Changing Faces

The Journey to a New Leeward CC Library Website...

by
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## Library Websites

### Purpose

- ✓ Provide general information about the library, services
- ✓ Guide patrons to the catalog, databases, e-resources
- ✓ Promote the use of certain services, databases, etc.
- ✓ Provide an avenue for imparting information literacy skills, which assists students in completing class assignments
- ✓ Highlight important news
Library Websites

Design Challenges

✓ Vast range of research needs and computer skill levels
✓ Cannot fully control user experience: dependent on vendor-supplied search tools and databases
✓ Unique teaching and research function among campus units
✓ The Google effect - need for a prominent search bar
✓ Mobile compatibility
✓ User accessibility needs
Students on the Hunt

Search Preferences

Millennials = “Google Generation”

✓ Value ease and convenience over quality
✓ Are confident but not necessarily effective searchers
✓ Find library resources to be confusing and overly complex
✓ Expect their misspellings to be corrected and use natural language searches
✓ Prefer a single interface to search for resources

Holman, 2011
Ralph
Our old website
Library Website 3.0
2010-2016
✓ Rushed into service ahead of the last campus web redesign.
✓ Original concept: Home page with only three buttons, linking to sub-websites focused on library services, library research, or our information literacy program
✓ Other links added in response to librarian demand for direct access to specific information or databases
Services, Resources, & Policies

Circulation Services
The Circulation Department puts the library materials you need into your hands. This is where you go to do things like borrow books and other materials, or pay for library fines.

Reference Services
Librarians will help you find information, and teach you how to find the information you need.

Collections at the Leeward CC Library
Library books and other materials are organized into the collections described here. This page tells you where library materials you find in the online catalog are located.

Research Databases and Online Information Sources
For the library's catalog, research databases, online reference works, and other electronic publications, please visit the Research Tools page.

Other Services and Resources
Information about resources including computers and laptops, computer printing, and copy machines.

Services for Distance Education Students
Information about library services and resources for students learning at locations distant from campus.

Services for Leeward CC Wa‘ianae Students
Information about library services and resources for students at the Leeward CC at Wa‘ianae Education Center.

Services for Faculty
How to have a librarian do a presentation for your class, suggest materials to add to the library's collection, put materials in the Reserve Collection, etc. See which librarian is assigned to serve each subject area.

Services for the General Public
Information about the Community Card, which allows people who aren't UH students, staff, or faculty to borrow books.

Library Policies
Find out more about the policies governing library use and behavior here.
About the Library

✓ Prominent links to the other major sections.

✓ Organized by service categories and user groups, with additional layers for complex content.

✓ Links to pages with specific information about services, collections, equipment, and policies.
Online Research Tools

OneSearch
Search many of the library's information resources at once. Learn more.
Search books, media, articles, and e-books.
Search. See the OneSearch page for additional information and search options.

Database & E-Resource Lists
Databases A-to-Z | Databases by Topic

Online Research Databases
Search for information from a broad range of different publications. Learn more.

Periodical Search Tools
EBSCOhost Research Databases
Academic Search Complete, and other EBSCO databases, providing articles from thousands of magazines, journals, newspapers, and other publications.

JSTOR
A digital library of archival journal articles, from the Arts & Sciences I, II, & III collections.

ScienceDirect
Articles from Elsevier science journals.

Hawaii & Pacific-Region Periodicals
Search for materials at the Hawaii State Public Library System.

Internet Search Sites
Search for information on the Internet. Learn more.
Google | Yahoo | Bing

E-Book Search Tools
Research Tools

✓ Organized by type of database or resource
✓ Short descriptions to guide novice users, yet keep the list compact for experienced users
✓ Links to “Learn More” pages for detailed explanations
✓ Links to pages in the “about the library” side on collections, subscriptions, other libraries, etc.
Contact Us

Circulation Desk
To talk to someone about books or other library materials you have borrowed or requested, or to discuss your library account.
- Phone: 455-0210
- E-mail: lcccirc@hawaii.edu

Reference Desk
For assistance with finding information or using library research tools.
- Phone: 455-0379
- Text Message: 415-448-7595
- E-mail: lccref@hawaii.edu
- Chat Reference

Library Instruction Program
For assistance with the online information literacy tutorials and quizzes, or to inquire about library instruction sessions.
- Phone (for ENG 24): Junie Hayashi at 455-0680
- Phone (for ENG 100): Leah Gazar at 455-0673
- E-mail: lccinf@hawaii.edu

Collection Development Recommendations
Faculty may recommend materials for the library to add to the collection by contacting a librarian, or by filling out the online request form. To see which librarian is responsible for a particular subject area, please see the list of librarian subject assignments.

Online Suggestion Box
We appreciate your feedback! To submit a comment or suggestion to the library, please visit this page.

Address
Library
Leeward Community College
Individual Pages

✓ Focused on a specific topic
✓ Minimal standard navigation menus at top and bottom of page
✓ Full width of the page available for content
✓ No limit to the height or width of the content area
✓ Design was reaction to shortcomings of previous website: cluttered layout, long confusing side menu, and limited space for content
Wayde
Analysis of our old website
Trends at Leeward CC Library

- **Homepage Hits**
  - 2011: 100,000
  - 2012: 110,000
  - 2013: 120,000
  - 2014: 130,000
  - 2015: 140,000
  - 2016: 150,000

- **LI Sessions**
  - 2011: 100
  - 2012: 150
  - 2013: 200
  - 2014: 250
  - 2015: 300
  - 2016: 350

**Academic Year**

- # Hits
- # Sessions
The research resources on the library website are organized and described in a way that helps me choose the ones to use.

I am able to access the research resources (e.g. EBSCO, CQ Researcher, Opposing Viewpoints, etc.) on the library website when I need to use them.
Library Website Survey, January 2016

81 responses; 53% students

64% attended a library session

93% were Extremely Likely or Likely to use the web for assignments

79% were Extremely Likely or Likely to use a library database for assignments

63% were Extremely Likely or Likely to use the library catalog

52% were Extremely Likely or Likely to ask a librarian for help
Library Website Survey, January 2016

What could we improve to better help you navigate our website and find the information/research tools you seek?

- Nothing much to improve because it's easy for me to find the help I need.
- The listing of research databases would be more user friendly if they had a short description.
- There is a lot of information that looks the same on the homepage. Perhaps we might use different colors for different categories, or use icons.
- It's pretty straightforward. The design looks a little outdated but I guess it gets the job done.
- The site's home page looks very dated. Also, the "Research Tools" section has too many initial options.
- I would love a BIG, prominent search bar to search Voyager or OneSearch at the top of the library home page.
- Nothing much at this time. I think I need to take more time to learn how to use the tools better.
- UI/UX of the landing page is a little awkward and makes me as a user have to look around a little harder to find a specific tools that are presented on the page.
What content or features would you like to see on the new Leeward CC Library website?

I think the current features are fine. It just needs a little modernization in the design. Just don't go so far to sacrifice function for form.

I would like to see less blank space at the bottom. Perhaps you could make the boxes bigger so it doesn't seem crammed in the middle of the web page. Also, maybe there could be more videos about the library or pictures to make it more visual.

More pictured links, less jargon. See Chabot College's site http://www.chabotcollege.edu/library/ or North Carolina SU http://www.lib.ncsu.edu/

Hours visible on the homepage without having to click on links. Search bar on the homepage.

Put blog on landing page, use tweets. Incorporate and highlight campus art and activities, as just a few suggestions.

I think the content and features are solid as is, but I think a redesign would make the website look less cluttered and more navigable.

I wish the library website was more attractive. A link on each database name that gives an example of the type of information a person might find if he or she uses this database. Tutorials on how to use the search database/voyager functions.
Librarian Satisfaction

Primarily dissatisfaction voiced from librarians, especially those using the website for library instruction. Common complaints:

✓ Too many clicks
✓ Too much jargon
✓ Difficult to navigate
✓ Hard to find information, not intuitive
✓ Inability to add/modify/delete content
✓ Appearance: out of date
Carina
Part of our path
to a new website
Time for a Change

The time seemed to be RIGHT...

✓ Learned of campus’ plans to develop a new website
✓ Campus units were expected to migrate to new CMS
✓ Launch date unknown

The question became...
✓ What platform was right for us?
Our Website Wishlist

✓ Contemporary design
✓ Intuitive user interface
✓ Fewer clicks needed to find information
✓ Less jargon
✓ Integrated search
✓ Content management on-the-fly
✓ Focus = large search bar/area
Inspiration #1

Duke University Libraries
http://library.duke.edu/

✓ Drupal CMS
✓ Banner menus
✓ Everything search
✓ Quick links
✓ News, slideshow
Inspiration #2

Portland State U Library
http://library.pdx.edu/

✓ Hover menu
✓ Variety of searches
✓ Course reserves
✓ Large task buttons
✓ News, slideshow
✓ Prominence of Hours
✓ Custom LibGuides header/footer
Let’s return to the question...
✓ What platform was right for us?
A nearly 2-year process!
We want a new website
-The discussion is started
-Options are weighed;
Drupal vs. Libguides CMS

October 2014
Meeting w/ Campus' Web Developer
-Get a preview
-Discuss perks of Drupal and being aligned w/ the campus' vision

January 2015
Meeting w/ Alphie from UHWO
-UHWO was also working on a Drupal site
-Wanted to hear his experiences, get feedback

February 2015
Bulk of content transferred to Drupal
-Still more to do, though...

March 2015
Drupal site - presented to Librarians
-Feedback is requested

April 2015
Given Drupal Accounts
-Exploration!
First official Web Development Team Meeting

June 2015
Feedback - shift in emphasis
- Wanted a large search bar to be the main focus of the front page
- Model - PSU search box

August 2015

Feedback Solicited on Old Website
- Survey sent out to fac/staff
- Mosio is explored as a new reference chat platform

Major Tweaks to Site
- Custom search box
- Modify Primo search scopes
- New Course Reserves scope
- A-Z databases directory update

October 2015
WebTeam formally created
- Bi-weekly meetings now the norm

November 2015

December 2015

January
Drop Drupal Site—Head in a New Direction
- Work begins on a custom homepage
- Plan is to use Libguides for the content pages

January 2016
- Feedback Solicited on Old Website
  - Survey sent out to fac/staff
  - Mosio is explored as a new reference chat platform

February 2016
- Beta-testing Begins
  - Link to beta-site on older (current) website
  - Feedback requested from LCC fac/staff

March 2016
- Working on hand-coded landing page
  - Transfer content to Libguides
  - Custom Libguide to mimic hand-coded landing page

April 2016
- Launch New Website!
NATIONAL LIBRARY WEEK IS APRIL 12-17!

READ MORE
Drupal - A Closer Look

ABOUT

Our goal is to prepare individuals to be knowledgeable, resourceful and responsible citizens for Hawaii and the global community through the facilitation of active exploration, discovery and synthesis of information. Find more information about our mission and goals here.

SHOWS THE "SUB"-PAGES IN THE "ABOUT" SECTION

ABOUT THE LIBRARY

- General Information
- Using the Library
- Policies

HOURS

<table>
<thead>
<tr>
<th>SPRING 2015</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>7:30 am - 7:00 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>7:30 am - 3:30 pm</td>
</tr>
</tbody>
</table>
Drupal - A Closer Look

The "accordion" block displays the information on this sub-page. Clicking will expand the section. Clicking on another section will close the previous one and open the next one.
Library Mission

The Library program's mission is to support and promote teaching and learning related to the mission and curriculum of the institution by providing a variety of accessible resources, services and facilities that promote information literacy and the effective use of information.

Library Goals

Goal 1. Collection: Develop and maintain a collection of resources that support existing, changing and new programs at Leeward Community College.
Drupal - A Closer Look

Served as our search box - TABS

Icons to highlight featured services

Menus

White space

Space for announcements
Tabbed Search Window

Headaches galore!
✓ Code did not work correctly with Drupal's javascript
✓ Switching between the three tabs would:
  ✓ Cause the search box to move up or down
  ✓ Cause the search button to change sizes
✓ Many people overlooked the area, not realizing there were tabs you could click on!
✓ No way to personalize any of this so that it popped out more to users
Satisfaction

✓ Overall, people were pleased with the updated look and found it easy to find the information they wanted

✓ In-house: my personal thoughts
  ✓ Admin options not intuitive
  ✓ Somewhat difficult to learn the ins-and-outs of Drupal
  ✓ If someone uploaded/added something incorrectly, it could cause the entire site to crash

✓ Not quite what we wanted (think PSU), but we did the best with the capabilities of the platform
Ralph
Analysis from a technical perspective and what our next step was
Satisfaction-Technical

✓ Problems with CMS
✓ Limited to the Drupal template’s provided capabilities
✓ Wanted more functionality
A Different Path...

✓ Too much time and effort finding workarounds to the limitations of Drupal

✓ Too many compromises between what we wanted and what we could do

✓ Knew we could find alternatives to most or all of the bells & whistles we wanted from Drupal, and have a great deal more control and flexibility coding web pages by hand
✓ Launched August 15, 2016
✓ 3 main header images: one for each time of the day (morn, midday, evening)
✓ VERY inspired by the PSU Library website, but we placed our own spin on it
Important: we wanted to have as many options (as possible) displayed on the main screen (without looking cluttered) to reduce the amount of clicks needed for patrons to find information.
Custom Libguide Header & Footer

This is a Libguide! It mimics the appearance of our landing page!
Carina
Content pages and analysis of the new hybrid website
Content Pages - Libguides

- Used side-nav layout
- Show box-level navigation for selected page
- Other pages on this “Help & Services” Libguide
Satisfaction

✓ No formal testing (yet)
✓ In-house: positive reactions from Librarians, particularly those that teach
✓ When students realize the purpose of the search box, they are happy with the functionality
✓ Maintained a level of consistency with the campus’ Drupal site - color scheme, header/footer
✓ Because all staff are familiar with Libguides, it’s easy for anyone to update the content pages
✓ The landing page really embodies what we were striving for
✓ The cohesion between the landing page and the Libguide content pages = smooth
Wayde
Lessons learned and where we go from here
What Did We Gain?

✓ Custom homepage with features that we wanted
✓ Developed a process in which content and presentation can be discussed
✓ Ability for multiple people to add/edit/delete content
✓ A wider awareness of issues such as accessibility and mobile compatibility
✓ Flexibility & Patience are a MUST
✓ Solid teamwork was a key to success
✓ Schedule regular meetings to stay on track
✓ CMS--not necessarily the best choice for a Library website
  ✓ better suited for marketing
✓ Updating your website is not a luxury, but a necessity
Looking Ahead

✓ Usability testing to see how users respond
✓ A new purpose for the web team with broader responsibilities
  ✓ Implementing new e-resources
  ✓ Addressing technology issues e.g. printing, new equipment
  ✓ Technology planning and implementation
✓ Ensuring all library content is accessible


Mahalo

Questions?!