Pure’s Documentation: Helping Researchers Support Themselves

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In this session…

• Current status of documentation and future plans for content
• Learn about how your institutions are supporting users
• Survey on future documentation platform’s features
Who, what, when, where, why?

• Kristy, Technical Writer
  - From Melbourne, Australia and based in Amsterdam
  - Background in technical writing for school management software
  - Masters degrees in Linguistics and Natural Language Processing
  - 2 years at Elsevier with Pure

• Roles in the Pure team
  - Standardizing our UI text and terminology
  - Coordinating localization of the UI
  - Main focus on user-facing documentation
**Who, what, when, where, why?**

- To make sure that your institution gets the most value out of Pure
  - Lower the hurdle for researchers to enter data into Pure
  - Enable all users to make use of the functionality available to them
  - Make Pure easier to use for users with additional needs

- … at the moment that the user has a question or is trying to complete a task.
Who, what, when, where, why?

- Pure’s HTML documentation
  - Static HTML pages on your Pure server or dynamic pages (updated ~2 times per month)
  - Three versions for different roles
  - Module-sensitive to your Pure
  - PDFs available though not optimized

- Client space (run by Product Specialists)
  - Time-sensitive content
  - Targeted for Pure Administrators, or user groups that need an interactive platform (e.g. REF wiki)

- Pure Academy (run by Product Specialists)
Who, *what, when, where, why?*

- **5.13**
  - Pure Portal
  - Elsevier Fingerprint Engine

- **5.14**
  - Comprehensive guide for new reporting module
  - Migration of release notes into manuals by theme

- **5.15+**
  - Responding to search queries
  - Supporting usability in new UI
  - Backlog of areas/tasks needing assistance
  - Your needs?

**Hygiene**: Testing, search/appearance tweaks on platform, automated deployment…
Documentation in Pure
Your Feedback on Future Plans
Introductions

• Name and institution
• Special situation/needs of users
• Other supporting materials used, e.g.
  - Office hours
  - Institutional FAQ site
  - Internal webinars
## Documentation feature ideas

<table>
<thead>
<tr>
<th>Idea</th>
<th>Story points</th>
<th>Ranking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Link Pure Academy classes from within the documentation</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Link Pure Academy content with written notes or transcripts</td>
<td>3</td>
<td></td>
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<tr>
<td>Open JIRA for voting on documentation topics</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Slack channel for discussing how to best support local users</td>
<td>1</td>
<td></td>
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<tr>
<td>Accessibility review – screenreaders, color contrast, descriptive image texts</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Reference documentation of each field in Pure UI</td>
<td>13</td>
<td></td>
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<tr>
<td>FAQs highlighted on homepage</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Gifs/videos highlighting how to navigate</td>
<td>10</td>
<td></td>
</tr>
</tbody>
</table>
Ranking
Giving feedback

• Please reach out!
  - k.james@elsevier.com
  - Aiming to collect list of representative institutions for testing ideas
  - Let me know feedback from other systems/occasions about users’ pain points
  - Actively reviewing usage metrics and search queries
  - Don’t turn off the dynamic documentation/analytics

• How best to be in contact with you?
  - Open backlog on JIRA?
  - Updates on client wiki space?
  - Slack?
Thank you.