

# Professional Standards Committee Type B Leave Final Report, Kate Williamson

Librarian, American River College

## ARC Library Website Redesign

A. Describe the focus of the work proposed and completed during your leave.

As outlined in my application, my proposed work was to:

1. Complete courses in website design, accessibility, and usability to help me in my ongoing role as ARC Library website coordinator. I completed courses or trainings in all of these areas, which are listed in part B.
2. Redesign the ARC Library website as part of the ARC Website Redesign process, including reviewing the content, redesigning the layout, and conducting user testing. While I was able to redesign and review content, I determined that user testing would be more suitable for after the new website had launched.

The Los Rios librarians have been active in studying our user's experience with our resources and using that data to make improvements. Because we have shared data, and hope to bring a more consistent experience for our students, Amy Brinkley, the library website coordinator at FLC, and I decided to collaborate and work together on the design of our respective sites.

The coursework and trainings I completed during my leave have proved invaluable. Both the CISW 300 course and the ARC Accessible Course Creation Academy (ACCA) were taught by Leslie Reeves, the Universal Design for Learning Coordinator in the Instructional Technology Center at ARC. I truly benefited from Leslie's exemplary courses, and having her as a resource even after my leave. I was able to use what I learned in the courses to inform the design and development of the ARC Library website, and I've also been able to give input to the web teams (ARC/FLC/District) on accessibility issues that I've identified in the new site.

B. What was accomplished as a result of your leave?

Specifically, during my leave, I accomplished the following:

- Attended Code4Lib Northern California Conference San Jose State University (SJSU).
- Attended an ARC Web Team meeting.
- Coordinated with FLC librarian counterpart to develop continuity between library sites.
- Conducted a review of the ARC Library Website content. Updated content and identified pages that could be improved upon with new Ingeniux platform/HTML/JavaScript, accessibility standards etc. learned in courses and based on results from previous user testing (done in fall 2017 and spring 2018).

- Set up test server with help from Virtual Education Center to FTP into; identified code editors (Dreamweaver, Brackets, etc.); connected test server to online repository to track changes (Bitbucket/Atlassian).
- Improved upon pages and widgets, such as Research Appointments widget and Textbook search form.
- Met with representatives from ARC and FLC web teams with FLC librarian for Library website discussion.
- Moved ARC web page content into Google Docs to be copied over into new Ingeniux site, linking to code in Bitbucket where appropriate.
- Met with FLC web team and FLC librarian to review content.
- Reviewed content as it was being added to Ingeniux and tested for accessibility.
- Upon learning of the timeline for the ARC Ingeniux site going live, made updates as needed to current site.

Unfortunately, during my leave department content editors like myself were not given access to Ingeniux. This resulted in the need to build out library content outside of Ingeniux in Google Docs and a test server/online repository to track changes (Bitbucket/Atlassian). Because I only had one training on how the new Ingeniux CMS would look on the back end, I had to make my best guess how the content should be organized, basing decisions on naming and information architecture on the student testing done in collaboration with Amy Brinkley in fall 2017 and spring 2018. The delays for launch also meant that I needed to make some necessary updates to the "old" Ingeniux library pages to be ready for spring 2019. While the "new" site is not yet live for ARC, the library site is well positioned to be ready for the launch as a result of my leave.

#### Courses:

- CISW 300 (ARC): Web Publishing
- ARC Accessible Course Creation Academy (ACCA)

#### Trainings:

- Ingeniux CMS Training at the District Office
- GoToWebinar - How to Write More Effective Email and Web Content
- Lynda.com - JavaScript for Web Designers
- Lynda.com - JavaScript Essential Training
- Lynda.com - UX Foundations: Usability Testing

See course and training verification in Appendix

C. Explain how the work completed during your leave relates to ARC's goals and focus areas, and to the state's professional development guidelines.

#### ARC Strategic Goals

##### *1. Students First.*

Even before this project my focus was "students first," by using our students for user testing to identify their needs. This leave allowed me the opportunity to apply that data and connect students to our services.

##### *3. Exemplary Teaching, Learning & Working Environment*

The library website is one of the library's teaching environments. The accessibility principles I learned enabled me to make recommendations about how to make the site more inclusive. In addition, having a site that is easier to navigate will hopefully make the ARC Library's online resources more visible, accessible, and higher quality.

#### ARC Value: Technology

The resources and services the library provides through the website help students develop the information literacy skills necessary for "being successful in the contemporary environment," including effective use of databases and information discovery systems.

#### ARC ISLO: "*Locate and critically evaluate information.*"

Information literacy is a part of the library's mission. The resources available through library website provide the opportunity to locate credible, academic sources that would otherwise be difficult to find on the web. Ensuring that we have a well-designed website will aid the librarians in teaching students to locate and critically evaluate information.

#### District Strategic Goal 2.2 "*Increase the percentage of students who participate in academic and student support services.*"

By making the website more accessible, more students will now be able to access our support services.

#### State PD Guideline E Learning Resource Services

The library is an important learning resource service, and our website is a main point of entry for students to access our resources and services.

- D. As a result of your leave, what will you take back with you to your current assignments and/or to the college as a whole (including how you shared or plan to share the results of your project).

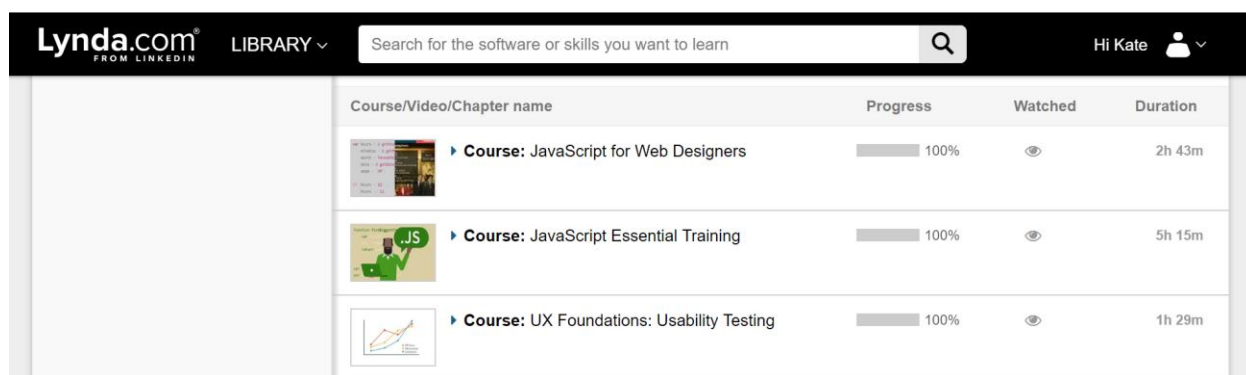
The district Accessibility Task Force recently issued a report focusing on accessibility and remediation for the district's Web-based resources. Because of my leave, the ARC library has been able to get ahead of many of the recommendations in this report, such as providing structure using headings, captioning all images, figures, charts, and tables, format lists using list attributes, etc. In addition, I can use the skills that I learned to improve our other resources and pages such as the library course guide resources.

During my leave I attended all Librarian departmental meetings to collaborate and update library staff on proposed updates to content and structure. In addition, I met and collaborated with the District Library User Experience Committee (LUX). As mentioned above, I ended up making changes to the current library site that I felt were more imminently needed and could not wait for the new site, and updated the librarians via email on these changes.







Librarians and library staff were involved in the process of the changes made to the "old" site and I had gathered input for the new. Although the site has not yet gone live, I shared the beta site with library staff to gather input and create a list of changes. Since I will not be given access before the site goes live, I will be working through the ARC web team to make the changes/updates needed to the content in the new site in spring 2019.

Initially I had planned to do a FLEX activity on the new site in spring 2019, but as the timeline for launch for the ARC site was pushed back, I have scheduled a FLEX activity for fall 2019. In addition to sharing the new site with faculty and staff outside the library at my FLEX presentation, I will be conducting staff user testing of the new site. We were not able to conduct faculty staff user testing with the old site, so this data will be completed in fall. Once this is completed, I also hope to conduct student usability testing for the new site within the next year. The library feels that since the library site is unique in the way we deliver our services and resources, and how students, faculty and staff use our site, our own user testing is needed in addition to what the ARC web team or college may conduct.

## Appendix



The screenshot shows the Lynda.com LIBRARY interface. At the top, there is a search bar with the text "Search for the software or skills you want to learn" and a magnifying glass icon. To the right of the search bar, it says "Hi Kate" with a user profile icon. Below the search bar, there is a table with the following columns: "Course/Video/Chapter name", "Progress", "Watched", and "Duration". The table lists three courses, all of which are 100% complete and have been watched.

Course/Video/Chapter name	Progress	Watched	Duration
 <b>Course:</b> JavaScript for Web Designers	100%		2h 43m
 <b>Course:</b> JavaScript Essential Training	100%		5h 15m
 <b>Course:</b> UX Foundations: Usability Testing	100%		1h 29m

# Infopeople



Webinar  
Certificate of Attendance

*How to Write More Effective Email and Web Content*

Presented by  
Nicole Hennig

Wednesday, November 28, 2018  
Noon to 1:00 PM Pacific Time

Eileen O'Shea

---

Infopeople Web Manager



AMERICAN RIVER COLLEGE  
INSTRUCTIONAL TECHNOLOGY CENTER

# *Certificate of Completion*

IN RECOGNITION OF YOUR COMPLETION OF ALL THE REQUIREMENTS FOR THE

**ACCESSIBLE COURSE CREATION ACADEMY**

PRESENTED TO

*Kate Williamson*

*Alice L. Dieli*

Alice L. Dieli - Instructor



December 3, 2018

Term: Fall 2018

Total Hours: 60

Name : Kate Williamson  
 Birthdate : 07/23/1988  
 Student ID: 1576672

4700 College Oak Drive  
 Sacramento, CA 95841

This is an unofficial transcript.

Official transcripts must be requested for each  
 Los Rios college separately.

Print Date: 03/06/2019

-----Beginning of ARC Record-----

Summer 2017

Plan: Undecided Major

Course	Description	Attempted	Earned	Grade	Points
CISA 315	Intro Electronic Spreadsheets	2.000	2.000	A	8.000

Course Topic: EXCEL 2016

	Attempted	Earned	GPA Units	Points
Term GPA 4.000 Term Totals	2.000	2.000	2.000	8.000

	Attempted	Earned	GPA Units	Points
Cum GPA 4.000 Cum Totals	2.000	2.000	2.000	8.000

Progress TERM PCT : 0% CUM PCT : 0%  
 Academic Standing: Good Standing

Fall 2018

Plan: Undecided Major

Course	Description	Attempted	Earned	Grade	Points
CISW 300	Web Publishing	3.000	3.000	A	12.000

Course Topic: HTML5/CSS3

	Attempted	Earned	GPA Units	Points
Term GPA 4.000 Term Totals	3.000	3.000	3.000	12.000

	Attempted	Earned	GPA Units	Points
Cum GPA 4.000 Cum Totals	5.000	5.000	5.000	20.000

Progress TERM PCT : 0% CUM PCT : 0%  
 Academic Standing: Good Standing

ARC Career Totals					
Cum GPA: 4.000 Cum Totals	5.000	5.000	5.000	20.000	

Requestor: Kate Williamson

Other Institutions

Pleasant Valley Senior High  
 High School Graduate 05/01/2006

End of American River College Unofficial Transcript