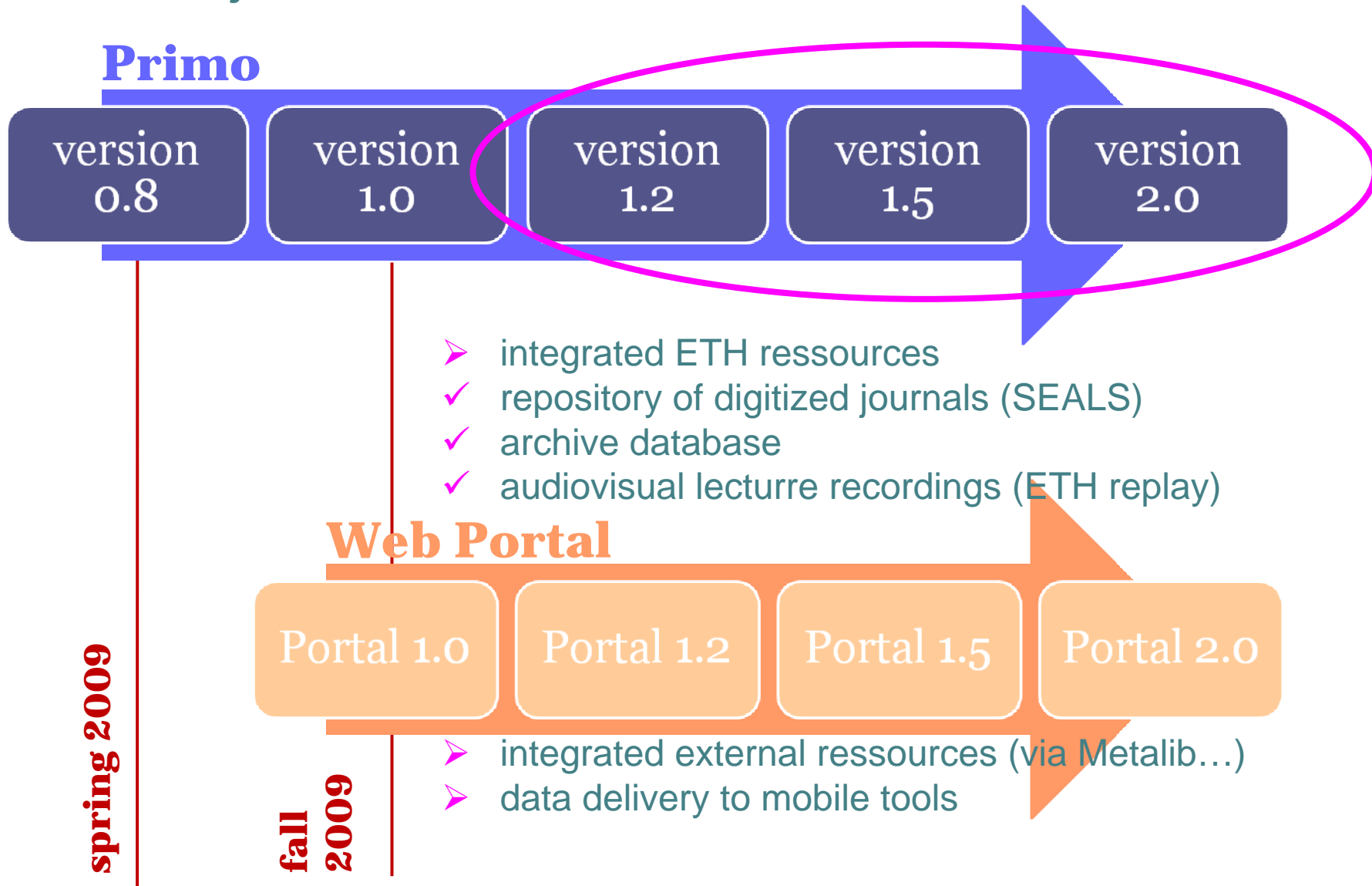
- version 0.8 = beta version
- Primo is productive with all data from the catalog and partly from the image database (E-Pics)
- Web interface is only Primo with slight adaptations of the „out-of-the-box“ design (= no integration)
- open for the public to get a broad feedback

spring 2009

Project schedule and version control



Project schedule and version control



Step 9: Challenges and risks

Challenges and risks I

- complexity of the Primo software
 - ✓ a flexible systems needs much „customization“
 - ➡ high amount of work
 - ➡ „pragmatism versus perfectionism!“

- data publishing from Aleph
 - ✓ challenging configuration of data export from Aleph
 - ✓ heterogeneity of old data from the Aleph system
 - ✓ the trilingual UDC should be applicable also in Primo
 - ➡ co-operation with ExLibris

- integration of Primo into the web site
 - ✓ nobody did this till today

Challenges and risks II

- single sign-on
 - ✓ for internal users → „no problem“
 - ✓ What about external users?
- integration of external information sources
 - ✓ establishing the co-operation with our possible partner → DTU, Denmark
 - ✓ definition of the use of Metalib (3rd Node?!)
- infrastructure
 - ✓ Primo (in the regular operation) will run on virtual servers → no routine operation

What do we want to do?

Establishing a platform....

- for all kind of documents and publication types,
- for all library services,
- searching across all the various ressources,
- with a single point-of-access

„Isn't it true, that only librarians like to search? Everyone else likes to find!“

Roy Tennant, Library Journal
2001

