

# From Print to Digital: Migrating Handbooks and Workflows into a Wiki

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## Background

The Library Services unit of User Services and Resource Sharing has historically had a paper handbook. With the introduction of Confluence to the Libraries, content then could be moved into a more collaborative, active document within a wiki structure.

The Library Services Desk Handbook still exists in a paper document, but that document is based on Confluence, which is a wiki format. The two work in tandem to bring information to a variety of users, both staff and student assistants.

Differences in the functionality of the platforms meant that there needed to be subtle differences in the way the content was presented.

## External Links

URLs were short and clear, or directions described as bread crumbs, were added for long URLs. Links in Confluence had descriptive text instead of a URL

Confluence

numbers for the books in the collection. [Bookmarks explaining how to read Library of Congress Call Numbers](#) are. For more specific subject headings, the [Library of Congress website has .pdfs of the entire classification.](#)

### Software

A list of the software available on UMD library computers is available by going to <http://www.lib.umd.edu/services/computing> and choosing [Software Available in the Libraries.](#)

Any specialized software, like ARC GIS, Matlab, or SPSS, is only accessible through AppsAnywhere. These have to be downloaded and installed every time, and are not available to be found in a folder titled "LIBRARY APPS." Web browsers, Microsoft Office, and the Adobe suite are not included in AppsAnywhere and are found on each desktop.

Word

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### Using your Personal Computer:

- <http://www.lib.umd.edu/services/copying-and-printing/printing-from-your-laptop>
- [Services > Copy, Print, Scan > Printing from your personal computer](#)
  - [Printing for the first time? - http://www.lib.umd.edu/services/copying-and-printing/printing-faq](#)
  - [Services > Copy, Print, Scan > Printing FAQs](#)

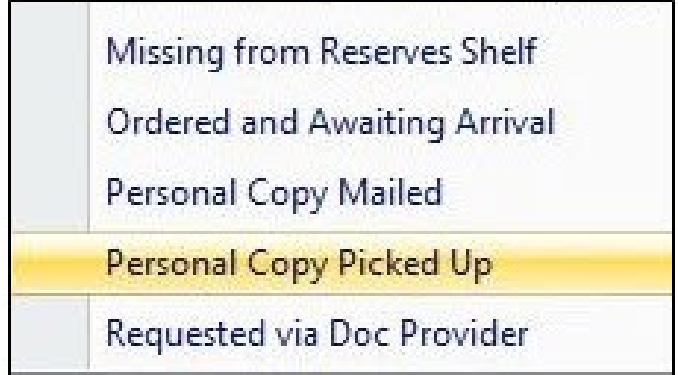
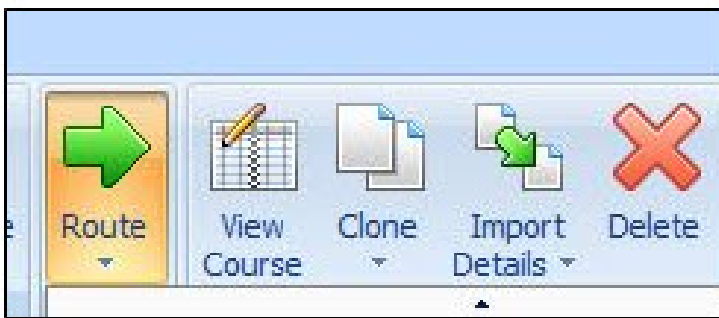
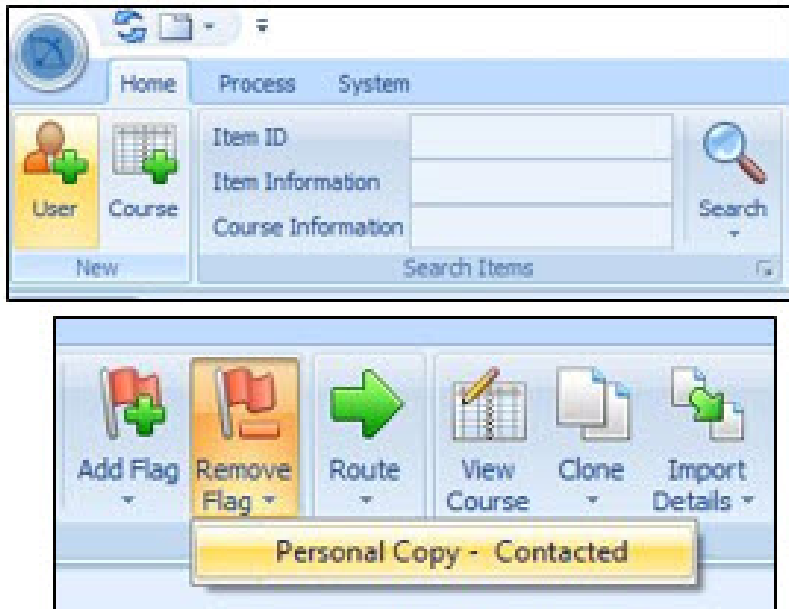
## Media

Lists of static images for describing processes in the Word document were turned into written directions accompanied by .gifs in Confluence

### Reserves Personal Copy Pick-Up

Instructor's personal copies that are ready to be picked up are kept near the front of the LSD area, on a shelf behind the desk.

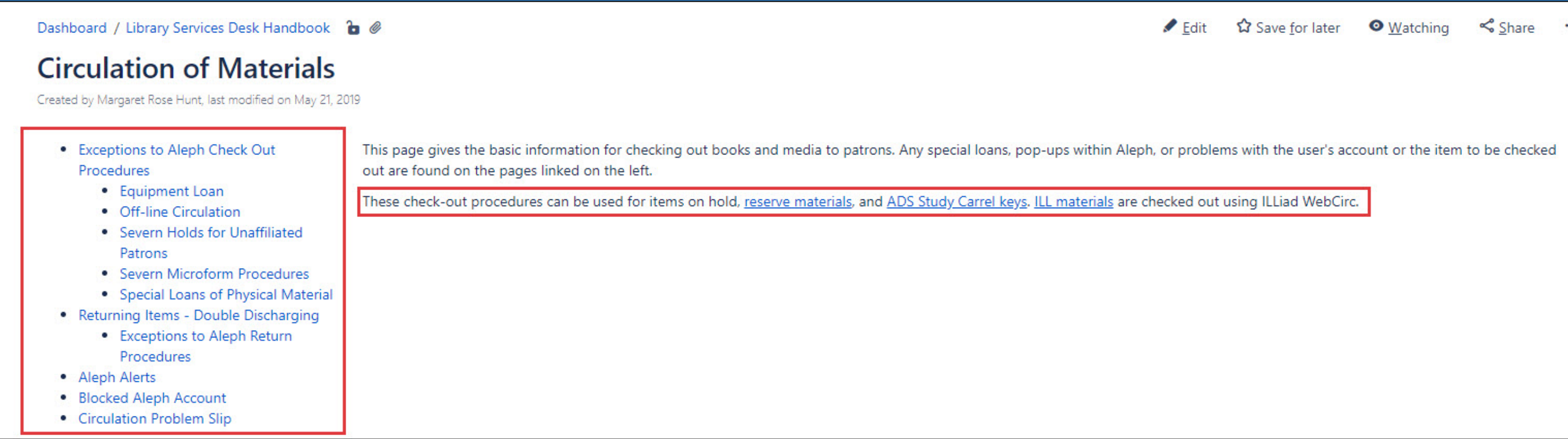
1. Check the photo ID of the person picking the item up and match it with the instructor's name or the proxy note.
2. Look up the Item in Ares using the Item ID
3. Go to the "Remove Flag" button in the top middle and remove the "Personal Copy - Contacted" flag.
4. Click on the "Route" arrow in the top of the Item window, and select "Personal Copy Picked Up" (you have to scroll down to find this option).



## Internal Links

Confluence enables internal linking between pages in the same manner as an external page. There are also small page trees for certain sections. Word document uses directive words and page numbers. There is also a full table of contents in the document.

Confluence



Word

- **[Current Status: User Blocked]** ] → Bring to staff member on desk duty to investigate or call RSR staff member "On Call." [Staff should refer to Blocked ILL Users \(page 56\)](#) for instructions on how to proceed.
- **[Current Status: Library Use Only]** ] → Bring to staff member on desk duty. Staff should refer to [Handbook Section: Library Use Only \(on page 61\).](#)

### Checking Out Materials

1. Make sure the "Loan" button has been clicked (the column below will be green).
2. Scan the patron's barcode into the patron barcode field. If the patron does not have their id, see [Patrons without Appropriate ID on page 100](#). If they have a driver's license or other photo ID, you can use that to verify their identity and check out their items.