



# **OLA Super Conference 2014**

## **1323: Introducing New Media to Hansard: Building a Foundation for Knowledge Management**

**January 31<sup>st</sup> 2014**  
**Cheryl Caballero, Erica Smith &  
Rosalind Guldner**



## What is Hansard?

*Hansard is the official record of the debates of the Ontario Legislature and its standing committees.*



No. 100

N° 100

ISSN 1180-2987

Legislative Assembly  
of Ontario

Second Session, 40<sup>th</sup> Parliament

Assemblée législative  
de l'Ontario

Deuxième session, 40<sup>e</sup> législature

**Official Report  
of Debates  
(Hansard)**

**Journal  
des débats  
(Hansard)**

Thursday 12 December 2013

Jeudi 12 décembre 2013

Speaker  
Honourable Dave Levac

Clerk  
Deborah Deller

Président  
L'honorable Dave Levac

Greffière  
Deborah Deller



# Hansard on the Web:



Legislative  
Assembly  
of Ontario

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Members (MPPs)

Bills & Lawmaking

Debates & Proceedings

**Debates (Hansard)**

Webcast

Committees

Getting Involved

Contact an MPP

Participation in Committees

Watch the Legislature in Action

Use of Assembly Grounds

Petitions

Coming to Queen's Park?

Education Portal

Office of the Assembly

## Official Records for 12 December 2013

Hansard Transcripts

[Votes and Proceedings](#)

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LEGISLATIVE ASSEMBLY OF ONTARIO  
ASSEMBLÉE LÉGISLATIVE DE L'ONTARIO

Thursday 12 December 2013 Jeudi 12 décembre 2013

[ORDER OF BUSINESS](#)

[ONTARIO INSTITUTE  
OF PROFESSIONAL AGROLOGISTS  
ACT, 2013](#)

[ONTARIO INSTITUTE  
OF PROFESSIONAL AGROLOGISTS  
ACT, 2013](#)

[KINGSGATE II LIMITED ACT, 2013](#)

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[KINGSGATE III LIMITED ACT, 2013](#)

[KINGSGATE III LIMITED ACT, 2013](#)

[KINGSGATE IV LIMITED ACT, 2013](#)

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[WESTMOUNT RIDGE ASSOCIATES LIMITED ACT, 2013](#)

[WESTMOUNT RIDGE ASSOCIATES LIMITED ACT, 2013](#)

[SENCURA HOLDINGS LTD. ACT, 2013](#)

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[ORDERS OF THE DAY](#)

[SUPPORTING SMALL  
BUSINESSES ACT, 2013 /  
LOI DE 2013 VISANT À SOUTENIR  
LES PETITES ENTREPRISES](#)





## The challenge:

- Too much information
- Too many formats
- Hard to maintain
- Overlap & confusion – what is authoritative?
- Poor search functionality



# The old “green page:”

## Hansard Web Reference

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[Hansard Reference Search](#)

[House Hansard Search](#)

[Assembly Intranet Home Page](#)

[Ontario Legislative Library](#)

[Assembly Internet Home Page](#)

### **MEDIA**

[Newsdesk](#)

[Canada NewsWire](#)

[Ontario Press database/TPToday](#)

### **GOVERNMENT**

[Ontario Government](#)

[Ontario Municipalities](#)

[Canadian Government](#)

[Canadian Parliament](#)

[Today's Petitions](#)

[Interjections](#)

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[ONTERM](#)

### **EDUCATION**

[Ontario Colleges](#)

[Ontario Universities](#)

### **POLITICS**

[Ontario Liberal Party](#)

[Ontario Progressive Conservative Party](#)

[Ontario New Democratic Party](#)

[Ontario Green Party](#)

### **MISC**

[Canadian Geographical Names database](#)

[First Nations Communities in Ontario](#)

[Ontario road map](#)

[Ontario statute database](#)

[Federal statute database](#)

[Google](#)

[Today's TOC](#)

[Committee Notes](#)

[PDF Reference](#)

[Legislative pages](#)

[Hansardwiki](#)

### **BUSINESS**

[Canadian Yellow Pages](#)

[Canada411](#)

### **HEALTH / MEDICINE**

[Drug name database](#)

[Pharmaceutical company links](#)



# The old wiki:

Set \$wgLogo to the URL path to your own logo image.

navigation

- Main page
- Community portal
- Current events
- Recent changes
- Random page
- Help

search

Go Search

toolbox

- What links here
- Related changes
- Special pages
- Printable version
- Permanent link

page discussion view source history move watch

Rosalind my talk my preferences my watchlist my contributions log out

## Main Page

**Welcome to Hansard's wiki!**  
Please direct feedback, comments, suggestions, praise, chocolate &c. to Susan and Laura.

Contents [hide]

- 1 PROGRAMS, Ye Lonnngggg List of
- 2 Commemorative Months, Weeks, Days, Dates
- 3 Member pages
- 4 Recurring themes
- 5 Multilingual resources
- 6 Multicultural resources
- 7 Other useful stuff

### PROGRAMS, Ye Lonnngggg List of

Funds, Programs, Plans, Strategies etc.

### Commemorative Months, Weeks, Days, Dates

January  
February  
March  
April  
May  
June  
July  
August  
September  
October  
November  
December

### Member pages

Member Pages

### Recurring themes

Gas plants -- Oakville & Mississauga  
Ornge  
Auto Insurance Review  
Pharmaceutical Companies oversight  
Privilege - Breach thereof, 2012  
Privilege - Breach thereof, 2012 -- French  
Pan Am Games

### Multilingual resources

Ma question est pour  
Greetings in many languages



# The new (and improved!) “green page:”

[Home](#) [Notes and TOC](#) [Current Session](#) [Reference Lists](#) [PDF Reference](#) [Style & Language](#) [Admin](#) [Social](#)

## Hansard

Search this site:

User login

Username: \*

  
Password: \*  
  
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Calendar

« January »

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- [e-Laws](#)
- [ONTERM \(en\)](#)
- [ONTERM \(fr\)](#)

Navigation

- [Admin](#)

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<a href="#">Programs</a>	2013-12-13 10:27
<a href="#">Committee Witnesses</a>	2013-12-10 15:16
<a href="#">Eggcorns</a>	2013-11-22 12:19
<a href="#">Awards &amp; Ribbons</a>	2013-11-21 12:30
<a href="#">Commemorative Dates</a>	2013-11-07 13:03

[more](#)

### Style & Language

Title	Last Updated
<a href="#">"Welcome" in many languages</a>	2013-11-18 13:48
<a href="#">Hansardictionary</a>	2013-09-20 11:34
<a href="#">Hindi Phrases</a>	2013-09-10 15:40
<a href="#">English Style Guide</a>	2013-09-05 10:53
<a href="#">Ma question est pour</a>	2013-09-04 11:31

[more](#)

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<a href="#">Transit</a>	2013-12-16 12:20
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[more](#)

### PDF Reference

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<a href="#">Rapport spéciale sur le dessaisissement de la Commission de transport Ontario Northland décembre 2013</a>	2013-12-10 15:37
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<a href="#">2013 Annual Report, Office of the Auditor General, Fall 2013</a>	2013-12-10 15:29
<a href="#">Building Momentum: Provincial policies for municipal energy and carbon reductions. Environmental Commissioner of Ontario. Vol 1 (2012)</a>	2013-12-09 12:51

[more](#)

### Social

Title	Updated date	Flag link
<a href="#">Hansard Creates an All-Hansard Facebook Page</a>	2013-11-15	



# Why use a web content management system (CMS)?

- WordPress
- Joomla
- Drupal



# User Consultation



**Content:** What resources should stay? What should go?

- Online survey

**Navigation:** How should these resources be organized?

- Card sorting exercise





## Create Surveys. Get Answers.



### Design

Build your own surveys or choose from our templates.



### Collect

Choose how to distribute and start collecting responses.



### Analyze

Use our powerful analytical tools for intelligent insights.

## Start Today

Pro Sign Up ▶

Unlimited Surveys & Responses

Sign Up FREE ▶

Just the Basics

Customer Satisfaction

Education

Events

Market Research

Human Resources

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Looking for the right people to fill out your survey? Meet SurveyMonkey Audience, home to millions of qualified respondents ready to take your surveys and give you the feedback you need to make better decisions.

Learn more

## SurveyMonkey Enterprise

Give your entire team access to our powerful online survey platform. SurveyMonkey Enterprise helps anyone in any function use surveys to make smarter decisions, while your organization gets complete control of your data, users and billing.

Learn more



# Survey Questions

1. Resources ranked on the following
  - Frequency of use (1 low, 5 high)
  - Level of usefulness (1 low, 5 high)
2. Search preferences
  - Do staff search all resources at once or within each resource separately?
3. General comments and feedback



# Survey Results

## 1. Ranking resources

- Some resources rarely used but very useful

## 2. Search preferences

- Most participants preferred a site wide search

## 3. General comments and feedback

- Suggested links to external resources
- Comments on what should be on the Social page



# Taxonomy Development



## **Taxonomy**

= vocabulary used to classify all content on our website

## **Card sorting exercise**

= a technique used in user experience (UX) design to identify patterns in how users expect to find information





sign up



WEBSORT



PLAINFRAME



BLOG



CONTACT

*Improve the organization of your site*



**WEBSORT**  
Online Card Sorting

WebSort enables you to conduct remote card sorting online. Create a study, send a link to participants, and analyze the results - all through a simple web-based interface.

get started

for free!

*Check it out*

1. Create

Items Categories S

tip: you can copy and paste your items from another file.

Items	Categories
Rock climbing	
Hiking trail map	
Aerobics class	

2. Participate

38 unsorted items

Items	Categories
Rock climbing	
Hiking trail map	
Aerobics class	

Ocean Activities

Items	Categories
Fishing	
Wind Surfing	
Massage	

3. Analyze

	In-room ex	Internet ex	Room serv	Room food	On-site bar	Spa/fitness	Concierge	Recreation	Room robe	Room dir	Coffee shop
Chairment	-	80	60	60	40	20	20				
S	80	-	80	80	60	40	20	20	20		
	60	80	-	80	40	20	20	20	20	20	20



This free study is limited to 10 participants. [Upgrade now](#)

[Items](#)

[Categories](#)

[Settings](#)

[Results \(10\)](#)

[View Your Study](#)

Tip: You can copy and paste your items from a text file or spreadsheet.

Note: You cannot add or remove items unless you delete your existing participants. Just need to fix a label or description? Contact [support@websort.net](mailto:support@websort.net).

Label	Description (optional)	Image (optional)
Petitions		
Interjections		
Committee notes		
TOC		
PDF reference		
Style Guides (EN and FR)		
Pages' names		
Hansardictionary		
Current MPPs by riding	Table of MPPs by name and by riding.	
ONTERM	Government database of official names, geographic names, glossaries, and reference lists.	
e-Laws	Search for Ontario government legislation.	
Geographical names	Resource from Natural Resources Canada website.	
Aboriginal communities in Canada	Resource for verifying Aboriginal community names.	
Official Ontario Road Map	Resource from Ministry of Transportation website.	
Drug names database	Catalogue of pharmaceutical product names.	
Acronyms		
Committee Witness document		
GovDocs	List of documents produced by LAO committees, commissions, and ministries.	
Names Book		
Programs	List of government programs.	
Commemorative dates	Days, weeks, and months of the year designated to commemorate an event or raise awareness about an issue.	
Member information	Information (mostly names) that has already been verified in Hansard. (i.e. spouse's name, grandchildren's names, etc.)	
Special topics	Information for topics that have garnered a lot of attention in a session. For example, Ornge scandal or cancelled power plants	
Multilingual resources	Words and phrases in different languages.	

[Save](#)





# Card Sorting Exercise

1. Open vs. Closed sort
2. Analysis provided by WebSort
  - Item x Item table
  - Category x Item table
3. Low-tech method
  - participants sort flash cards in pairs or small groups



## Card Sorting Results

1. Resources tended to be grouped by:
  - **content** (e.g. geographical information; Member information)
  - **origin** (e.g. in-house vs. external resources)
2. Grouping by **function** was seen as well but was not as prevalent



# Hansard Taxonomy

## (Part 1)

### Notes and TOC

- Reporters' notes and Table of Contents

### Current Session

- Current Topics (e.g. Gas plants, Transit funding, Ornge)
- Members' info; Pages' names; Petitions

### Reference Lists

- Acronyms; Committee Witnesses; Programs, etc.
- Religious Observances; Sessional Dates, etc.

### PDF Reference

- Reports published by government and stakeholder organizations



# Hansard Taxonomy

## (Part 2)

### Style & Language

- House Style Guides (English and French)
- Hansardictionary and Multilingual Resources

### Admin

- Conference Booking system and Staff Schedules

### Social

- Blog posts and Events
- “How To” section

### External Links

- Links to websites and online content not maintained by Hansard



# Building our New Site

Search this site:

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2013 Annual Report, Office of the Auditor General, Fall 2013	2013-12-10 15:29
Building Momentum: Provincial policies for municipal energy and carbon reductions. Environmental Commissioner of Ontario. Vol 1 (2012)	2013-12-09 12:51

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# Where to begin?

- Drupal Core and modules
- See session handout for our modules list



# Taxonomy

- The basis of our site organization strategy
  - Views and Panels modules to display information

+	Admin
+	Conference Room
+	Schedules
+	PDF Reference
+	Current Session
+	Petitions
+	MPPs
+	Page Names
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+	Commemorative & Religious Dates
+	Commemorative Dates

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Programs	2013-12-13 10:27	Unbookmark this
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Commemorative Dates	2013-11-07 13:03	Bookmark this

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## PDF Reference



Attached files	Title	Updated date
<a href="#">2012-2013 Report Office of the Ombudsman of Ontario.docx</a>	2012-2013 Annual Report. Office of the Ombudsman of Ontario. July 2013	2013-10-22 10:44
<a href="#">AdamsReport.pdf</a>	Review Report on the Special Investigations Unit Reforms, prepared for the Attorney General of Ontario by The Honourable George W. Adams, Q.C., February 26, 2003	2013-05-03 15:05
<a href="#">AirQualityTaskForce2010.docx</a>	Report of the air quality task force to the Minister of the Environment: Southwest Greater Toronto Area, Oakville-Clarkson Airshed, David Balsille, June 2010	2013-10-22 10:45
<a href="#">AlternativeBudget04.pdf</a>	Real Change; Real Choices: Investing in the Services Ontario Needs — and Paying for Them, Ontario Alternative Budget 2004, Canadian Centre for Policy Alternatives, May 2004	2013-11-12 17:16
<a href="#">AlterVotingTechReport.pdf</a>	Alternative Voting Technologies Report: Chief Electoral Officer's submission to the Legislative Assembly. June 2013	2013-08-21 11:14
<a href="#">Anti-SLAPP_Report_2010.pdf</a>	Anti-SLAPP Advisory Panel: Report to the Attorney General. October 28, 2010.	2013-09-30 10:10
<a href="#">Arthurs_Report_WSIB_2012.pdf</a>	Funding Fairness: A Report on Ontario's Workplace Safety and Insurance System (Harry Arthurs, Chair, WSIB Funding Review) known as the Arthurs Report	2013-05-03 15:14
<a href="#">AuditorCitizenshipGrants07.pdf</a>	Year-end Grants provided by the Ministry of Citizenship and Immigration: Special Review for the Premier of Ontario, Office of the Auditor General of Ontario, 2007	2013-05-03 15:14
<a href="#">AuditorGeneralAnnual07.pdf</a>	2007 Annual Report, Office of the Auditor General of Ontario, Fall 2007	2013-05-03 15:15
<a href="#">AuditorGeneralAnnual08.pdf</a>	2008 Annual Report, Office of the Auditor General of Ontario, Fall 2008	2013-05-03 15:15

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<a href="#">Acronyms</a>	2013-10-23 16:37
<a href="#">Courts &amp; related names</a>	2013-05-28 13:34
<a href="#">Names Book</a>	2013-03-18 12:11

## Commemorative &amp; Religious Dates

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<a href="#">Commemorative Dates</a>	2013-11-07 13:03
<a href="#">Jewish Observances</a>	2013-10-30 14:21
<a href="#">Sikh Observances</a>	2013-10-22 11:11
<a href="#">Hindu Observances</a>	2013-10-16 09:33
<a href="#">Zoroastrian Observances</a>	2013-10-16 09:32
<a href="#">Chinese Observances</a>	2013-10-16 09:28
<a href="#">Muslim Observances</a>	2013-10-11 13:58
<a href="#">Coptic Observances</a>	2013-10-11 13:13

## Awards &amp; Ribbons

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## Bills

Title	Last Updated
<a href="#">Bills Archive</a>	2013-05-09 12:14

## Sessional Dates

Title	Last Updated
<a href="#">Ontario Parliament, 1867 – current</a>	2013-05-08 09:44

## Search Online (Formerly SPECLISTS)

Title	Last Updated
<a href="#">Search Online</a>	2013-09-13 14:54

## Luke Hansard Accounts

Title	Last Updated
<a href="#">Luke Hansard Accounts</a>	2013-07-10 12:06



# User Profiles

- In Drupal 6 Core
- Admin, Index & Reference , Editorial and Anonymous
- NodeAccess module



# Special features

- Bookmarking using Flags module:

## My Bookmarks

Title	Last Updated	
Pan Am Games	2013-12-10 11:51	<a href="#">Unbookmark this</a>
Developmental Services	2013-11-14 14:17	<a href="#">Unbookmark this</a>
Programs	2013-12-13 10:27	<a href="#">Unbookmark this</a>
Transit	2013-12-16 12:20	<a href="#">Unbookmark this</a>
Pharmaceutical companies	2013-11-19 15:06	<a href="#">Unbookmark this</a>
Committee Witnesses	2013-12-10 15:16	<a href="#">Unbookmark this</a>
Gas plants	2013-11-15 10:26	<a href="#">Unbookmark this</a>

[more](#)





## Special features

- Search using Drupal Core search function
- Notes & TOC

# Hansard

[Home](#)

Search this site:

## Calendar

January						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## External Links

- [INTRANET](#)
- [ONTLA Homepage](#)
- [Legislative Debates Search](#)
- [Legislative Library](#)
- [Draft Hansard](#)
- [News](#)
- [Press Releases](#)
- [e-Laws](#)
- [ONTERM \(en\)](#)

## Hanfo

[House](#)  
[Cttee](#)[Today's TOC](#)[Cttee notes](#)[DS15-  
tc.htm](#)[F24-  
cy.htm](#)[F25-  
cy.htm](#)[F26-  
cy.htm](#)

confirmed)

### ***DEVELOPMENTAL SERVICES STRATEGY***

**The Chair (Mrs. Laura Albanese):** Good morning, everyone. I call the Select Committee on Developmental Services to order.

### ***FAMILIES FOR A SECURE FUTURE***

**The Chair (Mrs. Laura Albanese):** We'll hear first this morning from Families for a Secure Future

**Ms. Judith McGill:** Good morning

**The Chair (Mrs. Laura Albanese):** TY for making it down

**Ms. Judith McGill:** We sled down

**The Chair (Mrs. Laura Albanese):** You'll have up to 20 minutes

**Ms. Judith McGill:** Hello. My name is Judith McGill

**Ms. Maureen Emmons:** And my name is Maureen

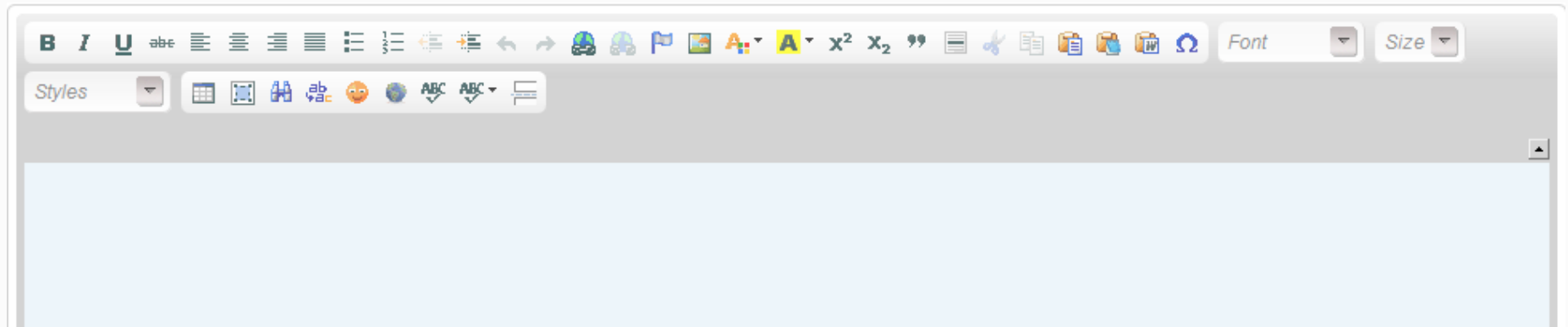
**Ms. Judith McGill:** So we'd like to begin by thanking

Will request Ombudsman quote (**copied**)



# Special features

- WYSIWYG and CKeditor for text editing:





## Site building process

- Requested server space from Technology Services
- ALA's *Using Drupal to Build Library Websites* online course
- Drupal 6 site developed



# Inputting reference content

- Culling old lists
- Input revised lists
- Drupal 6 Core content types used:
  - Pages
  - File Attachments
  - Book Pages

Ba

View

Edit

Outline

Track

Thu, 2013-03-14 16:25 — admin

1. Baa-Bah
2. Bai-Bal
3. Bam-Bar
4. Bas-Baz

#### Baa-Bah

- Babe, Jennifer: intended appointee, member, GO Transit board of directors (A)[16Nov05]
- Babb, Clement: [G 27Feb01]; [G 20Jun02]; (J)(Hlth)[26Feb04]
- Babbs, Donna: (SP)[23Mar09]
- Babe, Jennifer: intended appointee, member, Metrolinx (A)[1Dec09]
- Babineau, Guy: [JP 14Sep06]; (M)[5Feb07]
- Bacque, Graeme: (G)(Hlth)[15May00]
- Badawey, Vance: intended appointee, member, Regional Municipality of Niagara Police Services Board (A)[30Mar05]
- Badertscher, Paul: (SP)[19May05]
- Bagga, Surandra: (F)(Disab)[3Dec01]
- Bahl-Khurana, Kunjana: intended appointee, member, Social Benefits Tribunal (A)[10May06]
- Bahram & Hamid Inc.: Paul Hancock; Anton Katz; Grant Wagman (T)[23Mar11]

[Back to top.](#)

#### Bai-Bal

- Baillargeon, Michael: [S 3Dec92]; (SP)(Educ)[26Oct09]
- Raines, Rev: (SP)(Hlth)[22Jan07]

### Committee Witnesses

- ▷ A
- ▽ B
  - Ba
  - Bc-Bf
  - Bg-Bo
  - Bp-Bz
- ▷ C
- ▷ D
- ▷ E
- ▷ F
- ▷ G
- ▷ H
- ▷ I
- ▷ J
- ▷ K
- ▷ L
- ▷ M
- ▷ N
- ▷ O
- ▷ P
- ▷ Q
- ▷ R
- ▷ S
- ▷ T
- U



# Working with Drupal

- Steep learning curve
- Simple to update once infrastructure is built
- Trouble-shooting without proprietary assistance





# Where to find help

- Drupal.org Documentation
- Forums
- Organizational IT support
- Me!



# Training

1. Hands-on and done in small groups
2. Two hand-outs provided: one with screen caps and one providing a path to each resource

# Handouts



## Content pane:

- Each block (outlined in black) on the home page displays the five most recently created or updated posts. The home page and category pages will be divided into blocks.
- To access a category page, you can click on the category heading (orange arrow). To access a post from these pages, click on its title (blue arrow).

## Green Page Navigation:

- Homepage: black arrow
- Notes and TOC: orange arrow
- Current Session: blue arrow
- Reference Lists: green arrow
- PDF Reference: purple arrow
- Style & Language: yellow arrow
- Social: pink arrow

## Left-hand sidebar:

- Search bar (blue arrow)—this is the place to enter your search queries.
- If you have not logged into the site, you will find the login area right below the search bar.
- Calendar (black arrow)—events created by Hansard staff will be located here.
- External Links (purple arrow)
  - Assembly intranet site
  - Assembly internet site
  - Legislative Debates Search
  - Legislative Library Research Service
  - Draft Hansard
  - News
  - Press Releases

## Hansard Website: Resource Guide



Resource	Location
Acronyms	Reference Lists > Names > Acronyms
Assembly InTRAnet Home Page	External Links > INTRANET
Assembly InTERnet Home Page	External Links > ONTLA Homepage
Awards	Reference Lists > Awards & Ribbons
Bills Archive	Reference Lists > Bills
Bonjour!	Style & Language > Multilingual Resources > Bonjour!
Commemorative Dates	Reference Lists > Commemorative & Religious Dates
Committee Notes	Notes & TOC (on the navigation bar)
Committee Witness document	Reference Lists > Names > Committee Witnesses
Draft Hansard	External Links > Draft Hansard
Drug names database	Reference Lists > Search Online
e-Laws	External Links > e-Laws
Eggcorns	Reference Lists > Names > Eggcorns
First Nations communities in Ontario	Reference Lists > Search Online
Geographical names database	Reference Lists > Search Online
House Hansard search engine	External Links > Legislative Debates Search
Hansardictionary	Style & Language > Hansardictionary
Interjections	Notes & TOC (on the navigation bar)
Legislative Pages	Current Session > Pages' Names
Luke Hansard accounts	Reference Lists > Luke Hansard Accounts
MPP Info	Current Session > Members of Provincial Parliament
Multicultural resources	Reference Lists > Commemorative & Religious Dates
Multilingual resources	Style & Language > Multilingual Resources
Names Book	Reference Lists > Names > Names Book
Official Ontario Road Map	Reference Lists > Search Online
Ontario Legislative Library	External Links > Legislative Library Research Service
Ontario Statute Database	External Links > e-Laws
ONTERM	Reference Lists > Search Online
PDF Reference	PDF Reference (on the navigation bar)



# Training

1. Hands-on and done in small groups
2. Two hand-outs provided: one with screen caps and one providing a path to each resource
3. Exercise questions for practicing site navigation and site search



# Training: Things to consider

- Differing skillsets of your staff
- What skills are mandatory to learn and what are optional
- Managing expectations for functionality



# Launch Day

## 1. Troubleshooting

- User login issues
- Fixing broken links
- ActiveX settings on Internet Explorer

## 2. Usability

- Text size
- Opening pages in new tabs / windows
- Bookmarks



# User Buy-in and Site Maintenance





# User Feedback System

- Existing reference question email account
- Excel file to record feedback and requests
- No major infrastructure changes made for three weeks
- Content addition/editing requests



# Excel Feedback Tracking

	A	B	C	D
	Date	Comment or Request	Action taken	Initials
1				
2	15-May-13	External Links -- add ONTERM	Leave this for now. Noted and logged.	at training
3	15-May-13	Calendar -- add conference booking function	Leave this for now. Roll out after trial period and when everyone has access to the site.	at training
4	15-May-13	Notes -- reading pane is a bit small – can we find a way to make it bigger and easier to read ?	This was Steve's question and he said it's not critical, so let's leave it for now and see if we get any other similar feedback in	at training
5	15-May-13	Adding an admin section	Not time critical for launch. We'll work on this (and maybe an expanded admin section with schedules and that type of thing?)	at training



# Social Section

- All users have permission to update this section, defined by content type:

## Social

### Social Posts

Title	Updated date	
FOOD MIRACULOUSLY APPEARS ON SIGN-OUT DESK	2013-09-23 11:37	<a href="#">Bookmark this</a>
A Person Who Knows Things	2013-08-20 09:10	
Erica's Cat's Portraits	2013-08-20 09:10	<a href="#">Bookmark this</a>
sandbox	2013-08-20 09:10	<a href="#">Bookmark this</a>
BOX GRAVEYARD DISAPPOINTS YET AGAIN	2013-08-20 09:09	<a href="#">Bookmark this</a>
SEAN VAN WERT EXITS HANSARD IN INGLOURIOUS FASHION	2013-08-20 09:09	<a href="#">Bookmark this</a>

### Events

Title	Date
Spellz Bellz	Wednesday, August 28, 2013 - 2:30pm - 3:30pm

### How To...

Title	Updated date	
How to Create an All-Hansard Event Listing.	2013-11-15 10:55	<a href="#">Bookmark this</a>
How to Create a Blog Post	2013-08-20 09:17	<a href="#">Bookmark this</a>
How to Upload an Image	2013-05-01 15:10	<a href="#">Bookmark this</a>



## Expansion

- Interpretation department
- Administrative section
- Site infrastructure training for Index & Reference
- More content creators?
- Future Drupal upgrades



# Thank you!

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[rosalind\\_guldner@ontla.ola.org](mailto:rosalind_guldner@ontla.ola.org)