


www.csiro.au

Finding what you need with search



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Information overload

Average person spends
62 minutes a week finding
documents

= 50 hours per year



Searching across systems



Is all search the same?

Advanced Search

- Helps make searches more precise to obtain more useful results
- Requires users to commit upfront to what they are looking for
- Is often difficult for the average user to figure out

 A screenshot of a web-based search interface. At the top, there are two input fields: 'Search in:' with a dropdown menu showing 'Please select', and 'Search for:' with a text input field and a 'Search' button. Below this is a section titled 'Search Filters (optional)'. It contains several filter categories:

- Business Unit:** A dropdown menu with 'Any' selected.
- Author Name:** A text input field.
- Audience Group:** A dropdown menu with 'All' selected.
- File Format:** A dropdown menu with 'Any' selected.
- Content Type:** A dropdown menu with 'Any' selected.
- Published After:** A date range selector with two dropdown menus.
- Published Before:** A date range selector with two dropdown menus.
- Define Scope:** A text input field with a 'Help' link next to it.

 On the left side of the search interface, there is a 'powered by funnelback' logo and a 'Search Help' section with links for 'Basic Search' and 'New Search'. Below that is a 'Can't find what you want?' section with a 'Contact Us' link.


Is all search the same?

Faceted Search (navigation)

- Presents filtering options to help user narrow down their search
- Allows user to follow a 'scent'
- Higher value
- Gives the user more intuitive options

Refine Results

Your Selections [Clear filters](#)

✖ Keywords: Communication [Create Email Alert](#)

Posted Date / Radius

Posted Date:

Radius:

Job Types

Full Time

Part Time

Daily / Hourly Rate

Permanent

Temporary/Contract

More Job Types

Categories

IT

Accounting

Engineering

Sales

Administration & Se...

More Categories



Our users

My Widgets

Feature stories

News and Events



What we did

The screenshot shows the MyCSIRO Intranet search results page. The search term is 'record'. The results are displayed in a list format with a 'Go' button next to the search input. The results include:

- [record@records](#)
- [record@records.accessories](#)
- [record@records.self.help.guides](#)
- [record@records.codes](#)
- [record@records.code](#)
- [record@records.it.s.your.business](#)
- [record@records.training](#)
- [record@records.procedures](#)
- [record@records.resources](#)
- [record@records.procedures.and.obligations](#)

Below the list, there is a section titled 'CSIRO Records Services - Home' with a brief description of the service and a link to the homepage.

On the left side, there is a 'Refine your results:' section with filters for Section, Business Unit, and Job Title. The 'Section' filter shows 'People (11)' and 'MyCSIRO (247)'. The 'Business Unit' filter shows 'Astronomy And Space Science (3)', 'Business Services (6)', 'Climate Adaptation Flagship (3)', 'Earth Sciences And Resource Engineering (3)', and 'more'. The 'Job Title' filter shows 'Business Development Advisor (1)', 'Business Development Manager (1)', 'Business Unit Leader (3)', and 'Chief Scientist (4)'. There is also a 'more' link.

On the right side, there is a 'Currently browsing:' section with a link to 'records'. Below that, there is a 'Have you tried:' section with a 'records by type' section listing 'Historical...', 'Health...', '...of Australian Science', 'Personnel...', 'Costs...', 'Process...', 'Webcal...', 'About...', and 'more...'. There is also a 'records by topic' section with links to '...Services' and '...Management'.

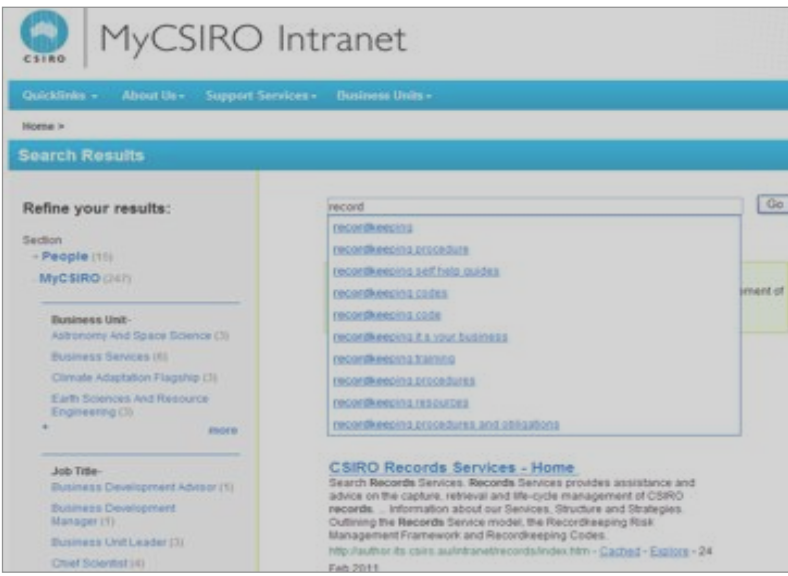
What we did: query auto-completion

The screenshot shows the MyCSIRO Intranet search results page with an auto-completion dropdown menu. The search term is 'recordk'. The dropdown menu lists the following suggestions:

- [recordkeeping](#)
- [recordkeeping procedure](#)
- [recordkeeping self help guides](#)
- [recordkeeping codes](#)
- [recordkeeping code](#)
- [recordkeeping it s your business](#)
- [recordkeeping training](#)
- [recordkeeping procedures](#)
- [recordkeeping resources](#)
- [recordkeeping procedures and obligations](#)

The background shows the same search results as the previous screenshot, but the dropdown menu is overlaid on top of the search results list.

What we did: contextual navigation



MyCSIRO Intranet

Quicklinks - About Us - Support Services - Business Units -

Home >

Search Results

Refine your results:

Section
- People (15)
MyCSIRO (247)

Business Unit-
Astronomy And Space Science (3)
Business Services (6)
Climate Adaptation Flagship (3)
Earth Sciences And Resource Engineering (3)
+ more

Job Title-
Business Development Advisor (1)
Business Development Manager (1)
Business Unit Leader (3)
Chief Scientist (4)

record

- [record@csiro.au](#)
- [record@csiro.au/cscodes](#)
- [record@csiro.au/self-help-guides](#)
- [record@csiro.au/codes](#)
- [record@csiro.au/code](#)
- [record@csiro.au/your-business](#)
- [record@csiro.au/training](#)
- [record@csiro.au/cscodes](#)
- [record@csiro.au/resouces](#)
- [record@csiro.au/cscodesandobligations](#)

CSIRO Records Services - Home
Search Records Services. Records Services provides assistance and advice on the capture, retrieval and life-cycle management of CSIRO records. Information about our Services, Structure and Strategies. Outlining the Records Service model, the Recordkeeping Risk Management Framework and Recordkeeping Codes.
<http://author.its.csiro.au/intranetrecords/index.htm> - **Categories** - 24 Feb 2011

Currently browsing:
recordkeeping

Have you tried:

recordkeeping by type

- [Enterprise...](#)
- [Csiro...](#)
- [Good...](#)
- [Electronic...](#)
- [Legislation Concerning...](#)

recordkeeping by topic

- [...System](#)
- [...Procedure](#)
- [...Responsibilities](#)
- [...Codes](#)
- [Obligations with Regard to...](#)
- [...Risk Management](#)
- [Approach to...](#)
- [...Requirements](#)
- [more...](#)

recordkeeping by site

- [intranet.csiro.au](#)
- [author.its.csiro.au](#)
- [intra.ict.csiro.au](#)
- [author.csiro.au](#)
- [www.ict.csiro.au](#)

What we did: facets

Refine your results:

Section
- People (1)
MyCSIRO (51)

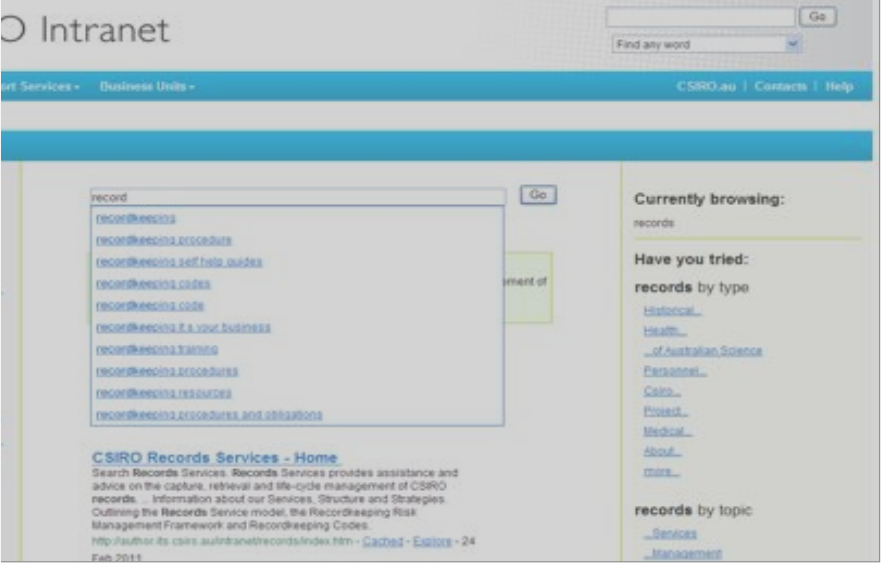
Business Unit-
Business Services (1)

Job Title-
Information Specialist (1)
Project Support Officer (1)
Technical Services Officer (1)

Content type-
Guideline (1)
Information Page (34)
Landing Page (2)
MyCSIRO (51)
+ more

Format-
DOC (1)
PDF (10)
PPT (1)

Date updated+



MyCSIRO Intranet

Support Services - Business Units -

Find any word

record

- [record@csiro.au](#)
- [record@csiro.au/cscodes](#)
- [record@csiro.au/self-help-guides](#)
- [record@csiro.au/codes](#)
- [record@csiro.au/code](#)
- [record@csiro.au/your-business](#)
- [record@csiro.au/training](#)
- [record@csiro.au/cscodes](#)
- [record@csiro.au/resouces](#)
- [record@csiro.au/cscodesandobligations](#)

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Currently browsing:
records

Have you tried:

records by type

- [Historical...](#)
- [Health...](#)
- [...of Australian Science](#)
- [Personnel...](#)
- [Cabo...](#)
- [Forest...](#)
- [Medical...](#)
- [About...](#)
- [misc...](#)

records by topic

- [...Services](#)
- [...Management](#)

Integrating people search

The screenshot shows the MyCSIRO Intranet search interface. At the top, there's a search bar with the text "Find any word" and a "Go" button. Below the search bar, there are navigation links: "Quicklinks", "About Us", "Support Services", "Business Units", "CSIRO.au", "Contacts", and "Help". The main content area is titled "Search Results" and shows "1 - 10 of 96 search results for 'web authors' under People". A sidebar on the left allows refining results by job title, with options like "Administration Officer (1)", "Business Development Advisor (1)", "Comms & Information Manager (1)", and "Comms & Information Officer (3)". A search result for "Ms Jan Mahoney, Web Manager" is visible. A text box is overlaid on the search results.

Allows further layering of organisation structure information, or a direct link to the person you are looking for

Integrating people search

The screenshot shows the "People Finder" system. It includes a sidebar with "People Finder Home", "Update your CV", "Create a Report", and "People Finder Help". The main content area has a "CHANGE TO PEOPLE FINDER" announcement, a search bar with a "Search" button, and a "popular search terms" section. A list of staff tagged with the term "communication" is shown in a box on the right.

Staff tagged with the term communication

- Carter, Rebecca
- Fabre, Merrin
- Garas, Brooke
- Kahler, Jane
- Krishna-Pillay, Chris
- Manson, Claire
- Marcelino, Jess
- McGuire, Justin
- McKenzie, Anne
- Morgan, Huw
- Myers, Camilla
- O'Leary, Catherina
- Pelvin, Alexandra
- Rive, Meg
- Saunders, Peter
- Smith, John
- Wood, Sarah
- Wood, Sarah
- Woodward, Emma

People profiles

People Finder - Catherina O'Leary

People Finder Home
Update your CV

Ms Catherina O'Leary
Export to PDF

Manager Comms, Executive and Comms and Science

Science and Science Strategy

Address
Corporate Centre
225
M ACT 2602
s

Alternative Phone:
765796
py@csiro.au

Manager: Curran, John
Find Direct Reports

► **Science / Professional Areas**

- Change management
- Training
- **Communication**
- Web usability

► **Science / Professional Areas**


- Change management
- Training
- **Communication**
- Web usability

► **Projects**

- CSIRO Intranet/MyCSIRO
- Internal communication strategies & plans
- CSIRO People Finder

► **Academic Qualifications**

1998 Bachelor of Commerce (Employment Relations)



Good search = good sense

