Brooks Memorial Library Technology Committee
April 4, 2019, 4:00 p.m.
Mezzanine Conference Room

Called to order 4:04

Public Comment: none

Agenda, in the 4-letter word style inspired by our start time of 4:04 on 4/04: Make tech site sing!

The work group reported on meeting with Green River and subsequent steps. Green River was very helpful. They liked our RFP. What we still need is a discovery stage, site content audit, and price tag.

Discovery

Green River will be happy to review any questions/tasks we develop for this phase and make recommendations for any improvements.

Survey, preliminary to in-person interviews:

- What do people want to do on our site?
- Klara reached out to Seattle Public Library, who sent us their survey questions and the lead-up that pulls people in. We can edit it for local needs. Good tool gift!
- The point of the survey is to help us understand how people use our site so that we can conduct meaningful interviews based on actual usage interests. We want to grab site uses and identify groups from which to recruit interview participants.
- We could use the paid version of something like Survey Monkey to send out in multiple languages. It would cost about $75.00.

We talked about some nitty-gritty of library websites, such as “discovery tools.” We noted that we can’t solve every problem, because some tools, like the catalog, are largely separate from the site. But we do want to optimize the possibility of more people understanding the site, and we want to communicate effectively with patrons about their needs when using it.

Interviews:

- Based on interest information from the survey, we would develop a set of tasks to assign to participants in the interviews. We should recruit three people for each task, so if we developed, say, 20 tasks, we would recruit 60 people, and each interview would be a single task.
- Staff members can be included in the interviews.
- Interviews will help us glean information that can be used by the people who will be working on the website. We’ve got the internal pain points and interests from staff and trustees. The interviews will get the patron pain points.
- Each task in the interviews is specific, and our job is to capture as much of the patron’s thought process as possible. For that reason, it’s best done in person rather than recorded on screen.
Site content audit

This can happen while the survey is out. It includes:

- what we currently have
- what we know we need
- what we might want

It’s very specific, using the current section labels, etc. Less pain soon!

When the Discovery and Site Content Audit are done, we should be able to send out the RFP, this time including a budget amount.

Rough time line for this process:

- We’ll finalize the survey by next week’s working group, 4/10, and send it out for two weeks, or three if necessary. Before the 10th, Klara will generate pre-survey excitement on social media. We can also promote it at programs, with flyers at front desk, etc.
- We’ll do the site content audit while the survey is out.
- After survey comes back, a couple weeks to do the interviews—done by mid-May.
- Integrate new information by the end of May to create RFP, so in June we’re nailing down the RFP with support from Green River folks, and it goes out no later than the end of June – for a month, or longer if advised by GR (who will also identify places we can send the RFP)
- Staff will need to work with the developer when that stage comes.
- Finish the site by the end of 2019.

Next regular Tech Committee meeting is Wednesday, April 24th. At that meeting, the work group can update everybody on the website, and then we’ll talk about something else, such as developing a technology plan. We’ll have idea-tech-talk!

Beth Ruane, our new trustee and member of the Tech Committee, joined the last part of the meeting. We’ll ask Starr to send the Green River proposal to Beth and the Seattle survey materials to the whole Tech Committee.

Adjourned at 5:04.