

“Web Development at Queens College Libraries”

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GSLIS 790.3 (Miller)

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Social Sciences Librarian

Coordinator of Web Resources (July 2007 to June 2009)

Queens College, City University of New York

CHALLENGE

- Original website had an image-based front page difficult to modify
 - Organized in categories with terminology no longer intelligible to users
 - Navigation increasingly difficult through mouse-over displays
 - Repetition of links added confusion
 - Web updates and development occurred at a slow pace
 - Website management by the Web Committee needed revision
 - Coordinator (Chair)
 - Librarian
 - Librarian
 - Librarian
 - Systems technician
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GOAL

Build a user-friendly website with intelligible information architecture for users and librarian instructors, according to web standards, for across-browser and device compatibility.

I. INFRASTRUCTURE

- New Department: Web Resources (web services & electronic resources)
- New Personnel: Web Resources Technician (17-20 hours per week)
 - Advertised in August - September 2007
 - Interviewed in October
 - Hired in November (David J. Williams)
 - Began in mid-December
- New Space: Web Resources Office (Meetings / Faculty Development Lab)
 - Key
 - Furniture (3 computer desks, 1 office desk, 1 small table, 4 chairs)
 - Painting
 - Decoration
 - Whiteboard & markers
 - Hardware (4 workstations, 1 printer, 1 scanner, 1 laptop & projector)
 - Software (CS3 Suite: Dreamweaver, Photoshop, Flash, etc.)
- Web server rights
- Art Library: separate webspace & server rights
- Music Library: separate webspace & server rights

II. MANAGEMENT

<i>Homepage Design Group (HDG)</i>	<i>Web Resources Group (WRG)</i>
Coordinator (Chair)	Coordinator / Social Sciences Librarian (Chair)
Humanities Librarian	Humanities Librarian
Head of Music Library	Sciences Librarian
Coordinator of Access Services	Education & Library Science Librarian
Web Resources Technician	

III. TECHNOLOGY

Skills	Tools
Management	Text editor
Communication	FTP client
Collaboration	HTML & CSS
Teamwork (David J. Williams)	JavaScript & PHP
Information Architecture	W3C Markup Validation Service
Web Navigation	W3C CSS Validation Service
Instruction & Reference	O'Reilly manuals

IV. MODIFIED WEBSITE (live - January to July 2008)

- Text based front page, common resolution display for 1024x768 pixels
- Organization in four main areas: *Research, Services, How do I...?, About Us*
- One top menu bar for secondary links, reduced repetitive links
- Areas displayed in center block, swapped for Welcome message

V. NEW WEBSITE (live - August 2008 to June 2009)

- Organization and Taxonomy (February to April 2008)
- Design and Functionality (May to July 2008)
- Operability and Features in JavaScript & PHP (August to December 2008)
 - Interactivity
 - Forms
 - Hours
 - Maps
 - Structure
- Staff Survey (December 2008) and Improvements (January to March 2009)