Q: Could there be regular training session for getting the most out of Confluence?
A: I have spoken to Reg Matson, who administers Confluence at UTL, and he is open to developing a training session. I will solicit topics from refinfo shortly.

Q: Is it hard to find things in Confluence or is it just me?
It’s not just you. Most of the spaces I belong to have grown very fast, so the navigation can be a bit overwhelming. My best advise is to agree on some information architecture principles with your space’s other members and don’t forget to use the search function. It’s very good.

Q: How will the strategy/guidelines be enforced?
As part of my role with ITS, I will be working with authors to devise a content management strategy that works for everyone, but especially our users. When I see content that might fit better on another platform or needs editing in some way, I will reach out to the authors with my suggestions. I hope that with enough best practices, Google Analytics data, and user experience research I can make the case persuasively, since we all want the same thing in the end: an intuitive library web experience for our users.

Q: How does JIRA fit into these?
JIRA, our ticketing system, is made by the same company as Confluence, so the two products connect smoothly. You can embed JIRA tickets in a Confluence page, and have a link to the Confluence page in the JIRA ticket. I use this for project management. Here’s an example:
https://connect.library.utoronto.ca/display/WCM/LibAnswers+transition+plan

Q: What about blogging solutions? Can one of these work to do that?
Yes, they all do in one way or another. Drupal would be best for outward facing blogs. Confluence would be best for blogs where the audience is library-staff only. LibGuides just released their Discussion Board module which is blog-esque, but remember that it would mostly be appropriate for research-focused posts.