

December 14, 2017



A Peak Behind the Curtain: Updates and Known Issues for NTL Services

Laura Farley, NTL Fellow; and, Mary Moulton, NTL Digital Librarian

<http://ntl.bts.gov/networking/roundtable.html>

Audio call-in number: 877-336-1274; Access code: 5759713

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



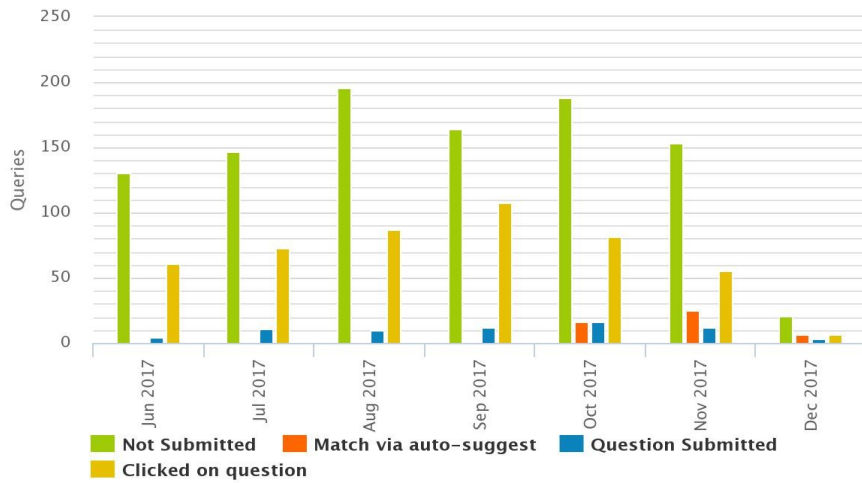
FAQ Revision: Outcomes and Next Steps

- FAQ reduced to 251
- Create staff style guide for new FAQ
- Review FAQ every 6 months for relevancy, accuracy, and broken links



Query Spy

Monthly Breakdown



National Transportation Library

Home Collections Recent Additions **Public Access** Submit Content

About ROSA P



All Collections

Enter keyword or phrase...

Search

Advanced Search

Welcome to ROSA P

A digital library for transportation research

Featured Article

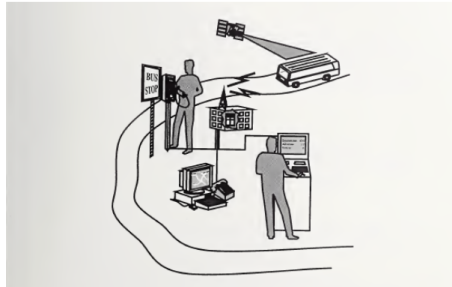


Connected Vehicles

Coming soon to a road near you

Stay Connected

ntl.bts.gov



In the Spotlight

Intelligent Vehicle Highway Systems

Early research in intelligent transportation systems from the FTA 50th Anniversary Collection

- German "Smart-Bus" Systems: Potential for Application ...
- Advanced Traveler Aid Systems for Public Transportatio...
- Assessment of Computer Dispatch Technology in the Para...

Spotlight Archive

Recently Added



Guidelines for Replacement of Deficient Bridges with Low-Water Stream Crossings in the Rural Midwest
Added: 08/31/2017

Highway subdrainage design
Added: 09/01/2017

Most Popular



Connect Vehicles : Coming Soon to a Road Near You...

Air traffic control specialist performance measurement database.

USDOT Answers & FAQs

Type your question

Search

Showing 1 - 20 (of 251) Sort By ▾

1 2 3 4 5 >

Who can I contact with a GIS question?

Last Updated Oct 12 2017, 04:42pm | Topics Data & Statistics Multimodal Transportation

Who do I contact about state transportation issues?

Last Updated Oct 18 2017, 06:15pm | Topics Multimodal Transportation

How do I contact the Pipeline and Hazardous Materials Safety Administration (PHMSA)?

Last Updated Nov 16 2017, 04:18pm | Topics DOT Administration Hazardous Materials

How do I apply for a job at the United States Department of Transportation (DOT)?

Last Updated Oct 17 2017, 12:53pm | Topics Multimodal Transportation DOT Administration

How do I file a complaint against a truck driver or trucking company?

Last Updated Oct 12 2017, 04:59pm | Topics Freight Transportation Safety

How do I get help with the Delphi invoicing System?

Last Updated Oct 17 2017, 05:33pm | Topics Multimodal Transportation

Topics (most frequent)

- Freight Transportation (57)
- Airports and Airlines (51)
- Safety (50)
- Data & Statistics (49)
- Policy & Regulations (43)
- Vehicles (31)
- DOT Administration (27)
- Multimodal Transportation (27)
- Highways (24)

Contact Us

Can't find the answer you're looking for in the FAQs? Contact a Reference Librarian for help.

Submit a Question

1-800-853-1351

USDOT Answers & FAQs

Type your question

Popular Recent

Do I need a USDOT Number?

Last Updated: Oct 12, 2017 | Topics: Freight Transportation | Views: 649

Where can I find information about medical exam requirements for commercial drivers?

Last Updated: Oct 12, 2017 | Topics: Freight Transportation Safety | Views: 430

Who do I contact about state transportation issues?

Last Updated: Oct 18, 2017 | Topics: Multimodal Transportation | Views: 385

Where can I find information on log books?

Last Updated: Oct 19, 2017 | Topics: Freight Transportation | Views: 348

How do I import a vehicle to the US?

Last Updated: Oct 18, 2017 | Topics: Vehicles | Views: 271

- Airports and Airlines 51
- Bicycles 4
- Data & Statistics 49
- DOT Administration 27
- Freight Transportation 57
- Hazardous Materials 6
- Highways 24
- Infrastructure 6
- Motorcycles 4
- Multimodal Transportation 27
- Passenger travel 24
- Pedestrians 3
- Policy & Regulations 43
- Railroads 7
- Safety 50
- Transit 11
- Vehicles 31
- Water Transportation 11



USDOT Answers & FAQs

Popular

Recent

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Last Updated: Oct 12, 2017 | Topics: Freight Transportation | Views: 649

Where can I find information about medical exam requirements for commercial drivers?

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USDOT Answers & FAQs

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Last Updated: Oct 19, 2017 | Topics: Freight Transportation | View

How do I import a vehicle to the US?

- Where can I find data and statistics on highways?
- How do I apply for access to restricted data?
- Where can I find helicopter data and statistics?
- Where can I find data and statistics on traffic counts?
- Where can I find transportation data and statistics for other countries?
- Where can I find data and statistics on transit?
- Where can I find data and statistics on maritime transportation?
- Where can I find data and statistics on border crossings?
- Where can I find data and statistics on multimodal transportation?
- Where can I find airline financial data and statistics?

st Us

find the answer you're looking for in the
? Contact a Reference Librarian for help.

[Submit a Question](#)

1-800-853-1351



Feedback: Contact Us

<https://transportation.libanswers.com>

The screenshot shows the Transportation.gov website interface. At the top, the logo for Transportation.gov (U.S. Department of Transportation) is visible. Below the logo, the page title is "USDOT Answers & FAQs". A search bar with the placeholder text "Type your question" and a "Search" button is present. The page is categorized under "National Transportation Library / USDOT Answers & FAQs" and "Browse: 251 Answers Topics".

Two question entries are listed under the "Popular" tab:

- Do I need a USDOT Number?**
Last Updated: Oct 12, 2017 | Topics: Freight Transportation | Views: 649
- Where can I find information about medical exam requirements for commercial drivers?**
Last Updated: Oct 12, 2017 | Topics: Freight Transportation Safety | Views: 430

A green arrow points from the second question entry to the "Contact Us" link, which is highlighted with a green rectangular box. Below the "Contact Us" link, there is a "Submit a Question" button and a phone icon with the number "1-800-853-1351". A small black redaction box is located at the bottom right of the page, and the page number "13" is visible in the bottom right corner.

ROSA P

Mary Moulton, NTL Digital Librarian

- 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 Janua



To Be Announced

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