University of Hawai‘i at Manoa Library

Intranet

Staff Requirements Study

Draft Submitted by Sunyeen Pai
Thanks to: Wilbur Wong and staff of Desktop Network Services
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Executive Summary

In the Fall of 2004 a team of graduate students conducted a study on how to organize staff-related materials on our Hamilton Library website. A select group of library staff was asked for input on how they use the staff materials page on our website, what features they find most useful, and what suggestions they may have for a redesign.

In Summer of 2005 a larger study was conducted, inviting everyone to participate in a briefing and survey to investigate how the staff uses our website for work. They were asked what kinds of concerns or needs they might have regarding a new intranet.

This is a brief summary of these two studies. The complete report, including the entire Fall 2004 study, follows.

Most popular current uses of the library website as a whole, in order of popularity
Voyager OPAC and its reports
Organizational minutes
Staff directory
Staff-only page
Personnel forms
Classroom calendars
Electronic resources database
Library hours page
Library department pages
Non-personnel work forms
Organizational policies and procedures
News and announcements
WorldCat
Inter library loan (ILL)

Desired tools/features for the intranet
Staff content in one area
Password protected
Collaborative authoring
Opportunity for commenting
Logon to intranet from off-campus
Managing group schedules
Backing up data files
Easy content creation
Control access to individual and department pages
Indexing and searching
Organizational news and communication
Developing web databases
Bringing some of the material stored on their LAN to the intranet
Access to external resources
Enhanced staff directory
VERY easy editing tools
Concerns
Duplicating of information services
Who decides what content goes on intranet and controls for quality
Learning another password
System may not be easy to use
Insufficient training for staff
System reliability/downtime
Sufficient technical support for the system

Departmental content that might be brought over to the intranet for department use only
Policies, procedures, manuals, quick start guides, reports, timesheets
Training tutorials
Various databases
Subject guides
Portal-type links to resources
Department (e.g. reference desk, personnel, etc.) schedules
Voyager display problems
Flood documentation
Cataloguing tools and documentation

Technical specifications (these are issues raised by Library Information Technology staff and technology-experienced staff members in the library)
XHTML compliant
WAI compliant
Table-less CSS layouts
Works with outside relational databases
Indexing and search engine
XML Metadata support
Site map generator
Ability to index meta-tags
Ability to support RSS feeds (nice to have)
Support for streaming data
Instant messaging (nice to have)
Dynamic contextual page generation
Works in a linux/apache server environment
SSL connection through apache
Purpose

This report presents the results of the intranet briefings and information gathering efforts that took place in Fall 2004 and Summer 2005. Based on this information a technical and functional requirements document will be developed to serve as the basis for the selection of a content management system and the design of the first phase implementation of the intranet.

Introduction

In 2004 a Web Redesign Committee was formed to redesign the University of Hawai`i at Manoa Library website. It decided to implement an open source content management system and migrate content from the existing website to the new website. A preliminary search for candidates by Information Technology Services resulted in the decision to evaluate ZOPE, or Z-Object Publishing Environment. ZOPE is the foundation of Plone, a content management system.

The committee also identified the need to develop an intranet for staff-only materials, and Bob Schwarzwalder, Assistant University Librarian of Information Technology, organized a user requirements study. The study (2004, Harrer, Lim, and Vafiadis) was conducted in the Fall semester by three graduate students who gathered information from a small group of librarians representing Hamilton and Sinclair Libraries. It focused on getting feedback regarding a single web page that listed staff-related information and resources, then designed a prototype based on the content of that page and suggestions from the staff. In late October, a disastrous flood altered the course of the study. Although a report was completed and very useful data and information resulted, not all data gathering goals were met. For seven months the demands of flood recovery work made impossible further progress on the project.

In June 2005 work on the intranet started again. Plone was loaded on a library server. An organizational brownbag in July introducing the intranet concept and presenting the status of intranet development met with employee interest and new ideas. Suggestions were made to expand the user needs research beyond the scope of the Fall 2004 study. We needed information on a) what web pages employees were using for work purposes; b) what kinds of web pages different departments were developing and using for their work; c) what new tools and features employees would like to see in an intranet; d) concerns about an intranet; and e) what did people like about an intranet for the library. We also needed to know who, beyond the category of regular employee, was using “staff-related” pages in our publicly accessible website.

Following the brownbag, Desktop Network Service (DNS) developed a short survey and all library department heads were contacted. A concerted effort was made to reach all departments at Hamilton and Sinclair libraries and to ensure all employees were included. Two members of Desktop Network Service visited 14 out of 15 departments to give a 20 minute presentation on the intranet, have a group discussion, and ask the employees to fill out the survey. Fifty eight out of 110 surveys distributed were returned.

In addition, several meetings were held with individuals and groups who were interviewed for information regarding the needs of their specific departments or who simply wished to contribute additional thoughts.
Summary of Results

This section is a brief summary integrating the information collected in the 2004 and 2005 studies, including all public discussions, interviews, and surveys. It brings forth the comments that were the most often repeated or prioritized as more important than others. For those interested in richer and more complete detail, the Fall 2004 study is included as Appendix 1 and a report on the Summer 2005 study can be found as Appendix 2. Appendix 2 goes into greater detail on department specifics. Finally, please note that since the Summer 2005 survey asked open-ended questions, the reader may notice some minor logical problems with the responses.

It should be noted that in the Fall 2004 study the context presented for user discussion revolved around how could we better organize and enhance our staff-related content currently accessible on one web page. The context for brainstorming presented in the Summer 2005 study was how could we leverage the tools presented by current open source content management systems to better organize and enhance our staff-related content and work processes. There was also some discussion about Plone, an open source content management system that DNS has been evaluating. This difference sets the stage for a variety of perspectives.

How are employees using the current website to support their work? In the Fall 2004 study, the most popular features used are personnel and non-personnel work forms, calendars for reserving classrooms, and the staff directory. In the Summer 2005 study, in order of total weighted value, the most popular features used are the Voyager OPAC and its reports, organizational minutes (e.g. library committees, Faculty Senate, Board of Regents, the library recap, and the Apprizer), the staff directory, the staff-only page, personnel forms, room calendars, the electronic resources database, the library hours page, non-personnel work forms, organizational policies and procedures, news and announcements, and Inter Library Loan (ILL).

Who, besides regular employees, are using the staff-only or department web pages? The responses from the 2005 surveys show a variety of people use our pages. People who work for the library (students, volunteers), people who are a part of the larger university community (emerita, teaching faculty, other UH system librarians), librarians in other institutions (E/W Center, cataloguers world-wide), donors, job applicants, and the general community (e.g. those who use the preservation information posted by the Preservation Department).

How are departments using their own department websites? Each department visited in 2005 has its own way of creating and using its website. There are pages a department develops for both public and staff use and there are pages a department develops for department staff use only. In addition, much non-html material is placed on servers and shared by department staff. These servers are managed by DNS. A detailed summary of our findings is in Appendix 2.

Are there things employees would like to be able to do that cannot be done now? The Fall 2004 study found the most frequent items on staff wish lists were having the intranet support personal and institutional calendars for group scheduling, access to public resources such as other intranets or websites of other university entities, and a staff directory with more information on individual staff members, such as language capabilities. In the summer 2005 survey, the two most popular features were the ability to participate in collaborative authoring and accessing the intranet from off-campus. Managing group schedules and backing up data files were next. The ability to make their own updates and
create their own web pages was also important, along with being able to restrict content to department or organizational members.

In discussion sessions, a few departments expressed an interest in developing web databases for staff use only. Additionally, departments that work with a shared server drive, popularly known as “the Technical Services LAN”, expressed an interest in the possibility of bringing some of the material into the intranet. They were hoping to access the material from off-campus, something they cannot do with their current setup.

**What are people’s concerns about an intranet?** People were most concerned about whether the intranet would simply duplicate the services of other information sources, making it redundant. Several mentioned they did not want to check “yet another” source for their information. Some people were worried about employees who might miss important updates because they only checked their email, or vice versa.

The ability to secure documents from view by other individuals or departments was important. Some were concerned about how decisions would be made regarding what gets posted on the intranet, and what kinds of controls would be instituted to maintain quality content. Some people did not want to have to remember another password. There was concern about having to learn a system that was not easy to use and having insufficient training. There was also concern about system reliability, downtime, and having sufficient technical support for the system.

**What do people like about the intranet idea?** In the 2005 study the most important feature was having employee content in one area, with one site to check for all relevant news and information. Staff-only access was next in importance. Searchability and quick access was next. People liked the idea of being able to communicate with the organization as a whole and to open up the opportunity for employees to provide input on organizational questions. People hope to save time in their work by spending less time with emails and using the intranet to organize their work procedures. They hope to do collaborative authoring and solicit feedback while developing content. They would like to access the intranet from off-campus.

**Other Ideas**

The previous section brings forth the comments that were the most often repeated or prioritized as more important than others. What follows are suggestions, often one-of-a-kind, that are also very useful. A comprehensive listing is in the two appendices.

**Current uses of the organizational internet**
- Viewing the budget
- Viewing the strategic plan
- Viewing website usage statistics
- Viewing collection development information, committee sites, and library policies

**Current/past uses of department websites and LANs**
- Creating web databases of data downloaded from Voyager for specialized uses
- Posting preservation and restoration information for staff and the public
- Reference desk schedule
- Quick start guides for new employees
- Collection guides
- Voyager display problems
Student timesheets
Cataloguing tools and documentation for staff and public

**Creative functional ideas**
Be able to order books online
Ability to personalize homepage, e.g. with weather, horoscopes, live news feeds
Chatrooms, virtual meeting spaces
Keep software productivity tools on a server, getting the most updated version of institutional licensed software
One login for all resources
The intranet could provide project management support
Standing order lists with order alert feature

**Creative content ideas**
Area restaurant menus
Enhanced staff directory with employee portraits and special skills noted
Directories that link to larger university offices and state and national professional organizations
Progress reports on construction
More information about what other departments and special projects are doing
Fund numbers for ordering purposes
Along with classroom schedules, keep individual and institutional calendars online
Information about the library, including statistics, mission, annual reports
Union contracts
Training tutorials
Reference service knowledge base (a searchable store of information that is constantly updated)
Forms for requesting new and expensive resources
Web-accessible relational databases built from data extracted from Voyager
Database of faculty contacts/experts that automatically generates email notices to contacts
No more email vacation notices -- notice would be posted on library-wide calendar
Can we have live feeds of announcements?
Will we be able to keep a long-term (50 year) archive of material?
New employee checklist
Password-protected student timesheets
Password-protected fiscal codes, fund numbers, object codes
System-internal announcements of University of Hawai`i job openings
Online bulletin board for selling/renting
Information about e-resource licenses
Samples of staff signatures to be used to check signatures
Storing emails for quick search for important correspondence
Examples of successful grant/research proposals, with possibility of original creator serving as reviewer of new proposal
Templates for service agreements, licensing agreements, policies
Links to recommended classes, workshops

**Technical ideas**
HTML pages dynamically generated (for example, the way Voyager catalog displays web results for searches)
Controlled vocabulary for the website
The new system should be able to handle diacritics and foreign languages
Printing from intranet pages should only contain the main content (that is, no logo, menus, etc.)
The system should use XML metadata. Will we be able to search XML tags?
A portal interface
Dynamic announcements from different departments
Ability to customize each department’s site
Tableless CSS layouts
RSS feed support
Support for streaming data
Both internet and intranet pulling content out of the same databases
Ability to search Word, Powerpoint, and PDF content
Site map generator
Instant messaging

**Concerns**
Will the content be timely and relevant and who will be responsible?
Who will work on metadata standards for the site?
How will navigation be decided on the site?
Who maintains the department pages?
How do we define who can access the intranet?
Will there be information overload?
I would not want my username and password to be the same as my UH account.
Will there be sufficient staff to implement the site, support its functions, and work on database projects?
How do we guarantee the timeliness of the content?
Who will be responsible for maintaining the department websites? Won’t the workload for adding content to the intranet be shifted to those who are good at technology?
Will we lose the flexibility we enjoy with Treepad and the LAN?
What happens if the intranet is implemented and a remaining minority of the staff refuses to use it?
Will the intranet be Macintosh compatible?
Some forms should not be posted on the intranet, for two reasons:
1. If the forms are generated by another UH office, it is too time consuming to keep track of updates
2. It is important to ensure that an employee’s use of the form is correct; so it is better to have the employee come to the office to ask for the form
It has to be easy to use. MS Word level of ease is okay. MS Access level is too difficult.

**What people like about the intranet idea**
Up to the minute availability of documents
It would be nice to be able to create and update department websites.
Everything at your desktop
Nothing until I see it
Ease of use
The ability to update your own pages
It would be nice to see more inter-departmental communication
People who are reluctant to voice their opinions in meetings may find it easier to do so with the intranet
Keeping purchase costs down
The Most Frequently Asked Questions Examined During Group Discussions and Our Responses

General Questions:

Will we be able to use the intranet from off-campus?
Current technology allows for logins from off-campus. However, there is a significant danger in introducing viruses to the library network through off-campus logins, and the latest technologies cannot protect the network from this kind of intrusion. This leaves us with a policy decision.

This duplicates email and causes us to have to check too many places for information. What about those who may find it difficult to adopt a new information source?
The intranet does not replace email; email is one of our connections to the outside world and the intranet is meant for intra-organizational communication. However, there is staff consensus that much organizational content, while best accessed on a website, should be kept away from public view. This kind of security by definition necessitates another login. Realistically, there will be duplication of notices for a period of time. Perhaps there are policy decisions that could help clarify this issue. Certainly practice and whether or not people find the new system comfortable to use will be major factors in mitigating this problem.

Will all department materials be moved to the intranet?
The literature on intranet implementation firmly advises that it is best to plan an initial, small scale implementation, work out the problems, then take on larger or more specialized projects. There is already a tremendous amount of work (relative to available personnel) involved in designing and implementing a basic model of the intranet, so department materials will probably be examined in the second phase of development. It is also possible that as staff becomes acquainted with the capabilities of the intranet software they can be a part of the migration of department content. This is similar to how departments, often on their own initiative, created websites or content repositories on other servers.

How soon will the intranet be implemented? What steps are involved?
Web project development must go through several stages (not always in order). This project has the additional dimensions of being a redesign involving migration of existing content and a new content management system with added functions such as workflow and security management. Currently we are working on the analysis and content management system testing and selection stages. What follows is a rough plan of what is to be done:

Project stages:
Analysis:
- User/organizational requirements study
- Technical and functional specifications for initial implementation
- Technical and functional specifications for future projects

Content management system evaluation and selection
- Does it do what we want it to do?
- Is it relatively easy to use?
- Can it be maintained with our existing personnel resources?
- Can it be easily customized for different appearances (“look and feel”) and different functions?
- Can it manage projects we want to tackle in the next 3 years? (“scaleability”)
Design
Examine workflow issues (for example, who writes the content, who reviews it, who okays it to go on the website?)
Examine user access and content policies
Develop metadata plan
Develop a content migration plan
Developing site structure
Designing overall site
Prototyping
  Testing of prototype
Implementation
  Finalizing prototype
  Training
  Content migration
  Parallel implementation
  Corrections
Maintenance
  Planning for next level of development

Questions About the Content Management System, Plone:

Document security
Plone can allow a person who creates content to keep it from view from everyone else except the computer system administrator (as is the case with all computer technology). Security can also be be set so that only groups of people can view the document.

Can we use it for backup?
Technically, an intranet based on a content management system can be a place to backup materials, however it may not be the best solution for huge quantities of information. There are other technologies that can backup materials over the network from pcs, but everything depends on resource availability (time and money).

Can we use it for web database applications?
The content management system we are testing has its own relational database application (with some proprietary language) and documentation states that it works with popular relational database applications such as MySQL.

On another track, Desktop Network Services is also looking into Cold Fusion, which has many Voyager-related off-the-shelf customizations that may answer some of the database needs that we have.

Do we have to memorize another password?
We can make the Plone system recognize the same login and password you use to get into your PC in the morning when you come into work. However, this might cause some security issues. What if you give your PC login and password to a co-worker so that he/she can use some files on your PC? Then that co-worker knows how to login to your intranet account to access your files on your intranet.
Conclusion

The current website, with both public and staff-intended content, serves the library staff community in many capacities. However, there is content currently on publicly accessible sites which should be kept solely to the organization. The first iteration of our new intranet will probably be focused on moving confidential content into a private space, working out issues such as workflow and security, and training staff members on the new tools the content management system has to offer. Once the first implementation has been tested and is working, then we can look at migrating more content and developing more complex tools for the intranet environment.

An interesting sidenote: The Fall 2004 study made note of the library’s 2003 Organizational Performance Indicator Survey (http://libweb.hawaii.edu/intranet/mgmt/mgmtstructure.html). The 2003 survey noted that respondents felt that “there is little cross-departmental understanding”, there was duplication of work across the organization and there is a lack of ability to provide “constructive criticism”. Individuals felt they did not have the big picture of what others do, and staff felt stakeholders were not regularly consulted on organizational decisions that affected them, resulting in decisions with unanticipated “ripple effects”.

Aside from posting content, today’s internet technologies allow for an array of additional services that include collaborative authoring, group security management, easier adding of content and images to websites and immediate indexing and searching functionality. These tools are excellent for supporting internal organizational communication, just as they support, across the Internet today, communication among thousands of interest groups across the world. If we leverage these tools in a manner that is conducive to the library’s needs, a well-designed intranet that is also implemented well may help with some of these issues.
APPENDIX 1. FALL 2004 INTRANET STUDY
APPENDIX 1. FALL 2004 INTRANET STUDY

Contents: Summary (written by DNS)
Compilation of data collection results (written by DNS)
Library Intranet Project Final Report (written by Harrer, Lim, and Vafiadis)

Summary

This summary highlights the survey data portion of the subject report. The entire report is attached for more thorough inquiry. In Fall 2004 three graduate students, Peter Harrer (LIS), Steve Lim (ICS) and Elias Vafiadis (ICS) completed a study entitled “Library Intranet Project”. The study included a questionnaire used with a pre-selected group of librarians to discover what features they felt would be important in a new intranet planned for the UH Libraries. The study intentionally focused their opinions on the “Staff Use Only” page (http://libweb.hawaii.edu/intranet/library_staff_materials.html). The librarians were selected by the head of the Information Technology Division, Robert Schwarzwalder, and included Ted Kwok, Ross Christianson, and Susan Johnson from BHSD; Jan Zastrow from Archives and Manuscripts; Ruth Marie Quirk from Sinclair, Eileen Herring from SciTech, and “seven staff members” of Systems. The individuals selected could be characterized as early technology adopters.

The questionnaire included five questions. Each questionnaire reflected responses from either an individual or a group, so response compilation does not accurately reflect numbers of individuals. The general results are as follows.

Those interviewed in the Fall 2004 study felt that if they were to redesign the “Staff Use Only” page for quick access, they felt the most important features were the calendars and the electronically fillable personnel and work forms. They felt the library staff directory, committee minutes and policies, and procedures were also most important.

Other types of information they expected to find in an intranet were personal and department calendars, links to public resources, enhanced staff information such as birthdays and language skills, organizational announcements, and documentation such as library reports, mission statements, and statistics.

The participants used the current “Staff Use Only” page most often for working with the personnel and work forms, classroom reservation, and looking up staff directory and committee information.

Finally the respondents were asked what features they would suggest for a new intranet. There were many answers that can be viewed in the compilation of answers that follows, but the most popular suggestions were an online bulletin board for various kinds of announcements such as classifieds, events, and sales. Several people noted how important it would be to have the site well-indexed and searchable.
Compilation of data collection results

The questions are listed below and the answers are summarized and compiled for each question. The questionnaire included five questions. The numbers in parentheses next to some of the answers represent the number of questionnaire responses for that item, if there were more than one. Because the questionnaires reported both individual and group responses, the number of total responses reflected the number of surveys with that response, NOT the number of individuals who responded that way. As there is also a loss of detail when trying to group a variety of responses into a smaller set of categories, for design purposes it might be useful to read the entire study.

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new).

   - Fill-able forms (4 responses)
   - Library Staff directory (3)
   - Readily accessible committee minutes and information on members and policies (3)
   - Procedures about travel, leave, etc. (2)
   - Library policies
   - One password for all calendars (with system able to remember user so they don’t have to login each time – with IP validation a possibility).
   - Better calendar software (having all calendars on one screen)
   - Having an online planner so people can make their schedules public or to schedule meetings
   - List the duties of staff association members
   - E-mail news alerts
   - Secure access from outside the library
   - Document storage and standards for document management
   - Ability to search and retrieve documents and other information
   - Ability to keep copies of correspondence for the record
   - Collaborative tools for authoring and other activities

2. Of those three or more items, which ones rank as the most important?

   - Calendars (3 responses)
   - Personnel and work forms (3)
   - One login for multiple resources
   - Training tutorials
   - Instructional handouts
   - Policy and procedures
   - Ability to search and retrieve documents and other information
   - Access to reports from other departments
   - Knowledge base
   - Directory
   - Information on committees
3. What other information would you expect to find there?

- Personal, class, institutional calendars for public scheduling (4 responses)
- Access to public resources, e.g. other intranets, the VP office, administrative websites (4)
- Personnel and work forms (3)
- Enhanced staff information such as birthdays, photo, etc. (2)
- Library reports, mission statement, statistics (2 responses)
- Announcements (2)
- Union contracts
- Meeting minutes
- Personal file space
- Productivity tools
- Know what Sinclair & Medical library people do
- Fund numbers for ordering things
- Personalized access levels
- Remote access
- Control over collaborative editing
- An integrated library catalog

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?

- Forms (including ability to fill out and send) (6 responses)
- Reserve classrooms using calendar (3)
- Directory information (email, phone, title, location, specialty, languages spoken, member of which committees, internal assignments) (3)
- Look at the strategic plan
- View the budget
- Acquisitions page; be able to order books etc.
- Directories: Links to state, national organizations
- What decisions were made in the past / reading minutes
- Directory usage statistics
- Collection development information
- Committee sites
- Library policies
5. Are there any features you could suggest?

- Online bulletin board with various announcements (classifieds, events, other sales, etc.) (6)
- Everything should be searchable! A good search algorithm (3)
- Area restaurant menus
- Link to broadcast news (live feed)
- Staff directory with pictures sorted by name and department
- Thought of the day
- Truly cross-platform & operational
- Shared storage space
- A shared space for committees & their meetings
- Weather, horoscope / be able to personalize the homepage
- Easy, but secure logon
- Good navigation
- Controlled vocabularies
- Dynamic page generation (e.g. Tasmanian, Australian, New Zealand government Websites)
- Login from home
- Personalize by department or by individual user (frequently used links and Databases)
- Alternative ways of communication: synchronous chatrooms / virtual meetings
- POLYCOM (videoconferencing tool outside the intranet)
Library Intranet Project
Final Report

Peter Harrer
Steve Lim
Elias Vafiadis

December 8th, 2004
ICS 691 Information Architecture
Dr. Luz Quiroga
I. Executive Summary

Organizing information for practical use is vital to the functioning of modern organizations. This pertains as much to web sites as it does to any other means of communication. If a web site has become too awkward or disorganized, the best choice is to modify or replace it with something more efficient to better serve user needs. An example of a site in need of such treatment is the “Staff Use Only” page listed on Hamilton Library’s homepage. Intended as a resource for library faculty and staff, it is a series of textual links relating to staff functions loosely organized by category (i.e. General Library, Staff Policies & Procedures, Committees, Meeting Notes, Presentations, etc.). Besides its long-winded format, many of the links bear little relationship to each other and the amount of material is so lengthy it fills three pages. Clearly, a more practical configuration would improve the site’s convenience and efficiency.

In addition, the site is accessible to the public, a condition that may not be entirely appropriate. It is questionable whether the results of the 2003 Organizational Performance Indicator Survey containing confidential data relating to Hamilton Library’s services and administration should be publicly available. Likewise, items such as the Review of Library Systems Project, a technical document of concern to Hamilton administrators, and the Travel and Leave Form would be of no interest to non-library staff.

To address these issues, on September 8, 2004 Dr. Robert Schwarzwalder, the Assistant University Librarian for Library Information Technology, visited Dr. Luz Quiroga’s ICS 691 Information Architecture class with a proposal. He wanted to organize a team of graduate students to reconfigure the “Staff Use Only” page into a staff Intranet to accomplish the following objectives.

1) Perform research to discover what the library staff would like the site to do, how it should be used, and what links and other elements would be of primary importance.
2) Identify other elements not currently available on the “Staff Use Only” page that may be useful for inclusion.

3) Reorganize and restructure all elements, existing and otherwise, into a conceptual design that would offer greater privacy for library staff communication.

4) Provide an opportunity for concerned staff members to review the design and offer suggestions to refine the concept. Once the changes are completed, the final design would be submitted by the end of the semester with implementation to commence possibly in the spring of 2005.

Clearly this was an exciting project that offered in-depth experience in web design and configuration. Eventually, three graduate students, Steven Lim and Elias Vafiadis from ICS, and Peter Harrer from LIS, volunteered for the team. Late in September, the group met with Dr. Schwarzwalder to discuss the goals and responsibilities of the Intranet Project, as it came to be called. Dr. Schwarzwalder emphasized that he wanted a solid concept derived from research and insisted that all communications with library staff be channeled through him. This paper chronicles the efforts of the team up to the completion of the final prototype.

**Audience, Mission, and Vision**

**Audience:**

The audience for the Intranet Project is primarily University of Hawaii library staff, comprising those working in the Hamilton, Sinclair, and John A. Burns School of Medicine libraries. These individuals include general library staff, administrators, technicians, and support personnel.

**Mission:**

The mission for the Intranet Project is to provide a site that aggregates various services to aid library staff to collaborate and to accomplish their tasks more effectively. With this aggregation comes the important goal of providing quick, efficient access to frequently used
documents and services, such as their often-used calendar software. The newly designed Intranet will incorporate ideas derived from various interviews and focus group discussions with library staff. By determining which features these users visit and by receiving their feedback regarding the development of new features, the newly designed Intranet is expected to meet their demands more efficiently.

**Vision:**

The vision of the Intranet Project is to see increased usage in the Intranet site while providing a more efficient interface for staff use. These goals will be leveraged by the new features and improvements recommended by various library staff members.

### I. Research Methods and Results

The research for this project was characterized by a process of steady and deliberate discovery. From our earliest communications, the team agreed to function as colleagues by dividing the work into equal parts. Peter undertook the group’s communications, drafting its correspondence and itineraries for meetings, and editing many of its documents. Steve parsed all technical data for research purposes and explored issues relating to new features, such as feedback and password authentication. Elias addressed the conceptual design with the creative cooperation of the other two.

The first question to resolve was how to pursue research? In the early days, the idea was to draft a survey that could be distributed in hard copies or online to library staff, but eventually this proved impractical. Later, the team decided to canvas for opinions from library staff in the
draft

following ways: 1) at meetings arranged for that specific purpose; 2) at appearances at
departmental meetings, and; 3) in personal interviews with individuals.

One of the most effective methods of research was to schedule stakeholder interviews.
These are interviews with staff members that would be most concerned with the organization of
the site and could offer valuable advice. Dr. Schwarzwalder provided a short list of names to
contact and made arrangements for the team to attend two department meetings. In addition,
several suggestions were offered by the team concerning new features, such as including a
Discussion Forum for collaborations among staff members. Since the purpose of an intranet is to
facilitate cooperative collaborations, such as file sharing, it seemed a natural choice. In addition,
not everything on the site needed to be work-related; a Classified Section or Bulletin Board for
posting sales of household goods or to provide directions for extra-work activities could be
extremely useful and would encourage the staff to use the Intranet.

In addition to recommending new features, the team was also directed to determine which
links in the “Staff Use Only” page were suitable for inclusion in the Intranet. A study of the
links, especially the data contained in the 2003 Organizational Performance Indicator Survey,
was instructive. The purpose of this survey was to canvas the library staff on issues concerning
the work environment at Hamilton Library. Although the material is too lengthy to consider here,
it was clear that a couple of general conclusions could be reached: 1) the library needs improved
interdepartmental communication; 2) changes in policies or procedures are not satisfactorily
acted upon, and; 3) a better defined vision for the library’s future was desirable. Whether or not
such opinions concerned real or perceived conditions, these were the opinions of the majority of
the staff. All were issues motivating the establishment of an Intranet.
Although it was the team’s intention to restructure the links on the “Staff Use Only” page, we decided not to concern ourselves with the individual links themselves. In other words, our efforts were directed solely toward establishing a suitable platform for accessing staff functions. The rest would have to be addressed during the implementation phase. We also brought up some suggestions for possible navigation categories. Although they went through several permutations, ultimately seven categories were identified based on our research. They are:

- Calendars
- Directory
- Forms
- Fun Stuff
- Policies
- Resources
- Committees

These are in addition to the aforementioned search feature. The Classified Section ultimately came under the Fun Stuff category. (See Appendix E, p. 35)

Although the team approached the two department meetings with considerable optimism, they proved to be far less useful than we hoped. This was largely because there was not sufficient time set aside to obtain useful information. The suggestions we received, however, did confirm that including fillable electronic forms and department calendars should be primary features and that the Intranet should contain a staff directory. In addition, these meetings encouraged us to formulate a list of questions beforehand. These became a series of open-ended and multiple choice queries concerning staff priorities, and of these, to determine which ranked the most important. In addition, we obtained opinions concerning the inclusion of new features.

Acquiring measurement data helped us determine which links received the greatest use as opposed to those that received little or no use. Several links were found to be prominent, such as
the staff calendars, and the Library Hall of Fame pages. (See Appendix A) At the same time, we refined our research questions and hammered out a schedule of due dates for completing stated objectives. Eventually, the following dates were submitted to Dr. Schwarzwalder and approved.

Interviews & Survey Research………………………………10/18 – 11/12

Strategy Report (ICS 691 Class requirement)………………..Wed. 10/27
(Research can continue until 11/12 if needs be.)

1st Conceptual Design……………………………….Wed. 11/24
(Our group’s due date is 11/17)

Focus Group Review (2 townhall meetings)……………….11/18 and 19

Final Conceptual Design (ICS 691 Class requirement)……..Wed, 12/8

We had now completed the groundwork for accomplishing our goals. What remained was to refine the interview questions and establish a protocol for administering our first meeting.

Around the same time, arrangements were made to interview the staff of the Systems Department.

**Systems Department – Interview – Part 1 (Open-ended questions)**

We met with the Systems Department late in October. Seven staff members were present, in addition to the team members, Peter, Elias, and Steve. Five open-ended questions were posed to the group. Their responses are listed below. (Results from all of the interviews are available in Appendix C.)

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new)
   1. Library Staff directory
   2. Library policies
   3. Fill-able forms
   4. One password for all calendars (with system able to remember user so they don’t have to login each time – with IP validation a possibility).
   5. Better calendar software (having all calendars on one screen)
   6. Having an online planner so people can make their schedules public or to schedule meetings
7. List the duties of staff association members
8. E-mail news alerts
9. Readily accessible committee minutes, members, and policies

2. Of those three or more items, which ones rank as the most important?
   • Calendars
   • Simplified login
   • OHR (Office of Human Resources) leave form

3. What other information would you expect to find there?
   • Timesheets
   • Overtime permission forms
   • Travel form
   • Union contracts
   • Posted meeting minutes

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?
   • Reserve classrooms (using calendar)
   • Retrieve various forms
   • Look at the strategic plan
   • View the budget

5. Are there any features you could suggest?
   • Area restaurant menus
   • Link to broadcast news (live feed)
   • Staff directory with pictures sorted by name and department
   • Online bulletin board with various announcements (classifieds, events, other sales, etc.)
   • Thought of the day

Systems Department – Interview – Part II (Specific questions & the mockup)

After going through the open-ended questions, we moved on to more specific questions. First, we asked them to name three links that are on the existing “Staff Use Only” page that they use regularly. The purpose of this question was to identify which links people can quickly recall without looking at the page. Hopefully, this would give us clues about the most important links. The staff was unanimous: Calendars (including classroom scheduling) and Forms (e.g. travel and leave form, staff development form) were of primary importance.
Then we handed out printed copies of the “Staff Use Only” page and asked them to highlight any links that they remembered using at least once. The group was divided into four smaller groups in order to perform this task and its purpose was to identify all of the links that the staff was likely to use. Below is a table with the results:

<table>
<thead>
<tr>
<th>Link</th>
<th># of groups</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leave Form</td>
<td>1</td>
</tr>
<tr>
<td>Calendars for Library Scheduling</td>
<td>3</td>
</tr>
<tr>
<td>Description of Classroom, Group Study and Conference Rooms</td>
<td>1</td>
</tr>
<tr>
<td>Instruction Statistics Form</td>
<td>1</td>
</tr>
<tr>
<td>Open URL FAQ (new link)</td>
<td>1</td>
</tr>
<tr>
<td>Annual Report Format</td>
<td>1</td>
</tr>
<tr>
<td>Letterhead – MS Word Format, Login Required</td>
<td>1</td>
</tr>
<tr>
<td>Request to Attend Class/Tuition Waiver Procedures (new link)</td>
<td>1</td>
</tr>
<tr>
<td>Travel/Official Leave Request Procedures &amp; Request Form</td>
<td>3</td>
</tr>
<tr>
<td>Faculty Senate</td>
<td>1</td>
</tr>
<tr>
<td>Staff Association</td>
<td>2</td>
</tr>
<tr>
<td>UH System Library Council Meeting Notes</td>
<td>1</td>
</tr>
<tr>
<td>Systems Department</td>
<td>2</td>
</tr>
<tr>
<td>OHR Form 1, Application for Leave of Absence</td>
<td>2</td>
</tr>
</tbody>
</table>

(See Appendix F for full data results of Part II of our interviews)

Clearly, Calendars and Forms are the most frequently used links by this group. The Staff Association page and the Systems Department page were also at the top of the list. (Significantly, a couple of the abovementioned links are marked as new on the “Staff Use Only” page.) The next question we asked was whether it would be helpful if all of the new links were grouped together at the top of the Intranet homepage. Everybody liked the idea, and they recommended that all of the new links have a section of their own where recently updated information could be added. Some people also suggested that these links should be presented in a popup window.

While the group still had the printout of the “Staff Use Only” page in front of them, we asked if there was something missing from that page. The responses that we received included:
- A side menu
- Clear sections within the website
- Navigation
- Audio/video archives of meetings
- Process map of employees
- Map of physical location of employees & offices / floor diagrams
- Visualization of organizational structure of employees / organizational chart
- Post prospective employee’s resume & provide feedback feature for these applicants

The last two questions addressed two important issues: was adding an alphabetical index and password authentication necessary? Everybody agreed that an alphabetical site index would make it easier for them to find information within the site, however most of them preferred to have a search function in addition to the site index. Many were opposed to a password protected site, preferring direct access to the Intranet within the library. However, they wanted access to it on their home computers and agreed that a login would be necessary. Furthermore, by including a login feature, the system could identify the user and automatically add any information they might wish to post in a classified ad, an announcement, or in a file for working collaboratively with other staff members. (See Appendix E, p. 29)

After completing the question and answer section, we showed them the initial re-design of the “Staff Use Only” page. (See Appendix D) This was a paper mockup of the site addressing some of the issues we had identified thus far. People liked the fact that there was a clear navigation system. However, as they were reviewing the labels in the navigation bar they made recommendations on what should or should not be there. The “Announcements” section on the homepage received many positive comments. However, the distinction between institutional announcements and personal announcements quickly became apparent. Another vital issue the staff mentioned was the need to access information concerning the different committees within the library, their members, policies, and minutes. This was such a popular topic throughout the
research process that ultimately “Committees” became one of the seven navigational categories. (See Appendix E)

We left a copy of the mockup with the Systems Department staff so that they could review it at a later time and give us more feedback and ideas about the design.

II. Conceptual Design

During the initial research phase we identified the need for a visual representation of our current ideas to allow the staff to participate in design discussions and share ideas. Therefore, we sketched a paper mockup of a homepage (referred to as a Welcome Page) and a Calendars page that would gradually evolve as the final prototype of the library Intranet took shape. (See Appendixes B and E)

This mockup was based on the information collected during the meetings with Dr. Schartzwalder, some informal interviews, and a statistical analysis of the “Staff Only Use” page measurement data. The main ideas this mockup addresses are:

- A navigation side menu
- Popular links listed on the navigation menu
- A homepage with announcements and new links
- A site index vs. a sitemap
- A search feature
- A login

The current design of the “Staff Use Only” page poorly supports user navigation. All of the information is listed on one page and requires the user to scroll down. Although anchor links were included at the top of the page to permit jumping to relevant sections, this is not a very effective way to browse for information.

The initial mockup suggested that the “Staff Use Only” page should be split into several pages and that the links to these pages should be consistently listed on a navigation menu at the left-hand side of all pages. Therefore, we split the current “Staff Use Only” page into nine pages...
following the existing categories (e.g. General Library, Staff Policies & Procedures, etc.) In
addition to these pages, the navigation menu included two more links: Calendars and the Library
Hall of Fame. The Calendars page, which includes the classroom scheduling feature, received the
most hits in the month of October. Also, many staff members identified it as the page they use
the most. The Library Hall of Fame was the second most frequently visited page and we added it
to the navigation menu of the mockup to discover people’s reactions. Their response was so
negative, however, that we dropped it altogether from the final prototype. (See Appendix B, p.
21 and Appendix E, p. 30)

In addition, the navigation menu includes a Welcome Page (later referred to as a
Homepage) link. This was the first page of the Intranet. It included a space for announcements
and new links. As we were talking to staff members, we learned that a lot of information about
current events within the library is sent via e-mail. An Announcements section could be the way
to have this information efficiently communicated. Currently, new materials posted on the “Staff
Use Only” page are tagged with a “new” graphic symbol. We decided that having a place for
new links would help the library staff find the latest documents in one place.

Another issue the mockup addresses is the supplemental navigation on the site. Currently
there is a Sitemap link on the “Staff Use Only” page that displays links of all the pages within
the entire library. This should be substituted with a Sitemap or an alphabetical site index of the
Intranet. Therefore, we renamed the link “Site Index” which would be a page that lists the links
of the “Staff Use Only” page (i.e. the Intranet) in alphabetical order. In addition to this change,
we felt that a search window should be displayed on the top of the page. (See Appendix B)

The last feature that the mockup demonstrated is password authentication. Intranets are
meant to be private communications systems for members or employees of organizations. In
order to ensure the privacy and security of our Intranet, we added a login feature with prompts for a username and password. This will allow the staff a measure of security and confidentiality to conduct interdepartmental business.

This mockup is just a representation of the ideas we gathered through the first stage of our research. The final design includes several enhancements with the navigation categories streamlined for easier use.

III. Final Prototype

Due to the effects of the flood that ravaged Hamilton Library’s basement on October 31st, the team’s research efforts were curtailed and regular communication with Dr. Schwarwalder and other library staff was lost for nearly two weeks while recovery efforts were ongoing. Fortunately, individual interviews were held the week before the flood with half-a-dozen staff librarians, allowing the team to accumulate enough information to proceed with a final conceptual design. A summary of the staff’s suggestions concerning what to include is listed below by category. (See also Appendix C)

Tech
- Login
- Search Feature

Forms
- OHR leave & sick form
- Timesheets
- Overtime permission form
- Travel form
- Letterhead (in MS Word)
- Form for requesting a new & expensive resource

Library Faculty/Staff Directory
- Job Title & Duties
- Committee membership
- Languages spoken
- Pictures
- Floor plan of office locations
Birthdays
Sort by name or department or subject areas
Link to personal homepage/CV

Calendars
Booking rooms / scheduling classrooms
Personal Schedules
Library events
One password for all calendars
Combining calendars into 1 view
Shared personal calendars

Policies & Procedures
Committee Minutes, Members, Policies, Mission
Union Contract & procedures
Strategic Plan & Budget & Annual Report
Surveys & Statistics
Procedures about travel & leave & tenure & contract renewal
Reports (departments, committees, divisions)
Best practices documents

Fun Stuff
Bulletin Board
Events
Personal announcements
Classifieds
Group activities
Area Restaurant Menus
Thought of the day/Cartoon of the day

All of these items were factored into the final concept when it was possible to do so. Elias
prepared wire frame diagrams of the proposed homepage, including the seven left navigation
categories, a top navigation bar, and a main information window, many of which were initiated
in the paper mockup. (See Appendixes B and E) The top navigation bar was changed from its
present configuration to include the aforementioned Site Index. In addition, a Search Feature for
accessing any link on the site by subject was also included.

The main information window situated under and to the right of the navigation bars
displays the information of each individual link in addition to the homepage. The homepage
itself is divided into three sections: Announcements, Upcoming Events, and a Cartoon of the Day (or a Quote of the Day). Thus, the intranet is connected to the life of the library and offers a sense of community by including institutional information and a bit of humor to spice things up.

Steven provided a design for the password authentication. This element of the design is similar to other such configurations on UH Manoa web sites. Once the user’s name and password are successfully input, the user has full access to every link on the Intranet whether they are on campus or elsewhere. Steve also created a blueprint to display the Fun Stuff category which contains an Announcements link relating to the staff members’ personal activities, the Classifieds for buying and selling personal items, and a Restaurant Menus link containing menus from restaurants commonly used by the faculty and staff after hours. (See Appendix D) This last item was mentioned so often during the research interviews that it was a natural choice for inclusion with the Fun Stuff. The Announcements and Classifieds represent two variations of the Discussion Forum mentioned early in our research. It is hoped that their inclusion will encourage the implementation of further variations for staff collaborations.

Peter addressed the content mapping by indexing the links on the “Staff Use Only” page under the appropriate navigation category. He also addressed the sample Directory entry which includes a photo of the staff member, their name and title, department affiliation, email address, relevant areas of subject expertise, the foreign languages they speak, the committees they belong to, and their birthday. It also includes a link to a personal homepage or a curriculum vita. (See Appendix E, p. 33) He also addressed the controlled vocabulary for the search feature by providing a sample breakdown of the vocabulary for the Travel and Leave Form.

IV. Concept Review
The review with Dr. Schwazwalder and other contributing staff members was held in a conference room in Hawaii Hall during the first week of December. Dr. Schwarzwalder emphasized the need for a backup file sharing feature in light of the number of documents lost during the flood. Such a feature could easily be included in the top or left navigation bar. During the presentation, a suggestion was made to include an instant messaging/live chat feature such as Instant Messenger or ICQ to enable quick communication among staff members. We were also informed that the current Hamilton web site logo will soon be changed to a new design and that the Intranet should be renamed the “UH Manoa Libraries Intranet,” since it will include the staff at Sinclair Library and the Burns Medical Library.

Furthermore, the sample controlled vocabulary was rejected by the librarians as unnecessary for a site this small. It was recommended that the Google search engine be attached to the site as a default search feature. Otherwise, the prototype met with the approval of the librarians. Due to other responsibilities, Dr. Schwarzwalder was called away and could not remain for the entire presentation. A copy of the team’s PowerPoint presentation was later sent to him via email. His response will be forthcoming.
Appendix A – Usage statistics for the UHM Library's “Staff Use Only” pages from October 1 - October 14, 2004

Key:
Line = line number
Requests = number of page requests
File = name of the file requested

Summary:
The home page (library_staff_materials.html - line 1) was not surprisingly, the most requested page on the Staff-only site. The calendar (line 2) was the second most requested page - greater than 1/3 of all Staff-only site visitors went to this feature. The orgsurvey.pdf (line 3) was also viewed frequently, perhaps because it was relatively new. The 'fame' pages had many requests as well -- with a total number of requests equaling 264 (2x more than calindex.html). When checking the IP addresses of those requesting these hall of fame pages, they were predominantly from different IP addresses, which means that several different people viewed them.

<table>
<thead>
<tr>
<th>Line</th>
<th>Requests</th>
<th>File</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>340</td>
<td>/uhmlib/staffonly/library_staff_materials.html</td>
</tr>
<tr>
<td>2</td>
<td>132</td>
<td>/uhmlib/staffonly/calindex.html</td>
</tr>
<tr>
<td>3</td>
<td>40</td>
<td>/uhmlib/staffonly/orgsurvey.pdf</td>
</tr>
<tr>
<td>4</td>
<td>38</td>
<td>/uhmlib/staffonly/fame/</td>
</tr>
<tr>
<td>5</td>
<td>38</td>
<td>/uhmlib/staffonly/recap/recap0506-04.html</td>
</tr>
<tr>
<td>6</td>
<td>33</td>
<td>/uhmlib/staffonly/fame/polansky.html</td>
</tr>
<tr>
<td>7</td>
<td>32</td>
<td>/uhmlib/staffonly/fame/peacock.html</td>
</tr>
<tr>
<td>8</td>
<td>31</td>
<td>/uhmlib/staffonly/collsvcs/collsvcs_8-00.html</td>
</tr>
<tr>
<td>9</td>
<td>31</td>
<td>/uhmlib/staffonly/roomdesc.html</td>
</tr>
<tr>
<td>10</td>
<td>27</td>
<td>/uhmlib/staffonly/internal_grants_cover.pdf</td>
</tr>
<tr>
<td>11</td>
<td>26</td>
<td>/uhmlib/staffonly/fame/chapman.html</td>
</tr>
<tr>
<td>12</td>
<td>25</td>
<td>/uhmlib/staffonly/libqual/libqualpres.pdf</td>
</tr>
<tr>
<td>13</td>
<td>24</td>
<td>/uhmlib/staffonly/staffdev/past_2000-01.html</td>
</tr>
<tr>
<td>14</td>
<td>24</td>
<td>/uhmlib/staffonly/staffonly_search.html</td>
</tr>
<tr>
<td>15</td>
<td>24</td>
<td>/uhmlib/staffonly/fame/davis.html</td>
</tr>
<tr>
<td>16</td>
<td>24</td>
<td>/uhmlib/staffonly/ecc/</td>
</tr>
<tr>
<td>17</td>
<td>23</td>
<td>/uhmlib/staffonly/blixrud_strategies.ppt</td>
</tr>
<tr>
<td>18</td>
<td>23</td>
<td>/uhmlib/staffonly/inclusive.html</td>
</tr>
<tr>
<td>19</td>
<td>23</td>
<td>/uhmlib/staffonly/glyphgatepresentation.ppt</td>
</tr>
<tr>
<td>20</td>
<td>23</td>
<td>/uhmlib/staffonly/fame/tachihata.html</td>
</tr>
<tr>
<td>21</td>
<td>22</td>
<td>/uhmlib/staffonly/fame/hensley.html</td>
</tr>
<tr>
<td>22</td>
<td>22</td>
<td>/uhmlib/staffonly/fame/morris.html</td>
</tr>
<tr>
<td>23</td>
<td>22</td>
<td>/uhmlib/staffonly/fame/zastrow.html</td>
</tr>
<tr>
<td>24</td>
<td>22</td>
<td>/uhmlib/staffonly/fame/wermager.html</td>
</tr>
<tr>
<td>25</td>
<td>21</td>
<td>/uhmlib/staffonly/blixrud_arl.ppt</td>
</tr>
</tbody>
</table>
Appendix B – Initial Paper Mockup (2 pages)

Welcome Page
Calendars for Hamilton & Sinclair Libraries

* FOR LIBRARY FACULTY AND STAFF USE ONLY -- LOGIN REQUIRED *

How to ADD a reservation on a Calendar
How to EDIT a previously added reservation
See also Information for Library Staff Using Hamilton Classrooms and the
UHR Libraries Classroom Reservation Guidelines

- Hamilton Library Classrooms
- Detailed facility description
- Hamilton Library Conference Rooms
- Detailed facility description
- Hamilton Library Administration Calendars
- Department Calendars for Hamilton Library

- Exhibits Calendars for Hamilton Library
- Sinclair Classroom 110
- Sinclair Display Cases
- Sinclair Reference Desk
- Viewing Room 84

Hamilton Library Classrooms

- Classroom 113 (20 computers)
- Classroom 156 (12 computers)
- Classroom 301
- Classroom 306 (18 computers)

Semester-long classes or events in classrooms 113, 156, 301, and 306 require approval by the Public Services Division. Heat PRIORITY to entering reservations in the calendar.

Hamilton Library Conference Rooms

- Administration Conference Room 112
- Eugene Tsen Choy Tap Conference Room A153
- Hamilton Conference Room 117
Appendix C – Interview Results (5 pages)

Interview with Systems Department – 10/20/2004

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new)
   10. Library Staff directory
   11. Library policies
   12. Fill-able forms
   13. One password for all calendars (with system able to remember user so they don’t have to login each time – with IP validation a possibility).
   14. Better calendar software (having all calendars on one screen)
   15. Having an online planner so people can make their schedules public or to schedule meetings
   16. List the duties of staff association members
   17. E-mail news alerts
   18. Readily accessible committee minutes, members, and policies

2. Of those three or more items, which ones rank as the most important?
   • Calendars
   • Simplified login
   • OHR (Office of Human Resources) leave form

3. What other information would you expect to find there?
   • Timesheets
   • Overtime permission forms
   • Travel form
   • Union contracts
   • Posted meeting minutes

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?
   • Reserve classrooms (using calendar)
   • Retrieve various forms
   • Look at the strategic plan
   • View the budget

5. Are there any features you could suggest?
   • Area restaurant menus
   • Link to broadcast news (live feed)
   • Staff directory with pictures sorted by name and department
   • Online bulletin board with various announcements (classifieds, events, other sales, etc.)
   • Thought of the day
Interview with RuthMarie, Jan, Eileen – 10/27/2004

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new)
   a. Leave & sick forms
   b. Fillable forms (from OHR)
   c. Letterhead in MS word
   d. Travel / leave form
   e. Procedures about travel, leave, etc
   f. Booking rooms (calendar feature)
   g. Trustable calendars / can’t trust the current calendar (classroom scheduling)
   h. Searchable minutes of meetings / have them in html on the web vs. emailing them / email the link to the minutes only

2. Of those three or more items, which ones rank as the most important?
   i. A calendar with everything in it (all meetings, holidays, events, all rooms)
   j. Training tutorials (from Sinclair)
   k. Instructional handouts (PsyTech)
   l. 1. Forms (travel, leave)
      2. Classroom scheduling
      3. Bureaucracy (all documents that have to do with policy etc. that they might have to use periodically)

3. What other information would you expect to find there?
   m. People’s birthdays
   n. A directory with phone & email, picture, b-days, title, what they generally do, CV (maybe)
   o. Public scheduling (shared calendars: be able to schedule meeting in someone else’s calendar)
   p. Info about the Library (stats, mission, annual report etc)

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?
   q. Scheduling classes
   r. Sick leave form

5. Are there any features you could suggest?
   s. Truly cross-platform & operational
   t. Everything should be searchable! A good search algorithm
   u. Shared storage space
   v. A shared space for Committees & their meetings
   w. Classified
   x. Announcements
   y. Bulletin board
   z. Weather, horoscope / be able to personalize the homepage
Interview with Ted Kwok – 10/28/2004

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new)
   - Secure access from outside the library
   - Documents storage; standards: document management (who will do the maintenance)
   - Search & retrieval of such documents and other info
   - Customization for user
   - Meeting minutes
   - Important documents: copy of correspondence for the record
   - Collaborative mechanism: work on docs & edit them
   - Collaboration software

2. Of those three or more items, which ones rank as the most important?
   - Indexing & searchability
   - Ease of use; there must be (tech) support
   - The politics behind it

3. What other information would you expect to find there?
   - All calendars (personal, class, institutional)
   - Announcements
   - Personal file space
   - Productivity tools (MS word, other software etc on a server)

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?
   - Leave forms -> send electronically (not just fillable)
   - Acquisitions page; be able to order books etc.
   - Directory info
   - Directories: Links to state, national organizations

5. Are there any features you could suggest?
   - Easy, but secure logon
   - Good navigation, but outstanding search feature
   - Controlled vocabularies
   - Dynamic page generation (e.g. Tasmanian, Australian, New Zealand government websites)
Interview with Susan Johnson – 10/28/2004

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new)
   - Internal documents: guidelines for contract renewal, applying for grants, etc.
   - Form for requesting a new & expensive resource
   - Vacation form
   - Reports generated by different parts of the library
   - Knowledge base (FAQ, which staff speaks foreign language, etc)

2. Of those three or more items, which ones rank as the most important?
   - Access to different reports that reside at different organizations of the library
   - Knowledge base

3. What other information would you expect to find there?
   - Ongoing events & announcements (e.g. trespassing report)
   - Connect all calendars
   - Progress reports on (construction) projects
   - Status of the 24/3 thing *(have no clue what that is)*
   - Know what Sinclair & Medical library people do (training, etc.)

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?
   - Forms
   - What decisions were made in the past / reading minutes
   - Calendars
   - Directory (email, phone, title, location, specialty, languages spoken, member of which committees, internal assignments)
   - Usage statistics

5. Are there any features you could suggest?
   - Login from home
   - Personalize by department or by individual user (frequently used links and Databases)
   - Good search feature (if it works)
Interview with Ross Christianson – 10/28/2004

1. If you were to redesign the “Staff Use Only” page for quick access, what are three or more things you would want to have on it? (can be already present or new)
   - “things that come up routinely”:
   - Forms (leave, travel)
   - Internal to UH & library documents and forms
   - Committees: members, documentation about their function, minutes, mission
   - Directory: name, be able to arrange/view by department, or by subject areas

2. Of those three or more items, which ones rank as the most important?
   - 1. Directory
   - 2. Committees / library organization
   - 3. forms

3. What other information would you expect to find there?
   - Question: “who would be responsible for the management of all that info?”
   - Fund numbers for ordering stuff (private info)
   - Personalized access levels (e.g. the fund numbers would be displayed to him and 1-2 other people only)
   - Access intranet remotely
   - Control “your” content (grant editing access to the owner of that content)
   - Access to public resources (integrated library catalog)
   - Integrate information from other existing intranets
   - Links to administrative websites & policies (public pages)
   - Links to VP office for tenure review, contract renewal etc

4. What are the most common tasks you perform with the “Staff Use Only” page or would like to perform?
   - Leave form
   - Collection development information
   - Committee sites
   - Library policies

5. Are there any features you could suggest?
   - Alternative ways of communication: synchronous chatrooms / virtual meetings
   - POLYCOM (videoconferencing tool outside the intranet)
   - Synchronous communication tool: a bulletin board
Appendix D – Blueprint

University of Hawaii at Manoa Library Intranet Project
Top Level v1.0

NOTES:
Calendars: Includes current calendaring and scheduling software.
Directory: Includes staff and other frequently used directories.
Forms: Includes all forms (travel, leave, etc.) and templates.
Fun Stuff: Dedicated section for employee announcements and extracurricular activities.
Policies & Procedures: Includes literature and documents relating to library policies.
Resources: Includes survey and statistical data and other miscellaneous information.
Committees: Includes links to committee pages and other committee-specific material.
Appendix E – Prototype Screenshots (10 pages)

The Login Page

![Login Page Screenshot]

Welcome to the UH Libraries Intranet. Please log in!

Username: 
Password: 
Login
The Homepage

Welcome to the Hamilton Library Intranet

Announcements

- Honolulu Advertiser names Hamilton Library top research library in Hawaii.
- KHNL News 4 broadcasts story on Manoa flood. Click here for more details.

Upcoming Events

- Bake sale on Friday, December 3rd at Paradise Palms Café.
- Brown Bag speaker: Robin Williams. Time: 12:00pm Friday December 10th, 2005. Place: Keller 300.

Cartoon of the Day

Today’s Strip

© UPI/Ink Inc.
Calendars Page
### Staff Directory

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abner, Joey</td>
<td>956-5511</td>
<td><a href="mailto:jabner@hawaii.edu">jabner@hawaii.edu</a></td>
</tr>
<tr>
<td>Alford, Jane</td>
<td>956-5552</td>
<td><a href="mailto:jalford@hawaii.edu">jalford@hawaii.edu</a></td>
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<tr>
<td>Allen, Joan</td>
<td>956-5553</td>
<td><a href="mailto:jallen@hawaii.edu">jallen@hawaii.edu</a></td>
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<tr>
<td>Aziz, Monica</td>
<td>956-5554</td>
<td><a href="mailto:maziz@hawaii.edu">maziz@hawaii.edu</a></td>
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<tr>
<td>Bailey, John</td>
<td>956-5555</td>
<td><a href="mailto:jbailey@hawaii.edu">jbailey@hawaii.edu</a></td>
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<tr>
<td>Blake, Steve</td>
<td>956-5556</td>
<td><a href="mailto:sblake@hawaii.edu">sblake@hawaii.edu</a></td>
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<tr>
<td>Bowen, Bruce</td>
<td>956-5557</td>
<td><a href="mailto:bbowen@hawaii.edu">bbowen@hawaii.edu</a></td>
</tr>
</tbody>
</table>
### Directory Entry Example Page

#### Name: Joan Allen

**Department:** Hawaiian Collection

**Office:** 502

**Phone:** 956-0000

**Email:** sally@hawaii.edu

**Subject Area(s):** Humanities, Art, Literature

**Languages:** Samoan, French

**Committees:** Serials Review, Collection Development

**Birthday:** May 19
Forms Page

Forms

- ESP Photography Request Form
- Request to Attend Class/Tuition Waiver Procedures

Instruction Statistics Form - Temporarily Unavailable

- Annual Report Format
- Cover Sheet for Funding Proposals & Requests
- Letterhead (MS Word)

Library Visitor Notification and Request Form (html)
Library Visitor Notification and Request Form (MS Word)

Travel/Official Leave Request Procedures

- Request Form (pdf)
- Request Form (MS Word)

Instruction Statistics Form

OHR Form 1, Application for Leave of Absence
Announcements
- Bake Sale on December 1 at the library lounge (posted 11/2)
- Sign up now for coed soccer intramurals - contact Jay at jay@hawaii.edu (posted 11/5)

Classifieds
- 10-speed Huffy bicycle in great condition - $50. Contact Shane at shaney@hawaii.edu (posted 11/5)
- Advanced Calculus Textbook by Myers - $25. Contact Don at dona@hawaii.edu (posted 11/4)

Restaurant Menus
- Chow Mein Express
- International House of Pancakes
- Appleby's
- Chipotle
Policies & Procedures Page

Policies and Procedures

- Website Redesign Plan
- ECC Decision-Process Flowchart
- Scanner Service in the Map Collection (pdf)

Strategic Plans:
- 2003-2010 (pdf)
- 1998-2007 (pdf)
- 1996-2000

Website Town Hall Meeting Summary - Hamilton

Assigning Circulation Periods

Collection Development Policy Statements

Department Head Administrative Responsibilities

Department Heads Group Role and Function Statement

Emergency Procedures:
- Phone Numbers (pdf)
- Procedures (pdf)
- Emergency Phone Numbers and Procedures

Handling Multimedia Materials (Titles with Accompanying Material in Non-print Formats)

Inclusive Language Do’s and Don’ts

Library Department Council Role and Function Statement

New Location Destination Policy
Resources Page

The Appraiser: Keeping UH Manoa Libraries Informed
Open URL FAQ
Organizational Performance Indicator Survey (pdf)

Campaign Proposals for 2003
Instruction Statistics Summary
UHM Libraries Staff Language Skill Inventory
Web and EZProxy Statistics - Hamilton Library
Weekly Recap of Library Events
Equipment and Software Acquired with Grant Funding
Glyphgate for Hawaiian diacritics (MS PowerPoint)

LibQual+TM 2003 Presentation
- PowerPoint format
- PDF format
- HTML format

LibQual+TM National Service Quality Survey Results

Library Forum

Special Presentations by Julia C. Birkrud
- The Association of Research Libraries (MS PowerPoint)
- Strategies to Change the Nature of Scholarly Communication (MS PowerPoint)
Committees Page

Committees

- Library Treasures Exhibit Committee

Faculty Senate

- Staff Development Committee

Hawaii Voyager Systemwide Committees

Staff Association

- UHM Libraries List of Committees & Working Groups
- Adhoc Management Structure Committee, 2/03-6/03
- Collection Development and Management Committee
- Collection Services Division Meetings
- Electronic Collections Committee
- Library Departmental Council (LDC)
  - Department Heads Group, before 2003
- University Librarians’ Council Meetings (formerly Manoa Library Administrative Group)
- Public Services Division Meetings
- UH System Library Council Meeting Notes
- Public Service Desk Reference Statistics: Categories & Definitions
- UH Board of Regents Minutes
Appendix F – Part II Interviews Results

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<thead>
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<td>Description of Classroom, Group Study and Conference Rooms</td>
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<td>Instruction Statistics</td>
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<td>Website Town Hall Meeting Summary</td>
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<td>Annual Report Format</td>
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<td>Emergency Procedures</td>
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<td>Equipment and Software Acquired with Grant Funding</td>
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<tr>
<td>Handling Multimedia Material</td>
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<tr>
<td>Inclusive Do’s and Don’ts</td>
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<tr>
<td>Letterhead – MS Word Format, Login Required</td>
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<tr>
<td>Request to Attend Class/Tuition Waiver Procedures (new link)</td>
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<td>Travel/Official Leave Request Procedures &amp; Request Form</td>
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<td>Faculty Senate</td>
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<td>Staff Association</td>
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<td>UHM Libraries List of Committees &amp; Working Groups</td>
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<td>Collection Development Policy Statements</td>
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<td>UH Manoa Library Collection Development</td>
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<td>Serials Review</td>
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<td>OHR Form 1, Application for Leave of Absence</td>
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<tr>
<td>UH Style Guide</td>
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</table>
Appendix 2. Summer 2005 Study Results
Appendix 2. Summer 2005 Study Results

Contents:  
Purpose  
Introduction  
Discussion from the first intranet brownbag  
Results from the survey questions  
Highlights of discussion with departments and individuals  
Additional server configuration information from Serials, BHSD, and Sinclair  
Brownbag powerpoint presentation  
Department survey

PURPOSE

This report summarizes the information gathering results of first intranet brownbag, the staff survey, and discussions with departments and individuals regarding the intranet.

Introduction

On July 12, 2005, a brownbag presentation was held on the library intranet. About 16 staff members attended. A summary of the discussion in question/answer format is included.

During the months of July through September, all department heads within Hamilton and Sinclair libraries were contacted and asked if they would like a half hour briefing on the intranet with time for questions and discussion. At each briefing we left a survey for each staff member to get information about their use of our current website and thoughts they had about an intranet. The results of the survey are included below.

We met with Serials, Cataloging (including Charlot), Access Services, Asia, Special Collections, BHSD, Sinclair, Government Documents and Maps, Archives, Acquisitions and Preservation. A single meeting with staff from Personnel, Admin, and Fiscal was also held. Some department appointments had to be scheduled in September to accommodate staff schedules and office moves. As of September 30, 13 meetings were held and 58 surveys have been returned. Surveys were returned from Serials, Cataloging, Access Services, Asia, Special Collections, BHSD, Science and Technology, Archives, and Personnel, Admin and Fiscal. We had several scheduled and unscheduled discussions with individual staff members. Finally, we checked back with four departments, BHSD, Cataloging, Serials, and Sinclair to get a better idea of their specialized use of network services.

Notes were kept of each meeting with departments, groups, and individuals. For reporting purposes the results of all these meetings are compiled into one summary from each department. The summaries are presented in paraphrased question and comment/answer format. The answers DNS gave are in italics. Some of the answers have been altered to reflect new information gathered since the time of the meeting. Some of the discussion uses Plone, a trial content management system, as an example of technical abilities.
Discussion from the first intranet brownbag

1. Who is going to be in charge of managing and updating the content?

*Our response:* For departmental or project material, that decision will be left to the department or project members.

2. Who is going to work on the metadata standards? How will keywords for documents and files be established? What about abstracts and titles? Will there be global standards for keywords for the entire library?

*Our response:* It is possible that the software system we adopt will provide the ability to assign system-wide keywords. We would probably have to set up a small task force to develop these keywords for the intranet. Once the keywords are established, someone with system administration access will add them to the system. The software system we are testing now does provide for titles and abstracts (descriptions). Standards governing these could also be set by the task force.

*Metadata for specific department sites can also be decided by each department. They could implement the metadata with navigational links.*

3. How will this system interface with the collection services (technical services) LAN?

*Our response:* We need to examine the unique uses of this LAN through Serials, Acquisitions, and Cataloguing. Our initial implementation of the intranet may well not include much content from the LAN, since we are aiming for a transition that minimizes the disruption of department workflow.

4. Who is going to control the navigation for the site?

*Our response:* One possibility, depending on the software we select: Each department could set up their own “local” navigation on the left, while keeping the top “global” navigation consistent with the overall site.

5. Will there be the ability to archive old content? If so, how will we decide what should be saved and for how long?

*Our response:* We will have to look into this question.

6. Some people will probably never want to move to a new system. How will this be handled? How long will you run both systems at the same time?

*Our response:* Change is always hard. We will try to coax, with added functionalities such as the ability to do one’s own updates and collaborative authoring and very useful content everyone might want access to. We do not have a timeframe for the duration of the parallel implementation, but we will try to make sure a large majority of the staff is comfortable with the transition before we shut down the old system.
Results from the survey questions

There were 5 responses from BHSD, 4 from Special Collections, 11 from Access Services, 5 from Serials, 5 from Asia Collection, and 6 from Cataloging. Admin/Fiscal/Personnel (2) SciTech 3: Archives and Manuscripts 5 Acquisitions 8 Preservation 4 for a total of 58 responses. We reached about 110 people in our visits, so we are very pleased with the number of surveys returned.

To better understand levels of importance, we asked respondents to prioritize their answers to some of our questions. We then applied a simple weighting system to the count. For example, if we asked people to list 5 answers, the most important answer had a weight of 5 points and the least important answer had a weight of 1 point. For such questions the results are presented sorted by the weighted value. The number of responses for that questions is also noted. Occasionally the number of responses for an item will make it seem that the weighted value should be higher; the weighted value may be lower because some of those who wrote down that item gave it a lower priority.

Best effort was made during the consolidation of answers into categories to avoid misinterpreting or leaving out everyone’s point of view.
1. What are the most critical things you use on our library’s website? Please list the most important thing first. If you have more than five, feel free to list them.

This question was worded to get people to include anything they use on our library’s website for their daily work.

<table>
<thead>
<tr>
<th>Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voyager OPAC &amp; reports</td>
<td>152</td>
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<tr>
<td>Mtg minutes: committee, senate, BOR</td>
<td>77</td>
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<tr>
<td>Library staff directory</td>
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<tr>
<td>Staff only page</td>
<td>60</td>
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<tr>
<td>Personnel forms</td>
<td>52</td>
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<td>Calendars for reserving rooms</td>
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<td>Electronic Resources</td>
<td>48</td>
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<td>Library hours</td>
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<td>Library depts. (Cat, Serials, etc.)</td>
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<tr>
<td>Forms</td>
<td>24</td>
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<td>Policies &amp; procedures</td>
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<td>News &amp; announcements</td>
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<td>Tactical plan</td>
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<td>Item records</td>
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<td>Call No. Locations</td>
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<td>List of selectors</td>
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<td>Faculty policies and procedures</td>
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<td>Home page quick links</td>
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<td>HI Pac Journal Idx</td>
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<td>Link to UH website</td>
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<td>OHR homepage</td>
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<td>Other library hours</td>
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<td>Search lists for departmental accounts</td>
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<td>ESP Photo request form</td>
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<td>Renaming items online</td>
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<td>HL Ground floor project</td>
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<td>Digital reference shelf</td>
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<td>Library photos</td>
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<td>Job openings page</td>
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</tbody>
</table>
2. What are the most critical things you use on your department’s website? Please list the most important thing first. If you have more than five, feel free to list them. If it’s everything, you can write “everything”.

There are pages a department develops for public and staff use and there are pages a department develops for private department use. Sometimes pages developed for private department use are placed on a server managed by the University’s ITS department. Sometimes pages are placed on a local area network server managed by Sinclair or Hamilton Library. In the answers that follow, the number of surveys returned is noted. However many surveys did not answer this question, so often the results do not reflect the overall department.

BHSD (5 surveys returned) has its own private intranet working on the university’s uhunix server system. Access is restricted to BHSD members. BHSD also has its own public website working on the uhunix server system (http://www.hawaii.edu/emailref/). The responses that follow include both sites.

<table>
<thead>
<tr>
<th>BHSD: Sorted by Weighted Value Totals</th>
<th># Responses</th>
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<td>Internet resources</td>
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<td>Voyager</td>
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<tr>
<td>Collection manager</td>
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<td>Directories</td>
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<tr>
<td>Desk schedule</td>
<td>4</td>
</tr>
<tr>
<td>Quick start guides</td>
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<tr>
<td>Basic lib rsch handbook</td>
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<td>Librarian contact info</td>
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<td>Schedules</td>
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<td>Personnel forms</td>
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<td>Cartoons</td>
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</tr>
</tbody>
</table>
Special Collections (4 surveys returned) has its own department public website working on the uhunix server system (http://www2.hawaii.edu/~speccoll/).

<table>
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</tr>
<tr>
<td>Collections: HSPA, song indexes, manuscripts, archives</td>
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<td>Bibs &amp; assignment guides</td>
<td>5</td>
</tr>
<tr>
<td>Pacific Collection page</td>
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<td>Hi Pac Journal Idx</td>
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</table>

Access Services (11 surveys returned) did not have too many responses to this question. They have web pages related to their services on the library server (http://libweb.hawaii.edu/libdept/access/access.htm).

<table>
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</tbody>
</table>

Serials (5 surveys returned) work with pages on uhunix (http://www.hawaii.edu/serials/welcome.htm) and with materials on the Technical Services local area network (LAN).

<table>
<thead>
<tr>
<th>Serials: Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voyager display problems</td>
<td>5</td>
</tr>
<tr>
<td>Flood documentation &amp; manuals on LAN</td>
<td>5</td>
</tr>
<tr>
<td>Serials dept. map</td>
<td>5</td>
</tr>
<tr>
<td>Serials annual reports</td>
<td>4</td>
</tr>
<tr>
<td>Student timesheets on LAN</td>
<td>4</td>
</tr>
<tr>
<td>Personnel</td>
<td>2</td>
</tr>
</tbody>
</table>
Asia Collection (5 surveys returned) has department public pages on the uhunix server (http://www.hawaii.edu/asiaref/). Because not everyone answered this question, this data is not reflective of the entire collection’s views.

<table>
<thead>
<tr>
<th>Asia: Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Japan collection page</td>
<td>5 1</td>
</tr>
<tr>
<td>China collection page</td>
<td>5 1</td>
</tr>
<tr>
<td>Special Collections</td>
<td>4 1</td>
</tr>
<tr>
<td>Asia Collection page</td>
<td>4 1</td>
</tr>
<tr>
<td>Company history collections</td>
<td>3 1</td>
</tr>
<tr>
<td>J-newspaper</td>
<td>2 1</td>
</tr>
<tr>
<td>CD-ROMs</td>
<td>1 1</td>
</tr>
</tbody>
</table>

Cataloging (6 surveys returned) has department public pages on the uhunix server (http://www2.hawaii.edu/~hlibcat/) and also uses the Technical Services LAN for items specific to department use. They use information manager software Treepad (http://www.treepad.com/) to organize their materials on the LAN.

<table>
<thead>
<tr>
<th>Cataloguing: Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Treepad (e.g. cat manual)</td>
<td>18 4</td>
</tr>
<tr>
<td>Everything</td>
<td>10 2</td>
</tr>
<tr>
<td>Quick guides (ed: on www2)</td>
<td>8 2</td>
</tr>
<tr>
<td>Cataloguing tools (ed: on www2)</td>
<td>8 2</td>
</tr>
<tr>
<td>Staff policies (ed: on www2)</td>
<td>2 1</td>
</tr>
<tr>
<td>Memos (ed: on www2)</td>
<td>1 1</td>
</tr>
</tbody>
</table>

Admin/Fiscal/Personnel (2 surveys returned). Because not everyone answered this question, this data is not reflective of the everyone’s views.

<table>
<thead>
<tr>
<th>Admin, Fiscal, Personnel: Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research carrel link</td>
<td>5 1</td>
</tr>
<tr>
<td>Lockers link</td>
<td>4 1</td>
</tr>
</tbody>
</table>
**Science Technology** (3 surveys returned) has department public pages on the uhunix server ([http://www.hawaii.edu/sciref/](http://www.hawaii.edu/sciref/)).

<table>
<thead>
<tr>
<th>SciTech: Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-resources</td>
<td>12</td>
</tr>
<tr>
<td>Voyager</td>
<td>10</td>
</tr>
<tr>
<td>ILL</td>
<td>7</td>
</tr>
<tr>
<td>Bibliographic databases</td>
<td>6</td>
</tr>
<tr>
<td>Subject guides</td>
<td>5</td>
</tr>
<tr>
<td>WorldCAT</td>
<td>1</td>
</tr>
<tr>
<td>Links to UH Manoa campus</td>
<td>1</td>
</tr>
<tr>
<td>Links to library home page</td>
<td>1</td>
</tr>
</tbody>
</table>

**Archives and Manuscripts** (5 surveys returned) has a department website on the library server ([http://libweb.hawaii.edu/libdept/archives/](http://libweb.hawaii.edu/libdept/archives/)).

<table>
<thead>
<tr>
<th>Archives/Manuscripts: Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photograph index</td>
<td>8</td>
</tr>
<tr>
<td>Dept. home page</td>
<td>7</td>
</tr>
<tr>
<td>Japanese/Amer Veterans Collection</td>
<td>7</td>
</tr>
<tr>
<td>Hawaii Congressional Collection</td>
<td>5</td>
</tr>
<tr>
<td>Catalogued papers</td>
<td>5</td>
</tr>
<tr>
<td>Dept. staff directory</td>
<td>5</td>
</tr>
<tr>
<td>Finding aids</td>
<td>5</td>
</tr>
<tr>
<td>Digital resources</td>
<td>4</td>
</tr>
<tr>
<td>HI War Records</td>
<td>4</td>
</tr>
</tbody>
</table>

**Acquisitions** (8 surveys returned) does not have a web site. Because not everyone answered this question, this data is not reflective of the entire department’s views.

<table>
<thead>
<tr>
<th>Acquisitions: Sorted by Weighted Value Totals:</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>List of collection devel librarians</td>
<td>5</td>
</tr>
<tr>
<td>If we had one, everything</td>
<td>5</td>
</tr>
</tbody>
</table>

**Preservation** (4 surveys returned) has a website on the library server that both the public and the department use.

<table>
<thead>
<tr>
<th>Preservation: Sorted by Weighted Values:</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disaster recovery information</td>
<td>5</td>
</tr>
<tr>
<td>General preservation information</td>
<td>5</td>
</tr>
<tr>
<td>Supply information</td>
<td>4</td>
</tr>
</tbody>
</table>
3. Do you know of people other than Hamilton/Sinclair librarians and technical staff using these pages? If yes, what is their status? (e.g., students, volunteers, etc.).

There are different types of non-staff users of department materials. People who work for the libraries (students, volunteers), people who are a part of the larger university community (emerita, teaching faculty, other UH librarians), librarians in other institutions (E/W Center, cataloguers world-wide), donors, and the public.

The responses were as follows:

- Teaching faculty
- Student assistants
- Librarian emerita
- Volunteers
- Donors
- E/W Center librarians
- Med School librarians
- LIS faculty
- TIM librarian
- Community college librarians
- Other UH site staff who do cataloguing
- Other librarians world-wide who do cataloguing
- LIS interns
- Students

The larger Voyager consortium (e.g. Bishop Museum, Kam schools) should have some access

Job applicants

General community accesses Preservation's pages
draft

4. Are there pages in your department website that are important to the public? If there are, please list the urls so we can make sure we have them right.

BHSD All public dept. pages are important to the public. The staff material is on the intranet.
Subject guides www.hawaii.edu/emailref/
Internet resources www.hawaii.edu/emailref/internet_resources

Speccoll Everything, Hawn & Pacific
www2.hawaii.edu/~speccoll/hawaii.bib.html, hawaiicoll.html, hawaiid&t.html, hawaiabout.html

Access illiad/manoa.hawaii.edu/login
All of it is public
libweb.hawaii.edu/libdept/access/esp.html, services, payment.htm, lendinfo.html, esp.html#contact
uhmbill.uhmlib.libill.esp
http://libweb.hawaii.edu/uhmlib/forms.IDReg.htm

Serials www.hawaii.edu/serials/vcleanup.htm

CAT www2.hawaii.edu/~hlibcat/persons.htm
Cataloging FAQs
Error reporting for Voyager bib records

Admin http://libweb.hawaii.edu/libdept/admin/admin_carrels.html
http://libweb.hawaii.edu/libdept/admin/admin_lockers.html

Sci/Tech subject guides
Departmental information
http://www.hawaii.edu/sciref/

Archives/ http://libweb.hawaii.edu/libdept/archives/univarch/
Manuscripts http://libweb.hawaii.edu/digicoll/hwrd/HWRD_hm/HWRD_welcome.htm

Preservation disaster recovery
supplies
film preservation
social movements
5. *DNS cannot do everything we’d like to do, but we’d like to know:*

Are there things you’d like to be able to do on our organizational intranet that you cannot do now? Please list the most important thing first.

<table>
<thead>
<tr>
<th>Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborative authoring/editing/feedback/sharing</td>
<td>14 6</td>
</tr>
<tr>
<td>Get to our Treepad documents from off-campus</td>
<td>14 5</td>
</tr>
<tr>
<td>Manage our department schedule/ref desk scheduling</td>
<td>11 4</td>
</tr>
<tr>
<td>Archiving/backup files</td>
<td>10 4</td>
</tr>
<tr>
<td>Making our own updates/posting content</td>
<td>9 3</td>
</tr>
<tr>
<td>Post documents restricted to dept members</td>
<td>8 4</td>
</tr>
<tr>
<td>No more email vacation notices -- notice would be posted on library-wide calendar</td>
<td>4 2</td>
</tr>
<tr>
<td>Posting dept project materials, eg serials review</td>
<td>3 3</td>
</tr>
<tr>
<td>One login for all resources</td>
<td>3 1</td>
</tr>
<tr>
<td>Posting procedures for students on how to do things</td>
<td>3 1</td>
</tr>
<tr>
<td>Email dept coworkers on our own. Hopefully more communication among dept staff.</td>
<td>3 1</td>
</tr>
<tr>
<td>In the future, find a way to incorporate the LAN so that we can use it for intra departmental information &amp; procedures</td>
<td>3 1</td>
</tr>
<tr>
<td>Student timesheets -- right now they are not password protected</td>
<td>3 1</td>
</tr>
<tr>
<td>Get various fiscal codes,fund #s, object codes</td>
<td>3 1</td>
</tr>
<tr>
<td>Share resource guides</td>
<td>3 1</td>
</tr>
<tr>
<td>Share instructional material</td>
<td>3 1</td>
</tr>
<tr>
<td>Searching</td>
<td>3 1</td>
</tr>
<tr>
<td>Posting policies &amp; procedures</td>
<td>3 1</td>
</tr>
<tr>
<td>Relational databases for digital projects</td>
<td>3 1</td>
</tr>
<tr>
<td>Find internal UH system job openings before they become public</td>
<td>3 1</td>
</tr>
<tr>
<td>Online bulletin board for selling/renting</td>
<td>3 1</td>
</tr>
<tr>
<td>Useful for accessing HL/SL staff only manual</td>
<td>3 1</td>
</tr>
<tr>
<td>Staff-only access</td>
<td>3 1</td>
</tr>
<tr>
<td>Communicate w/ disaster recovery group</td>
<td>3 1</td>
</tr>
<tr>
<td>Check calendars</td>
<td>2 2</td>
</tr>
<tr>
<td>Controlling access to pages</td>
<td>2 2</td>
</tr>
<tr>
<td>Place to backup materials</td>
<td>2 2</td>
</tr>
<tr>
<td>Fiscal paperwork, eg FEMA timesheets</td>
<td>2 2</td>
</tr>
<tr>
<td>Posting staff-related documents</td>
<td>2 2</td>
</tr>
<tr>
<td>Add important announcements, e.g. emergency or temporary closures</td>
<td>2 1</td>
</tr>
<tr>
<td>Getting the most updated version of institutional licensed software</td>
<td>2 1</td>
</tr>
<tr>
<td>Project management support</td>
<td>2 1</td>
</tr>
<tr>
<td>See pictures of all staff</td>
<td>1 1</td>
</tr>
<tr>
<td>Info about e-resource licenses</td>
<td>1 1</td>
</tr>
<tr>
<td>Staff assn dues, news, etc.</td>
<td>1 1</td>
</tr>
<tr>
<td>Make it easier to print out</td>
<td>1 1</td>
</tr>
<tr>
<td>List subject &amp; area selectors &amp; their language skills</td>
<td>1 1</td>
</tr>
<tr>
<td>Sample of staff signatures for their initials</td>
<td>1 1</td>
</tr>
</tbody>
</table>
Is there anything about the intranet idea that concerns you? Please list the most important thing first.

<table>
<thead>
<tr>
<th>Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duplication of other info sources, eg email</td>
<td>34</td>
</tr>
<tr>
<td>Security from other depts., higher ups., people, etc.</td>
<td>32</td>
</tr>
<tr>
<td>Managing for quality content</td>
<td>19</td>
</tr>
<tr>
<td>Insufficient training, not easy to use</td>
<td>12</td>
</tr>
<tr>
<td>Another password</td>
<td>12</td>
</tr>
<tr>
<td>Personnel to provide ongoing support</td>
<td>7</td>
</tr>
<tr>
<td>Downtime, reliability</td>
<td>5</td>
</tr>
<tr>
<td>People who cannot/refuse to use new technologies</td>
<td>3</td>
</tr>
<tr>
<td>Managing for timely content</td>
<td>3</td>
</tr>
<tr>
<td>Who maintains the dept. pages</td>
<td>3</td>
</tr>
<tr>
<td>Lose flexibility of LAN and treepad</td>
<td>3</td>
</tr>
<tr>
<td>Need remote access</td>
<td>3</td>
</tr>
<tr>
<td>Excessive input may slow workflow</td>
<td>3</td>
</tr>
<tr>
<td>Long training sessions</td>
<td>3</td>
</tr>
<tr>
<td>Lack of consensus on intranet content</td>
<td>3</td>
</tr>
<tr>
<td>Do not post admin forms, perhaps links okay</td>
<td>3</td>
</tr>
<tr>
<td>Lack of dept. control of contact updates</td>
<td>2</td>
</tr>
<tr>
<td>Definition of who can access?</td>
<td>2</td>
</tr>
<tr>
<td>Too much information</td>
<td>2</td>
</tr>
<tr>
<td>Workload to people who are good at technology</td>
<td>2</td>
</tr>
<tr>
<td>Do not want username &amp; password to be the same as uhunix's</td>
<td>2</td>
</tr>
<tr>
<td>Admin changing its mind about intranet</td>
<td>2</td>
</tr>
<tr>
<td>Need MAC accessibility</td>
<td>2</td>
</tr>
</tbody>
</table>
Is there anything you like about the intranet idea? Please list the most likeable thing first.

<table>
<thead>
<tr>
<th>Sorted by Weighted Value Totals</th>
<th># Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content in one area; one site to read all relevant staff news</td>
<td>32 12</td>
</tr>
<tr>
<td>Staff-only access</td>
<td>28 11</td>
</tr>
<tr>
<td>Searchability/Quick access</td>
<td>19 10</td>
</tr>
<tr>
<td>More communication to largest number of people &amp; more ability to give input</td>
<td>13 10</td>
</tr>
<tr>
<td>Saving time, e.g. with emails</td>
<td>12 4</td>
</tr>
<tr>
<td>Collaborative authoring/editing/feedback</td>
<td>10 5</td>
</tr>
<tr>
<td>Access from off-campus (e.g. get to our Treepad documents)</td>
<td>10 4</td>
</tr>
<tr>
<td>Ability to better organize our work &amp; procedures</td>
<td>10 4</td>
</tr>
<tr>
<td>Dept. calendar</td>
<td>8 3</td>
</tr>
<tr>
<td>Ability to have more control over departmental sites</td>
<td>5 2</td>
</tr>
<tr>
<td>Re-organizing the staff-only page</td>
<td>5 2</td>
</tr>
<tr>
<td>Up to the minute availability of documents</td>
<td>4 2</td>
</tr>
<tr>
<td>Easy access w/ one login</td>
<td>3 1</td>
</tr>
<tr>
<td>Everything at your desktop</td>
<td>3 1</td>
</tr>
<tr>
<td>Nothing until I see it</td>
<td>3 1</td>
</tr>
<tr>
<td>Reference source for policies/procedures</td>
<td>3 1</td>
</tr>
<tr>
<td>Making our own updates/posting content</td>
<td>3 1</td>
</tr>
<tr>
<td>Department-specific sites</td>
<td>2 1</td>
</tr>
<tr>
<td>Increase in variety of forms of messages</td>
<td>2 1</td>
</tr>
<tr>
<td>Place to backup materials</td>
<td>2 1</td>
</tr>
<tr>
<td>Provide training content for students</td>
<td>1 1</td>
</tr>
<tr>
<td>Backing up files on intranet</td>
<td>1 1</td>
</tr>
<tr>
<td>Ease of use</td>
<td>1 1</td>
</tr>
<tr>
<td>Shared workspace for grp projects</td>
<td>1 1</td>
</tr>
<tr>
<td>Cuts across deptsmental boundaries</td>
<td>1 1</td>
</tr>
<tr>
<td>Ability to use bulletin bds/blogs out of public eye</td>
<td>1 1</td>
</tr>
</tbody>
</table>
Highlights of discussions with departments and individuals

For reporting purposes the results of all meetings with departments, groups, and individuals are compiled into one summary from each department. The summaries are presented in paraphrased question/answer or standalone comment format with an occasional summary of technical details for department computer use. The answers DNS gave are in italics. Some of the answers have been altered to reflect new information gathered since the time of the meeting. Some of the discussion uses Plone, a trial content management system, as an example of technical abilities. Attempts were made not to repeat the answers to similar questions.

Serials Department.

1. The idea of being able to log into the intranet from off campus is very attractive. Could material on the LAN could be backed up on the intranet, or moved to the intranet to make it accessible from off-campus?

Our response: We need to learn more details about what kinds of materials are on the Technical Services LAN, and perhaps may be able to decide on a case-by-case basis what could go on the intranet. For immediate purposes we will probably not move any Technical Services LAN material to the intranet until after we successfully implement the intranet.

2. I’m worried about having too many places to login, for example UH email, the intranet, and the Technical Services LAN.

Our response: We are looking into reducing logins, so we don’t have a good answer for this yet.

Cataloging Department.

1. Can the intranet handle diacritics and foreign languages?

Our response: An initial simple copy and paste test conducted after July 26 shows that Plone can display diacritics and foreign languages. We were able to search by copy and pasting characters into the search box.

2. It would be nice if pages could be printed so that only the main content showed.

Our response: This is possible with cascading style sheets, which allows us to “program” what we would like printed out for web pages.

3. Could the intranet be used to back up confidential files from one’s PC?

Our response: If you want only yourself to read the material, it is best that you make your own backups to a zip disk, CD ROM, or flash drive – depending on what your machine has available. You could make a backup on your uhunix account, just know that it could be read by a system administrator of uhunix.

4. Will there be guidelines for when things can be deleted from the intranet?
Our response: Some software packages allow you to set an expiration date so an item simply stops showing at the appointed time.

5. Could there be a directory function of language skills for library staff? Could we keep staff manuals, policies, org charts, and procedures on the intranet and have things easy to find? The staff materials page is too long to be useful. Will there be regular training in the use of the intranet and can it be made a part of new personnel orientation? Can we have materials for student workers and keep students away from other department materials? Can we have spaces only for department supervisors? Could we use the intranet for job announcements for people in the civil service system?

Our response: These are all possible, depending on the software we decide to use and available resources.

6. At a previous job I was able to access a password-protected area where we could store our files and know they were backed up. There was also a temporary area on a server set aside. It was cleaned out once a month, but people could leave materials there if needed on a short term basis.

Our response: This is technically possible but we would need to install and configure software to do this job.

7. How can we control the quality of the content and keywords? For example, it would be nice if we could standardize on staff names in all our meeting minutes, make sure each mention of a staff member includes his/her last name so that it is easier to identify which person is being referred to. The last names could go into the keyword list.

Our response: This is something a metadata project team should consider.

8. Could the intranet cut down on the numerous policy and procedure emails that come and go between fiscal and personnel and the rest of us? Perhaps posting the information would save our fiscal and personnel staff the repetitive task of clarifying or reminding people. It would be nice to have direct links to oft-needed resources such as personnel forms or policies at OHR, or perhaps the Voyager search screen.

Our response: These are all possible. We encourage the admin/personnel/fiscal staff to use the intranet.

9. On our LAN we have problems with people overwriting our blank forms, moving items off the LAN unto their desktops, or deleting them without realizing it. Would an intranet prevent these kinds of errors?

Our response: Plone, the system we are evaluating now, does not allow drag and drop, so it is more difficult to make these kinds of errors. But there is always a learning curve with new systems.
Access Services.

1. Isn’t this like MYUH?

Our response: Kind of. UH Banner is what they call portal software. Its strength is providing links to useful websites and feeding information from websites into your personalized home page. We are looking at using a content management system. Its strength is to allow everyone (not just web specialists) to add content to their website, including links to other websites.

2. I like the idea of being able to update our own pages, for example the library schedule. What about students having access to do work? What about keeping some materials private from student workers?

Our response: The Plone system we are looking at can allow students with restricted permissions to log on to the system and do work.

Asia Collection.

1. It would be nice to have a website for the department separate from everyone else’s view. Can it support Asian fonts?

Our response: A simple copy and paste test conducted after July 26 shows that Plone can display diacritics and foreign languages. In fact you can have Plone presented in many different languages; there are sites in German, Japanese, etc. But our site would be presented in English.

Special Collections.

1. Who will control the quality of the content in the intranet?

Our response: At the department level it is up the department staff to decide on content. Some software packages allow for a reviewer function, where one or more people can review all material slated to go on the intranet.

2. How does an intranet reduce email use?

Our response: An intranet can reduce email use when department-specific or library-wide announcements are posted in the intranet. Time spent deleting, printing, or saving emails (to somewhere you can find them later) is no longer needed. Announcements on the intranet are virtually located in one place – they either appear in the announcement box when you login or can be retrieved with a search. The software we are testing even allows you to search on many variables: keywords, description, title, author, dates, etc, so it is much more specific than our current UH webmail system. Email time can also be reduced if you are working on a document with other people. Take meeting minutes, for example. This can involve sending out a draft to the group, sending reminder notices, receiving different sets of comments, integrating the comments, then sending them out for final proofing. This could get awkward if there are large attachments involved. In an intranet setting you would post the document and its attachments and open it for editing or just comments. Both reviewers can either make their edits or make comments, and each person can read everyone’s input at the same time.
1. We are concerned about outsiders having access to our files.

*Our response:* The current software we are testing can restrict access to the point where only the creator can view it. The creator can also designate other individuals or their department members to view the document. Please note, as is the case with all computer systems, the system administrator can also view the document.

2. Will the intranet software allow searching of XML tags?

*The current software we are testing has a metadata set based on the Dublin Core set. The set implemented in Plone is: Title, Creator, Subject, Description, Publisher, Contributors, Date, CreationDate, EffectiveDate, ModificationDate, Type, Format, Identifier, Language, and Rights. The default advance search screen for the software package includes many options that include metadata from the Dublin Core set.*

3. Will there be someone who can support relational database development? Will there be enough staff to implement the site?

*Support for relational database development depends on staffing strength. Currently Wil and Sunny will be focused on implementing the first version of our intranet. Our time now is spent on testing software, gathering information about user needs, holding informational meetings, and putting together some design ideas. Given our staffing situation and limited finances, implementation of the site may have to take a little longer than what it takes at other sites as we train ourselves and switch hats for all the different kinds of jobs we’ll have to do.*

4. What kinds of technical capabilities will the system have? Some nice-to-haves would be dynamic announcements from different departments, conferencing, collaborating, privacy and confidentiality down to the file level, a portal interface, and the ability to customize each department’s website with a different look. Excellent indexing and searching capability is important. The standards I see out there include dynamic generation of pages, XML metadata, table-less CSS layouts, a site that is index driven, rss feeds, and support for streaming data, and both the internet and intranet pulling content out of the same databases.

*Our response:* The software package we are testing now supports dynamic announcements, collaborative authoring and commenting, can support a wiki service, can set privacy at the file level, does have a portal interface, and has the ability to have unique department looks. It indexes content as it is added and has a good advanced search utility. Pages are generated dynamically in XHTML and one of the “skin” options is tableless CSS. It can support rss feeds and streaming data, and has its own internal relational database module. It can also interface with MySQL and other popular relational database packages.

*Our initial implementation of the system will be focused on the more general concerns put forth by the library community, but we are looking to adopt a system that conforms to the industry’s best practices, has a purchase price of close to zero, and can scale to more complicated uses at a later date.*

5. I would like to see a system that can do some knowledge management for us. For example, a database-like collection of emails with information answering every day ready
reference questions we get at the reference desk. We could do a search of this database and pull up the information right away.

Our response: If we use a system like the one we are testing, this could be implemented by setting up a directory structure repository of text emails. Content would be indexed as soon as it is saved and could be searched for immediate retrieval. If a more sophisticated system is desired, we’d have to investigate it once the initial prototype is developed.

**Government Documents and Maps.**

1. It would be nice to keep certain materials away from the public. Is it the plan to move all department materials completely over to the intranet?

Our response: Each department has a very different department site. Some sites only have content for the public, some have content for both the public and an area set aside for just department staff. Because of the uniqueness of each situation, we’d have to assess each department on an individual basis. Certainly the materials that should be password protected would be the first and most likely candidates.

**Sinclair Library.**

1. Can we reduce the number of passwords we have to use, for example for the calendars? Will we be getting notices via email on what’s new with the intranet?

Our response: We are looking into reducing logins, so we don’t have a good answer for this yet. We will keep everyone updated on the intranet.

2. It would be nice to develop a database of faculty for subject experts on campus that would automatically generate emails to predefined faculty when a new resource comes in.

Our response: This is technically possible but currently we are constrained by staff resources.

**Archives and Manuscripts.**

1. It is a real bother to have to check yet one more place for work-related information.

Our response: Email and the intranet will have to co-exist as resources since they serve different purposes. Although email can be used for organizational content that is secure from the public, it has its own problems that a good content management system can solve, such as storing and retrieving material, easy updating, and collaborative editing. Over time and with use we will find ways to reduce the risks of people missing announcements that are posted in one or the other place. We will look at different strategies to reduce the number of times one has to login and the number of login/passwords one needs.

2. Can Plone be used to back up documents? At this time we have about 100 documents we’d like to back up. How much space might we have to backup our documents?

Our response: Yes, Plone could be used to backup materials, but we’re not sure about very large quantities of information. Currently our server for this system has 30GB of space.
3. Could Plone be used to develop a relational database much along the lines of the OCLC archival materials database? Will there be enough space to create a born-digital archive?

Our response: This kind of project requires funding and staffing for development. A born-digital archive will probably be best implemented with a package specifically designed for the job.

Fiscal, Administrative, Personnel.

1. How does the intranet compare with lib_ids, which only sends to Sinclair and Hamilton employees? Could we forward an item for other people’s attention? How do we know people will be checking the intranet for important announcements?

Our response: Any content on the intranet will essentially be available to only those people who are on lib_ids. In Plone there is an email service where you can send the url or internet address of the document to someone else’s email account. We cannot confirm if people are checking the intranet for important announcements.

2. Could we use the intranet to save and search emails? I have a need to quickly locate emails on specific topics.

Our response: You could probably save your emails in your Plone account and use Plone’s indexing and searching power to help you find emails when you need them.

3. If we post forms that are generated by external UH offices, we will have too much difficulty keeping them current. A link to the respective office’s posted form is a better solution. Also, there are forms I prefer not to post because it is much better if I speak with the staff member before he/she proceeds with filling it out.

Science/Technology.

1. Why isn’t there an intranet yet?

Our response: Intranet research started in Fall 2004 but was interrupted. There was not enough staffing in DNS to keep the project going during flood recovery.

2. We’d like to use the intranet to share instructional materials, we want to stop re-inventing the wheel. By the way, the National Agriculture Library is using Zope and Plone for their intranet.

Our response: Plone is ideal for that. People could search for “Endnote” and “tutorial” and find all our Endnote tutorials posted on the intranet.

3. There are a lot of MAC users in Sci/Tech. Will we be sure the intranet works well with Macs?

Our response: Browser compatibility is an ongoing issue, but we will choose applications that minimize that problem.

4. Will there be any usability testing of the new system?
Our response: We’d like to test how people like moving around in the system and how easy it is to use its tools.

5. Who will be responsible for what content?

Our response: We would probably follow the same patterns we do now; there is content that DNS will be responsible for and there is content departments and projects will handle. There is also content individuals can handle themselves, and with the correct reviewing and authorization process that content could be posted.

Acquisitions.

1. Will we have to check both email and the intranet for our information? It seems like that’s a lot of checking to do.

Our response: Email and the intranet will have to co-exist as resources since they serve different purposes. Although email can be used for organizational content that is secure from the public, it has its own problems that a good content management system can solve, such as storing and retrieving material, easy updating, and collaborative editing. Over time and with use we will find ways to reduce the risks of people missing announcements that are posted in one or the other place.

2. I like the idea of not having to learn html to put materials on the web. We also like the idea of a private space for individuals and a department space only for staff members. It would be nice if the intranet improves cross-departmental communication.

Preservation.

1. It is too much to have to check more than one place for information. I feel I have enough to do without having to remember to look in multiple places.

Our response: (see Acquisitions #1)

2. I like the idea of uploading items to the intranet from home and being able to download them when I get to work, and vice versa. Currently I am emailing documents to myself and that is not a very satisfactory way of doing things.

Our response: If we go with Plone and off-campus logons, it could certainly help with that.

3. Making it easy to edit the web pages is absolutely critical. If it is as difficult as MS Access we won’t be able to do it. We would like to upload images, so we must have the capability of doing this easily. I do like the idea of being able to change our website ourselves, since our content right now hasn’t changed for a long time.
Additional server configuration information from Serials, Cataloguing, BHSD, and Sinclair:

Serials:

Storage of files for group use: Files are kept on a server under a folder named "serials". It is a community folder in that all serials staffers have access to its contents. Access to this folder is restricted with the domain controller structured by organizational units (OU). (Each department has their own OU, and access permissions are determined for each OU.) Some of the files have been encrypted by individual staff members and placed in individual staff folders inside their department folders. There has been a problem of files being lost through deletion or moved to a PC off the shared folder. They use the manuals developed/maintained by the cataloguing department and access them through an application called Treepad, which organizes the content and provides links to the content. Treepad Viewer is available on the LAN. Treepad editor is installed on a PC.

E-resources gateway: Serials is also responsible for the e-resources gateway database. It contains information on vendors, purchasing, and urls for the resources. The original database is in Access format and resides on a PC. The information is uploaded to MySQL and served through the public e-resources interface.

CARL archive: Serials also maintains an Access database archive of a portion of the CARL database. The content includes purchasing, ordering, and check-in information. The CARL database itself is maintained by the Systems department.

LARS: There is also a database application called LARS that runs Serials’ bindery information and processing. It is loaded on a standalone PC. The intent is to move it to the technical services LAN so that more than one person can access it at a time. (DNS NOTE: If the software is not network compatible only one person can access it at a time, no matter where it resides. This question will require further investigation.)

Cataloguer’s Desktop: Then there is the software Cataloguer’s desktop, with which staff can download records from OCLC onto their PCs then import the records into Voyager.

Cataloguing:

Department website: The department’s web pages are on uhunix.

Treepad manual: Once a week the content of their Treepad application, a personal information manager software, is exported as a website and posted on the uhunix website. The cataloging department is using TreePad to provide links on PC desktops to manuals and meeting minutes. The manuals are open to the public.

File sharing on LAN: The Technical Services LAN has a folder accessible only to the department. Access to this folder is restricted with the domain controller structured by organizational units (OU). (Each department has their own OU, and access
permissions are determined for each OU.) There are sub-folders organized by topic. One folder called community is open to access from other departments.

Working with Voyager records: Queries are made of Voyager and the records are uploaded into MS Access in stand-alone mode on a PC. Would be nice if this could be accessed in a multi-user mode. (DNS NOTE: This item needs further investigation, for example, are these pre-programmed Voyager queries?)

There are several Excel files on the LAN, some with shared access and some not. Some are used to process withdrawal records for Fiscal. Others are shared with Acquisitions to work on “bounced records”, bibliographic records that need to be altered or analyzed before being loaded into Voyager. It would be great if they could be processed in a multi-user, multi-department mode.

Records are regularly downloaded from RLIN via ftp and OCLC via OCLC’s software.

BHSD:

BHSD has a password-protected intranet site for department use only and a large site for public use, both on ITS servers. The intranet posts committee meeting minutes, a schedule for the reference desk, and links to materials the staff needs. There are easy links that take the staff directly to useful databases. Freefind software is used for indexing and searching.

In the past, BHSD used to host an intranet on an in-house server. This intranet included:

- A serials database: Datasets are downloaded from CARL and Voyager and uploaded into an open source relational database (FreeBSD?) on the uhunix server. Information is added for BHSD’s internal use. The database can produce spreadsheet-like enhanced reports that are easy to use.

- A reference list: A relational database that lists journals and produces a standing order list report so librarians know when it is time to renew a subscription. (DNS NOTE: This item needs further investigation. It is possible this function may be already available via a Voyager report module.)

- A combined reference information resource: During the renovation of Phases I and II and other activities that disrupted normal services, specialized databases of all reference collections were developed to support combined reference information requirements

Sinclair:

Backup of Sinclair holdings: Sinclair keeps a backup of Sinclair’s holdings from the online catalog Voyager in a Filemaker Pro database. The database is kept on a pc in the reference area. This data is updated about three times a year.

Music sheet index: Their fileserver has a music sheet index developed in Excel. Information is typed in. The spreadsheet is used by reference and more than one person can access the information at the same time.
Computer inventory: An Access database is on the fileserver.

IP inventory: An Excel spreadsheet is on the fileserver.

Logins required: Access to the fileserver is controlled by a login system based on MSServer. The hierarchy of permissions runs from (most to least) Head of Sinclair to librarians to staff to students-in-charge to student help.

Calendaring: Sinclair tried a calendaring software called “Time and Chaos”, which worked very well until they ran into software conflicts with Voyager. A feature they liked was the software would sound an alarm at the desktop for scheduled events.
Intranet briefing content

What is an intranet?
- **Definition:**
  - An organizational network and information space designed for employee use built with internet software and hardware. The public cannot access this information.
    - **Employee:** Faculty and staff at Hamilton and Sinclair libraries
  - **In contrast:**
    - **External website:** Library website designed for public use
    - **Extranet:** Website designed for specially designated guests

Goals & Objectives
- **Save the employee’s time**
  - Reduce time reading internal emails
  - Information indexed and searchable
  - Less time spent storing organizational information
- **Enhance cross-organizational communications**
  - Support inter-departmental project communications
    - Projects could have their own home pages with links to staff and their departments
  - Support online discussions

Goals & Objectives
- **Enhance cross-organizational communications**
  - Coordinate activities
    - **Calendar functions**
  - Access from home
- **Improve timeliness, quality, and security of information**
  - Functional staff can make more timely updates
  - Centralized information sources
  - Organizational discussions and decisions can be kept from the public
Uses
- Passive posting
  - Personnel policies and procedures
- Interactive posting
  - Documents which allow for commenting
- Delivering
  - Forms, documents, manuals, database information

Current Intranet Materials
- Announcements
- Committee meeting minutes
- Material that should not be accessible to the public (e.g. vendors)
- Human resource information
- Campus news
- Enhanced staff directory
- Shared staff calendars, room schedules

Relationship With Web Redesign Project
- Web redesign project
  - Focused on public external website and the extranet (authenticated public web services)
  - User focus is the public, not the staff
  - Hardware and software tools are the same
  - Requires working closely with the web-redesign team
    - Learn from their work
    - They can learn from the results of the intranet work.

Workload implications
- Hopefully people will find it easier to create their own content and share them in different ways over the web
- Currently: Much content is generated and forwarded to DNS for posting and upkeep
- Deciding how content and updates will be made in different scenarios
  - The employees generating the content, a designated department person or DNS?
Workload Implications
- Continuation of collaborative authoring
- May require reviewer function for some online discussions
- As we learn the new system, we can create new and more efficient ways of doing things
- Initial learning curve, training, more learning

Requirements For Success
- Good navigation
- Great search engine
- Timely and reliable information
- Staff support and participation
  - Feedback on design
  - Quality and timeliness of information
    - If the information staff provides is late, irrelevant or inconsistent, no one will want to use the intranet

Requirements For Success
- Quality standards for intranet pages
- Quality policies on defining intranet content
- Aim for as smooth a transition as possible
- Training

Design and Implementation
- Informational meetings and reports
- Staff input
- Coordination with web re-designers
- Walkthroughs and user testing
- Staff training
- Parallel implementation
- Iterative implementation: Fixes and testing, fixes and testing, fixes and testing
Current status of intranet
- Fall 2004 graduate student study on an intranet for Hamilton
  (Peter Harrer, Steve Lim, Elias Vafiadis)
  - Sources for information: members of IT staff, several librarians
    (from BHSD, Archives, Sinclair)
- DNS staff researching different systems
- Staff investigation of intranet at State of Hawaii
- Software installed for testing
- Staff learning about software
- Project experiment

Intranet scenario: Login Page MIGHT look like this
Homepage MIGHT look like this
Staff Directory

Technology? Costs?
- Trying to keep purchase costs close to zero
- Reduce programming and maintenance cost by using a “content
  management system”
  - Software designed to handle lots of information
  - Other people did most of the development and are using the
    system successfully

Software
- Currently testing Plone
  - Public domain content management system
  - Own relational database management system
  - Indexing and search engine
  - Works with stuff we use: Apache, MySQL
  - Dynamically generated pages
  - XHTML (XML compliant)
  - Cascading Style Sheets (html formatting standards)
  - Web Accessibility Initiative compliance
  - Used by State of Hawaii

More technology: ZOPE and PLONE
- Example Zope and Plone public (not intranet) sites for a review
  of the "look"
  - http://www.zope.org/Resources/ZopePowered/
    - http://www.hawaii.gov/gov
    - http://www.sgi.com/
    - http://www.aarp.org/
  - http://plone.org/about/sites/
    - http://www.ece.rice.edu/
References

- The Complete Intranet Resource.  
- Zope Content Management Framework.  
Intranet Discussion with Preservation,
September 30, 2005

Thank you for filling out this questionnaire! Feel free to skip any questions if you don’t have an answer. If you have any questions, our contact information is at the end of the questionnaire.

Think about how you use our library’s website and your department’s web pages. Some examples: perhaps you use links from the library staff materials page at http://libweb.hawaii.edu/intranet/library_staff_materials.html. Some people use the room reservation calendars, read their department’s meeting minutes, or refer to the staff directory a lot.

1. What are the most critical things you use on our library’s website? Please list the most important thing first. If you have more than five, feel free to list them.

   1.
   2.
   3.
   4.
   5.

2. What are the most critical things you use on your department’s website? Please list the most important thing first. If you have more than five, feel free to list them. If it’s everything, you can write “everything”.

   1.
   2.
   3.
   4.
   5.

3. Do you know of people other than Hamilton/Sinclair librarians and technical staff using these pages? If yes, what is their status? (e.g., students, volunteers, etc.)

PLEASE TURN OVER
4. Are there pages in your department website that are important to the public? If there are, please list the urls so we can make sure we have them right.

5. DNS cannot do everything we’d like to do, but we’d like to know:

Are there things you’d like to be able to do on our organizational intranet that you cannot do now? Please list the most important thing first.

1.
2.
3.

Is there anything about the intranet idea that concerns you? Please list the most important thing first.

1.
2.
3.

Is there anything you like about the intranet idea? Please list the most likeable thing first.

1.
2.
3.

If you have more things to say, feel free to add an extra page. When you’re done, please put the questionnaires in the envelope provided and put them in in-house mail. If you have any questions, Sunny and Wil can be reached at 6-3882 or sunyeen@hawaii.edu and wilbur@hawaii.edu