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**ResourceSpace:**  
**GETTING STARTED**

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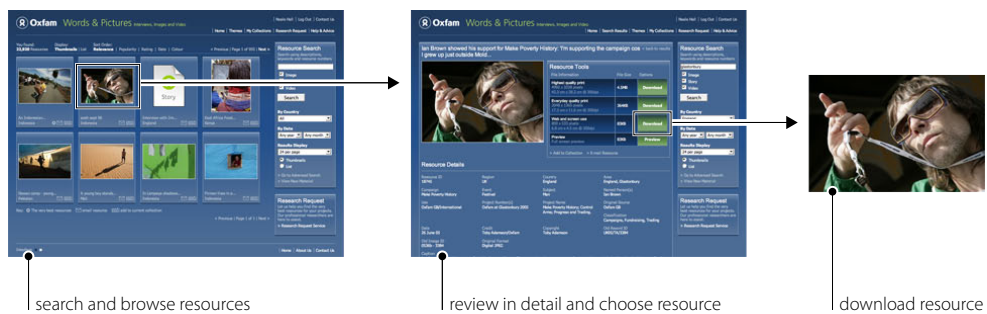
## WELCOME TO RESOURCE SPACE

This guide introduces you to using *ResourceSpace* and leads you through the feature rich system - sophisticated search engine; direct access to resources in many resolutions; detailed resource information; collaboration and organisation tools; enhanced service provided by the team; intuitive interface and the powerful tools.

Whether you need quick, simple direct access to all the best resources, organise resources for team projects or prefer to work with professional researchers to find the very best resources, *ResourceSpace* provides you with all the tools to you need in a web based environment.

The ability to search quickly and accurately, browse the results intuitively, review the resources and then download directly to your computer lies at the heart of *ResourceSpace*. All the tools and services are then layered around this core process to support you in your work.

The application was originally developed for Oxfam GB by Neale Hall and Dan Hubby and is in daily use by their internal resources team to manage and distribute over 20,000 photo, text and video resources. Oxfam agreed to release the product under a BSD-style license.



## RESOURCE SPACE AT A GLANCE

- ▶ **Intuitive interface** - a visually rich, user focused interface to support you in accessing and organising the resources.
- ▶ **Simple and advanced search** - the main search panel is available on every page allowing quick access to the resources while the comprehensive *advanced search* lets you to focus your search and find the exact resource you are looking for. Use the 'search for similar' panel to find other resources based those you have already found.
- ▶ **Resources** - detailed resource information, thumbnails, stories, detailed visual previews and streaming video help you find the best and most relevant resources.
- ▶ **Direct access to resources** - resources can be downloaded to your computer in a variety of sizes from high quality print files to screen resolution files.
- ▶ **Themes** - groups of our very best resources selected by the *ResourceSpace* team, which focus on the latest campaigns, emergency appeals, showcase projects and ideas.
- ▶ **Organisation, collaboration and distribution** - tools to organise your resources, share with colleagues on group projects and distribute to others
- ▶ **Research services** - brief the professional research team and view their recommendations all through the system.
- ▶ **Archives** - access archives

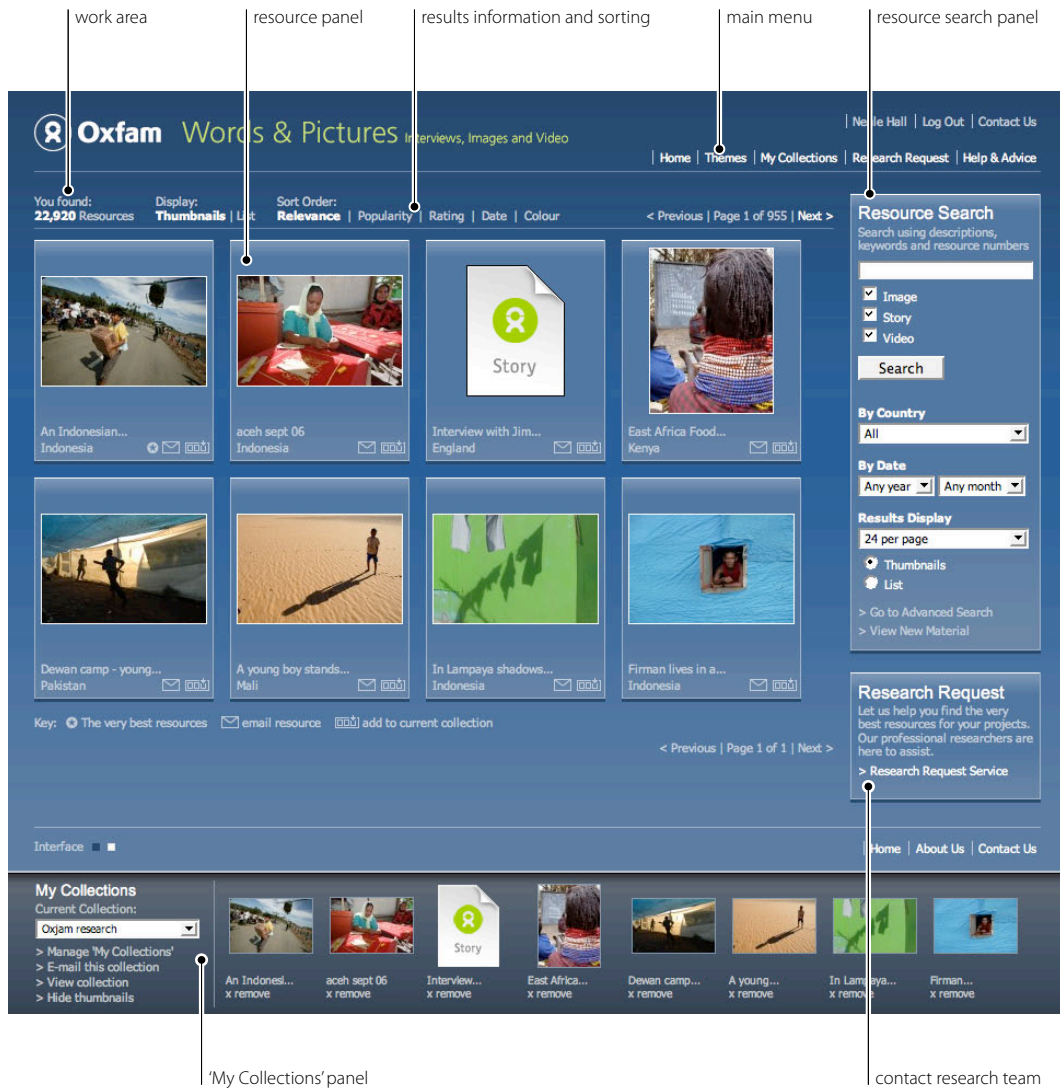
## HOW TO ACCESS RESOURCESPACE

*ResourceSpace* is a web-based system available from any computer with internet access.

- ▶ **Login** - First you must first login to *ResourceSpace*. Every user has a unique username and password - this keeps the system secure and gives you access to your previously saved resource collections, shared projects, and any research work you may have requested from the team.
- ▶ **Password reminder** - If you can't remember your password, you can ask for a reminder to be sent by email from this same screen. You will be instructed to enter your email address.
- ▶ **Password request** - If you haven't been registered and don't have a username and password, you can request one from the login screen.
- ▶ **Home** - When you log in to *ResourceSpace* you will see the home page from where you can start searching or access the all the tools.
- ▶ **Change password** - after login click on your name in the main menu and follow the instructions
- ▶ **Logout** - When you have finished using the system, don't forget to logout (in the main menu) if others have access to your computer.

# THE RESOURCE SPACE WORKSPACE

NEALE THOMAS HALL



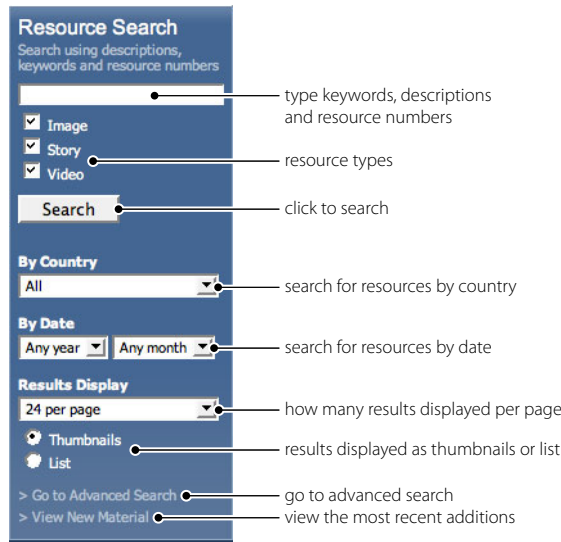
The *ResourceSpace* workspace is intuitively laid out to give access to all the tools and features of the system. The workspace expands to fit the full width of your browser, useful for viewing more thumbnails on the screen if you have a larger monitor, while providing optimised viewing for smaller screens. If you have a small screen, make sure you expand the window to fill full screen to ensure you get the best out of *ResourceSpace*. The workspace consists of:

- ▶ **The main menu** - access to all the areas of *ResourceSpace*.
- ▶ **The work area** - this area changes depending on what you are doing. For example it changes to show the results of a search, details of resources and research request forms.
- ▶ **The Resource Search panel** - quickly find resources or access the advanced search features.
- ▶ **The Research Request panel** - quick access to the individually tailored, professional research serviced offered from within *ResourceSpace*.
- ▶ **The My Collections panel** - contains all the resources that you want to keep hold of with a useful preview.

## FINDING RESOURCES

### THE RESOURCE SEARCH PANEL

The *Resource Search* panel appears to the right of every screen giving access to the *ResourceSpace* search engine. The panel has a text field for quick, free text searching across the whole library along with other search options, such as resource type, country and date. The *Advanced Search* page is accessed directly from this panel giving more options to refine and target your searches.



The resources in *ResourceSpace* have been comprehensively categorised and the search engine is optimised to search through ALL data attached to each resource. You can type one word or many words to find resources. The search engine will then match ALL your words to the library and return the results that include ALL the words you've typed. For example 'Africa water' will return only resources that contain both these words.

Choosing the other options, further refine your search and return more accurate results. For example, searching for 'water' may find over 6000 resources but if you search for 'water' and select - *Type: 'Image'* - *Country: 'Brazil'* - *Date: '2005'* you may find around 20 resources.

If *ResourceSpace* is unable to find any resources, it will suggest another word to help you.

Every single resource has a unique ID. If you know a particular resource ID you can go straight to it by typing that ID in the text box and clicking search.

### ADVANCED SEARCH

Access *Advanced Search* from the bottom of the *Resource Search* panel. *Advanced Search* allows you to search all the specific categories and data attached to every resource individually. The comprehensive search form includes all the options from the *Resource Search* panel and many more including, area of work, multiple countries, campaigns, events, captions, credits, classification and image format. By using this form, it is possible to carry out very detailed searches, targeting the specific data of each resource.

For example, you are able to search for 'water' - *Region: 'CAMEXCA'* - *SCO: '1.1 Food & Income Security'* - *Classification: 'Campaigns'* - *Tone/Hue: 'Colour'* - *Image Form: 'Landscape'* and find just a few perfectly target resources.

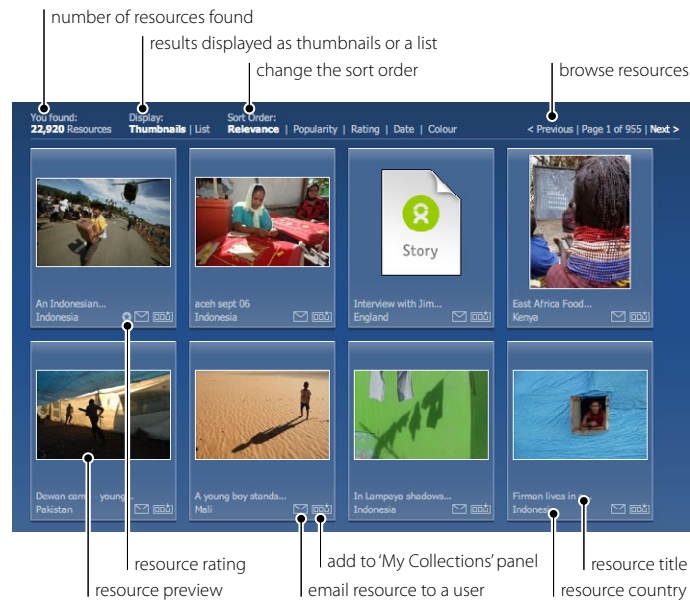
Any section of the form that you leave blank, or unticked will include ALL those terms in the search.

For example, if you leave ALL the country tick boxes empty, the search engine assumes you don't wish to target any particular country and leaves it out of the targeted search. The results will then come from ALL countries. If you select just 'Africa' then the results will ONLY contain resources linked with 'Africa'. This intelligent form feature avoids the need to have a lot of ticking and unticking to find resources.

## **THEMES**

*ResourceSpace* provides another way to find resources available within the system. *Themes* are handpicked groups of resources sharing similar ideas. They change regularly and highlight the very best resources *ResourceSpace* offers. Sets of resources are grouped under various headings including emergency appeals, photographer showcases, themes, popular images and many more. Access *Themes* from the main menu or homepage. They change often and can be a great way to browse resources that you may not have seen before.

## WORKING WITH SEARCH RESULTS



Search results are displayed as thumbnails or a list in the main work area sorted in order of relevance. Information about this search, sorting and resource browsing are shown across the top of the work area, consisting of:

- ▶ **You found** - how many resources have been found matching your search
- ▶ **Display** - click to change the display style whether thumbnails or a list
- ▶ **Sort order** - click to change the order of resources:
  - **Relevance** - *ResourceSpace* continually 'learns' from the way users search for resources by ranking image views per search keyword. Over time resources are ranked against keywords making sure the most appropriate appear first. For example, if users regularly choose the second resource from a search for 'sky', eventually this resource will occupy the first position as the search system thinks that this is actually a better, more appropriate result for 'sky'. This happens not just for single keywords but multiple keywords as well such as 'sky night'.
  - **Popularity** - how many times a resource has been viewed irrespective of the keyword.
  - **Rating** - highlights the very best resources in *ResourceSpace*, this may be image composition, quality, importance of story or a key image.
  - **Date** - date of the resource.
  - **Colour** - orders image resources by general hues.
- ▶ **Browse** - navigate through the pages of results and also shows which page you are currently viewing.

Additionally, if any of the archives match your search, you can access them directly from a link under the results. It is possible to save the search criteria to your collection panel - useful if you have particular search that you may need again.

Each resource is shown in an individual resource panel in the thumbnails display. The panel shows a preview, title, location, rating for the best resources, email resource icon and add to collection icon.

- ▶ **View resource details and download options** - click on the preview or title
- ▶ **Email resource** - click on the envelope icon to bring up a form allowing you to email the resource to another user - useful for quickly sending resources to colleagues.
- ▶ **Add to current collection** - click on the add to current collection icon to add this resource to the collection shown in the *My Collections* panel.



# WORKING WITH RESOURCES

The *Resource Details* page has everything you need to know about a particular resource such as title, date, caption, credits and all associated information. It includes the *Resource Tools* panel with the guidance on viewing larger previews, streaming videos and downloading files in different sizes and resolutions.

Access the *Resources Details* page by selecting a resource from a search, theme, collection or email sent from *ResourceSpace*. The workspace expands to fit the full width of your browser. If you have a smaller screen, the *Resource tools* panel will appear under the preview.

The screenshot shows the 'Resource Details' page for an image resource. The main preview area shows a photograph of a man with glasses. To the right is the 'Resource Tools' panel with a table of download options:

File Information	File Size	Options
<b>Highest quality print</b> 4992 x 3328 pixels 42.3 cm x 28.2 cm @ 300dpi	4.5MB	Download
<b>Everyday quality print</b> 2048 x 1365 pixels 17.3 cm x 11.6 cm @ 300dpi	354KB	Download
<b>Web and screen use</b> 833 x 533 pixels 6.8 cm x 4.5 cm @ 300dpi	83KB	Download
<b>Preview</b> Full screen preview	83KB	Preview

Below the tools panel is the 'Resource Details' section with the following metadata:

- Resource ID: 18745
- Region: UK
- Country: England
- Area: England, Glastonbury
- Campaign: Make Poverty History
- Event: Festival
- Subject: Man
- Named Person(s): Ian Brown
- Use: Oxfam GB/International
- Project Number(s): Oxfam at Glastonbury 2005
- Project Name: Make Poverty History: Control Arms; Progress and Trading.
- Original Source: Oxfam GB
- Date: 26 June 05
- Credit: Toby Adamson/Oxfam
- Copyright: Toby Adamson
- Classification: Campaigns, Fundraising, Trading
- Old Image ID: 0536b - 3384
- Original Format: Digital JPEG
- Old Revised ID: UK05/TA/3384

The 'Caption' section contains the text: "Jan Brown showed his support for Make Poverty History: 'I'm supporting the campaign cos I grew up just outside Mold, in North Wales, my family were miners, I know all about poverty, my family have been Making Poverty History since before I was born'".

The 'Related Resources' section shows two thumbnails for 'Story' resources. The 'Search For Similar Resources' section has a grid of keyword filters: work, festival, glastonbury, make, england, fundraising, poverty, trading, voluntary, history, youth, brown, campaigns, music.

## RESOURCE DETAILS PANEL

For an image resource, the main panel shows a larger preview of the resource, its title and all the associated information including country, date, and caption amongst others. For a video resource the preview shows a still representing the video while a story resource shows the content of the story.

## RESOURCE TOOLS PANEL

The *Resource Tools* panel shows information regarding the different file versions of the resource. Depending on each resource there may be one or more options to click along with exact technical details of the file, including pixel dimensions, image measurements, resolution and file size:

- ▶ **Highest quality print** - download the best resolution picture available, typically a large file size suitable to professional printing.
- ▶ **Everyday quality print** - download a good resolution picture suitable for most everyday needs.
- ▶ **Web and screen use** - download low resolution, screen quality picture suitable for screen display such as internet and PowerPoint presentations.
- ▶ **Preview** - displays on screen a larger image than the resource preview.
- ▶ **Offline resource** - these files aren't available to download, however choose this option and complete the online form to notify the resource team of your request and they will get in touch.
- ▶ **Video - online preview** - streams a low resolution version of the video directly to your computer for viewing.
- ▶ **Video - CD quality** - download a low resolution version of the video suitable for CD and screen use.
- ▶ **Video - Production quality** - these files aren't available to download, however choose this option and complete the online form to notify the resource team of your request and they will get in touch.

Additionally this panel has add to collection and email resource options similar to those found on the main thumbnails screen:

- ▶ **Email resource** - click to bring up a form allowing you to email the resource to another user.
- ▶ **Add to collection** - click to add this resource to the collection shown in the *My Collections* panel.

## RELATED RESOURCES PANEL

The panel directly under the Resource Details panel shows thumbnails of all the resources related to the current one. These resources may be linked for a variety of reasons, often many images are tied to a particular story, or a series of images are taken of the same subject. This useful panel makes finding directly related resources very simple. An option allows all the related resources to be open up in the thumbnail view as if they are the results of a search. Useful for viewing them in more detail.

## SEARCH FOR SIMILAR RESOURCES PANEL

This panel shows keywords used by the current resource. By ticking the various words the search button dynamically changes to show how many other resources also match. Click the button to show all those resources. This powerful tool helps you search for resources that might be similar to the current one, useful for refining your search to find alternatives.

For example your initial search may be '*children*', but after selecting an image of school children you realise your actual requirement is much more specific. From that resource the panel offers a range of relevant keywords that will help you refine your search. You go on to tick '*children*', '*school*', and '*Tanzania*'. Quickly you have gone from over 5000 images (most of them inappropriate as the initial search was very broad) down to 60 images more relevant for your work.

## WORKING WITH COLLECTIONS

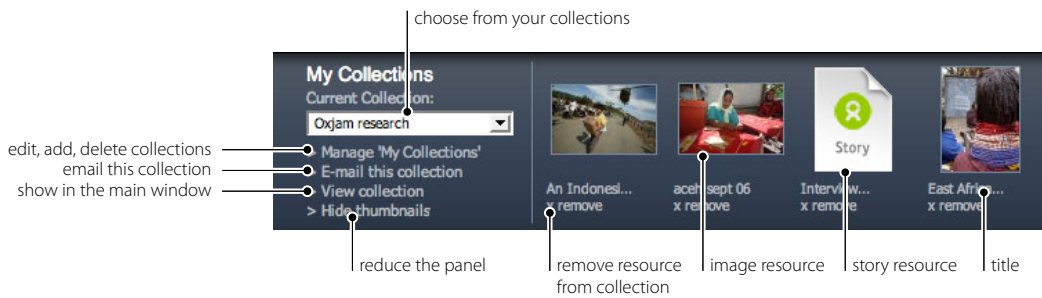
*ResourceSpace* provides a powerful way to help you manage the resources you find through *Collections*. By adding resources to a *collection*, you can build up your own personal selection of images, stories, videos and saved searches. *ResourceSpace* manages and remembers your collections so they are available whenever return and from any computer you access *ResourceSpace* from. *Collections* acts in a similar way to 'shopping basket' found on many e-commerce websites.

You are not restricted to a single *collection*. It is possible to create as many collections as required. For example, consider setting up a different *collection* for each project you are working on, or build a *collection* of your favourite most used resources. Use the system to fit in with your own work patterns.

*Collections* provides tools to share resources and collaborate with other users. It is also how the research team delivers resources that you may have looked for support in sourcing.

### THE MY COLLECTION PANEL

At the bottom of every screen is the *My Collections* panel showing thumbnails of the resources in your active collection. By default, you will have a collection called *My Collection* allowing you to get started straight away. Simply add any resource by clicking the icon in the resource panels returned from a search or from within the *Resource Details* screen. It is possible to save the parameters to a *collection* of a search by clicking the option at the bottom of the work area after a search.



The *Collections* panel consists of:

- ▶ **Current Collection** - a dropdown allows you to quickly switch between your collections if you have more than one.
- ▶ **Manage 'My Collections'** - click to access the *collection* management screen where you can create, edit and delete your *collections*.
- ▶ **E-mail this collection** - click to bring up a form allowing you to email the whole *collection* to another user - useful for quickly sending resources to colleagues.
- ▶ **View collection** - click to show all the resources in the main work area.
- ▶ **Hide thumbnails** - click to hide the thumbnail previews and reduce the size of the collections panel. Useful for smaller screens. You will still have full access to all the functions of the collections panel.
- ▶ **Individual thumbnails and titles** - Click to view the resource in detail.
- ▶ **x Remove** - Click to remove the resource from the collection. This does not delete the resource from the whole of *ResourceSpace*!

### MANAGING COLLECTIONS - 'MY COLLECTIONS' SCREEN

Click on *My Collections* in the main menu or *Manage 'My Collections'* in the *Collections* panel to access the management screen. The screen shows a list of all your *collections*:

- ▶ **Collection name** - this will be shown in the Collection panel dropdown.

- ▶ **Owner** - the user that setup the *collection* - useful when working on group *collections*.
- ▶ **ID** - unique number for the *collection*.
- ▶ **Created** - the date the *collection* was initially created.
- ▶ **Items** - number of resources in the *collection*.
- ▶ **Access** - whether it is a public or private *collection*.
- ▶ **Tools** - different options to manage your *collections*:
  - **view** - shows all the resources from the *collection* in the main work area
  - **select** - changes the *collection* panel to show that particular *collection*
  - **e-mail** - click to bring up a form allowing you to email the whole *collection* to another user.
  - **delete** - remove the *collection*.
  - **edit** - edit the main setup parameters of the *collection*.

## CREATING AND EDITING A COLLECTION

You can quickly create a new *collection* by simply typing a name under 'Create New Collection' and filling out the subsequent form. It is possible to edit these fields at any time so you can manage the *collection* to suit your needs. For example, you may choose to add and remove other users, or take change the *collection* from private to public at any time. Fill out the setup form:

- ▶ **Name** - a name for the *collection*.
- ▶ **ID** - a unique number generated by *ResourceSpace*.
- ▶ **Access** - choose from *Private* or *Public* to control access to your *collection*. *Private* stops others seeing your *collection* without your approval, while *Public* opens up the *collection* to every one - useful if you want to share a *collection* of resources that you feel will benefit others.
- ▶ **Attached Users** - add other users to your *collection* and it will appear in their own *collection* panel when they access *ResourceSpace* - useful for sharing your *collection* amongst a specific group of people. For example, a team working on the same project using the same resources.
- ▶ **Allow other users to add/remove resources** - by default ONLY you can add and remove resources from your *collection* even if you have shared your collection with specified users or if your collection is public. Tick this option to allow those users to also add and remove resources. Be aware that this allows others to alter your *collection*. You can block access at any time by deselecting this option.

## SHARED AND COLLABORATIVE WORKING USING COLLECTIONS

By attaching other users to your *collection* (on the edit *collection* screen) you can quickly share it. This is a powerful way for teams to work together on a project using the same *collection* of resources. *ResourceSpace* brings all the resources into a single shared *collection* that the attached users can access. You may choose to restrict *collections* so the users can only view and download the resources. Or you may choose full open access for the team so they can also add and remove them.

By making a *collection* public, you share your *collection* with anyone with access to *ResourceSpace*. Like private *collections* you may choose to allow or restrict adding and removing resources. This is useful if you have a *collection* that you feel other user may benefit from. On the manage *collection* page it is possible to search all the collections that are public to find those that may be useful to you.

## RESEARCH REQUESTS - WORKING WITH A RESEARCH TEAM

Sometimes you may require the help of a resources team in sourcing the best images, videos and stories for a particular task or project. Perhaps you don't have the time to find resources, or have run out of ideas or be looking for that very special, elusive image and need the support of our professional researchers. The system provides an integrated system to all a resource team manage requests.

*ResourceSpace* manages the whole process quickly and simply. from beginning to end. By accessing the *Research Request* screen, you can fill out a research brief online. The research is then fully managed by *ResourceSpace* through a workflow which notifies you of each stage of the process. At the end of the process you will receive all your resources packaged and displayed by *ResourceSpace* - they will also appear as a brand new *collection* in your *collections* panel. Because the research is completed entirely within *ResourceSpace*, you have access to all the tools available to view, download and manage the resources. You choose which files you wish to download. Add further resources that you may find or remove resources that don't want to use.

### The process

- ▶ **Step 1** - Go to the *Research Request* screen, accessed from the main menu or the *Research Request* panel on every screen.
- ▶ **Step 2** - Complete the form online. The form helps you brief the team accurately and comprehensively. Remember to include as much detail as you can. If you have already found a resource or started a *collection* - include the *Resource ID* (found on the *Resource Details* screen) or *Collection ID* (found on the *Manage 'My Collections'* screen). The researcher will then be able to incorporate these resources into their research.
- ▶ **Step 3** - *ResourceSpace* will give you on-screen confirmation that your research request has been successfully sent.
- ▶ **Step 4** - Your brief will be assigned to a researchers. A soon as this happens you will be notified by email so you know that the research is in progress.
- ▶ **Step 5** - Once the researcher has completed the task, you will be notified by email. The email will include a link to *ResourceSpace* that displays all the resources that the researcher has selected. A new *collection* will have been set up for you, containing all the resources. It will have the same name as you specified in the brief and be available in the *'My Collections'* dropdown in your *collections* panel.

## RESOURCESPACE IN ACTION - REAL WORLD USER EXAMPLES

### 1 - FINDING THAT PERFECT PICTURE WITH ONLY AN HOUR TO GO!

An in-house graphic designer is about to send a new information booklet to the printers with just an hour to the deadline left. The Head of Design suddenly finds out that the cover photograph can't be used and asks the designer to source an alternative, but similar image.

The designer goes straight to *ResourceSpace* and enters several keywords describing the image. Browsing the 4000 results, she comes across the current image that needs to be replaced and clicks on it to look at the *Resource Details* page. Going straight to the *Search For Similar Resources* panel, she ticks a number of keywords and hits search. The results show 5 resources, all perfectly fitting the brief and selects one.

From the *Resources Details* page for that image, the designer chooses the highest quality version to download as the image is for a professionally printed booklet. The image is immediately downloaded to her computer, ready to be inserted into the design. Crisis averted in less than five minutes using *ResourceSpace*.

### 2 - THREE TEAMS FROM THREE OFFICES WORKING ON A SINGLE INTERNATIONAL CAMPAIGN

A project manager has been tasked with co-ordinating a high profile, international campaign involving three teams from three completely different offices. The campaign is based on a series of posters developed by the marketing team featuring photography that has become associated with the cause.

He wants to make sure every team has access to these particular images without the worry of mixing up photographs, lost files or unnecessary time wasted in the various teams chasing each other. The project manager goes to *ResourceSpace* and sets up a new *private collection*. He then adds all the users from the marketing team, and choose to allow access to add and remove resources. Quickly phoning the office, he asks them to go to *ResourceSpace* and add all the images from the campaign to the new *collection* that is now available to them.

Once this is complete, the project manager returns to *ResourceSpace* to find the *collection* now contains everything he needs. He returns to the *Manage Collections* page and adds the members of the other two teams. At the same time the option to add and remove resources is deselected - effectively locking the collection so the various teams can only view and download the resources, not add or remove others.

The project manager is happy that all the members of the teams can access the key images at any time, from any computer with internet access, from any office. Each team member can use *ResourceSpace* to browse the *shared private collection* directly from their own *collection* panel.

### 3 - IMAGES ABOUT URBAN REGENERATION - PROFESSIONAL RESEARCH TEAM HELP REQUIRED!

A volunteer is writing an article on urban regeneration in England. With little time, or experience in selecting images, she turns to the research service offered in *ResourceSpace*. She hasn't briefed a research team before and clicks on the *Research Request* panel to see what help is available. The volunteer is relieved to find a simple form prompting her to provide all the key information that the research team needs. Filling out as much as possible, she submits the form and receives confirmation that the research request has been logged with the team.

The brief is assigned to one of the professional researchers and the writer instantly receives an email reassuring her that her project is in progress. Later that day, another email arrives informing her that the images are ready, along with a helpful link that takes her straight to *ResourceSpace*.

All the resources matching her brief appear in the work area and are contained in a brand new *collection* found in the *collection* panel. The research team has added a couple of extra images for more choice, and also found several story resources that will give the writer more background information. The volunteer can now choose which to download with the confidence that they are the very best images to accompany her article.