

Project Statements 2017/18

Project Name: Web Site Redesign

Project Lead: David Kemper, Andrew Colgoni

Project Team: Debbie Lawlor, Susanna Galbraith (HSL), Leeanne Romane, Lynne Serviss, Wei Zhang

Project Goals:

Analyze, improve and enhance the Library's website and other public web interfaces based on extensive user feedback, traffic analysis, and usability testing. Deliver a library web presence, in collaboration with Media Production Services that supports the Library's vision, mission and its strategic direction.

Linked to the following Strategic Directions:

#2 Celebrating Unique Collections: Enhance, support and promote our unique print and digital collections.

#3 Discoverability: Improve access to our extensive resources by ensuring their easy discovery through a variety of approaches.

#4 Learning: Facilitate deep learning and creativity for students through the provision of innovative physical and virtual environments, services and learning opportunities.

Scope The redesign project will include a new information architecture, new layout and design (including the "Brighter World" header and footer template), new content types to support a diversity of content and data, content migration, training and support of Content Representatives from each library unit, content development support.

The redesign project will **not** include the writing or revising of current or new content. While we will provide guidance through training sessions, this will be the responsibility of library content representatives. The redesigning project will not include special enhancements or feature requests. These will be evaluated and based on time, resources, and priorities may be escalated to a project.

Time Frame ~6 months

Risks Unexpected bugs in the content management system and content types. Can be mitigated with open communication channels with Media and Production Services (MPS). Potential disagreements with Content Reps over new layout and design and their content development plans. Can be mitigated through analyzing library unit needs and assessing if such specific needs require a special project. Potential disagreements with Content Reps on proceeding with changes. Can be mitigated through their **active** participating in the content migration and content development phase.

Obstacles/Constraints: Resources. While MPS has one developer and one designer committed to the project, the library redesign team, while nimble, still has other responsibilities that draw attention away from the project. Nonetheless, the tight timeline we have set is meant to build momentum among both the team librarians, managers, and stakeholders in the library.

Critical Milestones: User needs analysis (surveys and analytics). Information architecture re-organization. Implementation of Brighter World template.

Assessment plan: User testing through launch of a beta website. Formal user testing and collecting feedback.

Update #1 (Feb 2018):

What have you accomplished to date?

- New library website is available in beta (test) form at <https://library-redesign.maclibraries.ca/>
- General content migration to the new library website (e.g. About the library)
- Content specific to Bertrand Russell Archives migrating over; Content Rep Bridget Whittle is migrating content and submitting feedback on her experience
- Partial identification of all library content reps
- Tentative scheduling of introductory sessions and training sessions for content reps
- Real-time computer availability service (using LabStats API)
- Production server preparation on schedule

What do you hope to accomplish in the next 3 months?

- Deliver introductory and training sessions to library content reps (classroom)
- Provide content development guidance to library content reps (classroom or one-on-one)
- Advise content reps to reduce content as much as possible
- Achieve 60%-70% content migration
- Launch preview library website to public

What obstacles/constraints have you encountered (not noted above)?

- Library and Learning Technologies (LLT) develops, manages, and maintains many services and resources that are under our purview, most of which are live production services that must be available and functioning correctly at all times. While the Library website redesign is paramount, these other critical responsibilities still must remain on our priority list.

Update #2 (April 2018):