Transforming Discovery and Access to Digital Collections

Kerry Blinco
Assistant Director Digital Initiatives
Context
Digital Inside Out
Access and discovery transformed
Collection access and discovery systems
The Great Air Race

An impossible task?

The Great Air Race was a competition between two airmen, Tom Harrisson and Jules Gervais. It was held in 1919 as a way to promote the aviation industry in France and Britain. The race consisted of four legs, each of which had a different winner. The first leg was won by Tom Harrisson, the second by Jules Gervais, the third by Tom Harrisson, and the fourth by Jules Gervais.

Despite the competition, the two airmen became friends and went on to work together on the development of aviation in France.

Tom Harrisson

Jules Gervais

The Northern Territory Library

Northern Territory Government
First motorist Adelaide to Darwin 1907

Details

Contributor

Title

Photo No

Citation address

Place

Collection

Date

MS in pencil on back of half reproduction of postcard: "First motorists, Adelaide-Darwin, 1907. H.M. Dutton (driver) and Murry Auger in 12-16 HP Talbot car which reached Tennant Creek and was abandoned. In 1908 a 34 HP Talbot car was driven by Messrs Dutton and Auger from Adelaide (30 June 1908) to Darwin (25 August 1908). The 12-16 HP Talbot car being repaired en route and driven car to Darwin. Photo shows the 12-16 HP Talbot at the Criterion Hotel, Quorn, South Australia on route to Tennant Creek in 1907. Photo reproduction by E.L. Wehselau. A crowd of men and boys looks on from the footpath."

Description

Notes

Digital format

Handcopy format

File type

Copyright owner

Use and Restrictions

Appears in collection

Download
Cloud Born
Adapted Techniques
Project Governance
Digital Transformation Agency

The Digital Service Standard helps digital teams build government services that are simple, clear and fast.

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Understand user needs. Research to create a deep knowledge of the users and their context for using the service.</td>
</tr>
<tr>
<td>02</td>
<td>Establish a sustainable multi-disciplinary team to design, build, operate and maintain the service, led by an experienced product manager with decision-making responsibility.</td>
</tr>
<tr>
<td>03</td>
<td>Design and build the product using agile and user-centred approaches.</td>
</tr>
<tr>
<td>04</td>
<td>Understand the tools and platforms required to build, host, operate and measure the service and how to adopt, adapt or procure them.</td>
</tr>
<tr>
<td>05</td>
<td>Identify the data and information the service will use or create. Put appropriate legal, privacy and security measures in place.</td>
</tr>
<tr>
<td>06</td>
<td>Build the service with responsive design methods using common design patterns and the style guide.</td>
</tr>
<tr>
<td>07</td>
<td>Build using open standards and common government platforms where appropriate.</td>
</tr>
<tr>
<td>08</td>
<td>Make all new source code open by default.</td>
</tr>
<tr>
<td>09</td>
<td>Ensure the service is accessible to all users regardless of their ability and environment.</td>
</tr>
<tr>
<td>10</td>
<td>Test the service from end to end, in an environment that replicates the live system.</td>
</tr>
<tr>
<td>12</td>
<td>Ensure that people who use the digital service can also use the other available channels if needed, without repetition or confusion.</td>
</tr>
<tr>
<td>13</td>
<td>Encourage users to choose the digital service and consolidate or phase out existing alternative channels where appropriate.</td>
</tr>
</tbody>
</table>
discover -> define

gather data -> narrow scope

develop -> deliver

explore possibilities -> define constraints

Guides: guides.service.gov.au/topics/service-design-delivery-process/get-started/
AGILE Tools

KANBAN Board

4L Retrospective
UX design/er
### UX / UAT testing

#### Session Plan

<table>
<thead>
<tr>
<th>Date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td></td>
</tr>
<tr>
<td>Scope:</td>
<td>Functions</td>
</tr>
<tr>
<td></td>
<td>Prototype as at &quot;Date&quot;</td>
</tr>
<tr>
<td></td>
<td>Constraints</td>
</tr>
<tr>
<td>Purpose:</td>
<td></td>
</tr>
<tr>
<td>Participant:</td>
<td></td>
</tr>
<tr>
<td>Scenarions:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>User Review</th>
<th>Likes: (ease of use, ease of finding information, satisfaction)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dislikes:</td>
</tr>
<tr>
<td></td>
<td>Suggestions for Improvement eg Missing features, easier ways to do something:</td>
</tr>
<tr>
<td></td>
<td>Rating 1-10:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Observations</th>
<th>Successes:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hesitations – taking time to find what to do next:</td>
</tr>
<tr>
<td></td>
<td>Hesitations – Unable to complete what they wanted to do, can't find next step:</td>
</tr>
<tr>
<td></td>
<td>Don't think they can do what they need to do:</td>
</tr>
<tr>
<td></td>
<td>Didn't use feature that was available: (Ask about how that might be improved)</td>
</tr>
<tr>
<td></td>
<td>Other:</td>
</tr>
</tbody>
</table>
Impact and People
Our Team's Superpowers

1. **Kerry**
   - **Lisa**
   - **Principal Skinner**
   - **Lisa**
   - **Kent Brockman**
   - **Principal Skinner**
   - **Mr. Burns**
   - **APU**
   - **Homer**
   - **HOMER**

   - **Vison**
   - **Harmony**
   - **Strategy**
   - **Systems Thinking**
   - **Grit**
   - **Problem Solving**
   - **Gap Analysis**
   - **Creativity**
   - **Ingenuity**
   - **Gap Detection**
   - **Problem Solving**
   - **Grit**
   - **Negotiation**
   - **Pattern Mapping**
   - **Ingenuity**
   - **Complexity Busting**
   - **Evangelizing**
   - **Gap Detection**
   - **Experimentation**
   - **Peacemaker**
   - **Decisiveness**
   - **Problem Solving**
   - **Peacemaker**
   - **Moral Compass**
Team Values

1. Create a GREAT Team – a Considerate, Observant Team
2. Collaborate to succeed within our team and with other teams
3. Value the importance of our customers and their priorities
4. Visualise everything
5. Collect tangible results and celebrate wins
6. Share experiences – successful or not to enable people to learn
7. Make sure we are doing the right thing and just the right thing
8. Strategic thinking, forethought and planning are important – stopping and thinking have value
9. Reduce work in progress to small batches to improve predictability and flow
10. Feedback loops and continuous improvement
11. Work life Balance is important – Team workload must be manageable.
12. Respect people’s right to take leave – Team manages BAU work whilst they are away.
Team Values

1. Create a GREAT Team – a Considerate, Observant Team
2. Collaborate to succeed within our team and with other teams
3. Value the importance of our customers and their priorities
4. Visualise everything
5. Collect tangible results and celebrate wins
6. Share experiences – successful or not to enable people to learn
7. Make sure we are doing the right thing and just the right thing
8. Strategic thinking, forethought and planning are important – stooping and thinking have value
9. Reduce work in progress to small batches to improve predictability and flow
10. Feedback loops and continuous improvement
11. Work life Balance is important – Team workload must be manageable.
12. Respect people’s right to take leave – Team manages BAU work whilst they are away.

--

AMANDA VARELLA

KIM BALLESTRIN
Team Values

1. Create a GREAT Team – a Considerate, Observant Team
2. Collaborate to succeed within our team and with other teams
3. Value the importance of our customers and their priorities
4. Visualise everything
5. Collect tangible results and celebrate wins
6. Share experiences – successful or not to enable people to learn
7. Make sure we are doing the right thing and just the right thing
8. Strategic thinking, forethought and planning are important – stopping and thinking have value
9. Reduce work in progress to small batches to improve predictability and flow
10. Feedback loops and continuous improvement
11. Work life Balance is important – Team workload must be manageable.
12. Respect people’s right to take leave – Team manages BAU work whilst they are away.
Practice based evidence
Digital Transformation

Digital transformation represents how customer preferences and behaviour drive enterprise technology decisions.

4 Ps: Policy, People, Processes, Platforms

Cortex newsletter, Jason Bloomberg January 14, 2019
intellyx.com/category/cortex-newsletter/

Digital Disruption

Digital Transformation in Libraries

THE COPENHAGEN MODEL “GETTING SMARTER TOGETHER.”

Strategy
» Service Redesign
» Competence Development
» New Technology

... in that order

New roles and competencies
» the project manager
» the culture creator
» the collection specialist
» the information specialist
» the learning specialist
» the service facilitator

Rie Bojer Kooistra and Mikkel Christoffersen
Digital Transformation, Roles, and Skills in Copenhagen Libraries. Online Searcher MAR | APR 2018

ntl.nt.gov.au
What’s Next?

» What is digital transformation? *(in our context)*
» Do we have enough Ironman runners in our organization?
» Are we bold as an organisation?
» Is everyone in our organization operating on the same page?

» Digital skills development through becoming a Learning Organisation
» Re-evaluate roles

Murat Bicak  Beginning Your Digital Transformation Journey: Four Questions Every Leader Should Ask  Project Management Institute  Dec 13, 2018