

# KNOWLEDGE CENTER SERVICE | Features & Capabilities

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IssueLab's Knowledge Center Service lets you leverage IssueLab's technology to quickly and easily spin up a feature-rich institutional repository. Below is an overview of the Service offering, and details about the many features and capabilities available to you.

## ANNUAL SUBSCRIPTION

**What's included** - Your subscription renews annually and includes:

- Template updates (options listed in our customization guide)
- Template hosting space
- "Extra content" hosting space
- File hosting space (no document limit)
- Software/system upgrades
- Customer support

## KNOWLEDGE CENTER SET UP

**Knowledge Center Web Address** - Knowledge Centers are hosted on IssueLab's platform. The leading part of your Knowledge Center address -- <http://your-kc.issuelab.org> -- can be whatever you choose (as long as it's not already in use).

**Custom Template** - There are dozens of customization options available to integrate into your Knowledge Center template. Please see our customization guide for a complete list of options.

**Custom Categories** - You can create your own custom categories, or taxonomy, that can be applied to any/all of the resources you save to your Knowledge Center. Create as many categories as you like - there is no limit to the number of category groups and categories you create and use.

**Google Analytics** - We supply rudimentary analytics -- brief access overview, count of page views and downloads -- for every Knowledge Center. We highly recommend that your Google Analytics code be integrated into your Knowledge Center template so that you are able to track and access Knowledge Center usage in your own Google Analytics account.

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## ENGAGEMENT TOOLS

**"Suggest a Report"** - This integrated form provides an easy way to let your Knowledge Center visitors send you suggestions for additions to your Knowledge Center. Visitors fill out a form, providing details about a resource -- title, publication date, publisher name, additional info. They can upload a file for your review or provide a link to a resource on the Web. Lastly they supply their name and email address so that you can follow up with them if needed. Once submitted, you are sent an email alerting you that you have a new suggestion and all form input is saved to IssueLab's system for your access and review.

**"Embed the Collection"** - This integrated form makes it easy to share the contents of your Knowledge Center on external sites. Visitors configure the widget to suit their needs. Configuration options include widget title, number of resources to display, whether or not to include a cover graphic, and more. Once configured, the visitor is presented with a brief code snippet that they can easily copy and paste into any Web page.

**Downloadable Bibliography** - Bibliographic information about all of the resources available in your Knowledge Center can be downloaded in comma-separated value (.CSV) format. The .CSV file includes resource titles, publishers, publication date, and link back to each included resource in your Knowledge Center.

## CURATION OPTIONS

**Active-Curation** - There are a few ways to actively build your collection. You can add titles one by one, or work with us to handle a batch import, or add titles you see on IssueLab's public website ([www.issuelab.org](http://www.issuelab.org)), any Knowledge Center, or any Special Collection by clicking on the "Add this to my Knowledge Center" link. Click it and the resource you are interested in is immediately saved to your Knowledge Center. You can also categorize, feature, and publish resources on the go, all while browsing content that's relevant to your audience.

**Auto-Curation** - Working together, we set up a query, or queries, that search for particular types of content and automatically saves that content to your Knowledge Center on a nightly basis. Auto-curation can be set-up to use keywords, organization names, author names, geographic locations, or document types. For example, you can define a set of keywords that are used to search across IssueLab's database every evening. When new resources are added to IssueLab that include your chosen keywords, those resources are saved to your Knowledge Center. Resources can be made available to your visitors when saved, or they can be held in a pending state so that you can review them and choose which to include in your Knowledge Center. (Set up of auto-curation bears a one-time cost.)

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**Auto-Featuring** - Your Knowledge Center can be configured to automatically feature a new resource every night or once a week. Auto-featuring works best when only one featured item is included in your Knowledge Center. (Set up of auto-featuring bears a one-time cost.)

## ADD-ONS

**HTML Pages** - You can add up to three HTML pages to your Knowledge Center. These are content/files that exist outside of the repository interface. Typical uses for extra content are to provide more information about your collection, contact information, etc. Extra HTML pages can include text and images. Embeddable content (eg., a Vimeo video) might be possible to include, check with us.

**Downloadable Files** - You can add up to three downloadable files to your Knowledge Center which can be linked from your extra HTML pages. File size limit: 20 megabytes each.

## MORE INFO

Question? Comments? Visit <https://www.issuelab.org/knowledge-center-service> for complete info including how to get in touch.