

Web Site Redesign: Perspectives from the Field Panel

Creating the Web Implementation Team at Ohio State University Libraries

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Situation in 2006

- Complex, large web site with distributed content creation model
- Over 100 content submitters working on “raw” html and php files
- Limited technical expertise in Libraries



Solutions Pursued

- Select and implement a Web Content Management System
- Create a team of technical experts within the Libraries

Focus of this presentation: Creation of the Web Implementation Team

Team Member Recruitment

- Total of 3 technical positions posted focused on Web
- Technical expertise sought
 - Web application development experience and mastery of one major middleware language, preferred PHP
 - Database experience, both design and integration
 - Scripting languages experience, i.e. JavaScript
 - Demonstrated familiarity with XHTML, CSS, XML and XSLT
 - Demonstrated project management skills

Team Member Recruitment

- Competencies* Sought
 - Action oriented
 - Communication skills: oral and written
 - Creativity
 - Customer focus
 - Composure and conflict management
 - Problem solving
 - Priority setting and managing multiple projects
 - Self-knowledge and self-development

*Relied on materials from Lominger Leadership Architects

Team Building



- Named our team: Web Implementation Team
- Shared space for developers
- Weekly meetings
- Emphasized connection to Libraries organization beyond IT
- Encouraged participation in campus events

Team Building: Mission

The OSU Libraries Web Implementation Team (WIT) develops, maintains, and delivers quality online tools that support the Libraries' mission to Library patrons, faculty and staff.

The team commits to operate in a professional, customer-focused and creative way with each other, their colleagues, and community.

In their work, WIT strives to follow established standards, make effective use of resources, maintain data integrity, and keep abreast of new technologies.

Commitment to Standards

- **Security** - We will stay aware of current security issues, utilize best-practice development guidelines, maintain software with current patches.
- **Usability** - We will provide users with clear instructions, perform user testing, follow established usability and accessibility guidelines.
- **Maintainability** - All development efforts will be planned with scalability and flexibility in mind, include specific documentation requirements and implement peer review.
- **Data Preservation** – We will be thorough in our implementation of accepted data formats and standards and diligent in our validation.

Commitment to Standards – Development

- Customer Centered
- Staging (Development->Production)
- Version Control
- Peer Review
- Collaboration
- Issue Response

Commitment to Standards – Platform

- University Hosted Virtual Machines
- LAMP (Linux, Apache, MySQL, PHP)
- Open Source Packages
- Regular Software Updates

Commitment to Standards – Documentation

- Systems & Network Administration
- Configuration Changes
- Password Repository
- Project Plans
- Architecture Documents
- Database Schemas
- Class Diagrams
- In-Code Documentation

Commitment to Standards - Toolbox

- Blog
- Wiki
- Content Management System
- Project Management Software
- Ticket Tracking System
- PHP Development Framework
- JavaScript Development Framework

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Presentation slides available at:
<http://hdl.handle.net/1811/34031>