

Web Committee Minutes

Feb. 26, 2004

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Present: LeAnne Balzer, Steve Davies-Sigmund, Eileen Condon, Matt Wier, Will Soll, Ellen Eliceiri, Kathy Gaynor, Laura Rein.

Laura began by stating that the existing Passports site has served us well but that a redesign might be able to take advantage of features in Webster's upcoming portal. She felt that Passports can adopt some of Webster's new look while still incorporating Eden's presence. Webster's Marketing Dept. may play a useful role in making the transition.

Laura shared the following web sites that she thought had attractive designs:

Emory University (<http://web.library.emory.edu>)
George Mason University (<http://library.gmu.edu>)
Georgetown (<http://www.library.georgetown.edu/>)
Georgia State University ([http://wwwlib.gsu.edu](http://www.lib.gsu.edu))
Penn State University (<http://www.libraries.psu.edu>)
University of Chicago (<http://www.lib.uchicago.edu>)

Two other sites mentioned by members were Drury University (<http://library.drury.edu/>) and Yale University (<http://www.library.yale.edu/>).

Sites that Laura thought were too wordy or otherwise not as attractive were:

Cal Poly San Luis Obispo (<http://www.lib.calpoly.edu>)
Central Missouri State University (<http://library.cmsu.edu>)
Cornell University (<http://campusgw.library.cornell.edu>)
Duke University (<http://www.lib.duke.edu>)
Purdue University (<http://thorplus.lib.purdue.edu>)
University of Texas at Austin (<http://www.lib.utexas.edu>)

The committee discussed the potential use of usability testing to examine draft versions of any new site as well as the existing site. Some features of the current Passports site may negatively impact the user, such as:

- the location of the search button
- the location of citation guide information
- the lack of information on using computers in the library
- the overall text-oriented nature of the site

Communicating with all of our campuses will be essential as we go through any redesign process. Campus listservs and the student newspaper can be used for informing our users of these changes.

Eileen shared a summary of coming changes to the Webster University website (\website_cmt\admin\web services info.doc). It's likely that the university portal will be rolled out in Fall 2004. Future enhancements might include a CMS (content management system). Eventually, the university may even host Passports on the university servers. The new portal will feature single sign-on, and our EZProxy server is compatible with such a system. There will also be a work order system which might have some application for project management. Members expressed interest in having Wil Godfrey come to a meeting and demonstrate the portal to the committee.

The committee discussed how to incorporate Eden into a new redesign. Laura would like to brand the library home page with both institutions. Some pages specifically targeted to Eden's users could be added. We can also eliminate the navigation tabs which run along the top of Webster's redesigned pages.

Members talked about the need to get feedback on any new sites as well as our existing site. Someone mentioned that Tad Biggs, a faculty member on campus, might be amenable to having his students evaluate Passports. We could look into focus groups and using the student newspaper to increase student interest and involvement.

Laura suggested that the first thing we need to do is run our library redesign project by Academic Affairs, Larry Haffner, etc., to make sure it has the Administration's support. She will send an email to them about our project.

The minutes from our Web Committee meetings will be put in the common directory for everyone to view. A copy will be emailed to Allen Mueller at Eden.

Laura would like to see a Beta Test page up by Fall 2004.

Kathy discussed the possibility of using Cascading Style Sheets to simplify editing. Systems will check to see if we already own a copy of Dreamweaver, a web page editing program that uses style sheets. If so, they will load it on Kathy's computer.

Other suggestions that were made were to get feedback from the library staff and to survey other library sites. Laura suggested using the next All-Library meeting to discuss the library's website with the staff. She will reserve the Lecture/Conference Room for March 31 from 2-3:30 p.m. and will send an email to the staff.

Eileen will talk to Wil Godfrey about scheduling a meeting with him. Everyone else will be on the lookout for well-designed websites that we can use for inspiration.

The next meeting of the Web Committee will be March 25 at 2:00 p.m.. We will be making plans for the All-Library meeting with the staff. We will need to let Laura know how we want the Lecture/Conference Room set up on the 31st.

Meeting adjourned.

KMG

Web Committee Meeting
March 25, 2004
2 p.m.

Present: Kathy Gaynor, Allen Mueller, Will Soll, Eileen Condon, Matt Wier, Ellen Eliceiri

Members talked about possible dates for a meeting with Will Godfrey and the Webster IT staff. Kathy will talk to Laura to see if she would like to attend and what dates would work well for her schedule.

The content for the All-Library meeting on March 31 will be to share with the staff general information about the web redesign project and to get feedback from the staff on Passports. Members contributed the following ideas:

- First have staff who attend write down some thoughts about Passports individually, then have them share their thoughts in small groups.
- Have members of the small groups be mixed among more than one department.
- Have each group give a verbal report and give their written responses to the committee.
- Staff could share difficulties they personally have had with using Passports or problems they've observed students and faculty having with using our website.
- Have staff look at websites for other libraries before the meeting and share things they liked about them that would be desirable in Passports.

The meeting will run something like this:

Kathy volunteered to give a brief introduction and overview to the project at the beginning of the meeting, mentioning the following:

- we will be getting input from various groups, including students and faculty
- overview of the entire process
- estimated timeline

After Kathy has finished, the staff will be asked to write down two things they like about Passports and two things they don't like about it.

Will is going to come up with a clever way to have the staff break into groups.

The groups will be asked to select a speaker and a recorder. They will each receive a list of points to address:

Compare everyone's likes and dislikes and make a list of the major points.

Describe any problems you've personally had in finding information in Passports.

Describe any problems you've noticed other users, such as faculty and students, having when using Passports.

What do you think of the overall visual appearance, readability, graphics, etc. of Passports?

What do you think of the overall navigation within the site? This would include the menu buttons at the top and bottom of the page, the way it is organized, the search engine, etc.

What do you think of the content on the site? Is there too much? Too little? Content that should be added or deleted?

What features of other libraries' websites would you like to see for Passports? (Allen mentioned two sites that could be put on a list, Southern Methodist U. at <http://www.smu.edu/libraries> and Jesuit-Krauss-McCormick Library at <http://www.jkmlibrary.org>.)

The Web Committee members moved on to discussing the web redesign process and shared ideas for getting feedback from major user groups, such as faculty and students. Kathy suggested inviting groups of faculty, students, and staff to the library for feedback sessions much like we are doing with the library staff.

There also needs to be a way to get feedback from our extended campuses. Ellen mentioned that the School of Business is doing focus groups and she will find out more about them. We wondered if focus groups could be done at a few campuses or if some faculty would use their classes to gather information. Matt thought that these sessions would need to be structured, perhaps with the use of a kit supplied by us that could be easily used by non-librarians.

Is it possible to provide some sort of inexpensive gift for those who participate in a focus group? Perhaps Jazzman's certificates could be given to on-campus groups.

Kathy will email Laura to see if Laura has heard anything from Larry Haffner or Jim Staley concerning our web redesign project.

Meeting adjourned about 3 p.m.

Web Committee
May 3, 2004
Minutes

Present: Kathy Gaynor, Eileen Condon, LeAnne Balzer, Ellen Eliceiri, Scott Holl, Matt Wier, Steve Davies-Sigmund, Laura Rein, Larry Haffner, Pete McEwen, Will Godfrey

The meeting, held in the Special Projects Room at Emerson Library, began at 2:10 p.m. Everyone introduced themselves to the IT staff from Webster.

Kathy asked for an update on Webster's new website and portal. Will said that the technology has been bought but not yet implemented. They hope to roll the portal out in late summer or early fall 2004.

The portal is designed for internal audiences. It handles items such as email, announcements, and other forms of internal communication. It is a tool for Webster's intranet.

Webster is also adding a content management system or CMS from a company called Documentum. The CMS will manage the external website, the site the non-Webster public sees. The CMS will be implemented in mid- to late fall.

Some of the features of a CMS include:

- "time bombs" or reminders about content that needs to be updated or replaced
- data, such as the library staff directory, would only need to be stored in one location but could be linked at various places throughout the site
- you can define or set workflows and levels of permission to allow staff to be able to perform varying levels of functions (e.g. some staff can edit, some can upload, etc.)
- the library could have its own stylesheets for its pages, or we could consider having different templates for Webster and Eden.
- you can set up templates into which staff can pour content. The staff does not need to be familiar with HTML and any edited files can be reviewed before they are uploaded.

Webster is waiting to implement its new design until they bring the CMS up. Thus the public won't actually see the new design for 6-8 months. The library could pick and choose elements of the new design for our site.

The Webster IT staff recommended that we wait until the CMS comes up (Spring 2005?) to actually implement any new design for the library website.

CMS training is available from the vendor in Salt Lake City four times a year. Webster might be willing to help fund a library staff member to attend this training. Pete McEwen will be going for training sometime this summer or fall.

In the meantime, there are a number of things that we can do to plan for the library website:

--Examine our information architecture. Do a content inventory of our current website. Webster did an extensive analysis of how its site was laid out in terms of structure, hierarchical levels, etc. The IT staff would be willing to share examples of their work with us as well as meet with us periodically to guide us through this process.

--Get feedback from our user groups

--Clean up as much content as we can now

Additional features of the portal were discussed. They hope to use a single sign-on that would allow a user to log in once and be able to go right into tools such as email, CARS, grades, library online databases, etc.

We talked about delivering content targeted to specific user groups. Apparently delivering selective content based on user group is easy for the portal but harder to do for the public website. For the portal, we may be able to offer a “portlet” which would be a menu of library web pages that someone could choose to include on their personal portal page. We could also set up a library channel that could point to a website or a web page. To allow users to totally customize their library access, the library would need to develop its own portal.

Nothing specific has been planned as of yet for personal digital assistants (PDAs). You will, however, be able to set up a personal calendar as well as subscribe to institutional calendars (e.g. athletics, fine arts). Most PDAs can synchronize these calendars for you. Calendars will be available on a test basis in the fall.

No decision has been made as to whether or not to require students to use their Webster email addresses for communication. Adjunct faculty can request a Webster email account but aren't automatically assigned one at present. This may or may not change in the future. Handling adjunct accounts is difficult because of the faculty's irregular work schedules.

The new email system from Luminus will have various features. We will be able to put targeted announcements on a user's email login page which may help reduce the spam problem with these accounts.

The Webster staff discussed how they went about developing the information architecture for the new site. They brought in major stakeholders and did a brainstorming activity led by the vendor, SET. A small task force then took the information and refined the categories of information. At various points, a larger group was consulted on how to shape the content areas. More work needs to be done with much of the content.

Some conventional rules of thumb are to have no menus with more than six items and make sure prime content can be accessed in two clicks or less from the home page.

No extraordinary accommodations were made for the international campuses. Webster tried to find a balance between the graphic and content of the design. Some pages are heavier in graphics than others.

With the CMS system, web editors such as Dreamweaver won't be needed by most of the staff but could be used for special purposes.

Webster is also working with Liquid Matrix to bring up a customizable website for the Admissions Office. Prospective students will visit this site and be provided with content targeted towards their interests.

Will agreed to send us some pages from the site's final design as well as an example from their content inventory. He will have Sharon set up a meeting to discuss the library website's information architecture. After the CMS is installed (July-Aug. 2004), he would be willing to do a demonstration for us.

The meeting adjourned at 3:25 p.m.

KMG

Web Committee Minutes

June 14, 2004

2 p.m.

Present: Kathy Gaynor, Matt Wier, Ellen Eliceiri, Allen Mueller, Eileen Condon, Steve Davies-Sigmund, Will Soll, Scott Holl

Ellen mentioned that Jennifer Jezek-Taussig from the Alumni Office has had a lot of experience with focus groups and might be a good resource for advice. Kathy will call her to talk about the possibility of having focus groups brought together to discuss the library's website.

Kathy suggested a series of "next steps" that the Committee could take while we wait for Webster IT to implement its portal and content management software. The possible steps include:

1. Post an electronic form linked to the library home page which would serve as a survey of website users.
2. Have focus groups meet on campus to provide feedback regarding the website.
3. Use campus email to get feedback, possibly through distributing a survey or directing people to a survey posted on the website.
4. Having Webster IT help us do a content analysis of our existing site (much like was done of the www.webster.edu site).

Allen suggested that paper forms could also be available near the computers in the library.

The consensus of those present was to start with a content analysis of our site. Kathy will contact Webster to see if we could set up a meeting.

The Committee discussed some quick fixes that could be done now, many of which were mentioned in the All-Library meeting held on March 31. Allen stated that one overall problem was the lack of consistency between the name of a link and the title of the corresponding page that it links to. For example, the link to Serials Solutions on the home page says one thing and the linked page is titled something different. Allen will email some suggested changes to the wording on the Serials Solutions page.

Another example is that some pages refer to the Eden-Webster Library and some to the Eden-Webster Library System. Kathy has tried to change many of these to refer to the System and asked that pages needing such revisions be referred to her.

The following changes to the home page were recommended:

Change "Help With Passports" to "Internet Help".

Change "Learn to Use Passports" to "Research Guides".

Change “Bridges” to “Library Catalog (Bridges)”.

Change “New Titles Added to Bridges” to “New Titles”.

Put a search box on the home page.

Put the link to Library Hours on a separate line.

Kathy will draft some sample pages with these changes and distribute them to the Committee for comments. She will also get feedback from the other Reference Librarians.

Allen asked about the content of the “About the Library” page that is linked under Emerson Library on the home page. He may do a similar type of page for the Luhr Library.

Allen noted that while the official name of our system is Eden-Webster Library, in Bridges some of the drop-down menus list us as Webster Univ/Eden Seminary. Neither Eileen or Ellen could remember the reasoning behind the switch in name order.

The next meeting of the Committee is tentatively scheduled for July 12 at 2 p.m.

Meeting adjourned at 3:15 p.m.

KMG

Web Committee Meeting Minutes
July 12, 2004

Present: Scott Holl, Allen Mueller, LeAnne Balzer, Kathy Gaynor, Ellen Eliceiri, Will Soll, Steve Davies-Sigmund, Matt Wier, Eileen Condon, Pete McEwen, Will Godfrey

The meeting began at 2 p.m. Will Godfrey and Pete McEwen from the Webster Information Technology Office shared their experiences in going through the process of creating a content inventory of the university's website. They admitted that the old Webster website was set up to reflect the university's organization chart which is not always helpful to the website user.

To create the content inventory, a spreadsheet was set up. They listed major categories of information (e.g. dining facilities) and the audiences that would potentially make use of these items. They discovered new categories that needed to be included since they last looked at their website.

As a result, Webster's website will have two paths to every type of information:

1. By "type" of information, e.g. student services, faculty services, etc. Most of these categories will be reflected by the navigational buttons across the top of the screen.
2. By "user", e.g. they will have a list of hot links and buttons along the left side of the page for each type of audience.

Pete and Will recommended that we avoid vague links such as "More information". Try to assign items to a specific category.

They also updated us on the rollout of the Webster portal. The portal is the main focus for Fall 2004. The content management system (CMS) will be installed the end of this month but they really won't do much with it until next spring. In response to a question about extremely long URLs that have plagued other CMS systems, Will hoped that there would be some flexibility regarding the URL structure. They will know more once Pete has gone for training and they have the system installed.

After Pete and Will left, the Committee discussed the quick fixes that had been proposed for the library's home page. They decided the following:

1. Add a link to our Bridges tutorial under the Library Catalog link on the home page.
2. Do not put a link to MOBIUS on the home page. There was concern that users would jump to MOBIUS and neglect to check our local catalog first.
3. Put the search box at the top of the column on the left.
4. Put a link to Library Hours on the home page but decided not to add the hours themselves on this page so as to avoid additional clutter.

5. Will use the revised banner at the top that says Passports: Eden-Webster Library System.
6. Add a link to information about the computers and audio-visual services at Emerson and Luhr. Systems and Eden will send Kathy information to be added to these pages.

Kathy will work up a draft of a content inventory spreadsheet that the Committee will use for its work. Our next meeting is tentatively scheduled for August 16 at 2 p.m.

Adjourned at 3:37 p.m.

KMG

Web Committee Minutes
August 16, 2004
2 p.m.

Present: Kathy Gaynor, Scott Holl, Allen Mueller, Eileen Condon, Matt Wier, Will Soll, Ellen Eliceiri, LeAnne Balzer, Steve Davies-Sigmund

Kathy began the meeting by mentioning a few items of interest:

--Allen Mueller alerted the Committee to the following article: Wright, Carol A. (July 2004). The academic library as a gateway to the Internet: an analysis of the extent and nature of search engine access from academic library home pages. *College & Research Libraries*.

--Cornell University is using a blog to gather feedback from and communicate with its users. Go to <http://www.cornell.edu> and click on Cornell.edu Redesign.

--The Webster extended campus directors are coming for their annual visit Sept. 20-21. The reference librarians have proposed using part of a two-hour library session to get feedback from the group on the website, much like we did for the all-library meeting. We hope to hear more next week.

--The next meeting of the Web Committee is tentatively scheduled for Sept. 27 at 2 p.m.

Allen asked to review the timetable for our redesign project. We don't have a definite schedule as some things will need to wait until Webster brings up its portal and content management system. In the meantime, the Web Committee will:

- continue to gather feedback from its users
- start to put together a design for the home page and secondary pages
- do some usability testing
- make minor changes to the current site based on feedback from our users

The Committee began to look over the initial content inventory that Kathy had distributed in July. We decided to break down the audience categories further by designating each as Webster or Eden. The only categories that are not applicable to Eden are Faculty Extended Campus and Staff Extended Campus. Eden has distance students in its D.Min program but does not have actual extended campuses.

The question arose as to what exactly were the information units. Kathy thought these represented broad categories that could be a topic or function. By assigning these categories it should help us make sure that like information is grouped together and is seen by the necessary audiences.

Will thought that the list of categories seemed like what you would find for an information-wide website. LeAnne mentioned that the University of Oklahoma website (<http://www.ou.edu/>) offered audience categories on its home page. The forthcoming Webster portal may allow us to target users by audience.

Kathy said that the creation of personas or fictitious users is a popular method in web design. The audience group may be helpful in making sure certain content gets addressed to specific groups of users.

At this point, we're not sure what kind of access to the portal Eden will have. Of course, we will still have an independent website out on the Internet for non-affiliated users to visit.

The Committee worked through the content inventory, especially the list of pages and their corresponding audiences. A number of related matters were mentioned:

--Ask a Librarian (email reference service): is this for Webster only? How will we handle questions that really should come to Eden? Kathy suggested Allen work with the reference librarians to decide how to handle this.

--Research Fellows: do we need a separate audience category for them? It was decided that there were so few Fellows that we would assume they were covered by the student and alumni information.

--D.Min students: these students seem to fall between the cracks as far as our existing website information is concerned. A future goal would be to make sure any necessary content is effectively targeted to them.

--Document Deliver/Interlibrary Loan: there seems to be some confusion among our distance students as to these two services.

--Library News & Publications page: it was suggested that publications be moved off this page and made easier to find.

--Turnitin information for students: LeAnne mentioned that students are often directed to use Turnitin but not given adequate information and direction by their faculty. Kathy will look for where such information could be added to the current site.

--The Committee suggested covering Turnitin and eReserves for any session we do with the extended campus directors.

Steve wondered whether we should approach faculty about surveying their classes or involving them in the redesign effort. It was decided to wait on that until later in the semester.

Matt suggested putting up a survey form linked from our home page with which we could start eliciting feedback and suggestions from our users. Committee members will send Steve suggestions for the survey and Steve will draft a survey for us to review.

For our next meeting, we should look at the terminology used to label our Information Units. Are these terms adequate? Too broad? Additional terms that should be included?

Meeting adjourned approximately 3:30 p.m.

KMG

Web Committee Meeting Minutes
September 27, 2004

Present: Kathy Gaynor, LeAnne Balzer, Matt Wier, Scott Holl, Allen Mueller, Ellen Eliceiri, Steve Davies-Sigmund

Kathy distributed some comments from the recent Webster Directors meetings held last week. Allen shared some of Laura Rein's observations from the sessions that we did with a small number of extended campus directors. The directors thought that:

Passports should be simpler.
The name "Bridges" by itself doesn't mean anything to anybody.
Passports is not always intuitive.
The "Forms and Services" area wasn't used.
Students generally want to know "How do I...."

Ellen also spoke with many of the directors. Some said that prime real estate space on the home page in particular should be given to more heavily-used items (e.g. catalog, databases, e-reserves).

Committee members discussed the confusion many have with the Eden-Webster Bridges catalog as opposed to the cluster-wide catalog of the same name. This may be more of an issue for Eden students as they often use the cluster catalog for holdings of other seminary libraries.

The question of whether we even need a name for the Eden-Webster library catalog was raised. If we were to suggest dropping the name Bridges from our local catalog, we would need to get approval from the library's Management Team and possibly the Academic Affairs Office at Webster. The reference librarians would also need to be consulted because of the impact this would have on our instruction.

Ellen shared some information from meetings held for the Directors concerning the new university web site and portal:

The new e-mail server is expected to be up Oct. 1, 2004.
The infrastructure is built and is currently being tweaked.
Staffing on the Help Desk has been increased.
Online credit cards will become available Nov. 1, 2004.
Online course evaluations and an online alumni directory are in the works.
The public website should be finished by Summer 2005.
An extended campus site planning template is being developed.

The question was raised concerning the look of the future library web site. Our understanding at this point is that we will maintain a look and feel reflective of both Webster and Eden.

The Committee members discussed ways in which we can get additional feedback about our web site. Allen has an opportunity to add a page with questions about Passports to an upcoming class assignment at Eden. He will get responses back throughout the fall semester.

Matt, Steve, Kathy, and Ellen will work on a questionnaire to be given to student workers.

Getting faculty to come to a meeting about Passports may be difficult. Kathy will put a question out on one of the listservs to see if other libraries have had success getting faculty to participate in web site redesign.

Steve shared an online survey he had found and modified that asks for feedback on a web site. Committee members made several suggestions for changes which Steve will incorporate into the form.

The members looked at the content inventories that were done earlier this summer. Scott and Allen commented that many of the entries did not seem relevant to Eden. They discussed the possibility of having a more concise page of resources targeted to the specialized needs of Eden users. Kathy will ask Laura or Eileen if there is a way to generate statistics on use of non-theology databases by Eden students.

Committee members are asked to look at other library web sites for ideas on designs that are easy to use and intuitive. Matt suggested we correlate our content inventory categories with those used by other libraries to get ideas as to content, organization, and labeling.

The next meeting of the Web Committee is scheduled for Nov. 1, 2004 at 2 p.m.

Meeting adjourned at 3:50 p.m.

KMG

Web Committee Meeting Minutes
November 1, 2004 2 p.m.

Present: Kathy Gaynor, LeAnne Balzer, Matt Wier, Scott Holl, Allen Mueller, Ellen Eliceiri, Steve Davies-Sigmund, Eileen Condon, Laura Rein

Online Web Survey

Kathy shared the revised online web survey that Steve has been working on. Additional suggestions and changes were made. The group decided to put a link to the survey form on the home page in the lefthand column of the home page directly under the "Search Our Site" box.

Kathy will let Laura and Allen know when the survey form is available so that emails may be sent to faculty and personnel at extended campuses.

Student Worker Usability Test

Kathy distributed a draft of the questions the reference librarians proposed for the usability test. Some changes were made to existing questions and two questions were deleted. Kathy will try to arrange for a small number of student workers in Access Services, Reference, and Cataloging to take the test.

Faculty Participation in Web Redesign

Kathy shared copies of ideas gathered from a library listserv regarding getting faculty to participate in the redesign process. It was decided to see what response we got from the online survey and to follow up with any faculty who volunteered on the survey to participate in additional website evaluation activities.

Laura commended the committee on its work to date. Despite continuing delays at the university with regards to the implementation of its content management system, she hoped that we could continue to work on the home page redesign and come up with some prototypes next spring to test with our users. She thought that we should try to take advantage of any positive features of Webster's new home page while still retaining our identity as a dual-library system website. Laura also thought that we were probably safe in dropping the name Bridges from our local catalog.

Websites with Ideas for Our Redesign

The Committee moved to the eclassroom where Eileen and Allen showed various websites that had features or designs we might want to consider for Passports. These links are available on a page at <http://library.webster.edu/redesignwebsites.html>.

The next meeting of the Web Committee is tentatively scheduled for Dec. 13, 2004, at 2 p.m.

Meeting adjourned at 3:55 p.m.

KMG

Web Committee Meeting
December 13, 2004

Present: Kathy Gaynor, Matt Wier, Allen Mueller, Scott Holl, Eileen Condon, Steve Davies-Sigmund, Ellen Eliceiri, and Will Soll

Eden Web Site Revision Questionnaire

Allen distributed copies of a questionnaire he handed out in Dr. Bracke's class. He received 17 responses out of 65-70. He stated that the questionnaire was helpful in pointing out issues that we librarians might overlook, such as incompatibilities between newer and older versions of software programs (e.g. Adobe Acrobat).

Luhr Student Worker Questionnaire

Scott shared the results of a questionnaire given to student workers at Luhr Library. He received 5 responses. In general, the students felt that Passports had good content but that its design and organization needed improvement. Some things seemed hard to find, such as viewing your account and renewing books. Overall, the terminology used for many of the links needed to be made clearer.

Emerson Student Worker Usability Test

Kathy discussed the usability testing currently underway at Emerson Library. Four students have completed the test. Web Committee members found it interesting to see what paths students took to try and answer each question. Some problems were very evident. For example, the students were asked to find an article about education reform. All four students went to the Journal/Magazine/Newspaper list first.

Allen asked about changing the wording in the location box that tells a catalog user where to find a book, video, etc. The phrase, "Eden stacks" may be totally meaningless to some users. Eileen stated that there is a 25 character limit but that we could word locations any way we wanted.

Online Web Survey

The members made some additional changes to the online survey. Kathy is working with Eileen to figure out how to dump the data gathered from the survey into a spreadsheet or database management program. We hope to have the survey up in January.

Next Steps

Kathy discussed some options for gathering additional information from our users. Members decided to do card-sorting in which a small number of users will take a list of links to existing pages, group them by category, and suggest names for each category. Will volunteered to develop a list of 50 links that could be used, and Steve offered to help

him. Allen and Scott will also develop a list of 50 and we will compare the lists at our next meeting. We would also like to involve a small number of faculty in this exercise, preferably ones from various disciplines.

Bridges as the name of the Library Catalog

Allen said that the Management Team was leaning towards no longer using Bridges as the name of our library catalog. Members discussed the pros and cons of having a named catalog. Eileen will look into the problem users in Luhr have when their search screens revert from the Eden/Webster catalog to the cluster catalog.

The next meeting of the Web Committee is scheduled for February 7, 2004 at 2 p.m.

Adjourned ca 3:30 p.m.

KMG

Categories Resulting from Card Sorting Exercise done by Web Committee
Feb. 2005

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LeAnne

	<u>Eden</u>	<u>Webster</u>
Catalog	Luhr Library	Emerson Library
Databases	Students	Students
How do I?	Faculty	Online Degree Programs
E-Reserves	General Public	Extended Campuses
Turnitin		Faculty
Resources		General Public

Scott

Library Services (e.g. students, alumni, etc.)
Reference Services
Front page
 --links to Webster, Eden, e-Reserves, Journal/Magazine/Newspaper list, Catalog
Electronic databases
 --help with the electronic databases
Library Information
Links to other libraries
Suggested web sites and Internet resources
About Passports
Guides for doing research and citing sources

Allen

Library information
Library services
Citing resources in papers
Help with research
Using databases
Faculty services
Using the Internet
Library catalogs
Reserves
Videos

Steve

Alumni
Catalogs
Circulation
Computers
Extended Campuses
Faculty
Library
Schools
Reference

Kathy

Find books, videos, etc.
Find articles & more
Find web sites
e-Reserves
Obtain materials
Faculty information
Research guides
Services
About the libraries
Contact the libraries
Help

Will

Books
Articles
The Web
Student services
Faculty services
About the library
Tutorials
Extended campuses
Other services
Webster/Eden links

Ellen

Library information
Services
Research
Databases
Faculty
Students
Internet
Catalogs
Reserves
General
Alumni

Eileen

Find an article
Find a book, video, etc.
Do research
Use the library
 --circulation policies
Use the Internet
Use computers and AV equipment
Services for students, faculty, alumni, special needs, extended campuses, online degree programs
Request or reserve
What's new
Get help
Contact us
Webster/Eden links
e-Reserves
Turnitin
Catalog

Below is a list of the cards distributed to each committee member:

Alphabetical list of databases
Ask a Librarian (email)
Basics of database searching: Psychology & Counseling (online demonstration)
Citation guides
Citing online sources (help with listing online sources in your papers)
Computers & audiovisual services
Computers for use at the Emerson Library
Contact the libraries
Course Reserves
Document delivery services
Doing research in counseling & psychology
Doing research in religion & theology
Eden Seminary
Eden/Webster Library Catalog
Emerson Library group study room reservations
e-Reserves
Evaluating Internet information
Extended campus services
Facility reservations
Faculty research service
Faculty resources on the Internet
Finding a topic for a research paper
Forms
General faculty/student services
How to get to the libraries
How to search the catalog
ILL services
Infopass
Internet help
Internet Resources by subject
Internet search engines and directories
Job openings
Journal/Magazine/Newspaper list
Liaison assignments
Library catalogs and homepages worldwide
Library FAQs about Passports
Library hours
Library newsletter
Library news/publications
Library staff/depts./services
Library support for the Freshman/Transfer Seminar
MOBIUS catalog
New titles
Online degree program services

Online/full-text databases by subject
Reference/instructional services (Webster U.)
Request form for articles
Research Fellows Program
Services to the general public
Special faculty services & resources (online demonstration)
Special Needs
St. Louis-area library catalogs and homepages
Staff dept. directory
Tips for searching the online/full-text databases
Turnitin plagiarism database
Video Search Express
Video/DVD reservations
Webster University
What's new at Passports
Where do I start? : tips for selecting a database

Web Committee Meeting
February 7, 2005

Members present: Kathy Gaynor, Will Soll, Ellen Eliceiri, Scott Holl, Steve Davies-Sigmund, LeAnne Balzer, Matt Wier, Allen Mueller, Eileen Condon

Kathy informed the group that the web survey was in the final stages of preparation. The form itself is finished and right now Kathy and Steve are determining how the data will be handled.

Steve reported on the usability testing done on four student workers in Access Services. He was surprised to see three of the students use the keyword and material format search in Bridges rather than the Video Search Express. They also had trouble finding an article on a topic.

Eileen has heard that Webster is trying to get the portal going this summer. The single sign-on feature has top priority.

Allen shared a few places on Passports that need updating, such as the reserve request form and the Research Fellows page. He will send his corrections to us for fixing.

Will led a discussion of the card sorting exercise Committee Members had done on their own recently. Most people took a minimum of ½ hour to complete the task. Each person shared the categories in which they grouped their cards (see `\common\minutes&reports\Web Team Minutes\cardsortFeb2005`).

Members discussed the logistics of doing a card sorting exercise with faculty and students. Some expressed concern as to difficulties our patrons might have in doing such a task, especially if they aren't familiar with the information given on a particular card. In the end, the Committee decided not to try a card sort with our users.

It was decided to take the categories we had developed and to start sketching out a possible home page. Members came up with a list of links that could go in a navigation column:

- Library Catalog
- How do I?
- Library Hours
- View Your Account
- Reserves
- Articles
- About the Libraries
- Library Collections

In addition, contact information could go at the bottom of the page. It would also be nice to have a news section, perhaps over to the right.

The members will work on their home pages individually and then discuss them at our next meeting. Members should plan to email or otherwise share copies with each other ahead of time if possible.

The next meeting of the Web Committee is scheduled for Feb. 21 at 2 p.m.

Meeting adjourned ca 3:30 p.m.

KMG

Web Committee Meeting
February 21, 2005 2 p.m.

Present: Kathy Gaynor, Ellen Eliceiri, Matt Wier, Scott Holl, Allen Mueller, Eileen Condon, Will Soll, LeAnne Balzer

Kathy announced that Steve has helped her get the online survey up and ready to go. She will send its URL to everyone on the committee. Members suggested we put a link called "Survey: Help us improve our web site!" under the Passports banner on the home page.

Committee members began discussing the home pages that they had drafted. We discussed the pros and cons of putting a search box for the library catalog on the home page and decided against doing so. We were concerned that users would misunderstand the box and try to use it for finding articles. The box would also appear different than the normal library catalog or MOBIUS pages and that might confuse some users. We didn't think it was inconvenient for the user to click once to go to the library catalog from the home page.

We then discussed at length the major categories that should go on the home page and came up with the following list:

Look for: this would have a grouping of "stuff" that a patron might want to look for, including books, articles, web sites, etc.

How do I...? this section would link to tutorials, research guides, etc.

Services for: under this heading there would be two choices—Eden students, faculty, visitors, etc. and Webster students, faculty, visitors, etc. We thought it important to branch to the two libraries at this point as there is much variation in what would be offered to members of each community.

About the libraries: this section would list each library separately and include the library's name, address, basic phone numbers, an hours link, a staff directory link, and a link to library information. The link to library information would then go to a page which would refer the user to all sorts of information, such as facility description, collections description, computer availability, etc.

Contact Us/Staff Directory

Quick Links: this section would have links to View Your Account, e-Reserves, and Turnitin. We decided not to include things like Blackboard or WebCt as those services weren't overseen by the libraries.

News from the libraries

LeAnne suggested that we make a detailed outline of all the linking pages from our main categories so we can be sure we include everything that needs to be linked. We can use the content inventories we did last summer to assist us. We can also see if there are things that can be deleted. We will divide up the outline as follows:

Look for -- Kathy

How do I? – Kathy, Ellen and Will; Allen & Scott will do anything specific to Eden Services for—Matt & Steve will do Webster, Allen & Scott will do Eden

About the libraries—Eileen and LeAnne

Contact us/Staff Directory – Kathy

News from the libraries – Kathy

Eileen also mentioned that our web site redesign will undoubtedly mean a redesign of the folder structure on the server and in our local directories. We don't know at this point how the future implementation of Webster University's content management system will affect that process.

The next meeting of the Web Committee is tentatively scheduled for March 28 at 2 p.m.

Meeting adjourned ca 3:35 p.m.

KMG

Web Committee Meeting
March 28, 2005

Members present: Kathy Gaynor, Steve Davies-Sigmund, Eileen Condon, Ellen Eliceiri, Allen Mueller, Scott Holl

Kathy summarized the recent email correspondence between Laura Rein and Larry Haffner concerning the library's redesign project. Larry agreed that the library should proceed with its project and not wait for the university to bring up its content management system. Laura stated that we are aiming for a draft of the new home page to be up by Fall 2005 with a switchover date of January 2006.

Kathy distributed some frequency data from the online surveys received as of March 23 (available at \website_cmt\redesign_2004\online survey\surveydata\dataAnalysis.doc). The committee also looked at some of the more significant comments contributed by survey respondents (significantextendedsurveycomments.doc and significantsurveycomments.doc for St. Louis area comments).

Finally, Kathy shared some data Eileen ran from the web server statistics concerning the Passports pages with the largest number of requests or hits (\common\minutes & reports\web_server_statistics\reportweb03-04justpages.htm). The more popular pages were by and large ones we would have expected, such as our database pages.

Next members examined their outlines for the major areas of Passports. We decided that the following areas were going to need a separate page for Emerson and a separate page for Luhr:

1. How do I...
2. Services
3. About the library

The goal, however, is to link to common and perhaps existing content as much as possible to avoid needless duplication.

For the next meeting, members are to bring a draft of a navigation menu that could be standard on all interior pages as well as an initial sketch of how the home page and interior pages would look.

The next meeting is tentatively scheduled for Monday, May 9, 2005 at 2 p.m.

Meeting adjourned ca 3:15 p.m.

KMG

Web Committee Meeting
Minutes from May 23, 2005

Members present: Kathy Gaynor, Eileen Condon, Ellen Eliceiri, Allen Mueller, LeAnne Balzer, Scott Holl, Will Soll

Allen asked if the Passports graphic that displays in the library catalog could be changed to read "Eden-Webster Library System" instead of just "Eden-Webster Library". Kathy has a graphic that can be used and she will give it to Eileen to send to MOBIUS.

Allen wondered about the continued use of the name Passports for the Eden-Webster Library System web site. Is such a name still needed? Apparently the name Passports is heavily used by Webster in its marketing and publicity.

Another question concerned the purpose of the home page as it relates to the Webster and Eden libraries. Some of what is currently on the home page doesn't apply to Eden and Eden would prefer that its users have the opportunity to proceed directly to pages more focused on its users' needs.

For now, the Committee worked on a draft of the home page that would emphasize the features in Passports that apply to users of both schools and would provide links to key library/institution-specific information. Kathy will draw up a draft and circulate it among the members for comment. She will also include a beginning outline so everyone can see the Passports pages that will be linked from each home page item.

For the next meeting, we will need to finalize the navigation links for any interior pages and decide if these will be in a column on the left of a page or across the top and bottom of each page.

The next meeting of the Web Committee is tentatively scheduled for June 20, 2005 at 2 p.m.

Meeting adjourned approximately 12:50 p.m.

KMG

Web Committee Minutes
June 20, 2005

Present: Kathy Gaynor, Allen Mueller, Scott Holl, Will Soll, Eileen Condon, Ellen Eliceiri

Kathy reported on a meeting that she and Eileen had with Pete McEwen last week. Webster is still planning on having some basic elements of the portal (e.g. email, calendar, role tabs) ready by mid-August and the CMS ready (at least basic functionality) by January 2006.

Members looked at the draft of the home page that the group had worked on in May. The following suggestions were made:

--consider rewording the link to Serials Solutions to "Journal Titles A-Z" or "A-Z Journal List".

--Under "How do I...?", replace the link to "Place a request" with "Request book or article".

--Increase the font size of the items under How do I.

--Add a link under How do I to the view my account feature in the library catalog.

--Move the Library Information & Services section above the How do I section.

--Use the complete name of Eden Theological Seminary under the Library Information & Services section.

Members discussed design issues such as graphics, fonts, colors, etc. Scott will work on a possible design and everyone else will look for existing designs that could be adapted for our use. Kathy will talk to Laura about options for getting help from other units on campus. Eileen wondered if some part-time money might be available for hiring the student who worked for Systems last year and who did the Emerson Computing Guide for us. Ellen suggested exploring the possibility of having the Instructional Support Specialists on campus help us.

Kathy distributed a draft of the Emerson Library Information & Services page which would be linked from the home page (\Website_CMT\redesign 2004\Summer 2005\about Emerson Library Outline KMG). Eileen suggested having a link at the top that could go to pages for different user types (e.g. U.S. extended campuses, International campuses, etc.). Will suggested consolidating the information more, especially as regards services that are common to all user types. Kathy will work on a revision.

The Committee also looked at an interior navigation scheme (\website_cmt\redesign 2004\summer 2005\kathynavcolumn). The following changes were suggested:

Make one link (on two lines) which reads
Emerson Library/
Webster U.

Do the same for Eden, e.g.

Luhr Library/
Eden Seminary

Delete the individual links to hours, staff, services. The library links will go to their respective Library Information and Services pages.

Add a Contact Us link at the bottom of the column.

Kathy will make the suggested changes to the home page and interior navigation page and distribute these to the Committee. We will then get feedback from available users as to the clarity and functionality of the design. We can email people who completed an online survey and gave us their email addresses. Kathy will send Allen and Scott the names and email addresses of any such people from Eden.

Ellen mentioned that she has the names of four people that Laura would like included in any such survey. We will also try to do some usability testing on whatever student workers are available.

Eileen suggested removing the link to the current online survey on Passports.

Our next meeting is tentatively scheduled for July 18, 2005 at 2 p.m. Will suggested we do as much as possible by email in the interim.

The meeting adjourned at 3:17 p.m.

KMG

Web Committee Meeting
July 18, 2005

Present: Kathy Gaynor, LeAnne Balzer, Scott Holl, Allen Mueller, Ellen Eliceiri, Eileen Condon

The Committee discussed the feedback received thus far on the latest draft of the library's home page, the Emerson Library Information & Services page, the navigation column, and the How do I? page. It's obvious that the international campuses want a more streamlined display that targets their specific needs. We discussed options that had been discussed some months before, including making the library information and services area more audience-based (e.g. students, faculty, staff) and/or location-based (Webster main campus, U.S. extended campuses, international campuses, etc.).

Eileen suggested that the "Library Information & Services" heading be reworded to read "Information & Services for:" Under this heading would be two links, "Webster University users" and "Eden Theological Seminary users". Two other minor changes were made:

1. View account (renew books, etc.) changed to My library account (with renew books, etc. as a message that appears when the mouse hovers over the link).
2. A-Z Journal list changed to A-Z List of Journals/Magazines/Newspapers

We also discussed the potential confusion between the "Books, recordings, etc." link and the "Videos/DVDs" link. Kathy suggested we leave the links as they are and do some usability testing to see if there is a problem.

The link to "Eden Theological Seminary users" will go to a page with specific information for Eden faculty, students, and staff. Allen and Scott presented a draft of this page to the Committee.

There was discussion concerning whether or not the home page should simply link to separate home pages for the Webster and Eden libraries.

Allen thought that the How do I? section on the home page contained information on a lot of topics of little use or interest for Eden users.

Members put off discussion of the navigation column until next month. Allen and Scott had thought that some of the Eden-oriented pages would have a different set of navigation links. Eileen recommended that all pages have the same set of links to make it less confusing to users who may link back and forth between Webster and Eden pages. Allen and Scott will look at this issue for next month.

Kathy mentioned that Tom James from the Faculty Development Center at Webster has been asked to work with us on the graphical design of the page. She will share the revised home page draft as well as Allen and Scott's Eden page with him. Allen thought that the Eden pages could utilize the same graphics.

The next meeting is tentatively scheduled for August 17, 2005, at 2 p.m.

Meeting adjourned ca 3:30 p.m.

KMG

Web Committee Meeting
August 11, 2005 10:00 a.m.

Present: Will Soll, Scott Holl, Eileen Condon, Kathy Gaynor, Laura Rein, Allen Mueller, Matt Wier, Ellen Eliceiri

Laura discussed a meeting she had with Allen Mueller concerning the direction of the web site. Because Webster and Eden have very different user groups, they decided it would be best for each library to have its own home page. Specifically, the following points were made:

1. The joint Eden-Webster Library System would remain unchanged.
2. Each library will have a link to the other library on its home page.
3. Scott will maintain the Eden pages.
4. The Luhr pages will be hosted on the Webster server at library.webster.edu/luhr.
5. The navigation bars on the internal pages will be uniform.
6. Passports at library.webster.edu becomes the home page for the Webster University Library.

The Web Committee will remain intact although some meetings may include mainly Webster members when dealing with issues specific to Webster. The entire group will still meet to work on joint issues and maintain communication.

Members discussed the mockups of the Passports home page that Tom James had done for us. The following suggestions were made:

1. Move the How do I? section to the left column.
2. The What's New section should be somewhat less prominent.
3. There are too many color bars. We would like more white space.
4. Keep the Passports title at the left margin. Delete the Eden-Webster Library System underneath Passports.
5. Delete the Luhr contact information at the bottom of the Passports home page.
6. Replace the sentence about the System in the Contact box with a sentence at the very bottom that reads: "The Eden-Webster Library System consists of the Webster University Library and the Eden Theological Seminary Library." (The underlined portions would be links.)
7. Replace 800-WU-LIBRY with the numbers 800-985-4279.
8. Add a link (and possibly a graphic) to the Connections portal at the top right on the Passports home page. The Connections link would only be used on the home page, not the navigation bar.

Laura and others would prefer the header be the same blue used in the Connections portal graphic. Scott suggested using the same fonts as Connections as well.

Eden may incorporate a similar look on its library home page but with its own customized text, headings, etc.

At the next Web Committee meeting, we will try and finalize the Passports home page with which we would like Tom James to work. We also need to decide on the navigation bar, the header for the bar, and how it will link back to both libraries.

The next meeting is scheduled for Wednesday, August 17, at 2 p.m. in Rm. 015 of the Emerson Library.

Meeting adjourned ca 11 a.m.

KMG

Web Committee Meeting
August 17, 2005 2 p.m.

Present: Kathy Gaynor, LeAnne Balzer, Matt Wier, Ellen Eliceiri, Allen Mueller, Will Soll.

The Committee discussed various options for headers on the web site's interior pages. It was decided to go with Kathy's proposal with a few modifications:

- a colon will be added after the word "Passports"
- Eden will be moved closer to Webster and separated from Webster with an ampersand; the header will read
Passports: Webster University Library & Eden Theological Seminary Library.
- the search box and help links will be omitted from the top right of the screen
- the search box will be put in the navigation column on the left under Help

Members also decided not to add the "my library account" link to the interior navigation.

We discussed the next step as regards technical issues with coding the pages: XHTML, Cascading Style Sheets, etc. Kathy expressed a desire to get someone in to help plan this phase of the project as she has no experience with these subjects. LeAnne has completed a course on XHTML. It is also unknown how the Content Management System will affect our plans.

Depending on how much Scott already knows about doing web pages, we would help him get started and share any templates, etc. with him.

As a clarification, Allen stated that the navigation column on the Luhr Library home page will appear on that page only.

The rest of the meeting was spent making changes to the Passports home page and the various library information and services pages for Webster's international, U.S. extended, and St. Louis campuses. Kathy suggested we add a page for Online Degree Programs.

The following modifications were suggested for the home page:

- make sure the Connections icon or text doesn't overshadow the word Passports
- change Electronic Reserves to eReserves
- add a link to a page which will discuss the reserves kept behind the circulation desk at the Emerson Library. Matt and Access Services will work on the wording of this link.
- Under How Do I?, change the wording from "renew books" to "renew materials"
- In the What's New section, move the link to "more news" after the featured database so they are connected and go to the library news page
- Also under What's New, change the wording from "What's new at Passports?" to "Updates to Passports"

The following modifications were suggested for the “Information & Services for Webster St. Louis campuses” page:

- delete the separate section on “Faculty Tools & Services” since things such as Connections, eReserves, and Turnitin can be used by students as well. Substitute a link to a more detailed faculty services page.
- Change “Print books” to “Books” and replace Document Delivery with “Interlibrary Loan Services”. Delete the reference to InfoPass.
- Change “electronic books” to eBooks
- Under Videos/DVDs, delete the word “educational”.
- Change “electronic reserves” to eReserves. Change “post course readings” to “post course materials”.
- Add Turnitin to the section on “Using Passports...for research”
- Under “Guides and Tutorials”, add a link to the Emerson Library Computing Guide.
- Under “Contact Information”, delete the names listed and just provide a link to our staff directory.

Kathy will make similar changes on the pages for international and U.S. extended campuses. She will distribute revised drafts of the home page, the interior navigation banner and column, and the Webster library information and services pages to the Committee.

Kathy will also talk to Laura about working further with Tom James.

Meeting adjourned at 3:45 p.m.

KMG

Web Committee Minutes
September 22, 2005
10 a.m.

Present: Laura Rein, Ellen Eliceiri, Scott Holl, Eileen Condon, LeAnne Balzer, Kathy Gaynor, Matt Wier, Greg Kettinger

Interior pages

The banner that is to go across the top of the web site's interior pages was approved.

The interior page navigation column was also approved. The links to the home pages of both libraries were deleted from the navigation column since they will be available on the banner.

Online Survey

Members discussed modifying the previous online survey to gather feedback on the new designs. Scott will talk with Allen about the possibility of distributing an email survey to Eden students, faculty, and staff rather than using an online survey. If that's the case, the online survey will just ask about Passports, the Webster University Library home page.

When the online survey is posted online, it will have a reworded introduction. The 800 number will be changed from WU-LIBRY to 985-4279.

Other changes to the previous survey include:

1. The first question, "Did you find the information you were looking for the last time you used Passports?", will be deleted.
2. The second question will read, "Does the menu of items on the new home page make sense to you?"
3. The fourth question will read, "How easy do you think it is to locate information?"
4. The option to rank "Quality of Content" and "Up-to-Date Information" will be deleted from items 5 and 6.
5. Items 7-9 and 11 will specifically ask about the "new" Passports web site.
6. Question 10 will read "Is there other information in Passports that you would like to see linked from our new home page?"
7. Item 16 which asks about your educational goal will be deleted.
8. Item 17 will read "Where do you attend or teach or work most often?"
9. A question will be added which will read "Are you affiliated with...?" and users will respond Webster, Eden, or other.
10. A question will be added which will read "What is your current status?" and users will respond Faculty, Student, Staff, Alumni, or other.

Kathy will modify the HTML on the form and Greg will work with Rick to use FormPal to update the form for online use.

Laura asked about the data from the previous survey. Kathy will send her the data summaries. Laura will talk with Kathy Marlock regarding adding this data to the Assessment Project.

Prototypes

Scott asked about target dates for posting the prototypes and switching over permanently to the new designs. There was extensive discussion concerning converting our old HTML coded pages to more up-to-date standards using CSS and XHTML. Questions were also raised about the Content Management System (CMS) supposedly forthcoming from Webster U. Eileen has heard nothing new on the CMS.

It was decided to shoot for having our prototypes and an accompanying online survey up by Fall Break. In the meantime:

1. Scott will do a rough draft of the Eden home page.
2. Kathy will talk to Tom James about the modifications we want made to our original home page design. She will also find out his familiarity with CSS and report back to Laura. At a minimum Tom will be asked to do the banner on the Passports home page and the banner for the interior navigation column.
3. Kathy (with LeAnne's help) will work on Templates for the interior banner and navigation column. These will be shared with Eden. Only selected pages in Passports will have the new interior banner and navigation column for purposes of our initial survey.
4. The new Passports home page will have the Passports banner at the top (hopefully in a blue color which closely matches that used in Connections). We will eliminate most of the colored box areas below, except for the news box and the contact box. Members preferred clean, traditional fonts as opposed to the "curly" ones used in one of Tom's previous examples.

Information and Services Pages

Several changes were made to the Library and Information Services pages for Webster's International, U.S., and St. Louis campuses.

On the International Campuses page:

1. The section heading was changed to read "Requesting articles or book chapters". A link to the book chapters form was added.
2. Unnecessary references to "the Webster U. Library in St. Louis, Missouri" were deleted.
3. The section "Getting Assistance" will simply have a link to our Ask a Librarian email service. All other links and contact information were deleted.

On the U.S. Campuses page:

1. A link to our Video/DVD reservation form was added under “Requesting materials”.
2. Unnecessary references to “the Webster U. Library in St. Louis, Missouri” were deleted.
3. The phrase “users at” was added to “Missouri campuses may also request books via the MOBIUS catalog”.
4. In the Getting Assistance section, the generic ereserves email address will be used instead of Marti Finan’s. Also, the link to the staff directory will be deleted.

On the St. Louis Campuses page:

1. The phrase “users at” was added to “Missouri campuses may also request books via the MOBIUS catalog”.
2. A link to “Reserves at Emerson Library” was added.
3. In the Getting Assistance section, “renewals” was added to the list of tasks handled by the Circulation Desk.

Meeting adjourned ca 11:30 a.m.

KMG

Web Committee Meeting
November 18, 2005 2 p.m.

Members present: Kathy Gaynor, LeAnne Balzer, Eileen Condon, Matt Wier, Allen Mueller, Scott Holl, Laura Rein, Greg Kettinger, Will Soll, Ellen Eliceiri

Link Colors

The Committee decided to use a dark blue as the link color on the two home pages for Passports and Luhr. Links on the two home pages will not change color when a link has been visited.

Internal pages will use the same dark blue for the unvisited link color and a reddish color (such as #800000) for the visited links.

Fonts

The Committee decided to use Verdana for everything.

Passports home page

The following suggestions were made for the Passports home page:

1. Delete the “underline” for links on the page. Make the underline only visible on mouseovers. Use dark blue for all links (visited and unvisited).
2. Use a different font for the logo (maybe try the font used on the eReserves home page. Deemphasize the @ sign or somehow make it more stylish.
3. Center the design and keep it to 800 x 600.
4. Make the section headings (e.g. Look for, How Do I?) smaller, less bold.
5. Make the library photo smaller, more thumbnail size. Remove the gray box. Include the caption: “Emerson Library at Dusk”. Make the photo line up with the Search box directly above.
6. In the How Do I? section, move “Renew materials” to the second line.
7. In the Information & Services section, move “Webster Campuses” to the second line.
8. Find a small graphic (such as a diamond) to separate items in a list and in the contact section.

Interior Navigation page

The following suggestions were made for the interior navigation bar:

1. Make the ampersand between Webster and Eden in the logo a light blue.
2. Make the text in the lines that say “Return to...” bolder.

Online Survey

Greg has worked on the survey and it is ready to be tested. Laura would like to put the survey and corresponding pages up as soon as they are ready in December. She will bring it to Dean's Council first, then we will announce it to the Webster community. We also need to make sure staff in Access Services and Reference are aware of the survey.

Scott showed the Committee the design for the new Luhr home page.

It was decided to put two links from the current Passports home page to the experimental sites as follows:

Check out the new Passports site.

Check out the new Eden Seminary Luhr Library site.

Each link can either go directly to the experimental site for that library which in turn will have a link to the online survey or to the survey first which will have links to the experimental site. Eden asked for a copy of the online survey to determine if they want to use it for the Luhr site.

IT issues

LeAnne, Eileen, and Kathy will need to meet to talk about revisions to the way the web site is currently organized. Eileen mentioned that Webster IT has been talking about their future CMS project. Laura will see about setting up a meeting with Webster IT to discuss their plans.

Meeting adjourned at 3:37 p.m.

KMG

Web Committee Meeting
February 3, 2006 10:30 a.m.

Present: Kathy Gaynor, Laura Rein, Scott Holl, Eileen Condon, Ellen Eliceiri, Greg Kettinger, LeAnne Balzer, Will Soll, Will Godfrey

Content Management System (CMS) at Webster U.

Will Godfrey from Webster's IT department updated us on plans for implementation of a CMS for the university web site. They hope to have new hardware in place by this summer and will need to develop the templates for their new web site design.

Will stated that we have a number of options as regards our web site. Currently we are hosting our pages as well as Eden's pages on our own Linux server but may be moving to a Windows server in the future. Will said we can continue to do that or move our pages to the university's server at some point. We can also choose whether or not we want to use CMS. If we decided to use Webster's templates and visual design, it would be better if our pages were hosted on the university's server.

Whether or not we decide to go with CMS now, we can still take steps to insure our pages are portable should we ever decide to move to a CMS:

1. Keep our content separate from our visual design and navigation by linking to separate style sheets
2. Put comments to mark the beginning and end of our content on every page.

Webster will be using templates which incorporate frames. Their pages will probably be limited to 800 characters in height to insure that the navigation and searching located at the bottom of the screen remains visible. CMS will be used on major administrative pages (e.g. human resources, etc.) but will not be required for academic programs or personal faculty home pages. Liquid Matrix, which will be used mainly by offices under Enrollment Management, should be up soon. You can see a working copy at <http://webster.liquidmatrix.com>.

If we want to use CMS for the library's pages, we have the option of creating customized templates. Will said it might also be possible to pull in a select number of our pages into the CMS and allow us to log in and edit just those pages.

We also discussed so-called "concierge" pages which will be on the university's web site and will be focused on various user groups (e.g. faculty). It's possible that on each page we could have a small box that could list 5-6 links to library information pages as well as a "more..." link that could take the user to a page with a comprehensive list of services. One of these links could be to a page which provides an overview of services for that user group. The important thing is not to make the users read the same information (such as a welcome message) more than once.

Will plans to let Terri Jones know about the library's interest in supplying links to these pages. This would be a project we could work on throughout the spring and have ready by this summer.

After Will Godfrey left, the Committee discussed the CMS. The consensus was that we should continue working with our design, reorganizing our files, and cleaning up our content separate from Webster's project. We will wait and see how the CMS implementation goes and revisit the issue in 2007.

Changes to New Passports Home Page

The following changes to the new home page were suggested:

1. Change the header to more closely match the one used in Connections, especially the "Webster University" text graphic.
2. Change "Books, recordings, etc." to "Books, etc./Library Catalog
3. Change "Articles" to "Articles/Databases".
4. Delete the separate entry to "Databases" and combine it with Articles.
5. Alphabetize the Look For list.
6. Change "Reserves at Emerson Library" to "In-house Reserves".
7. Change "more questions..." under How Do I to say "more How Do I questions..."

LeAnne will contact Webster to obtain the university's graphics. Kathy will make the other changes to the home page.

Changes to How do I Page

The Committee liked the idea of a simplified menu on the How Do I page that would link users to more complete menus on separate pages. The categories on the How Do I page could be expanded some more and a more vertical, less horizontal layout could be implemented on this page.

Kathy mentioned that the reference librarians are creating "Quick Start" guides for some of the topics that would briefly cover the basics and then direct users to more detailed tutorials.

Kathy will draft samples of these revised How Do I pages for the committee to examine. She is also planning to do some usability testing on the new home page in February.

Meeting adjourned 12 noon.

KMG

Web Committee Agenda
May 4, 2006

1. Format for title information that displays at the top and bottom of our screens when a page is open.
2. Timetable for conversion to new web site (most Webster summer classes start June 5).
3. Drafts of top level pages linked from home page
 - a. Eden-Webster Library System
 - b. Contact Us
 - c. Help
 - d. Reserves
 - e. Video Search Express
 - f. New titles in library catalog
 - g. Articles/Databases and datbusinessstest.html
 - h. Web sites
 - i. Library news
 - j. Updates to Passports
 - k. Library hours
 - l. Mission statement
 - m. Citing materials
 - n. Requesting books and articles
 - o. Renewing materials
 - p. Site index
4. Removing link to A-Z Journal list from new home page
5. Conversion workflow
6. Online survey: should we leave up after new web site goes live to collect further feedback?
7. Publicity
8. Other?

Web Committee Meeting Minutes
May 4, 2006 2 p.m.

Present: Allen Mueller, Scott Holl, Ellen Eliceiri, Greg Kettinger, LeAnne Balzer, Laura Rein, Will Soll, Eileen Condon, Kathy Gaynor

Title field

Members discussed what to put in the title field that displays at the top and bottom of the screen and in some search engine results. The decision was to indicate the specific library if a web page's content pertains to just the one library. For example, the title field for the Emerson Library hours page would say "Hours—Emerson Library Webster University". Shared pages would have a title field with all or part of the name of the page and the phrase Eden-Webster Library System appended. For example, the anthropology page would have a title field of "Anthropology—Eden-Webster Library System".

Timetable

Most Webster summer classes start June 5. Some Eden classes start earlier in May and the DMin class starts June 5. The Committee decided to bring up the new Passports site on June 1. Kathy will change the link on the current home page to read "The new Passports/Webster U. will go live June 1, 2006". This link goes to the new home page. Kathy will look for a graphic to add to draw attention to the link. The link to the new Eden home page will remain the same.

Sample Pages

Members made several suggestions to the home page and linked pages.

Information & Services for St. Louis area campuses page:

Add a bullet point for "Computing at Emerson Library". The link should go to the existing Emerson Library Computing Guide.

How do I...Using the Emerson Library (St. Louis Area Campuses) page:

Change this page's title to "Facility Information"

How do I... main page:

Change the computing link to go to the Emerson Library Computing Guide.

Main database page:

Reword the sentence above the subject categories to read: "Databases with articles and other information are available in these subject areas."

Passports home page:

Remove the A-Z list. Add a bullet point under Look for: “Worldwide Library Catalogs”. Reword the link: “Web sites & Search engines”.

Web sites page:

Remove the links to library catalogs and the Eden-Webster catalog. Change the page’s title to “Web sites & Search engines”. Reword: “Using Web Resources” instead of “Web Resources in Research”.

Conversion Workflow

Kathy shared with the Committee plans that she, LeAnne, and Eileen had for the conversion process. Because many page URLs will change, place markers will be left at the old location for a period of time to help people find the new location of a page. We decided not to leave the old home page up, however, because we thought it would be confusing. Training will be done with staff members who will actually be working on the new pages. We hope to have all pages converted by the end of the summer.

Online Survey

It was decided to leave the online survey up after the new web site has appeared to get additional feedback from our users.

Publicity

Laura will send out an email alerting the campus of the change to the new web site on June 1.

Adjourned at 3:15 p.m.

KMG