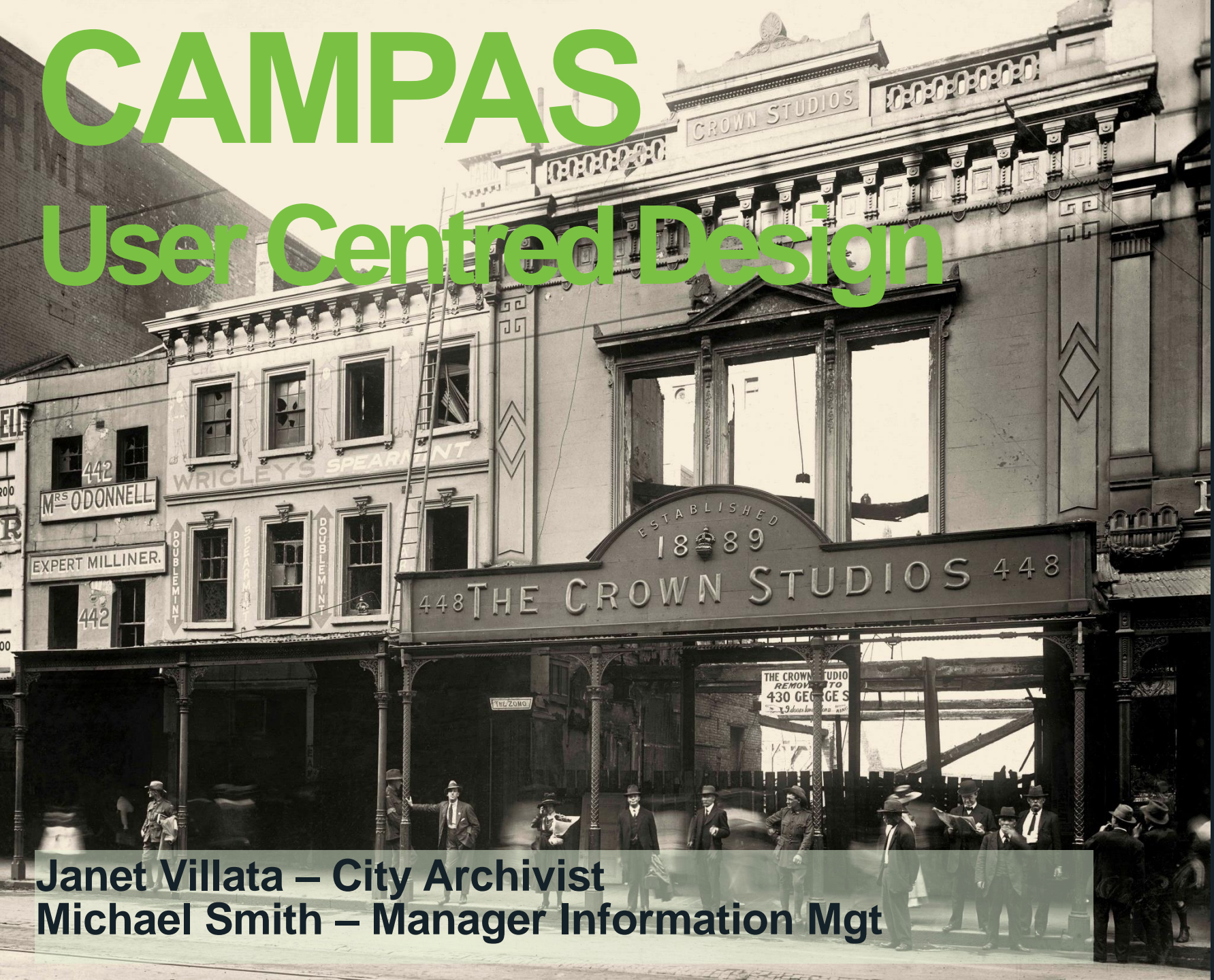# CAMPAS
User Centred Design
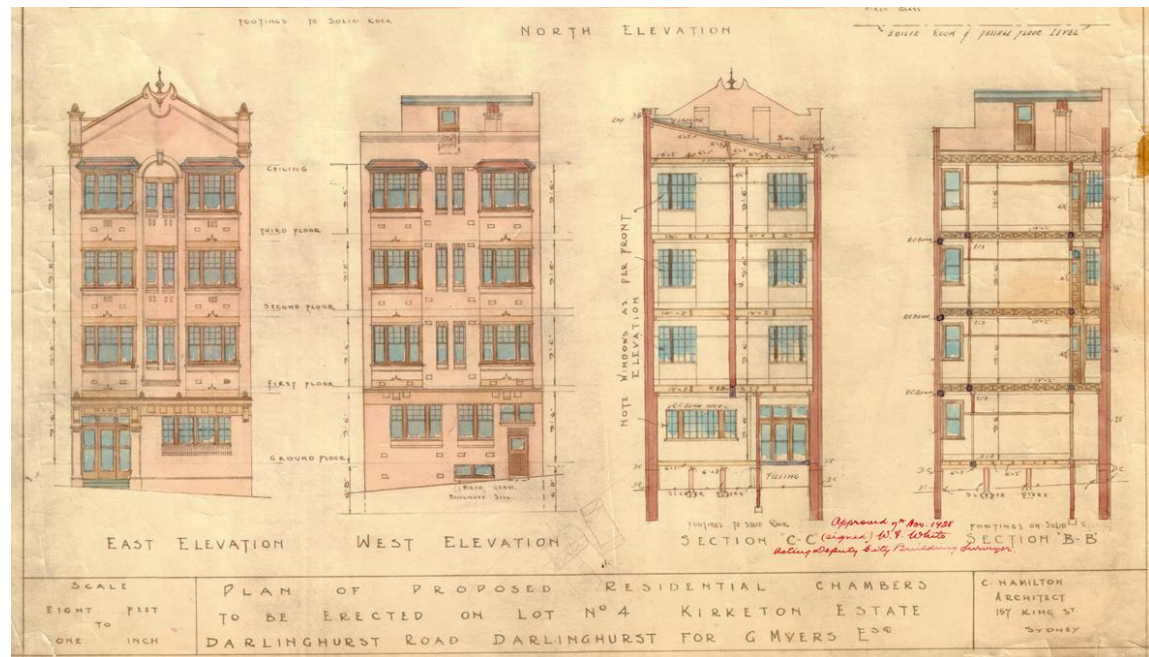
Janet Villata – City Archivist
Michael Smith – Manager Information Mgt

CAMPAS
About City of Sydney Archives

- Records from 1842; City Archives since 1976

- 10,000 shelf metres of archives

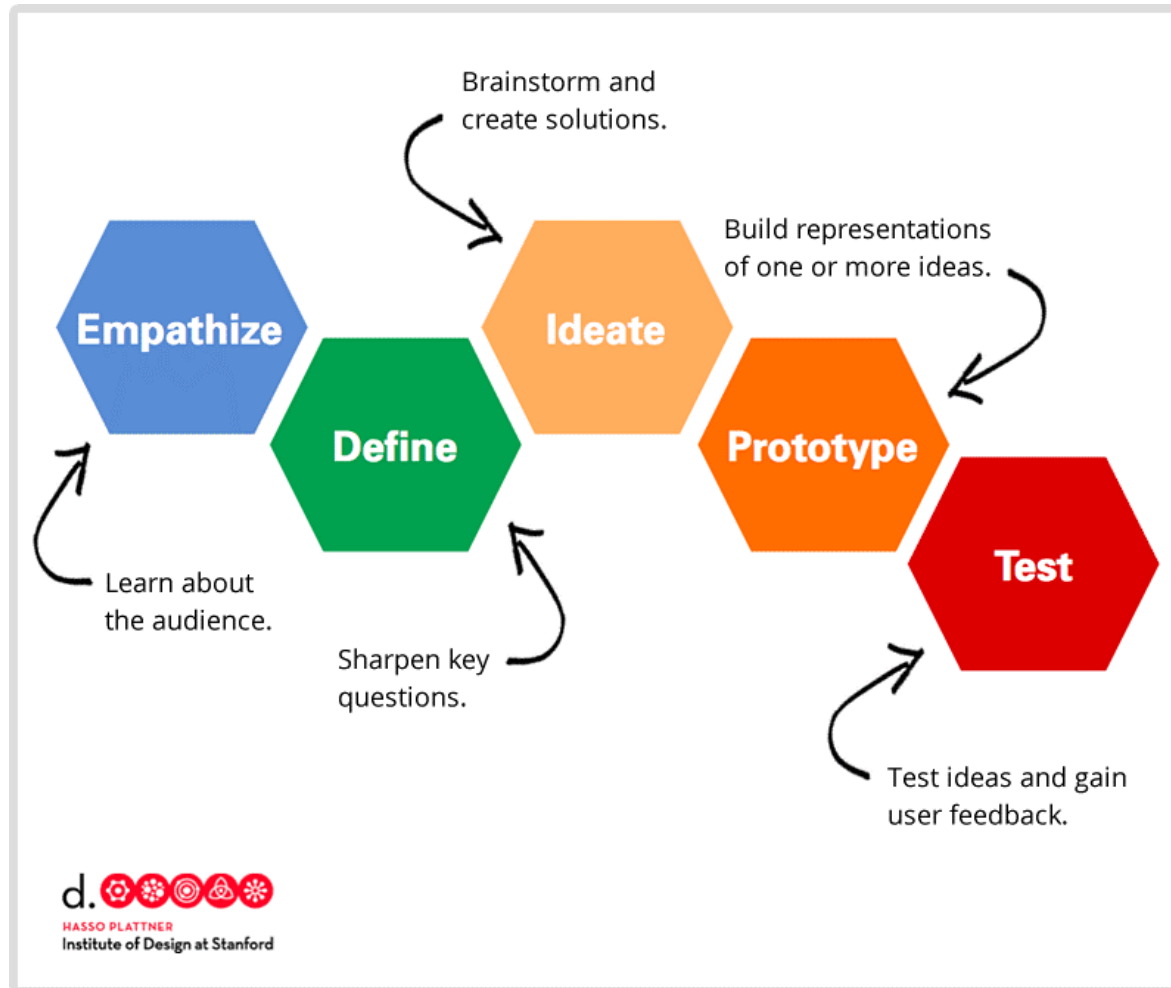- Archive of the City AND a collecting archive

city of villages

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 …
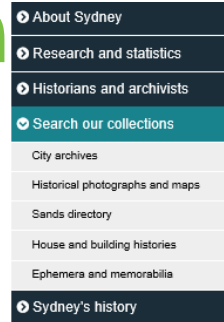
Get people engaged in your service and it will grow naturally

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

User Centred Design
Public Users - AI

- Contextual entities presented first

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

city of villages

User Centred Design
Public Users

• How many users will understand this …

User Centred Design
Staff Users

CITY OF SYDNEY

Author(s): Information Services   Date: November 2016 v1.5

Sydney 2030/Green/Global/Connected

City Archives Team

START

- City Archives Appraisal (external items)
- City Archives Appraisal
- City Archives Appraisal (Internal items)
- City Archives Appraisal (CoS source system data)
- City Archives Digitisation
- City Archives Location Tracking

1 Record accession details (acquisitions) — Location Guide — TRIM — BOS

Bulk Upload

MS Access

2 Catalogue item details — Catalogue Template

2 Catalogue item details (if applicable) — BOS

Bulk Upload?   No / Yes

3 Catalogue photo items (if applicable) — EXE pdm.exe Archive Pix — JPEG — TIFF — N:\ Y:\

4 Catalogue items in other archive registers (if applicable) — TRIM — N:\

5 Catalogue items in TRIM (if applicable) — Catalogue Template — TRIM

6 Update Location Guide (with cataloguing notes) — Location Guide — TRIM

7 Return items to GRR (Govt Records Repository)

8 Update Lending Register OR TRIM (with location details) — SharePoint — Lending Register — TRIM

END

- City Archives Content Management
- City Archives Image Re-production
- City Archives Reporting
- City Archives Disposal (Deaccessioning)
- City Archives Public Access (Request Management)
- City Archives Digitisation

City Archives Public Access

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

CAMPAS
Making the most of metadata

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	22 colour plans, 61 blueprints	87	yes	yes	yes	rolled	6 boxes	

CoS Archives Web Hits - 2017/18
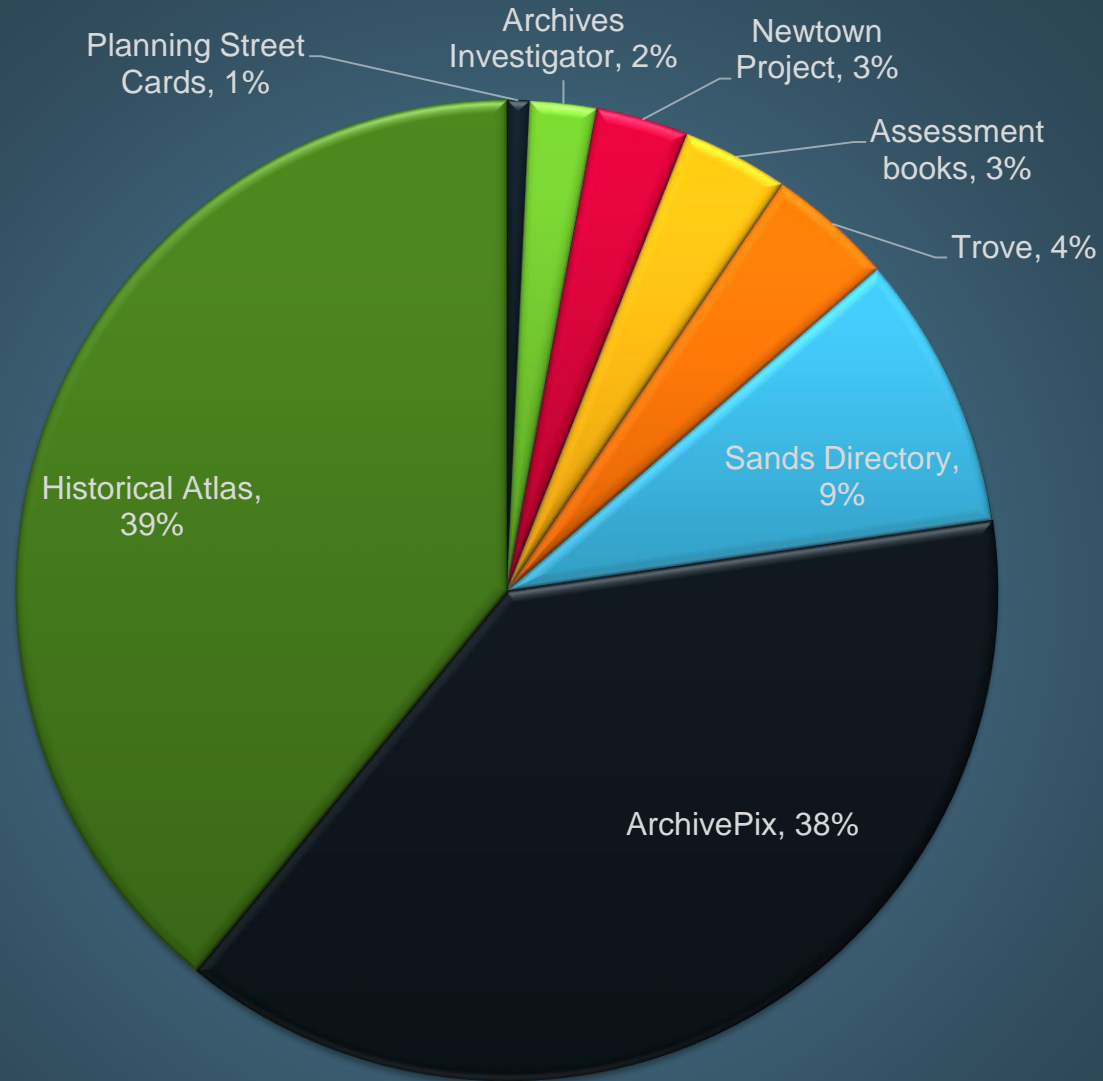
Data Model
from this …
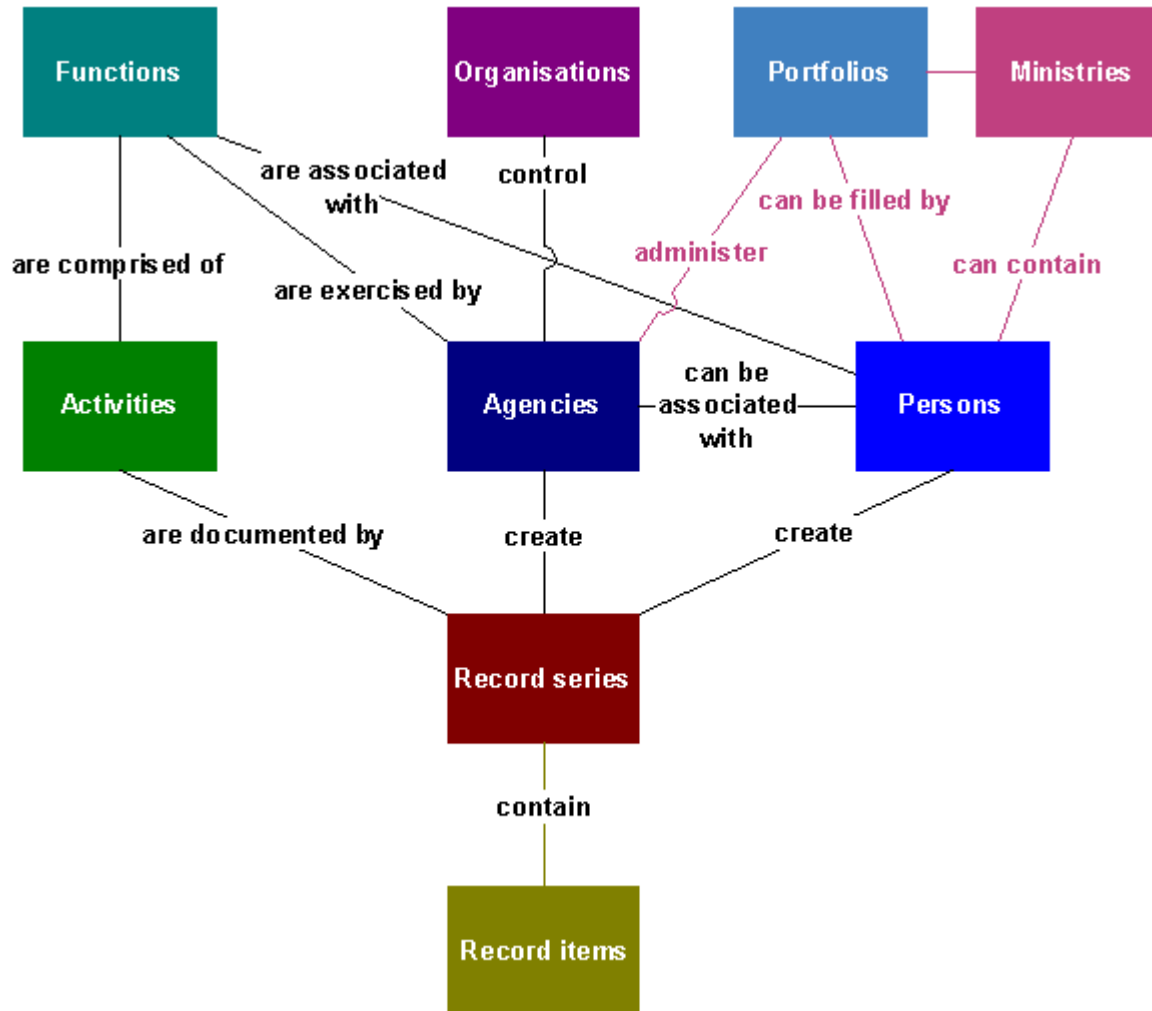
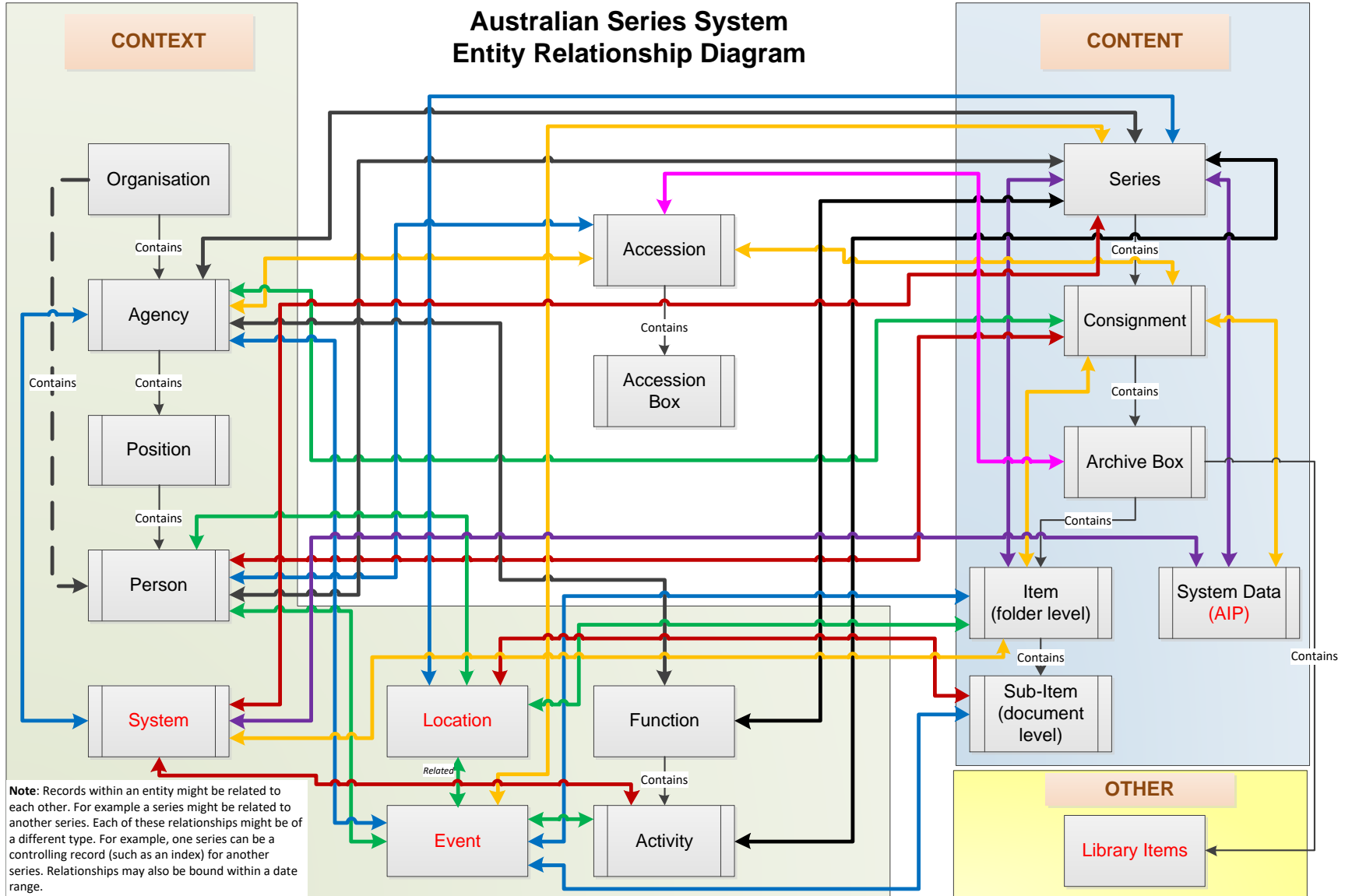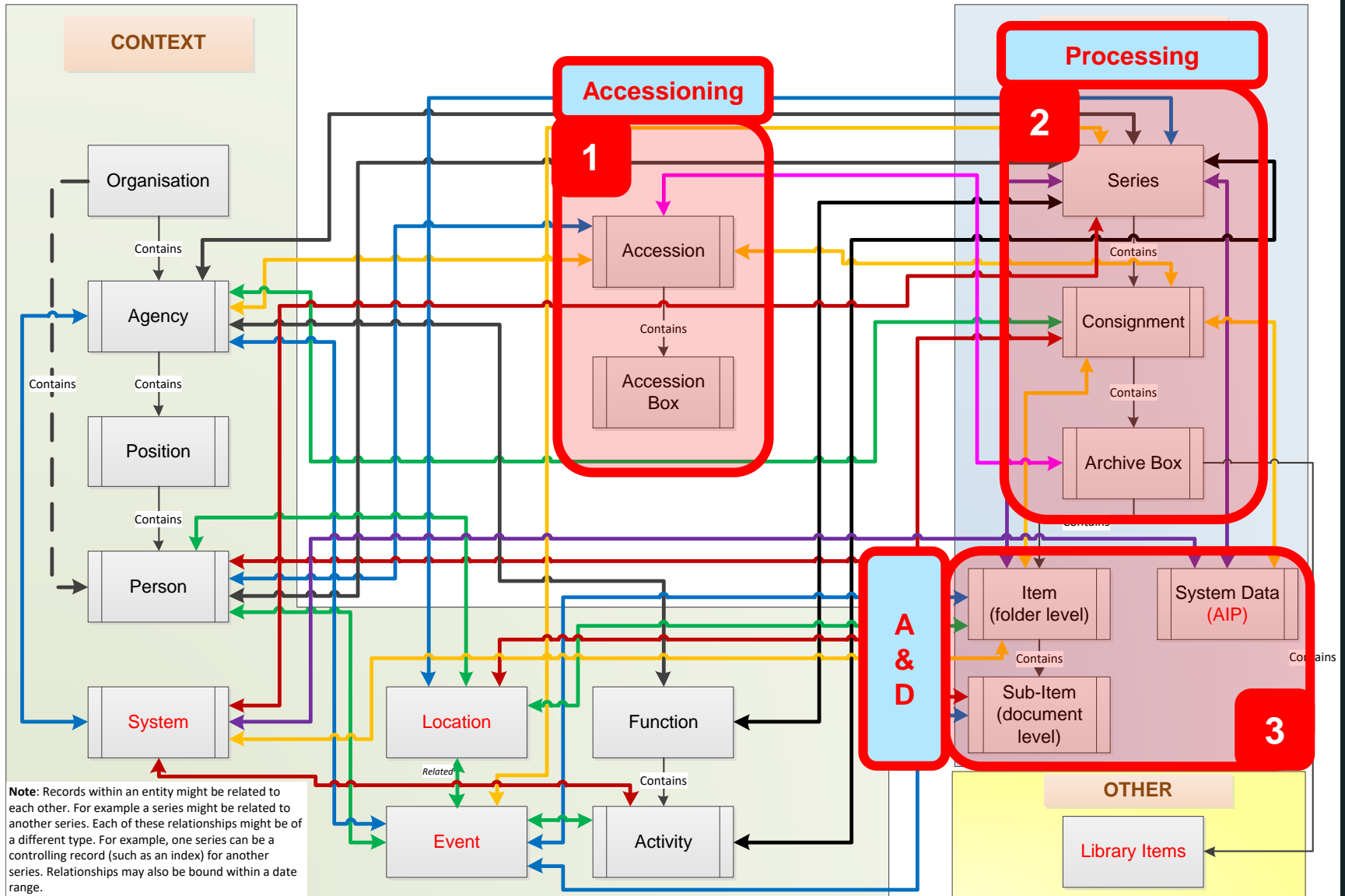# Data Model
to this …

Australian Series System
Entity Relationship Diagram

Data Model – Archive Processes

Note: Records within an entity might be related to each other. For example a series might be related to another series. Each of these relationships might be of a different type. For example, one series can be a controlling record (such as an index) for another series. Relationships may also be bound within a date range.
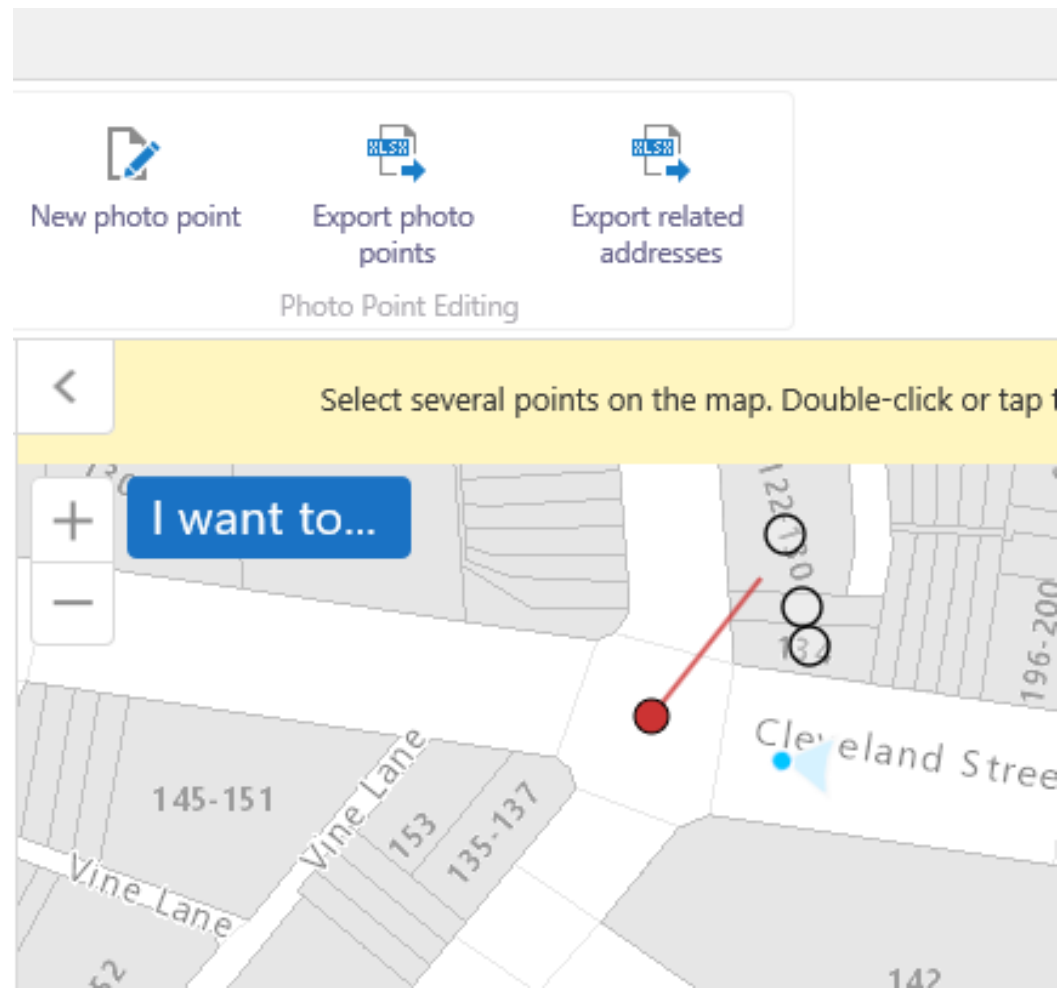
CAMPAS
Future opportunities

- Location based services (LBS)

- Enriched metadata for photos
  - Lat/long of photographer
  - Direction facing
  - Buildings in the photo (lat/long)

- Online volunteers

Questions?