

# Presto shines for eLibrary

The Transport Education eLibrary, a new online facility established at [www.transportlibrary.com.au](http://www.transportlibrary.com.au), uses Inmagic Presto software to provide access to a growing number of documents and resources for the Transport and Logistics Industry Skills Council (TLISC).

The Skills Council is one of 11 national organisations that have a key role in advising government on national industry skill requirements, and providing advice to industry around national workforce planning initiatives, training package development and the national vocational education training system.

The Transport and Logistics sector which covers Road Transport, Rail, Warehouse & Storage, Maritime and Aviation in Australia employs an estimated 500,000 individuals directly and over 1 million people in both direct and associated roles.

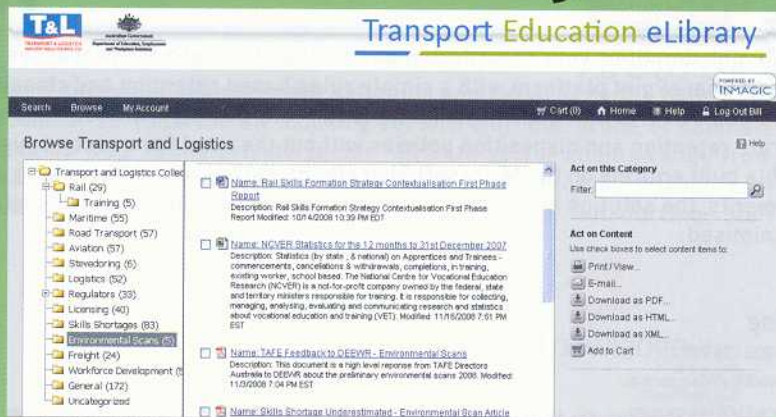
The Transport Education eLibrary was produced with the assistance of funding provided by the Commonwealth Government through the Department of Education, Employment and Workplace Relations.

While primarily focussed on consolidating information regarding people and skills in Transport and Logistics, the eLibrary also contains information about all aspects of the T&L Industry, as well as a broad range of information related to Vocational Education and Training.

Amanda Thomas, Director, Research and Policy at TLISC, said before the eLibrary was established "we placed reports on our Web site. It was a list of document titles and people could only download the document. They were not searchable, and it was not usual for them to have summaries. Also owing to space constraints we tended only to list very key documents.

"Users downloaded directly from the Web site. Mostly we tried to get soft copy from the original source, but in some cases we scanned documents. This resulted in documents that were extremely large, which caused issues for users trying to download them."

Inmagic describes Presto as a "social knowledge management platform" that enables the creation of social knowledge networks which integrate



The eLibrary presently consists of hundreds of Word and PDF documents, PowerPoint presentations and Links. These are classified in Presto through browsable taxonomies devised by Amanda Thomas, Director, Research and Policy at TLISC.

content management, publishing, access, and social management tools. These were exactly the features that TLISC was seeking for the eLibrary.

The advanced search in the full text of the documents provides a way for users to locate exactly the materials they need. Items found can be emailed to users after they are found or saved or downloaded directly to a desktop as PDF, HTML or XML. End users can define alerts based on system or user events, or on a search query.

Amanda and the CEO of TLISC conducted web research independently of each other over a two month period to identify options for establishing the eLibrary.

"Most of the products we came across were aimed either at traditional "book" libraries, or else were part of a larger business management product. We are a not for profit organisation, that operates as a small business so the additional features of these larger tools were of no interest to us. Also, once we found Presto, it was difficult to be satisfied with products that offered less functionality."

Now that the Presto installation has been moved to an outsourced service, hosted by Maxus Australia, TLISC will be moving to take advantage of Presto's Web 2.0 features, such as rating, and commenting.

Other resource formats will also be incorporated, and the user base extended to more users, who will be able to register through the TLISC web site.

around any of these documents? What kind of metadata do you need to capture about these documents? Are these documents based on templates? Are these documents associated with a repeatable workflow process?

It will be unlikely that all questions will be answered in your first workshop. Normally it is good to plan follow up workshops to address outstanding questions and explore other relevant areas.

Where possible, develop a prototype based on the design established in previous steps. This will enable the team to properly visualise the solution and will enable more informed decisions in the next step, presenting the prototype in a "Business requirements gathering" workshop.

Allow the team to finalise the design and outstanding items from workshop 1, then it's time to design your records management rules.

This step defines what rules need to be set up to ensure that documents are being records managed and retained in accordance with the organisations retention and disposal schedule. This step is

normally done with the organisation's records manager.

Lastly, ensure the detailed design is documented and signed off by the team. Congratulations. You are now ready to move from the Design to the Build Phase. Let the fun begin!

Caution: don't neglect users during your project

While it seems obvious, users are often the last to know about new projects, which may generate resistance to using the new system. Ensure that users are involved and consulted throughout. Start the change management plan early. Develop a logo and motto for the project and ensure that regular updates are given to users in multiple formats (newsletters, posters etc). Remember that, ultimately, you need strong buy-in from users for the SharePoint implementation to be a great success for your project team and for the organisation.

In closing, if your organisation gets the fundamentals right, it is in a much better position to address the 'cool stuff' possible in phases 2 and 3 of your roadmap. A great SharePoint roadmap makes for a great start to your journey.