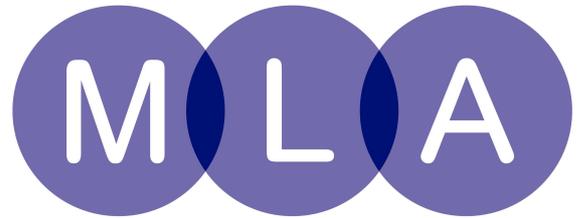


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**MUSEUMS LIBRARIES ARCHIVES
PARTNERSHIP**

London Museums Hub

Data Protection Act e-learning tool

Installation and customisation guide

August 2009

1 Contents

1	<u>Contents</u>	ii
2	<u>Introduction</u>	1
3	<u>Website contents</u>	2
4	<u>System requirements</u>	2
5	<u>Installation</u>	3
5.1	Installation on a web server	3
5.2	Installation on an individual computer.....	3
5.2.1	Windows PC – default folder	3
5.2.2	Windows PC – other folder.....	3
5.2.3	Non-Windows computer	3
5.3	Installation on a shared network drive	4
5.4	Run from CD-ROM	4
6	<u>Customisation</u>	4
6.1	Museum logo.....	4
6.1.1	Adding your logo	4
6.1.2	Positioning your logo	5
6.1.3	Other image formats.....	5
6.1.4	Adding alternative text.....	5
6.2	Body of the text.....	6
6.2.1	Editing guidelines	6
6.2.2	Editable regions.....	9
7	<u>Tips</u>	9
7.1	Printing	9
7.2	Internet Explorer	10
8	<u>Release notes</u>	10
9	<u>Support</u>	11

2 Introduction

This e-learning tool on the UK's Data Protection Act (DPA) for museums was developed as part of the Hub Information and Records Management Project, funded by the MLA's Renaissance Programme for the London Museums Hub (Museum of London (lead partner), Geffrye Museum, Horniman Museum and the London Transport Museum), and is freely available to all museums in the London region and across other regions as we roll it out over 2009.

The aim of the tool is to raise staff awareness of the DPA so that museums can comply more easily with the legislation while recognising the importance of the personal data they hold. We anticipate that the tool will be used as part of museum induction programmes and for refresher training for existing staff, delivered via museum intranets and/or as a stand alone tool. It comprises five sections that should take no longer than 20 minutes to complete.

The tool guides users through a practical summary of the DPA with museum context examples; defines personal data; outlines our legal obligations and provides an overview of best practice on handling personal data and subject access requests; with an interactive quiz at the end of each section.

It is a cross-platform HTML application that can be networked via servers or used on stand alone computers on CD or USB drive. The project will provide the tool free of charge via download from a number of websites, including the Collections Trust's Collections Link at:

<http://www.collectionslink.org.uk/DPA-Tool/>

The Hub Records Project 2007-2011 aims to raise capacity in business records management practices (including related links to object collections records) by developing and implementing a strategy for improvements across the Hub museums and the region. It offers a significant training component both within the London region and across the other Hubs, of which this tool is a part.

The Data Protection Act e-learning tool has been created so that it should not require any specific client or server technology. Therefore it can be installed on web servers (internet, intranet or extranet), individual computers, or shared network drives.

To achieve this, the tool runs in a standard web browser – and has been designed to work in as many web browsers as possible, and to be as accessible as possible.

3 Website contents

Folder	Contents
/	Files for making any CD copies run automatically
/DPA Tool	The files for the Data Protection Act e-learning tool itself – for use when installing the tool on a web server, an individual computer or a shared network drive (see Installation below)
/Guide	This document
/Installer	Installer for an individual Windows PC (see Windows PC below)

4 System requirements

The tool runs in a standard web browser, so the user environment can be virtually any environment that supports a web browser. A web browser must be installed on systems from which users wish to access the tool. A recent version of a popular browser is recommended (for example, Microsoft Internet Explorer 7 or Mozilla Firefox 3) with support for the following:

- The Document Object Model (DOM)
The Document Object Model is a mechanism that allows scripts to dynamically access and update the content, structure and style of web pages.
- JavaScript
JavaScript is an interpreted language designed for controlling the web browser. Using the DOM, it can dynamically access and update the content, structure and style of web pages.
- Cascading Style Sheets (CSS)
Cascading Style Sheets allow styles (e.g. fonts, colours, spacing) to be added to web pages separately from the page content, facilitating updates and accessibility initiatives.

The recommended screen resolution is 1024x768.

The tool can be run from any copies you put on CD-ROM, a local hard drive, a shared network hard drive, or a web server (internet, intranet or extranet).

See **Release notes** below for more information.

5 Installation

There are four installation options for the Data Protection Act e-learning tool:

1. Installation on a web server (internet, intranet or extranet)
2. Installation on a single computer
3. Installation on a shared network drive
4. No installation – run directly from the website

5.1 Installation on a web server

Simply copying the “DPA Tool” folder to a folder that is accessible by your web server, and then creating appropriate links from other pages to this folder (or “index.html”) should suffice.

The following files are not necessary for web server installation, and can therefore be removed:

- “desktop.ini”
- “icon.ico”
- “Start DPA Tool.lnk”

5.2 Installation on an individual computer

5.2.1 Windows PC – default folder

An installer is available (in the “Installer” directory on the website) for installing the tool onto the local hard drive of the PC. This will install the tool into the default folder, i.e. “C:\Program Files\DPA Tool”.

5.2.2 Windows PC – other folder

An installer is available (in the “Installer” directory on the website) for installing the tool onto the local hard drive of the PC. The default folder (“C:\Program Files\DPA Tool”) can be overridden if you wish to install to a different folder. **However**, if you do override the default folder, the desktop and start menu items will not work.

Therefore, if you wish to install to a different folder, you can either:

1. Run the installer as above, changing the destination folder as required, and then edit the shortcuts created by the installer (one on the desktop and one in the start menu under “DPA Tool”).
2. Copy the “DPA Tool” folder to the desired location on your hard drive, and then manually create shortcuts to “index.html” as required.

5.2.3 Non-Windows computer

Copy the “DPA Tool” folder to the desired location on your hard drive, and then manually create shortcuts / aliases / symbolic links to “index.html” as required.

5.3 Installation on a shared network drive

Copy the “DPA Tool” folder to the desired location on the server, and then manually create shortcuts / aliases / symbolic links to “index.html” as required.

5.4 Run from CD-ROM

The Data Protection Act e-learning tool can be run directly from a CD-ROM if you wish to download the files from the website and store them on disk. On most Windows PCs, the tool will run automatically when the Data Protection Act e-learning tool CD is inserted.

If the tool does not run automatically, double click on the icon for the CD (e.g. within “My Computer”). If the tool still does not run automatically (or if you are using a non-Windows computer, such as an Apple Mac) double click on the “DPA Tool” folder on the CD-ROM, and then double click on “index.html”.

6 Customisation

The tool has been created using standard web technologies (such as HTML) and can therefore readily be edited, and any of the content can be changed by a web developer.

However, if you do not have web development expertise, it is still possible to make some key updates as described below.

Where you need to edit files we do **not** recommend the use of ‘WYSIWYG’ editors. These can alter the code in a way that will prevent the tool from displaying correctly in certain environments. The changes can be more reliably made in simple and easily accessible text editors such as Notepad (found in the “Accessories” menu on most PCs) or in dedicated code editors (e.g. Macromedia Homesite).

6.1 Museum logo

There is a space at the top right of the tool for your museum logo.

6.1.1 Adding your logo

The easiest way to insert your museum logo into this space is as follows:

1. Create (or obtain) a **GIF** image of your logo on a white (or transparent) background.
2. If the image is more than 275 pixels wide or more than 70 pixels high, resize the image to within these constraints. Be sure to preserve the proportions (or “aspect ratio”) of your image when doing so.
3. Name this file “museum-logo.gif”.
4. Copy this file to the “DPA Tool/images/template” folder (replacing the image of the same name that is already there).

6.1.2 Positioning your logo

If you wish to alter the position of the image, the easiest way to do so is to edit your image so that it has the required amount of space around it necessary to push it away from other elements on the screen (this will probably be a case of trial and error). Ensure that, in doing so, you do not make the overall image (including any space around it) more than 275 pixels wide or more than 70 pixels high.

Alternatively, you can alter the position of the logo by editing the “DPA Tool/css/main.css” file. Looks for lines that read similar to the following:

```
#museum-logo {  
/* edit margin & width/height if necessary to position museum logo  
   height + margin-top + margin-bottom should equal 70px  
   width + margin-left + margin-right should equal 275px */  
display: inline;  
float: right;  
text-align: right;  
height: 70px;  
width: 275px;  
margin-top: 0px;  
margin-bottom: 0px;  
margin-left: 0px;  
margin-right: 0px;  
}
```

If you increase the value for padding-top (**and** decrease the value for height by the same amount) the image will move **down**.

If you increase the value for padding-right (**and** decrease the value for width by the same amount) the image will move **left**.

However, your image will need to be smaller than the **revised** height and width.

6.1.3 Other image formats

If you wish to use an image that is not a GIF, you will need to copy the logo to “DPA Tool/images/template” folder as above, and then edit each file in the “DPA Tool” folder to replace “museum-logo.gif” with the name of your logo file.

6.1.4 Adding alternative text

If you wish to add text that should display if your logo does not (such as the name of your museum) you will need to edit each file in the “DPA Tool” folder to add this text. Looks for code that reads similar to the following:

```
<div id="museum-logo">  
<!-- TemplateBeginEditable name="Museum Logo" -->  
  
<!-- TemplateEndEditable -->  
</div>
```

(This should be around line 28.)

Add your desired text between the double quotes after 'alt=' towards the end of the third line above. This text should be less than 150 characters, and must **not** contain:

- double quotes (“
- ampersands (&)
- greater than (>) signs
- less than (<) signs.

Note that this text should not include any characters that are not on a standard keyboard (e.g. “Renaissance London™”).

Typically this text will simply repeat the text displayed in your logo (e.g. “Renaissance London” or “Renaissance London – museums for changing lives”) and should **not** contain descriptive words such as “logo” or similar (e.g. “Museum logo” or “Renaissance London strapline”).

6.2 Body of the text

You can edit any of the text in the tool by opening the relevant file in a text editor such as Notepad.

6.2.1 Editing guidelines

When editing the text in the tool, you should be aware of the following:

- Any amount of consecutive space, tabs and carriage returns will be displayed as a single space.

For example:

```
Data           Protection           Act
                e-learning
                                   tool
```

will be displayed as

```
Data Protection Act e-learning tool
```

- Paragraphs should be contained within `<p>` and `</p>`.

For example:

```
<p>First paragraph</p><p>Second paragraph</p>
```

will typically be displayed as

```
First paragraph
```

```
Second paragraph
```

- If you need a line break, use: `
`

For example,

```
Data Protection Act<br />e-learning tool
```

will typically be displayed as

```
Data Protection Act  
e-learning tool
```

Please note that you should **not** use line breaks to create paragraph breaks (see above for how to create paragraph breaks). Also, you should not use line breaks unnecessarily.

For example:

```
This paragraph includes an unnecessary line-break and may<br />therefore be displayed incorrectly.
```

could actually be displayed as

```
This paragraph includes an unnecessary line-break and  
may  
therefore be displayed incorrectly.
```

if there is not enough space to display all of the text intended for the first line on a single line. Even if it displays as intended for you, it may not display correctly for other users who have a different user environment (operating system, browser, browser window size, screen resolution, font size, etc.)

- If you need to display an ampersand, use: `&`

For example:

```
Health &amp; Safety
```

will be displayed as

Health & Safety

- If you need to display a greater than sign, use: `>`

For example:

`2 > 1`

will be displayed as

`2 > 1`

- If you need to display a less than sign, use: `<`

For example:

`1 < 2`

will be displayed as

`1 < 2`

- Text that needs to be emphasised should be contained within `` and ``

For example:

The word `emphasis` is emphasized.

will typically be displayed as

The word *emphasis* is emphasised.

However, some browsers may emphasize in different ways (for example, text-to-speech browsers for the visually impaired, may emphasise the words vocally).

- Text that needs to be strongly emphasised should be contained within `` and ``

For example:

The words `strong and emphasis` are strongly emphasized.

will typically be displayed as

The words **strong and emphasis** are strongly emphasised.

However, some browsers may emphasise strongly in different ways (for example, text-to-speech browsers, for the visually impaired, may say the words more loudly).

6.2.2 Editable regions

While any of the site content can be edited, certain areas of text have been created specifically for museums to update with information relevant to their own data protection policies. These sections can easily be identified in the code as they all start with

```
<!-- ***** -->  
<!-- *** START OF EDITABLE REGION *** -->
```

and they all end with

```
<!-- *** END OF EDITABLE REGION *** -->  
<!-- ***** -->
```

(Text within <!-- and --> is a “comment”, and is not displayed to users of the tool.)

There is one such section, as follows:

1. Section 5, page 3 (“DPA Tool/s05p03.html”)

```
<!-- ***** -->  
<!-- *** START OF EDITABLE REGION *** -->  
<!-- *** *** -->  
<!-- *** The preferred text for this region is along *** -->  
<!-- *** the lines of the following: *** -->  
<!-- *** *** -->  
<!-- *** Ask the <strong>[records professional] *** -->  
<!-- *** </strong> at <strong>[name of museum] *** -->  
<!-- *** </strong>. The designated staff person in *** -->  
<!-- *** the museum may be a records manager, *** -->  
<!-- *** archivist, librarian, information manager *** -->  
<!-- *** or a member of your Senior Management Team. *** -->  
<!-- *** *** -->  
<!-- ***** -->
```

Ask the records professional at your museum. The designated staff person in the museum may be a records manager, archivist, librarian, information manager or a member of your Senior Management Team.

```
<!-- ***** -->  
<!-- *** END OF EDITABLE REGION *** -->  
<!-- ***** -->
```

7 Tips

7.1 Printing

Some quiz questions contain pull-down menus rather than checkboxes. (This is to prevent the need to scroll vertically.) Unfortunately, it is not possible to see all the options from pull-down menus on printed pages, unless you disable JavaScript first.

7.2 Internet Explorer

If you use the tool in Internet Explorer, you may see a bar across the top of the page that says:

"To help protect your security, Internet Explorer has restricted this page from running scripts or ActiveX controls. Click here for more options..."

To enable the tool for your current Internet Explorer session, click on the bar, choose "Allow Blocked Content" from the menu, and then click "Yes" in the box that pops up.

8 Release notes

The tool has been created to support a wide range of browsers and installation environments. However, some issues may exist in less common environments. Known issues are documented below.

1. The tool may not display entirely as intended in some old versions of browsers which are no longer supported by the browser manufacturer, or which have since been superseded, e.g.
 - Microsoft Internet Explorer 5 or earlier (no longer supported by Microsoft)
 - Netscape Navigator (no longer supported by Netscape)
 - Apple Safari 3 or earlier (superseded by Safari 4)

However, issues have been minimised as far as possible **and the tool should still be fully accessible in many (if not all) of these browsers.**

2. The tool may not display entirely as intended on handheld devices. However, **the tool displays well in Pocket Internet Explorer (Windows Mobile 5.0) and should still be fully accessible in other handheld browsers.**
3. Users of Internet Explorer 7 (and later) at a resolution of 640x480 may need to scroll horizontally to view some quiz page content. However, since this resolution is not officially supported by Internet Explorer 7 (nor, it seems, by the operating systems that support Internet Explorer 7) **this issue should not be encountered by most users.**
4. The tool may not display entirely as intended if:
 - the user's browser does not support Cascading Style Sheets or if Cascading Style Sheets have been disabled
 - the user's browser does not support JavaScript (including the relevant methods of the Document Object Model) or if JavaScript has been disabled
 - the user's browser has had image loading disabled
 - the user's browser is not using the default text size or the intended fonts.

Note: most browsers do support Cascading Style Sheets and JavaScript (including the relevant methods of the Document Object Model).

Specific known issues affecting the environments above are as follows:

- a. Users of conventional browsers that have image loading disabled, but Cascading Style Sheets enabled, may not see certain bullets or non-essential text (e.g. "You were correct" for individual quiz questions). However, these bullets and text should still appear on print-outs.
- b. Users of Opera that have image loading disabled may need to scroll horizontally to see all of the text that replaces certain images.
- c. Users of large text sizes may see text "spill out" from underneath graphical elements, e.g. "Clear Answers". This text is provided for accessibility and is normally hidden behind the graphical element. However, when the text size increases, but the graphical element does not, part of the text can become visible. Conversely, "e-learning / Data Protection Act" may not be (completely) visible for these users.
- d. Users without the Franklin Gothic Medium or News Gothic Std Bold fonts will see text in Arial (or Helvetica) instead. This may cause some screens to require a small amount of vertical scrolling.
- e. Users without support for JavaScript (and the relevant methods of the Document Object Model) will be given a non-interactive quiz, and may need to scroll quiz pages vertically. The "Exit" button may also not appear for the same reason.
- f. Users without support for Cascading Style Sheets may have a bullet point appear before each question number.

The tool should still be fully accessible in all of these scenarios.

9 Support

Please email any support requests to:

etool@neme.com

Response time is guaranteed to be within two working days (but will typically be sooner). At the time of writing, support is included until the end of August 2010.