Local Information Network for Community Services

LINCS is designed, developed and supported in Australia for the specialised needs of local government and community based information providers.

Established in 1998, **LINCS** is now used by over 35 government and community organisations.

With **LINCS** you can:

⇒ Reduce duplication of effort by co-operating with other like-minded organisations.

⇒ Link the accessible, standards compliant search engine (xhtml) to your web site and style it with your colours and logo.

⇒ Easily publish printed directories with automatic index generation.

⇒ Update information quickly, easily and efficiently using email or letters.

⇒ Produce detailed statistical reports of how your directory is being used.

LINCS is offered on an annual membership basis. The cost of using the system is a flat annual fee of $4400 (inc GST). This fee includes support, training, all web traffic charges and maintenance. There are no other charges.

For more information go to www.lincs.com.au or contact Data Diction

LINCS Users (Feb 2019)

NSW Councils
- Blacktown
- Blue Mountains
- Burwood
- Camden
- Campbelltown
- Canada Bay
- Canterbury Bankstown
- Central Coast
- Cessnock
- City of Sydney
- Cumberland
- Goulburn Mulwaree
- Hawkesbury
- Hornsby
- Ku-ring-gai
- Lane Cove
- Liverpool
- Mosman
- Newcastle
- North Sydney
- Northern Beaches
- Parramatta
- Ryde / Hunters Hill
- Strathfield
- Sutherland
- The Hills
- Wagga Wagga
- Willoughby
- Wollongong

WA Councils
- Gosnells
- Joondalup
- Kwinana
- Melville
- Rockingham

Other Organisations
- IDEAS
- NSW Mental Health Association

LINCS is a product of Data Diction Pty Ltd.

For more details contact us on:
Email: support@datadiction.com.au
Phone: 02 8003 5977
ABN: 30 061 759 608

LINCS Overview

LINCS is a unique and highly specialised electronic directory system designed to allow local councils and other organisations to co-operate in publishing high quality community directories. Information on services, events and non-geographical information like answers to common questions can be integrated into a single knowledge base.

For organisations already producing directories, **LINCS** can streamline the process and eliminate duplication of effort. The system can also dramatically improve community access to the information in the directory.

The following sections provide brief overviews of some of **LINCS'** key benefits. This is not meant to be an exhaustive list of features but will give a feel for the capabilities of the system.

Co-operating with other Organisations

LINCS can be used as a standalone database maintenance system and some organisations use it this way. One of the great strengths of the system however is its ability to allow organisations to work as a group to maintain a single shared database of services. Users in a co-operating group take on responsibility for keeping a subset of records up to date while getting access to the total set of records maintained by the group. This can greatly reduce individual workload because of the reduction in duplication of effort. The records owned by a member can only be modified by that member but all other members in the co-operating group may access them and include them in their web based and printed directories.

Maintaining Information

With **LINCS** all information is maintained through a series of easy to understand web-based forms.

Changes to the database are instantly available online.

Access to the record maintenance parts of **LINCS** is restricted by password. Each member organisation may allocate passwords to as many individual users as is required.

Whenever records are modified they are checked for a range of problems like misspelled keywords, incorrect postcodes, departures from style guidelines, duplicates etc and the results of these checks are stored with the record and summarised for overall database quality control.

When it comes time to update records in bulk **LINCS** supports Microsoft Word mailmerge to print letters or send emails to services. **LINCS** also has an internal bulk emailing system to further simplify the process of requesting updated information from services.

Simple facilities exist in the system to allow users to communicate with other member organisations and to transfer records from one member to another.

Public Searches and Web Publishing

One of the key outcomes required by most information providers is to be able to integrate a search engine into their public web site. With **LINCS** this could not be easier. Your information is securely hosted on the **LINCS** web server so there are no specialised hosting or server requirements on your side, only basic HTML knowledge is required.

Integration into your web site can be as simple as inserting a link into your existing web pages. Your version of the search engine may be customised to blend into your web site's style and colours. Logos, images and other navigational or descriptive content can also be incorporated.

The **LINCS** public search engine is a very powerful tool with many useful features. These include:

- Alphabetical index searching.
- Browsed (Yahoo style) searching. Drill down through service categories.
- Text (Google style) searching with word stems, phrases, boolean (AND, OR, NOT) and other advanced syntax extensions.
- Automatic synonym and broader term searching.
- Automatic feedback routing. So that all users of the system (including the general public) can easily report any problems they notice.
- Cascading Style Sheet (CSS) support.
- Geographical proximity searching for 'where is my nearest?' type result listings.
- Active links to each service's web site and email address (if provided).
- Search logging to enable statistical analysis of most popular searches, most popular services, failed searches, time of search, location of searcher etc.

Online directories

Online directories provide another way for searchers to access records.

Using various search queries members can create targeted searches that are then displayed under headings and subheadings.
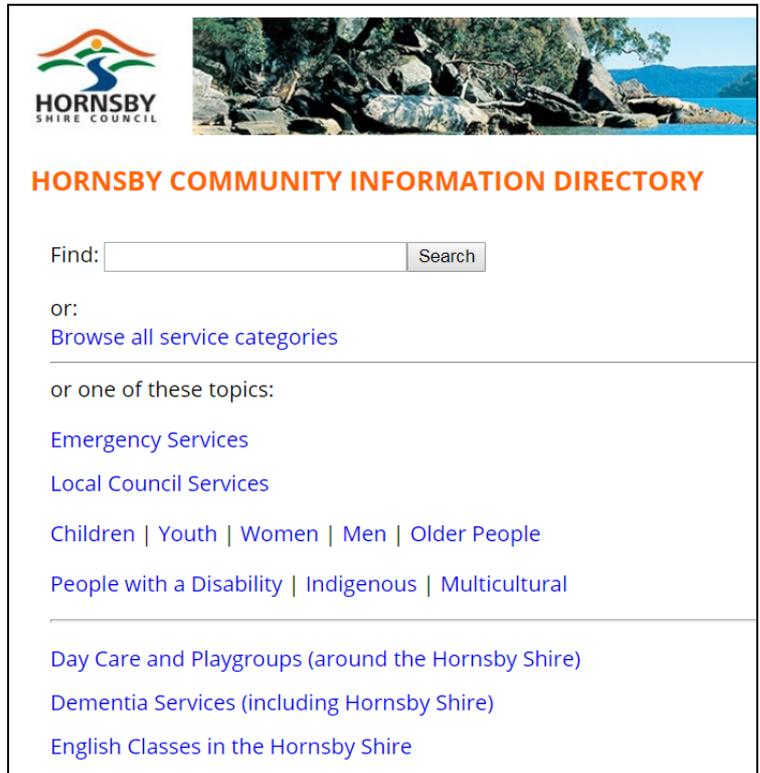
HORNSBY COMMUNITY INFORMATION DIRECTORY

Find: [_____] [Search]

or:
Browse all service categories

or one of these topics:

Emergency Services

Local Council Services

Children | Youth | Women | Men | Older People

People with a Disability | Indigenous | Multicultural

Day Care and Playgroups (around the Hornsby Shire)

Dementia Services (including Hornsby Shire)

English Classes in the Hornsby Shire
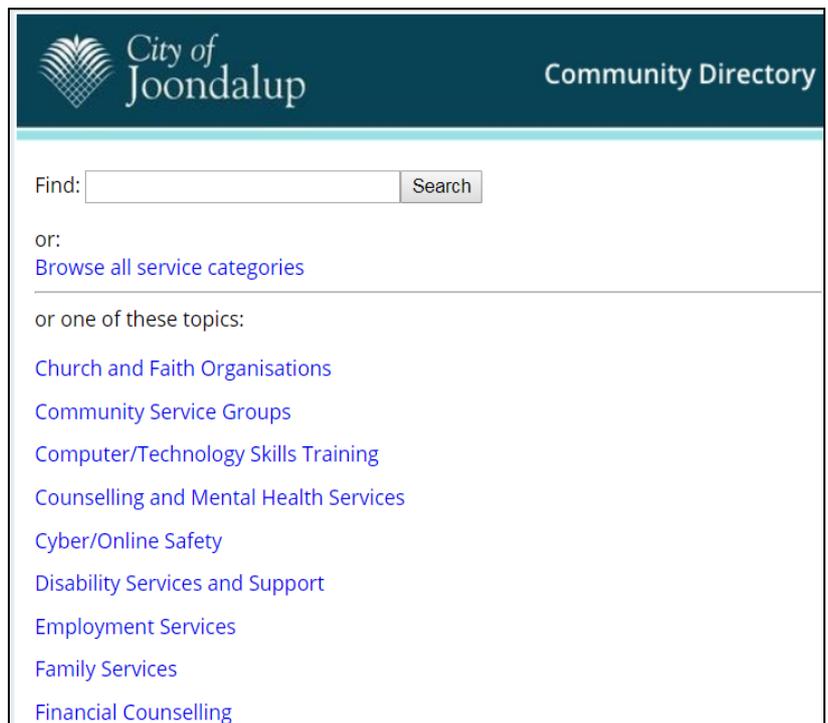
City of Joondalup — Community Directory

Find: [_____] [Search]

or:
Browse all service categories

or one of these topics:

Church and Faith Organisations

Community Service Groups

Computer/Technology Skills Training

Counselling and Mental Health Services

Cyber/Online Safety

Disability Services and Support

Employment Services

Family Services

Financial Counselling

Printed Publications

Producing printed directories is still an important task for many information providers. Unlike most database systems **LINCS** includes a very advanced tool designed to simplify the process of turning your database into a professionally formatted printed directory. This system allows you to predefine the structure of a document and then generate it from current data on demand. This can result in a significant reduction in staff time, printing costs and wastage of excess print copies.

The system includes the following important features:
- One or two levels of heading structure (chapters and subheadings).
- Independent control of fonts, font sizes and paragraph settings for all parts of the document eg chapter headings, service names, page numbers etc
- Generates WORD documents that can then be further edited, printed or turned into PDFs.
- Select the fields you want included in the document.
- Full **LINCS** query language available to select services into each section and individual service records may then be explicitly included or excluded for full control of section content.
- Automatic generation of up to three different types of indexes: name, subject or location.
- Text introductions may be specified for each section of the document.

System Requirements

LINCS has very lean system requirements. At the minimum only a standard web browser and reliable internet connection is required. In order to use some components such as mail-merge, a Windows based PC will be required.

The Future

LINCS is an Australian product that is being continuously improved to meet members' needs. There are several very active user groups operating and a user forum. These help guide the ongoing development of the product and all members are encouraged to become part of this process.

Cost

LINCS is only available on an annual membership basis. The total cost is $4000 (plus GST) for 12 months.

This fee includes:
• Web site maintenance and development.
• Database hosting.
• All database Internet traffic charges.
• Account / password administration.
• Training, support and all enhancements.