



## Library and Information Service

### WEBSITE DEVELOPMENT GUIDELINES

#### 1 Background

The increase in the number of off-campus students since the implementation of the Telematic learning programmes is only one of the factors that gave rise to the need of a library website and as early as 2001 the Library started with the implementation of its own unique Library Web Page. The tendencies to switch to and the transition from book and CD-ROM indexes to the Internet and printed to electronic journals also favour a website immensely.

Research was already done in 2002 by the Information Services Section and Information Systems Section about the requirements for a good and effective library website. According to the guidelines flowing forth from this research the existent site was redesigned and put into operation early in 2003. In 2004, with the amalgamation of the PU for CHE and the University of North-West, all websites had to conform to the corporate image of the new institution, North-West University. The new templates, as well as the CMS programme, have since been used in developing the website. Since July 2011 the CMS systems has been replaced with the Drupal software program.

With the merging of the NWU University the Web Librarian (Information Systems Section: Potchefstroom Campus) is responsible for the three libraries' web pages. In 2007 we created a combined an integrated library website with the link <http://www.nwu.ac.za/libraryServices> on the three campuses are being aligned and this is also reflected on the website. In 2020 the Library website link changed to <https://library.nwu.ac.za>.

The Librarian Web Development (Information Systems) is also responsible for the development, management and updating of library information on LibGuides, LibCal, LibSurveys, LibAnswers, eFundi, Social Media, the Sierra Web OPAC, Special collections webpages (DBText databases) and the Library Staff Intranet.

#### 2 Policy

The NWU libraries official presence on the Internet are represented by the development of a stable, user friendly and functional website that gives transparent electronic access to all available resources (physical or electronic, internal or external) to the university's users, regardless of the location of the user or source. The Library's website must comply with the standards, procedures and guidelines set out in the "NWU Communication Policy" and "NWU Brand Policy". Information on the Library website must be accurate and current and are held up to date by the Web Librarian. Any errors or problems reported will receive immediate attention or be given to the NWU's webmaster. The total redesign of the Library website may only be made after consultation with the web committee. Smaller changes to the website due to Drupal upgrades or changes in technology will be made by the Web Librarian and communicated to staff on all three the campuses for their input. The Web Librarian is in close contact with the NWU's Webmaster to keep abreast with the latest developments and ensure that the Library website development remains in line with those of the North-West University. Data collected from usability studies (e.g. LibQUAL), user's website statistics and recommendations will be analysed carefully to improve the website.

### 3 Procedures

- 3.1 The Librarian Web Development (Information Systems) is responsible for the creation, updating and development of the Library website.
- 3.2 New web pages are created and updates are made after consulting with staff and users.
- 3.3 Problems or links that are not working must be reported and immediate action will be taken by the Librarian Web Development.
- 3.4 3.4 The Librarian Web Development stays abreast with new NWU developments by attending meetings, new training opportunities and is in close communication with the NWU's IT Office.
- 3.5 The redesign of the Library website may only be made after consultation with the web committee. This committee consists out of two staff members from each campus Library as well as the Web Librarian.
- 3.6 Smaller changes to the website (called a web refreshment) due to Drupal upgrades or changes in technology will be made by the Web Librarian and communicated to staff for their input.
- 3.7 Problems regarding functionalities, Internet speed and upgrading problems are reported through the campus problem reporting system.
- 3.8 The University's normal back-up procedures are also used for the Drupal server.
- 3.9 The Librarian Web Development is responsible for the updating, coordination and creation of library web pages on LibGuides, LibCal, LibSurveys, LibAnswers, eFundi, Social Media, Sierra Web OPAC, Special Collections (DBText databasis) and the Library Staff Intranet.
- 3.10 Every faculty librarian is responsible for the design and set-up of their respective LibGuides pages. LibGuides can only be created in consultation with the Librarian Web Development to ensure that it complements the main Library web pages on Drupal. The Librarian Web Development will be the administrator of the LibGuides site and will assist and train the library staff in the use of LibGuides.

Oorspronklike gegewens: (20728883) P:\Rekord Management\Website Development Guidelines.docm  
10 November 2022

Verwysingsnommer: 2.13.1