

TASK FORCE ON THE STAFFWEB: Final Report

September 21, 2001

Task Force Members:

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Charge

On 30 March 1999, a StaffWeb Committee was created to make recommendations about the future development, content, and maintenance of the StaffWeb. The charge to the committee included a definition of the purpose of the StaffWeb. On 22 June 1999, the committee distributed an Interim Report (available at <http://www.library.cornell.edu/staffweb/SWIntRep.html>) that identified options for responding to the original committee charge. No final report was ever produced, so that a number of the issues and procedures relating to the StaffWeb remain unresolved.

Please complete the work of the 1999 StaffWeb Committee. Based upon the information in the Interim Report, some of which will need to be updated, please write a final report that responds to the original 30 March 1999 charge. In addition, please consider especially:

- *Purpose*: Is the purpose defined in the original charge adequate, or does that statement of purpose need to be refined or expanded?
- *Design*: How can the StaffWeb be more effectively organized and presented?
- *Governance*: Who should decide what material is included on the StaffWeb?
- *Division of responsibilities*: Who should do the work to prepare material for loading on the StaffWeb?

Please include in your report a recommendation as to who might do the work to revise the StaffWeb in the ways you are suggesting. [In addition, the Library Management Team (LMT) asked the Task Force to recommend a means for restricting read access to certain documents on StaffWeb. This request was relayed to the group after the initial charge was issued].

Approach

Using the 1999 Interim Report of the StaffWeb Committee as a point of departure, the Task Force reviewed the current contents and organization of StaffWeb. In addition, we solicited input from such systemwide functional groups as IRPC and the Working Group on Cataloging (WGC) regarding how they use StaffWeb, what they like about it, and what they don't like about it. Most significantly, we posted a brief survey to CU-LIB (see [Appendix](#)), which elicited a surprising number of responses (42) from staff at all levels in all functioning areas of CUL. We also spoke to a representative from Library Human Resources (Linda Bryan), to Nan Hyland regarding the reorganization of the Library Gateway Help pages, and to information technology staff from both CTS and Mann Library regarding security issues.

We've crafted our recommendation based on that input.

Findings

Of significance to our charge are the following:

- Some staff do not know what StaffWeb is.
- Most of those who do know what it is, find it useful overall.
- Virtually all categories of material currently available on StaffWeb are used by some segment of the CUL community.
- Many find StaffWeb difficult to navigate; some of the labels on the top-level buttons and links are ambiguous (e.g., "Units" and the "Committees" button vs. the "Library Committees and Policy Groups" link).
- Although many directories and committee folders are kept current, others are not.
- The site is incomplete in some areas (e.g., not all committees and functional groups are represented).
- Some groups (e.g., the Committee on Professional Development) feel it would be useful to provide them with write access to a folder or folders within StaffWeb so that they may add to and maintain their own documents, especially those that are frequently updated.
- Although most of the information on StaffWeb should be freely accessible, there is a need to restrict read access to some documents useful to CUL staff, but not appropriate for general access (e.g., the annual Economic Status Committee reports, proprietary information from Endeavor).
- A search engine would be helpful, especially for archived documents.

Discussion

A. Purpose

Given the input we received, we decided to update the statement of purpose for StaffWeb as follows:

The purpose of the StaffWeb page is to provide easy access to information that will assist CUL staff in fulfilling their work responsibilities and in professional development. StaffWeb addresses this need in three ways: (1) by providing direct access to certain local reports, policies, and procedures; (2) by providing server space for these documents when appropriate; and (3) by serving as a portal to information residing on other Web sites. Its contents include such document-types as: special and ongoing library committee reports, CUL policies, departmental information, newsletters, statistics, directories, and training and workshop announcements. StaffWeb also serves as an archive for these documents.

B. Design

There seems to be no need to change the overall look and feel of the StaffWeb site, though there is definitely a need for reorganizing the top level links and the contents of these categories to facilitate navigation, eliminate ambiguity, and improve the overall usefulness of the site. The implementation of multiple navigation tools would improve usability for a broader audience. These tools could include: a well-maintained site map, consistent organization of the entries (perhaps based on a [card sort technique](#)¹), mouse-over definitions and periodic monitoring of the hierarchies.

It is also clear that we need to expand the scope of StaffWeb to ensure that all information one would reasonably expect to find at the site is available and up-to-date. For example, the "Committees" links (currently there are two) should retrieve information on all library committees, not just some of them. The site would also benefit from more uniformity in the presentation and contents of documents, as well as more information about the index links themselves (e.g., summary information on the top page of a given folder, or even a mouse-over function on the StaffWeb home page). The need for uniformity will become crucial, if and when we implement a search engine for use with all or part of the site.

We should stress to CUL staff that they are both users of, and stake holders in, StaffWeb, and that the usefulness of the site is in many ways dependent on their own willingness to contribute to its growth and upkeep. To this end, it would be helpful to provide guidelines, including templates, with links from the home page, and to provide opportunities for consultation and training in the use of these instructions.

A feedback form for comments, suggestions and additions to the site, with a link at the top level, would be a welcome and easy-to-create addition to the site. In addition, a link to the StaffWeb "Statement of Purpose" (see Section A above) would also be beneficial and easy to add.

Archived documents should be made easier to find, perhaps through double links from both the home page (e.g.,

an "Archives" button or entry) and individual sections. Ideally, these and more current documents should be accessible via a search engine, but the building of such a search feature would be a major undertaking and would not be appropriate for short-term reorganization purposes. It would require the embedding of metadata retrospectively into existing documents and determining a way to search material and sites mounted on other CUL and non-CUL servers. We should, however, consider the addition of such a feature as a medium-or longer-term goal.

C. *Process and Governance*

It is clear that the development and maintenance of StaffWeb, along the lines proposed above, is a task that pushes the limits of the current arrangement, in which the current keepers of the site (Jim LeBlanc and backup Sarah Young, along with some help from CTS technical services support unit (DBQE)) mount and update documents on the fly. The original StaffWeb Committee, in fact, foresaw this limitation:

Continued exclusive reliance on DBQE resources may unnecessarily limit the possibilities for growth of StaffWeb or make timely response to staff needs difficult. It is also not explicitly part of the DBQE charge and resides there primarily because of the initiative taken several years ago when the need became apparent. Without administrative sources of support for ongoing maintenance, the burden may be less bearable over time for a [small unit like DBQE](#).²

More appropriate at this point would be some sort of StaffWeb team that would:

- Implement the organizational and design modifications recommended by this Task Force, including the capacity to limit access to certain documents (see Section D below).
- Direct the maintenance, updating and development of the site on an ongoing basis, as well as plan for future enhancements (e.g., a search engine).
- Have at its disposal the resources to accomplish these tasks.

D. *Security*

In its Interim Report, the StaffWeb Committee recommended against restricting access to StaffWeb, but it has become clear that secure access to some documents is in order. The Task Force looked into various means of providing this security, including:

- "Basic authorization" with user ID and password -- The most compelling argument against this method is that everyone hates it. We would all be required to learn still another password, would occasionally forget it, and some folks would be bound to pass it on to unauthorized users. A high maintenance method.
- IP address checking -- As the original StaffWeb Committee pointed out, this is not a very "flexible or discriminating option" and using the proxy server for off-campus access wouldn't be all that easy. The proxy server needs to know which CU staff have access to which target addresses, as well as who is legitimate and who isn't, and Mann IT's experience with the proxy server is that it's a pain. However, they do have a somewhat out-of-date Gateway IP checking package they'd be willing to share with us, if we decide to pursue this course.
- Kerberos authentication -- According to Mann IT staff, this is the easiest method available at the moment, as long as access to secure areas of StaffWeb is restricted to the Cornell community as a whole. Restricting access to CUL staff would be considerably more difficult, however. This approach would involve the authentication of StaffWeb users of secure documents via their NET ID and password. Mann IT already has a script for invoking Kerberos authentication from the CIT server that they wrote for MyLibrary and that they'd be willing to share with us. They'd give us a copy to put in the StaffWeb folder, which we could then invoke via standardized text in those documents we decide to restrict. We'd also need to install FrontCar on the StaffWeb server (if it's not there already), though this is apparently a relatively simple task for a library techie. Thus, the cost of installing and maintaining such a security system would be minimal.
- CUWebAuth -- This is brand new software. It is free and supported by CIT. CUWebAuth allows for customization of access restrictions within a Web document. It could use the existing MS Access database of library staff maintained by Library Human Resources as a basis for allowing or denying access to the restricted directories. An interface between LDAP (the directory software currently used by CIT) and PeopleSoft, in development over the next year, will allow even more timely and streamlined updating of the Library's Access database. CIT estimates that it would take 1-5 days of staff time to install

CUWebAuth, depending on the Web and technological skills of the staff member doing the installation. Someone with a programming background would be best, but not necessary.

- Adam Chandler, CTS IT Librarian, introduced us to a software package called "Zope," a framework for building Web applications. Zope lives on its own server, comes with a built-in search engine for internal files, is easy to learn, and is free. Security can be applied at the folder level via IP address checking. However, it is not clear whether Kerberos authentication can be used in conjunction with Zope and, at this point, we feel that it would be wiser to go with a framework that is already in place.

Recommendation

1. Create a StaffWeb Advisory Group to assess future needs and opportunities, assure development, approve content, direct ongoing maintenance, and (initially) to implement the changes and enhancements to StaffWeb recommended in this report. Ideally, this group would consist of:
 - A representative from the Library Administration Office, who would chair the group and serve as its primary contact person for requests to add new material to the site and for questions regarding the mechanics of preparing those materials, consultation, and training, etc.;
 - Another staff member from that office who would be responsible for data entry and markup -- in other words, the actual work involved in adding to, and maintaining, the site;
 - Three advisory members who would serve rotating two-year terms. These members would be drawn from various functional areas of CUL and would represent a mix of academic and non-academic staff;
 - Two other members who would serve ex-officio and be consulted as needed: one from a CUL systems unit (or at least with adequate systems background for the purposes of the group) and one from the Academic Assembly Steering Committee.

These members would be appointed by LMT -- with the exception of the ex-officio representative from Academic Assembly, who would be chosen by that group.

Initially, the work of the Advisory Group would be fairly intensive, until the changes and enhancements proposed in this report have been implemented. Thereafter, it is likely that the group would need to meet only occasionally, perhaps as infrequently as every 6 months to review the overall design, direction, and content of the site -- with the exception of that member who is responsible for ongoing data entry, editing, and maintenance. We estimate that this "committed" staff member would need to allocate roughly 10% of his/her time to ongoing work on the site.

2. Add a statement of purpose, a feedback form, and instructions for submitting material to StaffWeb (including templates for new documents) to the site, with prominent links from the home page. Staff should be encouraged to follow these instructions and use the templates to prepare documents themselves for easy mounting on, and linking to, the StaffWeb site. The Advisory Group should be ready to provide support (consultation, training, etc.) for the use of these guidelines. In addition, groups and committees who desire it should be given write access to certain folders on the server itself, so that they may update their own documents. This is especially recommended for sites that are particularly dynamic and are updated frequently (e.g., the current home page for the Committee on Professional Development). In other words, when deemed appropriate by the StaffWeb Advisory Group, these groups should be provided with server space and access to prescribed folders on the StaffWeb server. The Advisory Group will need to work in conjunction with the system administrator for the StaffWeb server (currently Surinder Ghangas) on this issue.
3. Reorganize the top level links and overall layout of the site's contents (including archived documents) to improve navigation, eliminate ambiguity, and enhance the overall usefulness of StaffWeb. Review the current contents of the site to ensure that they are up-to-date and reasonably complete. Although this initial reorganization and review of the site would require a moderate investment of staff time, it would pay off in the long run in a Web site that is easier to use, more informative to staff, and more up-to-date -- not to mention the decreased cost of maintaining a site that has been recently cleaned up.
4. Publicize the revitalized StaffWeb site, especially to newer staff members. Information regarding the existence and scope of StaffWeb should be included in the orientation package that is presented to new CUL employees.
5. Create areas within StaffWeb accessible to CUL staff only. We recommend the use of CUWebAuth software, available from (and supported by) CIT, for this purpose. Write access to secure folders on the StaffWeb server

would be restricted to members of the StaffWeb Advisory Group and, when applicable, to those groups who prepare and contribute the restricted material.

6. Investigate the possibility of implementing a search engine for the site. Given the current charge, the Task Force does not feel that this is feasible in the short-term; however, the group recognizes that it will become more and more difficult to retrieve certain bits of information from StaffWeb, especially from the archives, as the contents of the site grow. To this end, the Advisory Group should consider investigating the immediate addition of metadata to existing documents and including the embedding of metadata in the guidelines for submission of new materials for StaffWeb. Further, it needs to determine how a comprehensive search engine can be built to serve the current staff Web site, considering that the site's contents are not all on the StaffWeb server.

[APPENDIX: StaffWeb Feedback](#)

¹ See Angi Faiks and Nancy Hyland, "Gaining User Insight: A Case Study Illustrating the Card Sort Technique," *College & Research Libraries* 61:4 (July 2000), 349-357.

² *StaffWeb Interim Report (1999)*, 18 July 2001 <http://www.library.cornell.edu/staffweb/SWIntRep.html>, Section V.

CUL Staff Web Site

Created 12/16/02, vwb
Updated 12/17/02, jdl

Appendix

StaffWeb Feedback via CU-LIB Message

June 26, 2001

Do you know what StaffWeb is?

- *(All simple "Yes" answers are omitted - those people answered the questions that follow)*
 - No. (2)
 - Of course!
 - I don't know what StaffWeb is, so that is the only question I am able to answer. I'm a relatively new employee (started April 30th), so that's probably why I haven't heard of it.
 - I know what it is, but I don't use it.
 - Only vaguely from CU-LIB.
 - You can at least count me as a user and someone who knows what it is (provided feedback elsewhere).
-

If you know what StaffWeb is, how do you use it?

- I use it mostly for downloading forms and reports. Sometimes I go there for statistics.
- I use the directory and to locate documents (Hot Topics), and committee personnel.
- To look up info, re: training & devel., and review old Kaleidoscopes.
- I've used the following:
 - CUL Committee on Distributed Learning: An Interim Report (8/00)
 - CUL Digital Futures Plan (1/01)
 - Digital Library Federation Report
 - Guidelines for the 2001 CUL Internal Grants Program
 - Minutes of the Academic Assembly
 - Staff directory
 - Minutes, etc. of the various committees.
- Well, I click on various things to make various others things appear that I either read or print... I actually use it a lot. It has basically replaced my personal paper files of official documents.
- To find CUL information I need.
- Staff directory, Kaleidoscope, Training Opportunities.
- I don't, but I might if I took the time to see what would be useful.
- I get to it via the Library Gateway link.
- I most often use the directories: People; Units; Statistics; Gateway.
- Access old CUL statistics, staff directory, training opportunities, umm...think it was where we went to look at documentation before Voyager came up. Mostly, it's a place to go for reference when I've deleted an e-mail or thrown out a print mailing that I need to refer back to.
- I haven't very much until this e-mail came through, but can see I could get to use it to look up staff names and address (if it is kept 'current').
- I use it to find postings of notices, or policies, that I have deleted.
- To locate working papers generated by CUL; to read newsletters from CUL; to look up e-mail lists; and to see the Staff Directory.
- I rarely use it.
- I have it bookmarked on my computer...and use it for finding past committee minutes, collection development policies, Kaleidoscope, staff directory, etc.
- I use it as reference for information, which pertains to the entire library organization - including planning, operations, policies & standard procedures.
- Basically, anytime I need info about the library, such as:
 - CPD info

- Digital Futures
- Sarah's master plan
- For some reason, I don't usually use the staff directory, relying on the print instead.
- To find statistics and policy info.
- To view Gateway support procedures, travel forms, human resources forms (for new hires), committee minutes, Employee Recognition Report, staff directories.
- I find it a handy working "archive."
- To get reports from various CUL groups, and to get administrative forms.
- I had lost track of the information on it, but now that I have this message it will be easy to access it.
- I access it via the Library Gateway --> CU Library Web Sites. In my role in the library, I use it on virtually a daily basis.
- I go there for:
 - Committee information (names of members, though this is often missing; minutes of meetings, though this is also often missing; upcoming committee events, though this is almost always missing, such as upcoming Academic Assembly events. I keep going back just in case certain committees finally have erected a web presence)
 - Library news (when important new initiatives are announced on CU-LIB, or via other means, I mistakenly assume that there will be online information about the initiative. Sometimes there is, but often there isn't, or its appearance online is delayed).
 - Voyager information (this was a key section when we were readying for the new LMS).
 - Administrative information (travel forms, travel regulations, etc.)
 - NOTE: I reach many of the StaffWeb pages via MyLibrary -- I save time by not having to remember where particular pages are hidden in Staff Web.
- I use the directory, the Voyager Manual, look at Voyager WG minutes, IRPC minutes, as well as those of other groups.
 - I've accessed the Gateway reports and focus group reports; the Gateway technical support documentation designed for reference staff; academic personnel procedure info.; and digital futures plans.
 - I use it as an ever-present repository and archive of information related to CUL activities.
- I use it to find notes from past meetings, to try to find the names of people serving on committees/groups, to locate gateway documentation, to find reports generated by library groups and to locate lists of people, such as, the list of selectors on the Collection Development Web page.
- Sometimes I try to find stuff in it, but I am rarely successful.

What information in it do you find useful?

- The directory, hot topics, and committee listings. Since I am at the Medical Library, much of the rest of the staff web is not relevant to me, so I can't really comment.
- Looks like we could keep up to date on any CUL functions, committee work, news, and info re: national events, etc.
- I would find the statistics useful -- or at least interesting -- if they were current. If they are not going to be updated, I suggest you remove that section altogether.
- Have not had a need to use it, but glad its there.
- I do not have a clue what StaffWeb is.
- Mostly reports from various ad hoc groups and the Digital Futures Plan.
- Find the technical procedures info useful, but sometimes hard to find.
- Kaleidescope
- I only use the Library Gateway related materials.
- All of it
- I like it as a repository for items of CUL-wide interest. It's nice not to have to store/file that stuff myself.
- The working papers generated by CUL; the newsletters from CUL; e-mail lists; the Staff Directory.
- Staff Directory (printable version - pdf file), I prefer this layout.
- Hot Topics (e.g., internal grant program)
 - Manuals - Voyager (security profiles, fund structure, procedures) and other manuals.
 - Links to other unit web sites.
 - Forms
 - Committee info - members, minutes, etc.
 - Statistics

- All that kind of background, archival stuff about the library that occasionally you need to know.
- Statistics and policy info.
- This page - <http://www.library.cornell.edu/staffweb/culists.html> - should have a note in the paragraph at [the] top about how the library lists are for business use only, not for personal use. (I'm listowner for CU-LIB, and I hear complaints about personal postings.)
- It's very helpful to be able to look up posted reports, white papers, etc. (I have a couple on there myself). Also, very good for finding out who is on what committee, and to look at past minutes when you know you read something about a discussion, but didn't note it for yourself.
- Reports and forms.
- Specific information, policies, forms, staff directory, etc.
- I use the StaffWeb to obtain Accounting, HR, and Facilities forms, virtually on a daily basis.
 - I also use it to quickly access and refer to the DLF Report. I used to use it to get quick access to the LMS Implementation site, now obsolete. On occasion, I access the Distributed Learning Report, the Digital Futures Plan, the Hot Topics Archive, Statistics, or the Grant Support and External Funding Manual. Having central reports in one spot is extremely useful to me -- I need to refer to them in writing other reports. I would say that any type of report that summarizes activities in the library as a whole belong here, e.g., CUL Annual Report to the Provost, Lee Cartmill's annual budget report, etc.
- Examples:
 - Voyager Manual
 - Library Training Opportunities
 - CUL Digital Futures Plan

What kind of information do you think it lacks?

- Nothing I can think of.
- Perhaps a log to CUL broadcast messages - a running history; and a current events "post-it" = an electronic CUL Gazette.
 - In Staff Directory: It would be helpful to have a brief description of the person's role - and the ability to search on that. At the very least, their title.
 - For the downloadable Staff Directory, a way to preview the pages, and print only part of it would be helpful. Or at least, some indication of the number of pages the person can expect to be printed if they print the whole thing.
 - Easy access to old information. For example, a copy of the Digital Futures Plan without the progress reports incorporated would be useful. Also, and this is a policy matter, I need to be reassured about the permanence of the information. It would be a problem if, having no paper files anymore, the information that I need disappeared because it was old or out-of-date to somebody.
 - I hope Access Services info gets attached VERY soon.
 - Can't think of anything.
 - Under manuals, should also include non-professional personnel procedures
 - Add links to the various projects going on (e.g., projects shown during the Staff Development week).
 - Search function.
 - Haven't really had time to go through it to see.
 - The Economic Status of the Library Reports.
 - The Phone Directory by Dept. or Unit should have contact names and their titles. The printable version of the Staff Directory states that it is updated several times during the year, but it is very outdated and unreliable. The information it contains is very useful for new staff who need to understand the complex organization of the library system. It is an indispensable tool for searching for the correct staff member within each department or division, for questions or scheduling meetings. I usually use a paper copy and update it myself when staff leave the library or new appointments are announced (using Kaleidoscope or e-mail). In the past, the Staff Directory included a section for Retired Library Staff, and I think it should be included in the current one. Frequently, I receive calls for information about staff who have retired or left the library and, periodically, we need to contact them to invite them to library sponsored events.
 - Server space for committees... and access to the server. When I was on the Professional Development Committee, we created a Website for new librarians, which we were forced to keep on the ILR server. It would have made more sense to have it on the CUL server, but for some reason we kept getting resistance when we asked to have it moved to the staff web page. Looking at the current PDC webpage, I can see it is still on the ILR server.

- I'd also like to see the Economic Status of Librarians Report on this site.
- Some information may not be current - need to raise the priority on maintenance.
- This may sound weird, but several times I've gone there looking for library logos to reproduce. I eventually made my own.
- I'd also like to see the full text of the annual report of the Comm. on Economic Status.
- Also, more Ac. Assembly presentations on the web.
- I don't know what this would look like, but more info that would make me want to go to StaffWeb other than "I need information about the library." Fun stuff? Maybe on the main page, every week you could display a different work of art by a library staff member--digital photo, watercolor, whatever. I'm not sure what else exactly I'm referring to here, but right now the page as a very utilitarian, phone book kind of identity. Maybe that's all it's supposed to be.
- I think many CUL staff members would like to have an informal electronic bulletin board for posting non-work related messages, e.g., items for sale, events, etc. However, this might be better served by having a separate CU-Lib "unofficial" listserv, which people could choose to subscribe to or not...
- Make it more readable. The font is a little too small and dark for me to read - you can remove the underlining (since everything is a link) with a style sheet command `A:link {text-decoration: none}` You may think I should enlarge the fonts on my browser, but other pages don't have such tiny font.
- A searchable, web-accessible archive of CULIB-L, and the annual reports of all the individual units of the library (unless they are found on the unit's own home pages). Also, current guidelines on making CUL web pages are lacking.
- It might be helpful to put in some references to assist in finding other information useful to staff that is located elsewhere.
- The intermediate page when you click on the electronic/unprintable version of the Staff Directory is confusing. The info you get is also incomplete and doesn't always seem to be up-to-date. I would use a reliable electronic directory that looks like the paper version, but as it is, I almost never use it. There should be a way to e-mail the directory keeper to point out any errors in entries. The Accounting, HR, and Facilities forms pages need to be kept up to date and expanded. Actually, it would be great if they each had their own info. site, reachable from the StaffWeb. Policies, procedures, and forms could be found in one spot for each central administrative unit.
- One respondent:
 - -- all committees should have an online presence, one that is housed on StaffWeb. It distresses me that there is inconsistency across the library WRT how committee information is disseminated, and I find it troubling that StaffWeb isn't the central home for library-wide information. A secure, password-enabled system that would allow designated individuals to control their tiny portion of StaffWeb would be ideal. Committee chairs could be responsible for administering their pages, handling password access, etc.
 - -- committee minutes. There should be a minimum requirement for committee information online. Members, activities, charge, chair(s), etc. Certain people have said that they don't have the expertise within their committee to create such pages -- could we not have a support structure in place to handle those situations? Most committees will have minimal requirements once their initial pages are established. Minutes will need to be posted, but little else will change. Give those folks initial help (use a StaffWeb template and this would be an easy task), and then have a mechanism in place for getting their minutes up.
 - True library news. Currently, there isn't a sense that StaffWeb is *the* place to check for information about library initiatives. If there could be an online database that contains all of the important e-mails that are distributed via CU-LIB, for example, we could stop saving so many e-mails in our individual Eudora accounts and start using the available technology to the betterment of all. Yes, Eudora has a search feature, but how many of us save every bit of e-mail we receive? The one message we really want to find is usually the one we've just trashed!
 - -- an events database. This would be a centralized dbase that would let someone know what library "stuff" is going on at the individual library level as well as library-wide. Lectures, special exhibits, ongoing exhibits, meetings, etc. The creation of such a dbase could perhaps be a joint project with the Committee on Professional Development.
 - -- we might want to develop a library-only portion of StaffWeb that contains just that -- library-wide information that is restricted to CUL. If we're not placing documents online because we don't want the world to see them (such as the Economic Status Committee's reports), we can instead, place them online in a CUL-only space. I'd love to be able to log onto the private StaffWeb and see Sarah

Thomas' latest trip report. :-) (Yes, that's a bit "Where's Waldo"-esque, but it would be community-building.)

- -- a feedback mechanism. This could be an online suggestion box that allows all staff to submit comments about any library issue. I've heard others ask for this, and I hope it can be brought about.
- The minutes of certain groups, such as task force groups, that meet and then disband upon completion of their charge. The history of their work gets lost. We should be as inclusive as possible in keeping information about all CUL groups on Staff Web.
- Each committee listed should have the names of the people serving on it. This information can be hard to find.
- Keyword search.
- Browse title index.

Can you suggest ways to improve its organization?

- No, I find it easy to use.
- Glamourize it!
- Highlight the training component, possibly having it be one of the main categories instead of as part of "Newsletters".
- One other idea: Notify new library employees about this great tool! When I started, I wallowed around trying to get a handle on the structure of the system, major initiatives, etc. Then I found Staff Web! -- invaluable for a new library employee, but not something that individual supervisors may remember to mention.
- A search engine, a link from the main Gateway page (having to go to the next page then scroll down to get to the link is a pain), more (ideally all) procedures and forms, direct links to procedures and forms indexes.
- ...but the organization of it leaves something to be desired -- for instance, the Forms button does not lead one to the Human Resources forms--could there be a link, please?
- A search mechanism would be useful.
- No, I like it as it is.
- Have each link with a brief description underneath it so you can tell at a glance where the link takes you without having to meander around. It is quite possible that many of the links are self explanatory, but I bet there's information in there that would be useful to a much broader selection of employees.
- It was reorganized a bit 2-3 years ago, which was a big improvement. I think it's fine.
- It could use more "PR" to make more staff aware of it's existence and use.
- Often if something I want isn't right at the top level, I have difficulty finding it, b/c [because] there are so many links on that front page. It would be nicer to have fewer, more broad categories at the top level, without all the sublinks. Make sure that the broad categories are helpful to users figuring out which is the right one for a subcategory, and add a search feature so that we can find things if the category system isn't obvious.
- I don't know how expensive or how much work this would be. Because the Library is such a large unit, and we do not get to meet each other on a regular basis, I think it would be nice to get to meet the employees through a short bio next to their name and job description area along with a photo of them. ... just a 'wild' idea.
- It should be password protected on a secure server.
- I often have a difficult time finding what I am looking for on Staff Web. A good example of this is that the Academic Assembly committees are not lumped under Library Committees & Policy Groups... which is where I always think to go first.
- I don't get the "forms/training/committees" nav bar on the top.
- Make it searchable!
- Here's an elaborate plan: display just the nine main categories, and make it so when you mouse over one of these, the sub categories are displayed WITH short descriptions of what each is. This would allow you to display all this info on one page without scrolling, and would allow for brief annotations of each category. The latter would help with those categories I know nothing about, but would like to before I click on them (e.g., "CRL OPAC task report"). See the navbar at the top of <http://www.palm.com>, as an example. I don't think this script is actually all that complicated.
- No, I think it's fine -- we don't need fancy graphics or animation, etc. Keep it simple!
- Maybe organize the major topic headings in alphabetical order.
- I wish the link to get to the StaffWeb was on the top level of the Gateway, so I wouldn't have to go through one more link. Or at least, located at the top of the Web Sites page so I wouldn't have to scroll down the entire page to get to it. In other words, easier access to the site itself. As for the site itself: Needs to be updated more often/more diligently.

- One respondent:
 - Include a search feature. The library homepage also desperately needs a search function, so perhaps the two groups (Staff Web and the Gateway) could partner to select one. What search functions are individual library sites using? Could their scripts be, err, used/borrowed?
 - Allow for cross-references, multiple ways to find the same information. Most people don't see the top buttons, but they're the easiest way to jump to the committees list, rather than checking the "groups" category. Having said that, the committees button is misleading -- you won't find the Academic Assembly committees listed therein. Why?
 - Use more descriptive headings. For example, "units" is misleading, for it is not comprehensive. I'd prefer to see a full list that may not have all sections functioning (but serves to drive groups to create web presences) than an incomplete list. We're a distributed team, CUL, and having as much information about us online (for staff purposes) should be a goal. Let's crush rumours about certain projects by having information about them available.
 - Include such important websites as Morgan Elmore's Digital development site.
 - The "employee recognition request" is hidden in its current location. Try using the card sort method to determine what category labels to use/how to organize the categories.
 - It works for me pretty well now. I don't have a problem with restructuring it, but it doesn't seem broken to me. One thing that I hope does not change is that older information does not get lost--not directory-type info--but historical documentation that doesn't seem important right now, but would be useful to access at some later point--such as Voyager Implementation information. We need to keep this--not necessarily at the forefront--somewhere within StaffWeb so that it can be accessed later, as needed.
 - Keyword search
 - Browse title index

Other comments

- Your other message reminded me that you are on the StaffWeb page committee, and the Team for Injury Prevention would like to have its page linked. I had a rudimentary one up for a while (a student assistant worked on it), but I want to totally redo it. I now have access to Dreamweaver and Elaine will be giving me some tips. The page will live on one of Mann's servers and I'll maintain it. Are there any style standards, etc. that the StaffWeb TF has established for pages within StaffWeb? The page will give people contacts, basic information, alerts for upcoming programs, links to other resources, etc. Let me know if you have any special instruction.
- I use StaffWeb to locate people in the staff directory, to check minutes from WGC or DRC occasionally, or check the history of some committee or other. It's useful, but I think the information isn't kept as current as it should be. Examples: Membership of Gateway Committee has changed, but not on StaffWeb yet, and no minutes for the Gateway committee since 1999? There's a tech services home page that Diane Hillmann had done, with no revisions since 1997. I also don't think the Staff Directory is kept up to date with new staff members listed real quickly. My use of the online staff directory was when a new staff member wasn't yet in the print copy. I couldn't find her online either.
- I think the basic organization is good. Just that some old stuff needs to be updated, or gotten rid of. Glad you and the others are looking at it.
- Thanks for the reminder that the site is one stop shopping for CUL staff! I *will* use it more, thanks to the reminder!

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