

Website Advisory Committee Meeting

Wednesday, April 6, 2022

2:00pm - 3:00pm ET

Virtual Zoom Meeting

Committee Members Present:

CHAIR: Melanie Morgan, Neuse Regional Library
Daniel Whitehead, NC LIVE staff and WAC Liaison
Sarah Bonner, Chowan University
Angela Davis, Pitt Community College
Marcella Fredriksson, UNC-Wilmington

Tanya Jones, Gaston County Public Library
Ryan Miller, UNC-Charlotte
Allen Phillips-Bell, Pender County Public Library
Whit Preston, Gaston College
Jacob Vaccaro, Meredith College
Siu-Ki Wong, Campbell University

Absent: **Chad Fortner**, Central Piedmont CC and **Daniel Nañez**, UNC-Greensboro

Committee Charge:

The Website Advisory Committee is responsible for providing input to and feedback on the planning and assessment processes related to the design and organization of the NC LIVE website and other web interfaces. The WAC ensures a web presence that is customer-driven and supports reliable and intuitive access to NC LIVE-provided resources, services, and related materials.

MINUTES

1. Introductions / Agenda Review / Minutes

Thanks to Calvin Craig of Gaston College for his service on the WAC.

Welcome Whit Preston of Gaston College.

Today is Tanya Jones' last meeting and we thank her for her service on the WAC.

2. NC LIVE Website feedback and outstanding TODOs

Daniel went over development plans for the NC LIVE website.

Major outstanding TODOs:

- Add generic error pages (403, 404, 503)
- Add ability to type library name on "Select Your Library" page
- Magnifying glass in search bars needs to be clickable and activate the search
- Investigate/fix occasional login/NCLSM weirdness – maybe related to code powering the redirection module; still keeping an eye on this, but it's difficult to troubleshoot
- Fix poor menu scrolling, esp. on mobile devices
- Push down footer on pages with short content
- Broken links (should be fixed, minus very old blog posts)

Open Discussion Regarding New Website:

- No comments

3. Discussion: nclive.org en español?

NC LIVE is considering adding a Spanish version of the NC LIVE site.

- Do any committee members have experience with transitioning web sites or electronic resources to support multiple languages?
- What experiences do committee members have managing multi-language websites or resources?
- Are there certain areas of the NC LIVE website that would benefit the most from translation?

4. Open Discussion: NC LIVE Print Materials Project

Daniel shared Amelia's Print Materials project and development work done.

Staging site link: <https://staging.nclive.org/for-librarians/engage-and-promote/request-print-materials>

Background:

- Libraries used to be able to request print marketing materials from NCLIVE;
- Got to be too expensive and time-consuming;
- Libraries would like to see some form of this service again

Proposed New Process:

- Libraries browse vendor print materials online;
- Submit order to NCLIVE who then sends order to vendors;
- Vendors help ship print materials directly to library

Open Discussion Regarding Print Materials Project:

- When asked about the language used on the test site . . .
 - Suggested that it be made very clear that the materials are free
 - Maybe add language that states that these materials will be shipped to you at no cost, etc.
 - Have "Promotional Materials" in the heading/title of the webpage
- Questions and comments regarding material customization...
 - Is there a way that the individual library logo could be added before being shipped/printed?
 - Can it be clear which vendors are willing or are able to add individual logos or customize the materials in any way before the materials are requested?
 - Branding is important. Library identity is often lost once our patrons click on a digital service. At least the print materials could have our (individual library) logo.
- Daniel suggested that we can send more suggestions, questions to Amelia as we think of them.

5. NCLSM Rewrite and New Splash Page

As part of a project to rewrite the NC LIVE Service Module, the redirection code that pushes users to specific resources; e.g., ProQuest Central: <https://www.nclive.org/cgi-bin/nclsm?rsrc=296>), NC LIVE is preparing a new splash page.

Back-end clean-up of code that is old

Make it clear where links go

Ability to create “easy” URLs – Example: nclive.org/transparentlanguage

As far as the new splash page goes...

- Gives info about the resource – like a service alert
- Kept to reinforce NCLIVE’s connection to our member libraries, name recognition
 - Want to Add info about NCLIVE
 - Want new look to be more consistent with our current branding
- Possible changing of URL structure
- Want it to include the new logo
- Examples of some of the new text:
 - “You’re on your way to Ebook Central.”
 - “You are accessing this resource from Wake County Public Libraries.”
- Include Bootstrap alerts if they need to create an individual account to get access to all features, etc.
- Goal is to have nicer URLs for folks to use to get to NCLIVE resources.
- Screenshot of sample splash page presented during the meeting:



You're on your way to Ebook Central

If you're not automatically redirected, you can [access the resource directly](#).

Note: This resource requires users to create an individual account to get access to all of its features.

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NC LIVE is North Carolina's statewide library cooperative, supporting 200+ public and academic libraries across North Carolina. Since its founding in 1997, NC LIVE has saved the state millions through innovation and collaborative efforts. [Privacy Policy](#)

You are accessing **Ebook Central** from **Wake County Public Libraries**.

6. Updates from Committee Members - None

7. Next Meeting(s) - A Doodle poll will be sent out soon to determine the best date for our next meeting.

8. Adjournment at 3:00 p.m.

Minutes taken by A. Davis, Pitt CC