

Information Literacy: Simple tools for Knowledge Sharing

Or . . .

Search and Retrieval:

Google Mini: The low cost mission of search and retrieval

Or . . .

Librarians role in pushing it back to the people

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Our role and goal as librarians

- Integrate in our international (14 sites) knowledge services and knowledge management efforts
- Help our coworkers was find internal information
- Increase staff
 - Information literacy
 - Self sufficiency
 - Confidence level in finding information
 - Ability to find personal internal contacts and identify authors of documents
 - And of course, efficiency. .

What we needed to be successful as librarians in the team:

- Sponsorship & buy in by management
 - Management buy-in increased the more we contributed
- Collaboration with web team
- And of course, identify user needs so they were satisfied.
- Sufficient time to identify a tool that could help us

Step One: Sponsorship and collaboration

- Increased the more we contributed (without being asked)
- Provided recommendations to developer
- Solicited input from our expanded professional community
 - Had lots of interest in what we were doing (confirmed we were head of the curve!) and
 - Had conference call with IT manager of well-known company
 - Immediately increased our 'worth'.

Step Two: Demonstrate what we can offer

- Provide healthy skepticism
 - Is a new search really going to help or 'solve' information sharing problems?
- Coordinate focus groups, implementation, roll out, training and evaluation.
- 'Word smithed' the user interface
- Managed expectations of users

Step Three:

Identify what our users want and/or need

- What do *we* (as project managers) think we are looking for?
 - Staff perception that we have a capable search system.
 - Improve the confidence of the user.
 - Increase productivity.
- What do the users want?
 - They say they want to search everything, but do they?
- What do think they are getting?
- Where do we overlap

Step Four:

Identify and recommend a tool

- Identified existing search technologies within organization
 - E-mail/MS Outlook search
 - Windows search
 - Intranet search engine
 - Databases with search capabilities
 - Google Desktop
 - Others?
- Created a spreadsheet identifying coverage and gaps in our search capabilities.
- Identify and evaluate new options to fill gaps
- Canvass colleagues who are involved in knowledge sharing activities in their organizations

And while waiting for the arrival. .

- We spied on the terms that people used in our current search engine
 - Charge code OR project code OR chargecode
- Identified focus group participants
- Determined evaluation metrics
- Asked how much time/money do we really want to spend on it?

Why Google Mini?

- Worked as a great compliment to a new staff directory
- Brand recognition
- Required little behavior change
- Cheap—and could be used in another context if not for this (\$3,000)
- Could be stepping stone for Google Search Appliance: (\$30,000)

Why Google Mini, cont. .

- Fast!
- Searches several repositories -comprehensive
- Indexes folder names
- Gives context of where the document was found (URL, dates, etc.)
- Can “map’ preferred URL’s
- Can search up to 100K documents
- Relatively cheap
- Brand recognition
- Key match, spell check

About the Focus Group for new search

- Participants chosen from all work teams
but had good technology skills
- They had access to new search prototype at log-in
(others did not)
- We provided real-life questions and asked them to
use current search engine and new search tool and
compare results (written)
- Very informal and focus group, free flow discussion of
results
- They provided excellent feedback!

Relationship with Web Developer

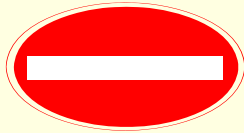
- Well deserved ego stroking and input
- Created priority lists for development:
 - *Must* haves
 - re-naming drop down menus to more normal terms
 - ability to press 'Enter' key in search options
 - *Would like* to haves
 - *Fairy Godmother* wishes
 - Search databases i.e. library catalog, other selective drives and other things that were not possible to do with Google Mini
- Provided continuous explicit feedback

Decisions/ choices we made during implementation

■ Quantity vs. Quality

- Limit the number of directories we searched
- Use Google Mini as a tool to encourage better document management
- Going forth with Google Mini even though the quality of documents weren't all good and focus on **information literacy training of staff.**

We chose terms to use



- Amalgamated or federated search →



- Search all collections
 - Intranet
 - Permanent records database
 - Project database
 - Employee directory
- Simply 'Search'

- Search Google Mini or Search PATH Google →

Limitations due to our configuration

- Doesn't search
 - Personal directories
 - Program/team directories
 - Other network sites outside of Seattle. . . Yet. . .

Limitations out of the box

- 100 k document indexing (beware of database reports)
- Can't use some of the advanced Google features such as document types
- Doesn't respect permissions if directed at the drive
- Does not search Forms/Headers and Footers and has some punctuation issues
- Doesn't easily search databases
- Doesn't search email
- Indexing and caching

Message to users

- New search portal is not a fool proof system
- **People** are still the best resource
- It is up to the users to take responsibility, properly name documents and keep content accurate and up to date.
- Google Mini and new collections search is just one of many new products that we are looking at to assist in information sharing and finding.
- Come to the KS team for more help!

Unexpected bonuses

- A new amalgamated search was created of our internal information that included certain existing MS Access/ SQL databases (people; project information)
 - —perhaps a result of threatened *searchlihood* of webmaster?
- No negative feedback
- Lots of positive feedback
- Best advocate for document management practices
- Expandability

Recommendations

- Keep expectations realistic
- Work with the I.T. team or Web Developer from beginning and have one spokesperson per team to filter comments through!
- Work with the Search Portal concept to include amalgamated searches and other database searches
- Plan on providing training on Information literacy & document management
 - i.e. best storage practices, preferred naming conventions and is your document ready for public viewing?

Initial Results/Search screen

PATHnet
PATH Search Portal

yancy PATH Search Portal What's this?

Send questions to pathnet@path.org

Google™ search results (from PATHnet and path.org)
More results: [all collections](#) [Advanced PATH Google search](#)

PATH Staff : **Yancy Seamans**
PATHnet. ... Staff Information. **Yancy** Seamans, Sr. Technical Associate
Technology Solutions Strategic Program. Location: Seattle , Rm. 155A [map].
...
<http://pathnet.path.org/staff/staff-detail.cfm?id=1671> - Text Version

[MSWORD] Following is a list of all HealthTech teams, the team ...
... Oxytocin in Uninject. HT, ATH. Trish Coffey, Vivien Tsu, Carib Nelson, Heyi
Liu, Jessica Fleming, **Yancy** Seamans (in addition to members above). ...
[http://pathnet.path.org/files/TS_Teams Chart_ 2-06.doc](http://pathnet.path.org/files/TS_Teams%20Chart_2-06.doc) - Text Version

[RTF] [WorkteamsBySuppStaff](#)
... Cohen, Jessica Team Leader. Seamans, **Yancy** Member. Vail,
Janet Member. Microbicide Applicator Team Home Program: TS.
...
<http://pathnet.path.org/files/WorkteamsBySuppStaff.rtf> - Text
Version

PATHnet : [PATH Staff Image Directory](#)
... Seamans, **Yancy** Seamans, **Yancy**. Shively, Gretchen Shively, Gretchen.
Singhal, Mitra Singhal, Mitra. ...
<http://pathnet.path.org/staff/staff-album.cfm> - Text Version

[PATH Staff List](#)
PATHnet. ... PATH Staff Index. Find a PATH Employee (Network
users only). Enter First or Last Name Use ...
<http://pathnet.path.org/staff/staff-index.cfm> - Text Version

Staff database
Seamans, Yancy
yseamans@path.org | 206-285-3500 | x2201

Enter a single name (first or last) for staff information.
[Search staff database](#)

PATHnet listings and sections
No results.
Enter an exact phrase to find PATHnet listings and sections.

Active project codes
No results.
Enter a partial numeric code or single term for project code information.
[Search active project codes](#)

Start 3 Microsoft Word 2 Windows Explorer 3 Microsoft Office Gmail - Inbox PATH Search Portal Microsoft PowerPoint 96% 2:06 PM

More results all collections (in this case, shown from two repositories: intranet and website)

Website
Path.org



intranet



Search Results: resuscitator - Microsoft Internet Explorer

Address: http://googlesearch.path.org/search?q=resuscitator&num=20&site=pathnet_pages&output=xml_no_dtd&client=pathnet_pa

PATHnet

Google [Advanced Search](#) [Search Tips](#)

resuscitator All documents Search

Searched for **resuscitator**. Results 1 - 14 of about 27. Search took 0.01 seconds. Sort by: [Date](#) / [Relevance](#)

[PATH: Publications : Neonatal Resuscitator](#)
... Publications: Neonatal Resuscitator ... Series title: Technology Solutions for Global Health Title: Neonatal Resuscitator Corporate author: PATH Published: 2005 ...
www.path.org/publications/pub.php?id=1026 - 8k - [Cached](#)

[PDF] [Technology Solutions for Global Health: Neonatal Resuscitator](#)
... 6619, www.path.org Technology Solutions for Global Health May 2005 Neonatal Resuscitator Health need Birth asphyxia refers to the condition when a baby does ...
www.path.org/files/TS_update_neonatal_resusc.pdf - [Text Version](#)

[PDF] [Practical selection of neonatal resuscitators: A field guide](#)
... typically 58 ml/kg of newborn weight. How to Choose a Resuscitator Choose desired features. Features on most resuscitator models are similar, but variation ...
www.path.org/files/TS_nnr_guide.pdf - [Text Version](#)

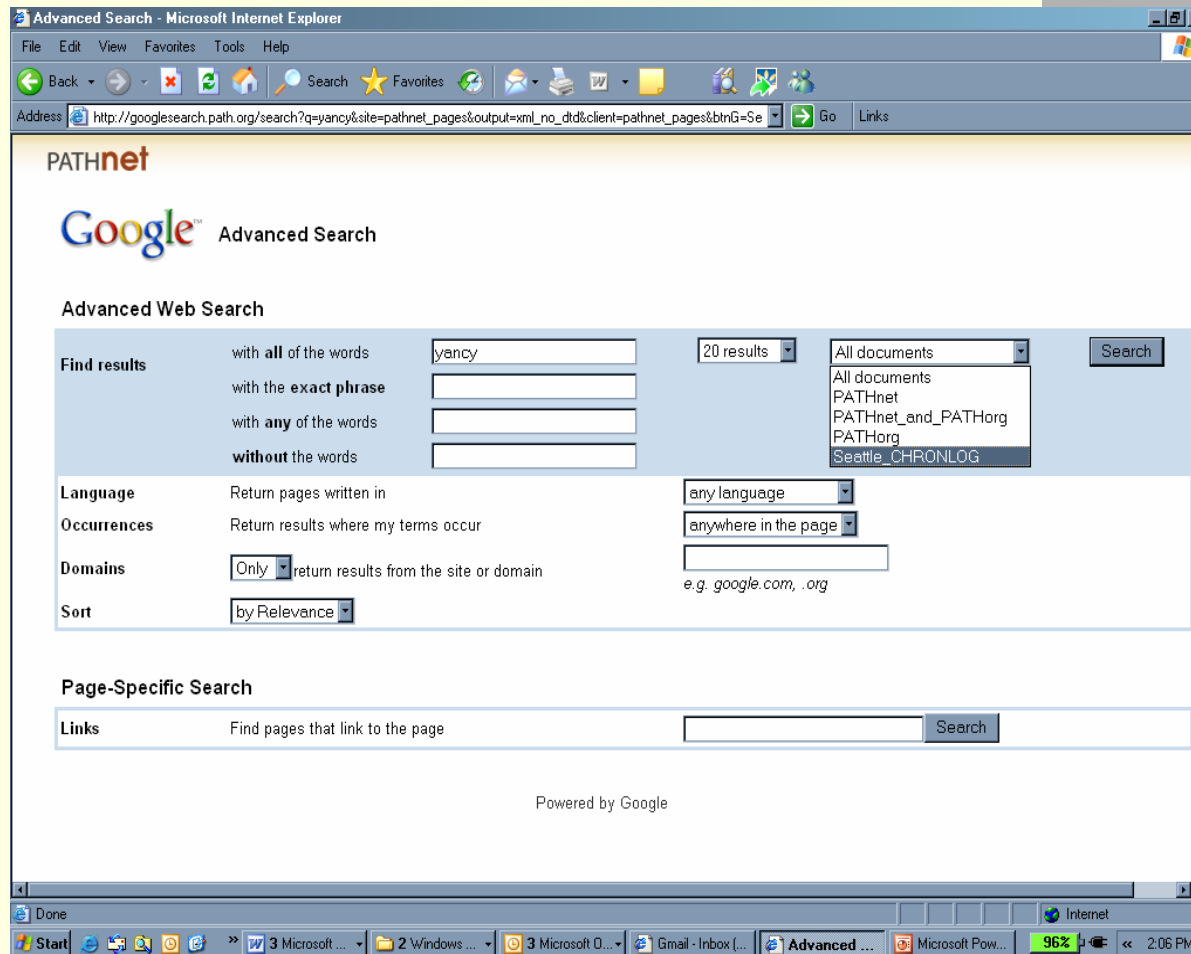
[PATH: Neonatal resuscitators](#)
... equipment manufacturers in Africa and Asia with adapting and improving existing resuscitator designs. Each of these partnerships is a step toward a million ...
www.path.org/projects/neonatal_resuscitators.php - 12k - [Cached](#)

[PATH: HealthTech technology fact sheets](#)
... Infectious diseases. ... Maternal and child health. ... Nutrition. ... Reproductive health. ...
www.path.org/projects/healthtech_technology_updates.php - 10k - [Cached](#)

[RTF] [WorkteamsBySuppStaff](#)
... Team Summary Report. By Support Staff. Codrum, Julie.
Neonatal Resuscitator Home Program: TS. Team ...
pathnet.path.org/files/WorkteamsBySuppStaff.rtf - 2006-06-07 - [Text Version](#)

Advanced PATH Search

(Note: default has fewer options than Google Advanced Search but lets you choose repositories)



Advanced results (with drop down menu to choose different repository)

Search Results: resuscitator - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites RSS Print Mail News Feeds

Address http://googlesearch.path.org/search?client=pathnet_pages&site=pathnet_pages&output=xml_no_dtd&proxystylesheet=pat... Go Links

PATHnet

Google™ [Advanced Search](#) [Search Tips](#)

resuscitator Seattle_CHRONLOG Search

Searched for **resuscitator**. Results 1 - 5 of about 6. Search took 0.04 seconds. Sort by: [Date](#) / [Relevance](#)

[MS WORD] [MCHN Strategic Program Meeting](#)
... Neonatal Resuscitator Trish Coffey and Vivien Tsu convened teleconference with Lily Kak at USAID to review possible action items. Current scope included an ...
nas1.path.org/NData/Global%20Resources/CHRONLOG/PERM2004/mavp23743.doc - [Text Version](#)

[MS WORD] [HealthTech IV Projects](#)
... \$336,000. Neonatal resuscitator. Asphyxia accounts for about 1 million deaths (1/3 of all newborn deaths) and similar long-term morbidity. Along with prevention ...
nas1.path.org/NData/Global%20Resources/CHRONLOG/PERM2004/gsvp24298.doc - [Text Version](#)
[\[More results from nas1.path.org/NData/Global%20Resources/CHRONLOG/PERM2004/ \]](#)

[PDF] [Practical selection of neonatal resuscitators: a field guide](#)
... typically 58 ml/kg of newborn weight. How to Choose a Resuscitator Choose desired features. Features on most resuscitator models are similar, but variation ...
nas1.path.org/NData/Global%20Resources/CHRONLOG/PERM2005/pcvp24237_NNR_guide_screen_10-05.pdf - [Text Version](#)

[MS WORD] [MCHN MEETING NOTES](#)
... qualitative study activities after he returns. Neonatal resuscitator. Context-of-use web-based survey ...
nas1.path.org/NData/Global%20Resources/CHRONLOG/PERM2005/mavp23881.doc - [Text Version](#)

[MS WORD] [PATH-Affordable Technologies for Health 1](#)
... Neonatal resuscitator. Safe, affordable mask to mouth version of resuscitation equipment to be used by midwives with newborns with asphyxia. ...
nas1.path.org/NData/Global%20Resources/CHRONLOG/REVISE/mfw23419.doc - [Text Version](#)

In order to show you the most relevant results, we have omitted some entries very similar to the 5 already displayed. If you like, you can [repeat the search with the omitted results included](#).

Done

Start Internet Explorer Document2 - Microsoft Office Windows Explorer Microsoft Office 2 Internet Explorer Microsoft PowerPoint 96% 2:38 PM

Key match/ preferred link

PATH Search Portal - Microsoft Internet Explorer

Address: <http://olive1.path.org/multisearch.php?q=charge+code>

PATHnet
PATH Search Portal

charge code PATH Search Portal What's this?

Send questions to pathnet@path.org

Google™ search results (from PATHnet and path.org)

More results: all collections Advanced PATH Google search

Current Project Code List
<http://pathnet.path.org/livedata/projectCodeInput=&TitleInput=&Submit=View+List>

[MSWORD] Dear Project Administrators and Travel Planners:
... The fees vary by location and time/length of travel. Programs must provide a **charge code** for this insurance. Not covered (must obtain own insurance): meeting ...
<http://pathnet.path.org/files/Travel to High-Risk Countries-Ins. Notice.doc - Text Version>

[MSWORD] Intent to Seek Funding form
... IV. Country / Strategic Program Bid and Proposal **Charge Code Request**. ... IV. Country / Strategic Program Bid and Proposal **Charge Code Request**. ...
http://pathnet.path.org/files/Intent_Form.doc - Text Version

PATHnet - Content Areas - Library Services
... email link to send your research, article or reference requests. Remember the **charge code** and Jane, Sheila, Trish, Olga or Althea will get back to you. ...
<http://pathnet.path.org/dept.cfm?code=libr - Text Version>

PATHnet - Content Areas - Human Resources
... contact person Wilkinson, Dick. Top. Learning. ...
<http://pathnet.path.org/dept.cfm?code=hres - Text Version>

Staff database
No results found.
Enter a single name (first or last) for staff information.
[Search staff database](#)

Active project codes
No results.
Enter a partial number
[Search active project codes](#)

Matched search term:
"charge code" to "Project code"

Our Help document



PATH Search Portal

The expanding portal to PATH information.

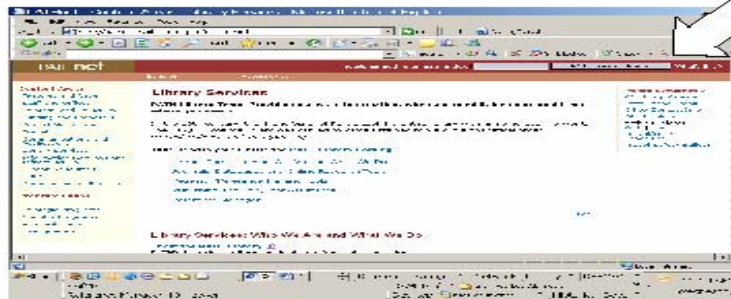
PATH Search Portal is a combination search that searches several collections of PATH information:

- PATHnet (PATH's Intranet)
- path.org (PATH's Website)
- Certain fields of the following PATH databases:
 - PATH staff information (searches first or last name)
 - Active project codes (searches the name of the project and the number)
- ChronLog directory on Seattle network *currently only accessible onsite in Seattle

To Search:

Enter words or phrases into the PATH Search Portal search box.

- For advanced search techniques using operators such as: AND/OR/ or "phrase searching", review the Search Tips: <http://googlesearch.path.org/basics.html>



****Note:** Several collections of information such as the PATH Library Collections Catalog, the Toolbox and the CAPS Database must still be searched independently. These are linked through PATHnet. We are working on integrating more collections into the PATH Search Portal.

For More Information

- Google Mini
 - <http://www.google.com/enterprise/mini/>
- Google Desktop
 - <http://desktop.google.com/?promo=mp-gds-v1-1>
- Google Search Appliance
 - <http://www.google.com/enterprise/gsa/>
- PATH www.path.org
- Contact information
 - Sheila Weir sweirster@gmail.com; weirsm@state.gov