The National Transportation Library (NTL) has been changing most of its technological infrastructure and working to improve its patron services. In this TLR, NTL staff take you behind the scenes of its Reference FAQs and its new digital repository, the Research and Open Science Access Portal (ROSA P) https://rosap:ntl.bts.gov/. NTL staff walk through a number of known issues with ROSA P and discuss how they are working to correct them.
Outline

What’s New with Reference – Laura
ROSA P Known Issues & Lessons Learned – Mary
Discussion
NTL FAQ Revision
Laura Farley, NTL Fellow

Background
• Migrate from Oracle RightNow to SpringShare LibAnswers
  – Factors: cost, scale, usability
• Ready reference
FAQ Revision: Assessment

• Over 500 public FAQ
• Findings:
  – Different formats: questions and statements
  – Lacked organization
  – Redundant
  – Broken links
  – No standards for creation or weeding
FAQ Revision: Process

• Exported FAQ data to Excel to find redundancies
• Sorted FAQ by ID number (correlates to creation date) and reviewed/revised as questions
  – Fixed broken links
  – Embedded links in text
  – Improved text readability using Hemingway App: http://www.hemingwayapp.com
• Updated answers when appropriate
• Sorted FAQ into 18 topics for increased browsing ease
• Assigned controlled vocabulary of 148 keywords from the TRT to assist in search findability
FAQ Revision: Outcomes and Next Steps

• FAQ reduced to 251
• Create staff style guide for new FAQ
• Review FAQ every 6 months for relevancy, accuracy, and broken links
Feedback: Contact Us

https://transportation.libanswers.com
Known issues
Lessons learned
Website migration
KNOWN ISSUES
Search inconsistencies

- From NTL Virtual Reference Desk: Advanced Search vs General Search on ROSA-P. As an example, I have searched “Sulfur Extended Asphalt” and “Sulfur Asphalt” (with and without quotes) and received odd results when using Keyword versus title only options. For example, on the Advanced Search, I received no hits when using the broad keyword search ‘Sulfur Extended Asphalt’ or “Sulphur Extended Asphalt” (no quotes), but when I searched just ‘Sulfur Asphalt,’ I got 1 hit for a report that is titled “Sulphur Extended Asphalt.” When I did a search on the general search page, I received a different results.
- Basic search not searching TRT terms
- CDC adding TRT field to basic search
Google not finding reports in ROSA P

- Problem reported to team
- Investigation revealed Google index is from June upload.
- Google contacted to re-index ROSA P
Reporting issues with ROSA P

• NTL welcomes bug reports, missing item questions, and suggestions for usability improvement
• Please go to USDOT Answers & FAQs page: https://transportation.libanswers.com/ and use the “Submit a question” form to report your issue
• Reference team will route your issue to the appropriate person
• Feedback used to report problems to CDC, request new features and fixes, and create user documentation
Public access to old NTL repository

• Shut off is Friday, December 22
• Please notify NTL if you have links in your website or e-publications that you would like replaced
• NTL will supply report of new url’s for your publications – your IT staff can use the report for a global search and replace
LESSONS LEARNED
What went well

- User interface is a big improvement compared to old system
- NTL has a strong, agile team with willingness to make improvements and learn new skills
- ROSA P has really good metadata
- NTL has a good understanding of content in repository
- NTL are part of a community
- NTL reviewed all policies and documented new work process
- Professional system maintenance and timely upgrade
Stronger leadership commitment

• Project was completed under 2 interim directors
• BTS Chief Technology Officer position has been vacant since 12/2016
• Additional staff member from outside NTL assigned as a permanent project manager may have helped
Be better informed

- Benchmark with peer organizations regarding experience with open-source solutions
- Identify business requirements before selecting software and contractor
- Understand the commitment of staff resources on our side necessary for success
Realistic project plan

- Assume that content migration will require metadata cleansing
- Audit metadata and make repair plan as far in advance of migration as possible
- Staff testing of ingest tools as soon as possible
- NTL has a small staff – maintaining our other program areas during migration was stressful
Small manageable steps

- Plan for user testing throughout entire process
- Test DOI assignment with small batch
- Take one small collection through entire work process and make available for soft launch
Open-source requires better in-house control

- Lack of documentation for work processes remains a significant problem
- CDC didn’t reveal the system architecture; we had limited understanding of design issues
- We occasionally reported problems and subsequently learned they were known to CDC
- Gaps between CDC and NTL understanding of metadata
- User experience testing is important
- New platform has increased NTL workload
Future updates

• Identify business requirements
• NTL future business model is linked data and publications
• Better tools for text and data migration
• Move away from excel for ingest – CSV better
• System needs to accommodate ISO standards for metadata – CDC and Google Scholar both problematic
Evaluate next steps

• NTL is still using its legacy ingest system – will eventually need to be replaced
• New method for assigning DOI’s
• User group formed (NTL, CDC, NOAA) to create documentation, training materials
NTL WEBSITE MIGRATION
BTS/NTL migration to Drupal platform

• NTL currently migrating to new Drupal platform
• New website will be portal to ROSA P, Ask a Librarian, and Digital Submissions

• Updated policy documents will migrate to Drupal site
• LibGuides will be new platform for NTL Resource Guides, NTKN and archived TLRs
Questions?
Thank you for attending!
Join us January 18, 2018

To Be Announced

For Past Episodes, Visit the TLR Archive at:
https://ntl.bts.gov/networking/tlrarchive/index.html