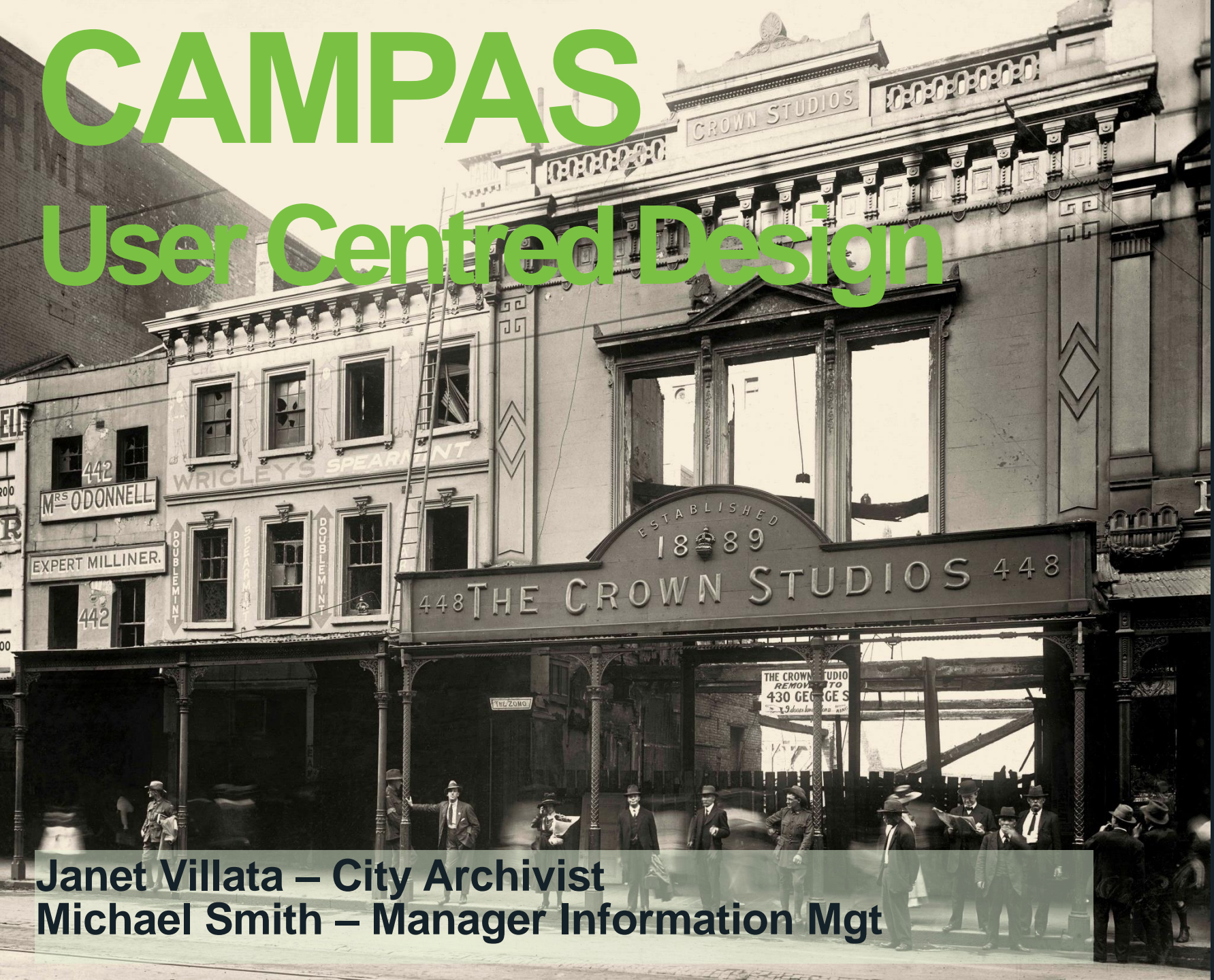


# CAMPAS

## User Centred Design

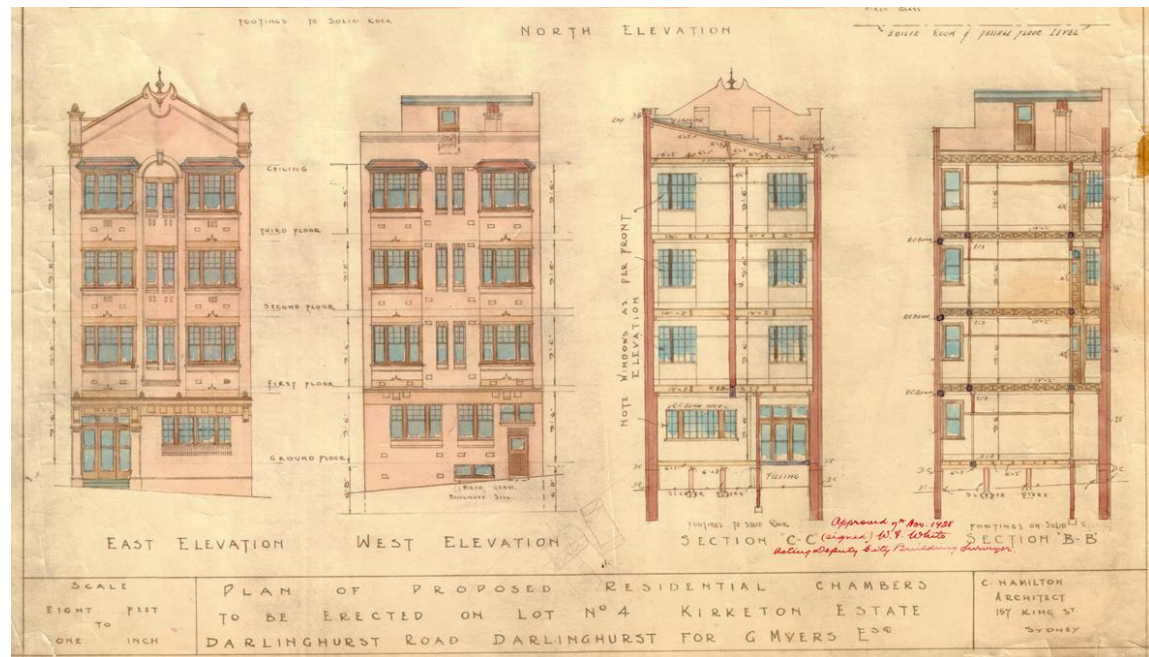


**Janet Villata – City Archivist**  
**Michael Smith – Manager Information Mgt**

# CAMPAS

## About City of Sydney Archives

- Records from 1842; City Archives since 1976
- 10,000 shelf metres of archives
- Archive of the City AND a collecting archive





# CAMPAS

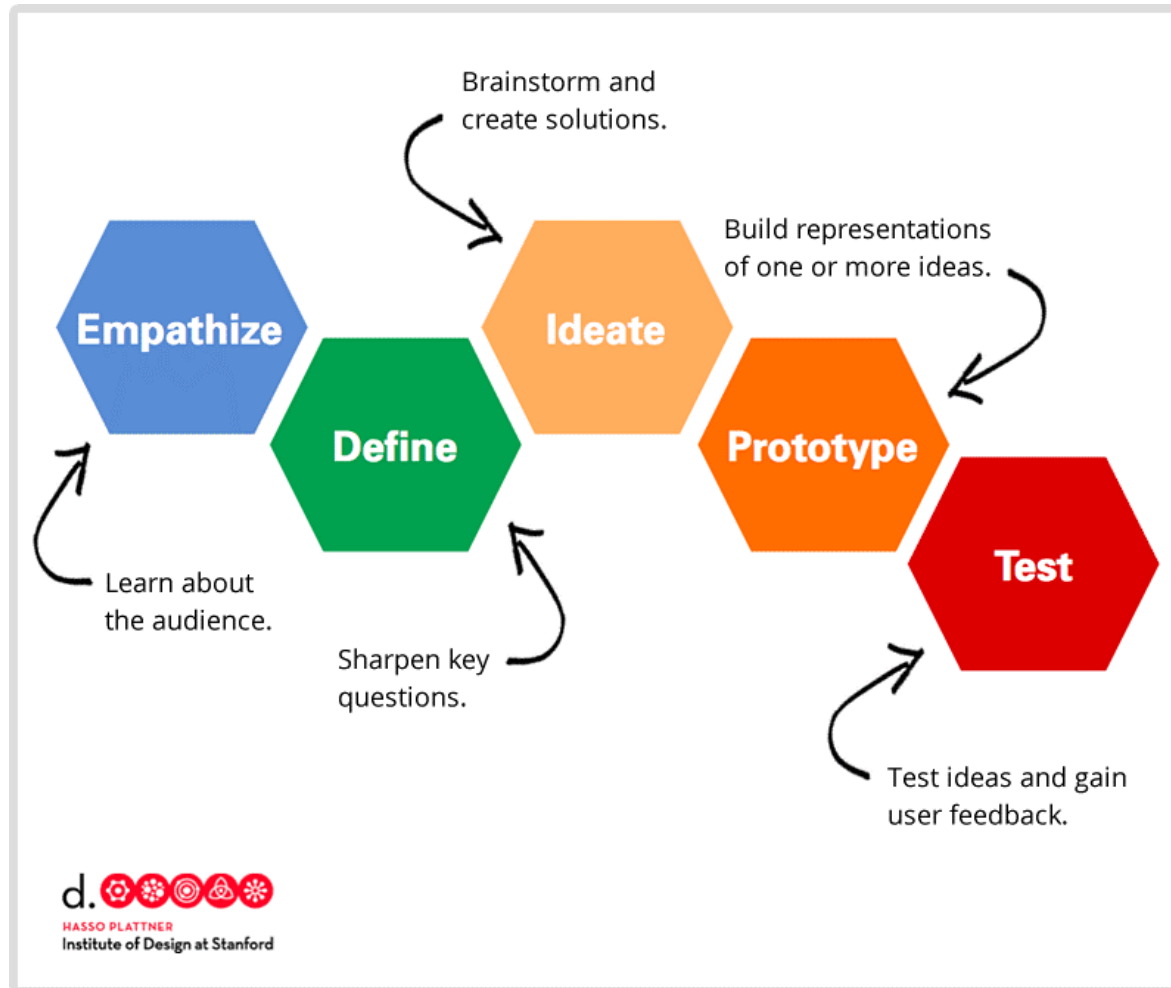
## Encouraging access

- High public interest in our records
- Provision of access via City Search Room, responding to written requests
- Active volunteer program
- Digitisation program
- Online presence



# CAMPAS

## User Centred Design



# CAMPAS

## User Centred Design

If libraries are not willing to become obsolete then that is exactly what'll happen to them.

Throw out the library completely,  
start with value and how to co-create it,  
and then you're designing  
the new library ...

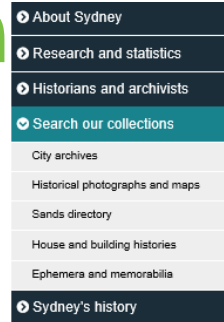
Get people engaged in your service  
and it will grow naturally

Arne van Oosterom  
Design Thinkers

# User Centred Design

## Public Users

- 18 Links on CoS home page
- 16 options on *Search our Collections*
- Every resource has a totally different way of accessing the information
- First-time visitors do not know where to start
- AI, the access point for our main archives mgt system, gets only 2% of user hits



Search the City of Sydney Archives

- Archives Investigator**  
  
 Archives Investigator provides information about archival records created by the City, councils absorbed by the City and the Sydney Festival. Most of the City's records up to 1979 are inventoried in Archives Investigator and staff are still adding more. More recent records are usually catalogued in the City's online records management system, which is called TRIM. There is no public access to TRIM, but the archivists can send you lists of records that could be useful. You can then select any relevant items.
- ArchivePix**   
 ArchivePix is the Archive's online catalogue of photographs. More than 75,000 photographs in the Archives have been digitised and catalogued into ArchivePix. Staff are still adding more. Some photographic records series and collections are only selectively represented. If so, this is indicated in captions.
- Historical Atlas of Sydney**  
  
 The Historical Atlas of Sydney gives you access to maps of the city from different historical periods. These interactive maps let you pan and zoom to pick up smaller areas and close-up details. The maps can also be downloaded as PDF files.
- Assessment Books**  
  
 The Assessment Books record details of ownership, occupation, construction and value for property in the City between 1845 and 1948. They provide valuable information for family and property history not available from any other source.
- Sands Sydney, Suburban and Country Commercial Directory**  
  
 The Sands directory was published each year from 1859 to 1932. The lists of householder and business names it contains have become a fundamental source for research into Sydney history, especially family history.
- Planning Street Cards**  
  
 The Planning Street Cards provide information about historical buildings and development applications from about 1908 to the 1990s. The street cards show all the applications submitted to the City, whether or not the original files and plans exist. To see if the records are actually available you will have to check Archives Investigator or – for records after 1987 – ask the archivists.
- House and Building Histories guide**  
  
 This house history guide will lead you through many of the resources available to research the history of your house, apartment or commercial building. It is intended for residents of the City of Sydney's local area.
- Sydney Reference Collection**  
  
 The Sydney Reference Collection contains published material and unpublished ready-reference research files relating to the study of all aspects of the City. Published items are catalogued bibliographically within the City Library's online catalogue.
- City of Sydney employees 1842–1900**  
  
 An historical research project has retrospectively created City of Sydney employee information from the 19th century. The project has resulted in a database and reports about the City's employees from 1842 to 1900, which are now available online to researchers and historians.

# User Centred Design

## Public Users - AI

- Contextual entities presented first
- Solution:
  - Search results show **items** for public
  - Context is **only** available through navigation

[Home](#) » [Search Results](#)

### Simple Search Results

Search criteria: Keyword(s)="horse"; Using="Exact Phrase"; Exact Word(s) Total 1,317 results  
="Yes"; Entity Type="All"

To find more information about any entity shown in this search result, click on the [Entity Name](#) or [Entity Title](#) text to go to the entity detail screen.  
To request access to an Item, you need the Series number and the Item number and/or title

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [Next Page >](#) [View 20 Pages >>](#) [46](#)

Entity @Title

[Start](#) ~ [End Date](#)

	<a href="#">Removal of waste from streets, public places and premises</a>	
Activity	Cleansing of garbage and offensive matter by collection from streets, public places and from private property. Includes removal of graffiti from buildings and public places generally. The first record... <a href="#">Preserving the built heritage of Glebe.</a>	<a href="#">starts 01 Nov 1842</a>
Activity	The activity commenced in 1969 when many older buildings were threatened with demolition including by neglect. The activity includes a range of actions taken to ensure that the architectural heri... <a href="#">City Engineering and Building Surveyor's Department</a>	<a href="#">starts 01 Jul 1969</a>
Agency	In accordance with the recommendations of the City Commissioners in 1928, four departments and two branches from other departments were amalgamated into a new department called the City Engineering an... <a href="#">City Cleansing Engineer's Department</a>	<a href="#">31 Aug 1928 ~ 01 Jun 1936</a>
Agency	This Department was responsible for cleansing of the City and disposal of refuse. This included collection and transportation of household and trade refuse, cleansing and removal of litter from public... <a href="#">City Cleansing Department I</a>	<a href="#">20 Jan 1925 ~ 29 Aug 1928</a>
Agency	On 9 September 1899 the Council resolved to adopt a Minute by the Mayor, separating the duties of Superintendent of Street Cleansing from those of the Inspector of Nuisances. The first Superintende... <a href="#">Keck, Henry</a>	<a href="#">01 Jan 1899 ~ 01 Sep 1914</a>
Person	HENRY KECK'S LIFE AND CAREER Henry Keck was baptised in 1800 in Balbriggan Parish, County Dublin, Ireland. He was the son of Thomas Keck and Sarah Lowe. Thomas Keck came to Ireland in 1787 hold... <a href="#">Blackwell, Louis Buckland</a>	<a href="#">1800 ~ 1863</a>
Person	Early life in England and Canada Louis Buckland Blackwell was christened on 6 February 1852 at Bathwick, near Bath, Somersetshire, England, the youngest son of Thomas Evans Blackwell, M.I.C.E. At t... <a href="#">Phegan, John Joseph</a>	<a href="#">1851 ~ 24 Jul 1933</a>
Person	Birth Date: c1836/7 in Hobart, Tasmania Death date: 9 January 1867, Jinden Station, Braidwood District NSW Family background in Tasmania John Joseph Phegan was the third son of Andrew Phegan wh...	<a href="#">1836 ~ 09 Jan 1867</a>
Series	<a href="#">Reports of the Improvement Committee</a> This series contains the reports of the Improvement Committee, (and its short-lived predecessor the Board of Works Committee), which managed the construction, maintenance, repair and cleansing of City...	<a href="#">28 Aug 1843 ~ 07 May 1891</a>
Series	<a href="#">Cleansing Department Photographs</a> This records in this series were the photographic prints of public toilets (conveniences), memorials, fountains, <a href="#">horse</a> troughs, bins, Council vehicles (including a few <a href="#">horse</a> -drawn vehicles), Council w... <a href="#">City Surveyor's Reports</a>	<a href="#">01 Jan 1929 ~ 01 Jan 1990</a>
Series	This volume contains copies of reports from the City Surveyor. It appears that they were for the Improvements Committee. The reports deal with costs of roadworks, public uninals, watering of stree... <a href="#">City Engineer's Miscellaneous Cards</a>	<a href="#">01 Jan 1886 ~ 01 Jan 1892</a>
Series	These cards index CRS 119, City Engineer's Miscellaneous Books, but many also contain a summary of research carried out on various topics by the surveyors who worked for the City Engineer's Department...	<a href="#">c. 01 Jan 1930 ~ 21 Jun 1993</a>
Item	<a href="#">O'Sullivan <a href="#">Horse</a> Trough</a>	
Item	<a href="#">Leela Prince <a href="#">Horse</a> Trough</a>	
Item	<a href="#">Sullivan RSPCA Memorial <a href="#">Horse</a> Trough</a>	
Item	R.S.P.C.A.'s Memorial <a href="#">horse</a> trough, cnr. Parramatta Rd. & Pyrmont Bridge Rd. 1. Proposed removal in connection with installation of co-ordinated traffic signals. 2. Proposed re-location in Fowl...	<a href="#">14 Dec 1965 ~ 22 Sep 1966</a>
Item	City area. Proposed operation of passenger service using <a href="#">horse</a> -drawn vehicles.	<a href="#">16 Aug 1976 ~ 26 May 1977</a>
Item	Moore Park parking area. Proposed restriction on parking of caravans, <a href="#">horse</a> floats and trucks during period of Royal Easter Show.	<a href="#">03 Apr 1978 ~ 27 Feb 1979</a>
	<a href="#">Traffic congestion at Eve Macquarie. Use of road from <a href="#">Horse</a> Bunt to</a>	<a href="#">21 Jun 1926 ~ 13 Dec</a>

# User Centred Design

## Public Users

- How many users will understand this ...

The screenshot shows the 'Archives Investigator' website. The header includes the 'CITY OF SYDNEY' logo and navigation links for 'Home' and 'Contact Us'. A large banner image of a historical map features the title 'City of Sydney Archives Investigator'. Below the banner, a breadcrumb trail reads 'Home » Search'. The main section is titled 'Advanced Search' and contains a paragraph explaining the search process. A grid of six colored buttons offers search criteria: Function (green), Organisation (purple), Activity (light green), Agency (cyan), Record Series (red), and Person (light blue). To the right, a 'Search Options' sidebar includes buttons for 'Simple Search', 'Advanced Search', and 'Structured Search', followed by 'Help' and 'Quick Links' sections. The footer contains three dark blue buttons: 'Our Vision', 'How to use this site', and 'Search other Collections'.

CITY OF SYDNEY Archives Investigator Home Contact Us

### City of Sydney Archives Investigator

Home » Search

#### Advanced Search

Select a link below to commence a search on that entity using a range of criteria. Investigator will display a list of successful hits with their unique identification number, start and end dates.

Function	Organisation	
Activity	Agency	Person
Record Series	Record Item	

#### Search Options

[Simple Search](#) [Advanced Search](#) [Structured Search](#)

#### Help

[Search Tips](#)

#### Quick Links

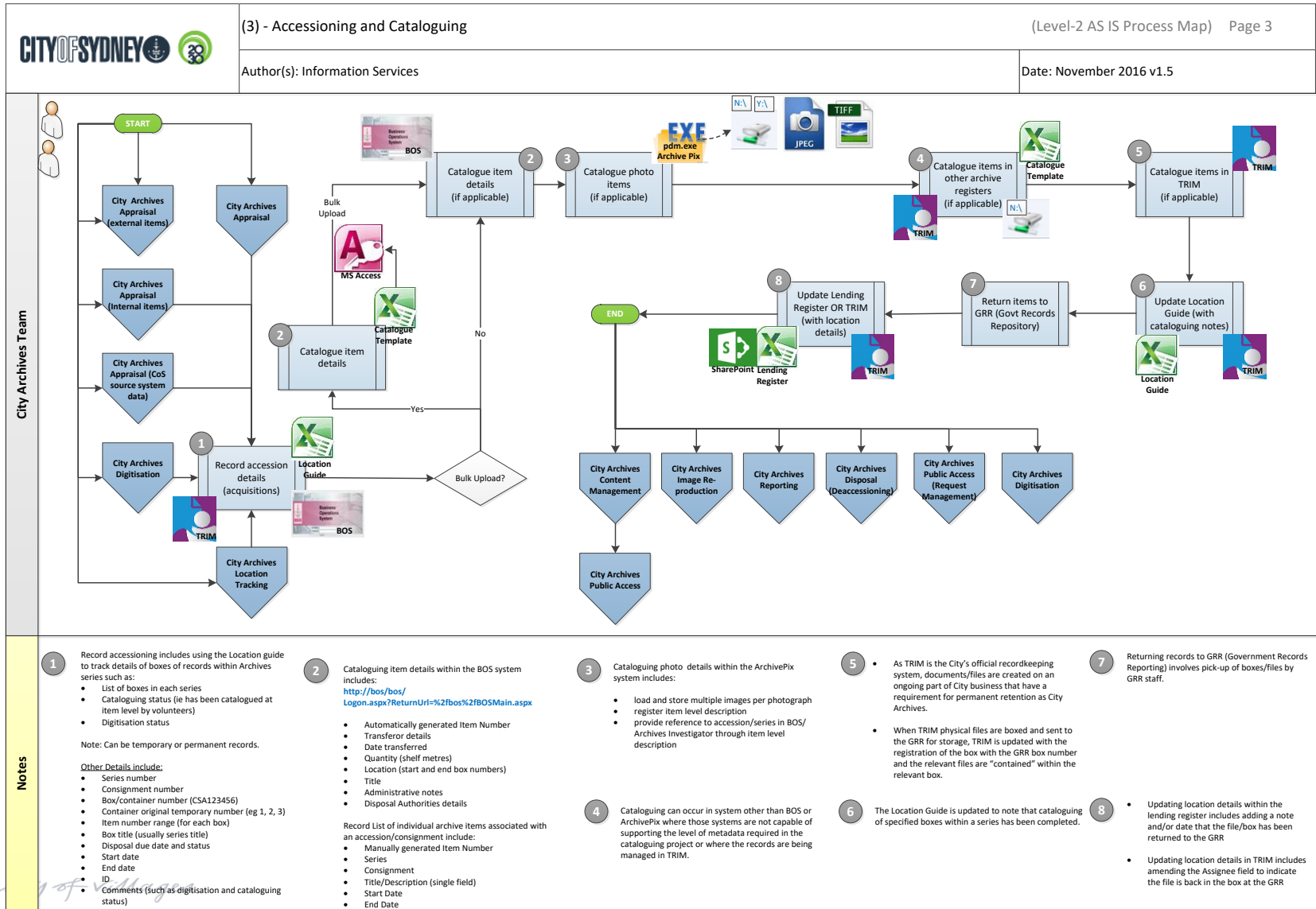
- [Letters Received by Council, 1843-1899](#)
- [Building Inspectors' Cards, 1935-1997](#)
- [Land Auction & Sale Lithographs, 1865-1936](#)

Our Vision How to use this site Search other Collections

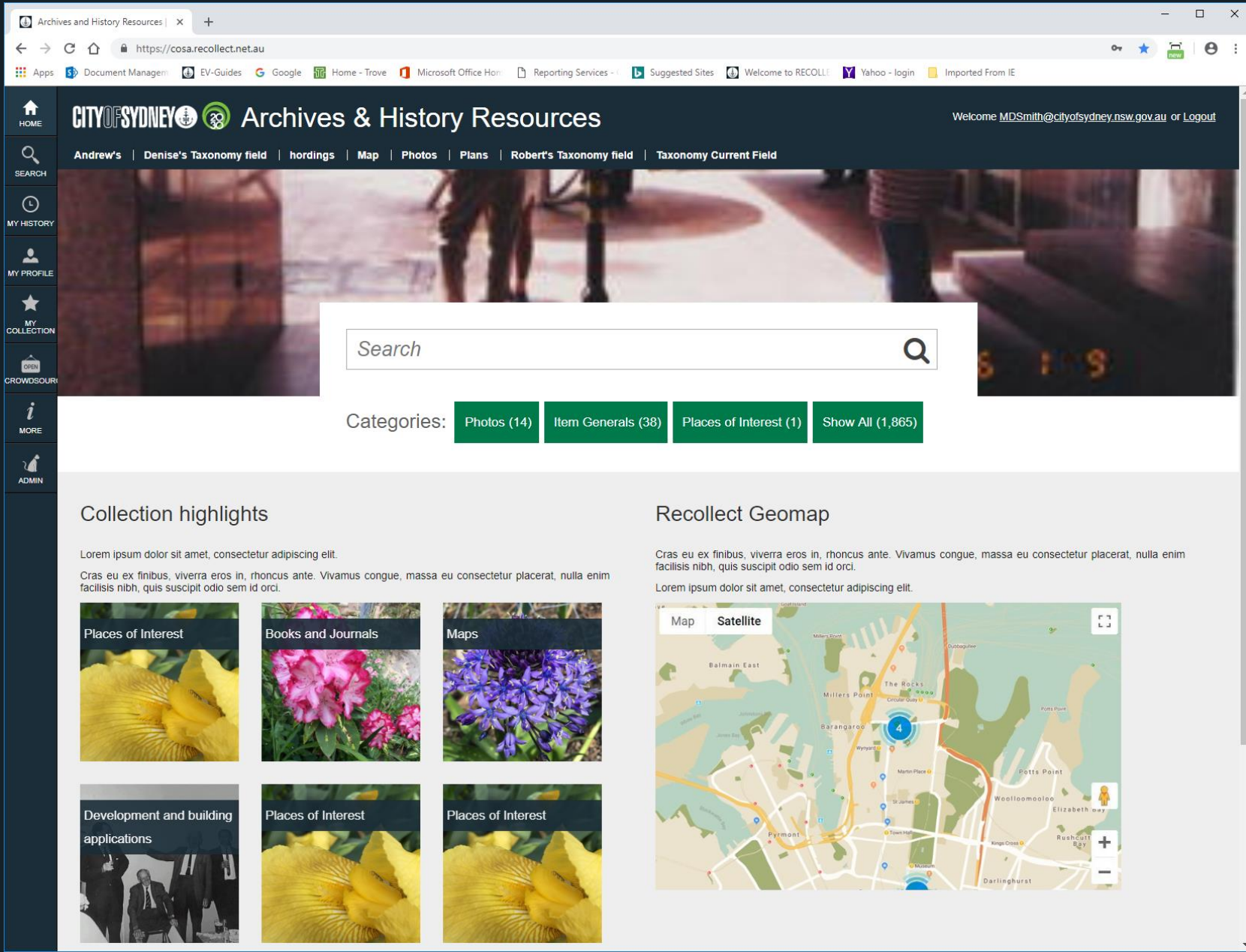


# User Centred Design

## Staff Users



# CoS Recollect Design



# User Centred Design

## Empathise

- Who are **our** users?
- What do they expect?
- Why do we need them to understand the structure of archival description?

### Design Rules

- Rule 1: Users can access the collection without knowing the Australian Series System and without even knowing anything about the collection
- Rule 2: Context should be under the surface enhancing the user experience but not dominating it
- Rule 3: The system will be designed to meet **user** expectations – with the public user taking precedence over the archives staff users
- Rule 4: Public users will not be able to search on Series!

# User Centric Design

## Making the most of metadata

- Standards: ISAD-G, ISAAR-CPF, RIC
- What metadata is most likely to facilitate access?
- Context specific metadata (eg dob in staff card records)
- How can we bring to light items that people wouldn't normally think about? (via positions, formats, etc)
- Improvements:
  - Better data validation rules
  - Well defined and controlled business processes
  - Fully cloud based solution
  - Greater visibility for donated collections



# User Centric Design

## Making the most of metadata

- New business rules:
  - Title field limited to 100 chars
  - Transcription vs Description (show image)
  - Context specific metadata (not set and forget set of fields)
  - Consistent fields across all item-like templates

From ...

Item Number	Title	Year
0857/37	Elizabeth St and Chalmers St (Dental Hospital). New building [R]	1937

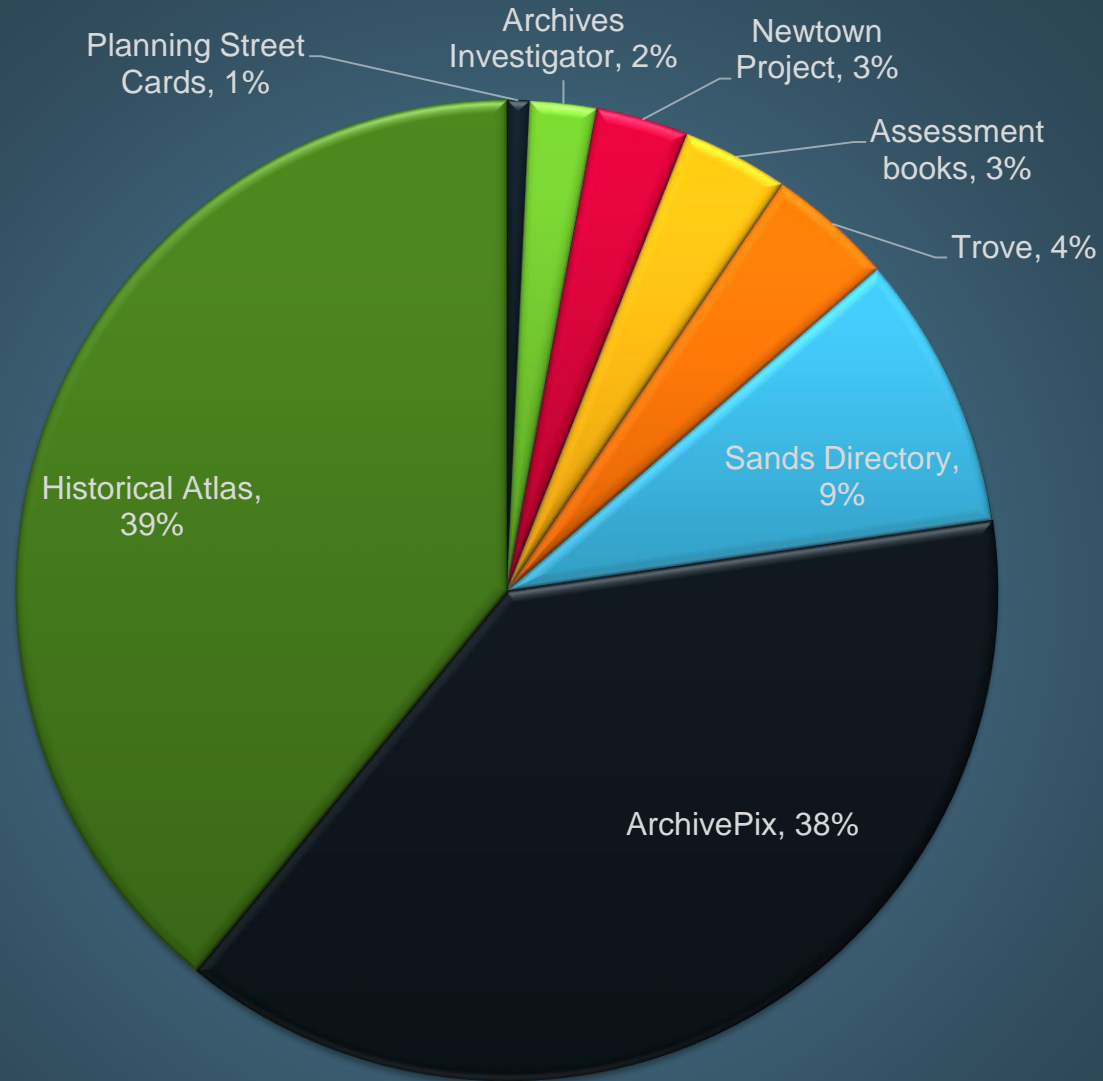
To ...

Item number	Plan Type	Year	Description of works	Property Type	Principal Address				No.	Street	Type	Suburb
					No.	Street	Type	Suburb				
126_1937_0857	Architectural & structural	1937	New building	Commercial	2-18	Chalmers	Street	Surry Hills		Elizabeth	Street	Surry Hills

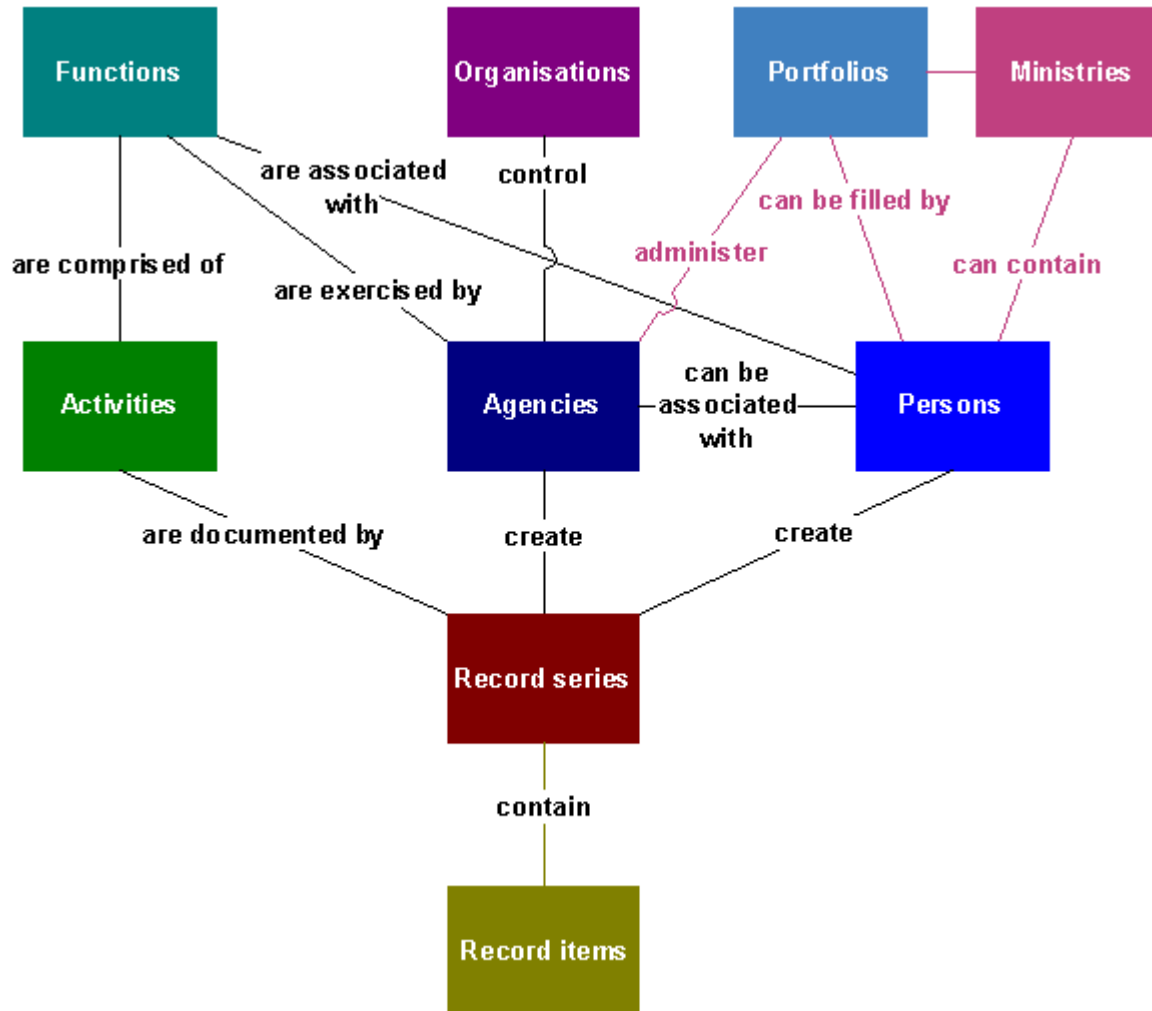
No.	Street	Type	Suburb	Other Info	Additional Approvals	Council Stamped Approval	Stamped Date	Owner	Architect
	Randle	Lane	Surry Hills	New building for a dental hospital; Former address 2-12 Chalmers Street Surry Hills	31/01/1938 to 28/01/1939	yes	14/01/1938	United Dental Hospital of Sydney	Stephenson, Meldrum & Turner, 16 Barrack Street Sydney

Builder/ Engineer/ other	Contents	Total plan sheets	Specs	Internal Residential Floor Plans	Extant	Format	Box	Actions
Engineer: C S Steele, 8 Spring Street Sydney <i>city of villages</i>	22 colour plans, 61 blueprints	87	yes	yes	yes	rolled	6 boxes	

# CoS Archives Web Hits - 2017/18



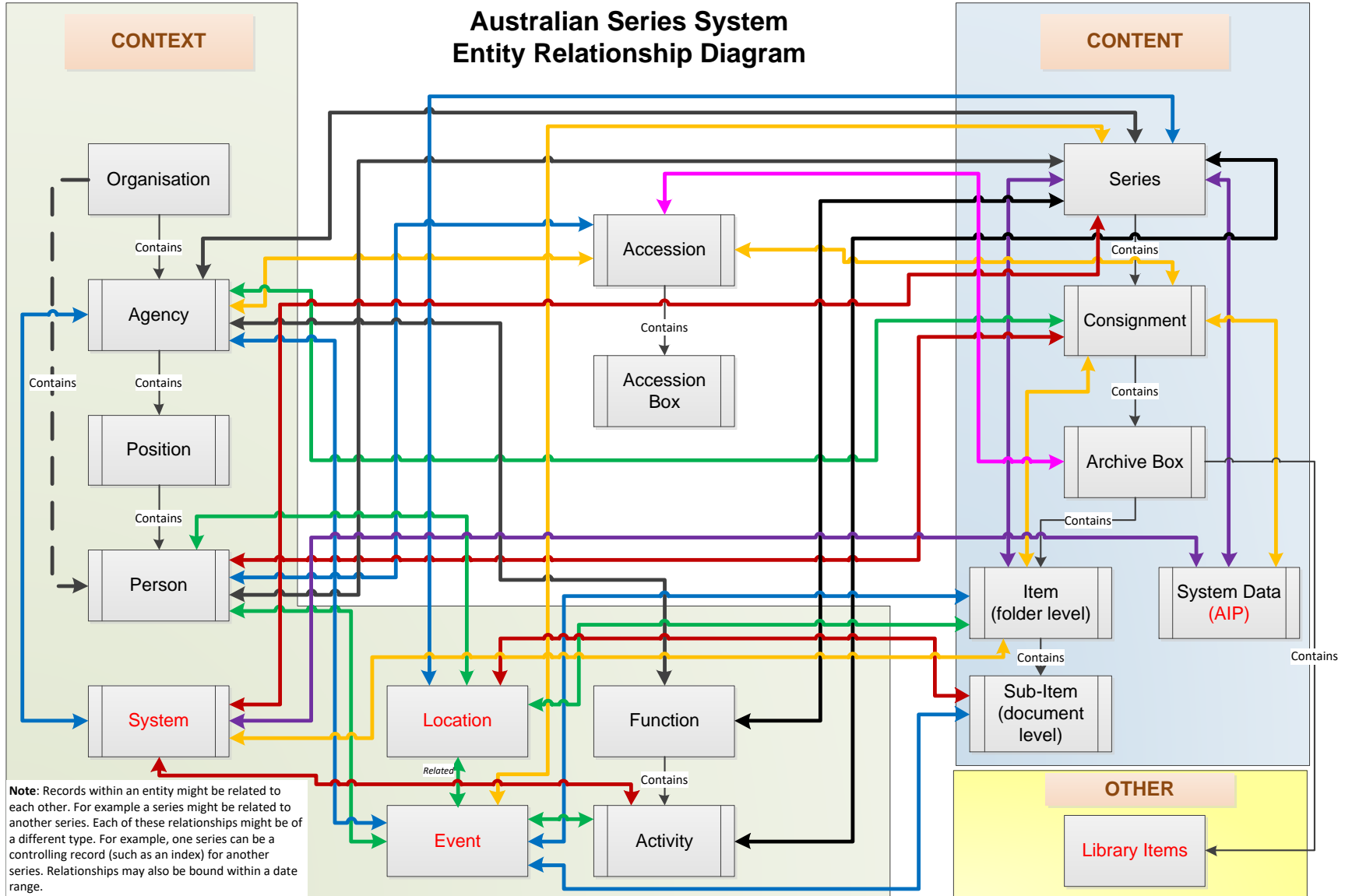
# Data Model from this ...



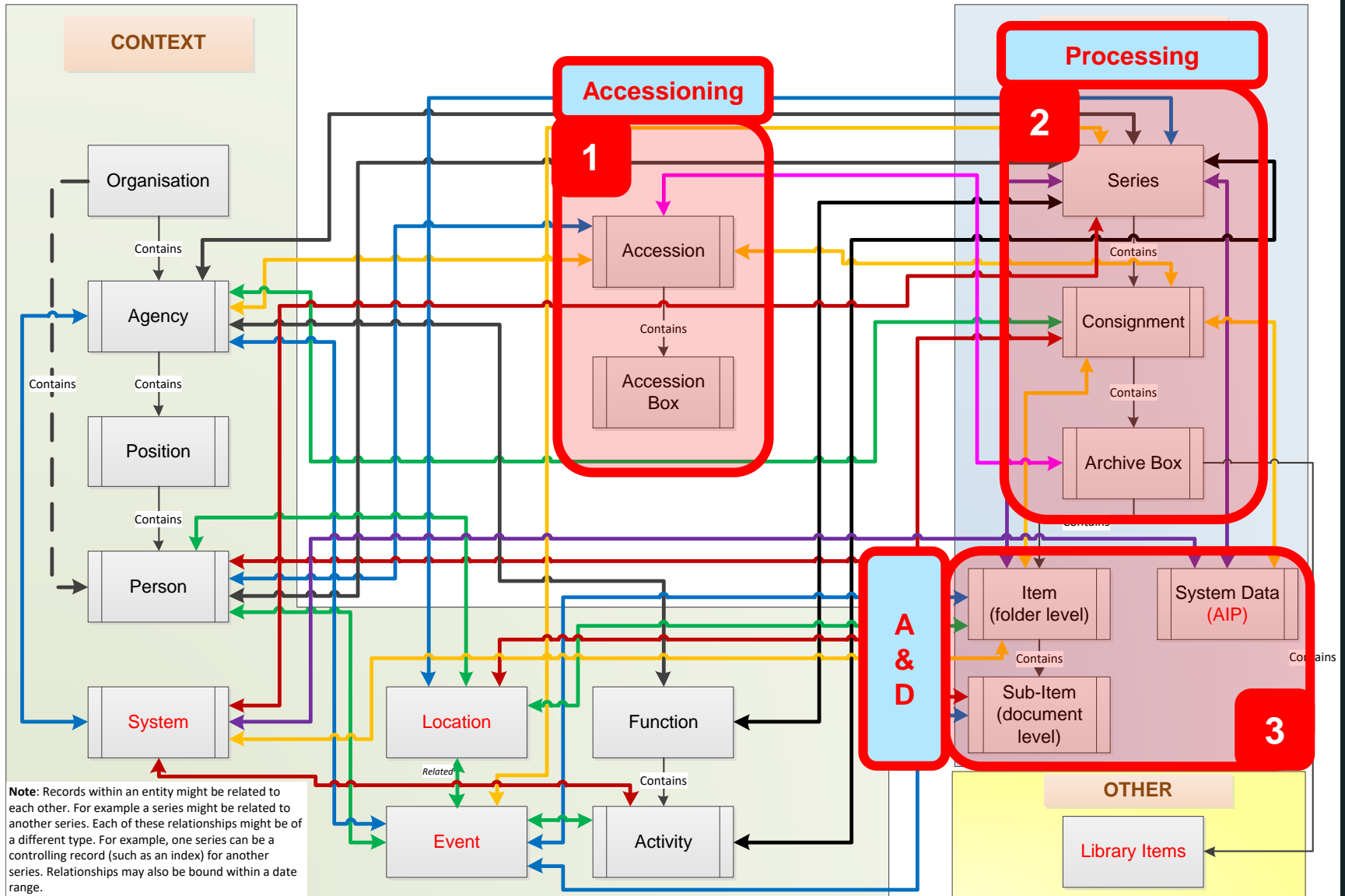


# Data Model to this ...

Australian Series System  
Entity Relationship Diagram



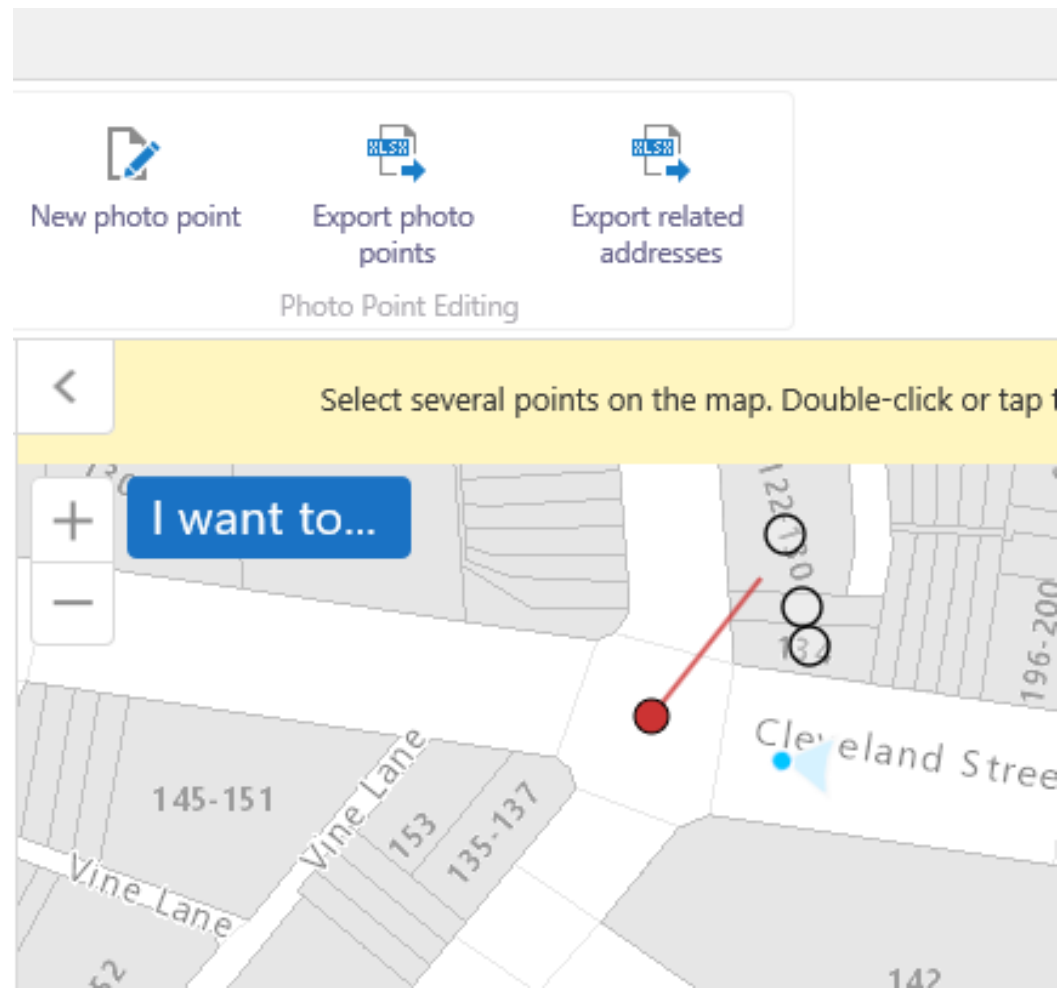
# Data Model – Archive Processes



# CAMPAS

## Future opportunities

- Location based services (LBS)
- Enriched metadata for photos
  - Lat/long of photographer
  - Direction facing
  - Buildings in the photo (lat/long)
- Online volunteers



# Questions?

