Refining our web presence

Marketing Our Libraries • LACUNY Reference Roundtable 27 September 2013

Robin Camille Davis

Emerging Technologies & Distance Services Librarian Lloyd Sealy Library, John Jay College of Criminal Justice





What this talk covers

- ◆ Rebranding our wordmark
- Redesigning our website
- ◆ Details & trends
- ♦ SEO

Rebranding



Lloyd Sealy Library John Jay College of Criminal Justice



Lloyd Sealy Library



Variations

Lloyd Sealy Library

Lloyd Sealy Library

Lloyd Sealy Library

Lloyd Sealy Library

Lloyd

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Lloyd Sealy Library

> Lloyd Sealy Library

Library









Lloyd Sealy Library

Lloyd Sealy Library

Process

Llovd

Sealy

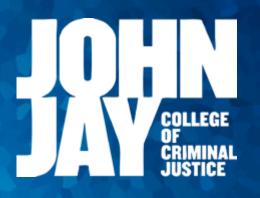
Library

Lloyd

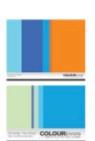
Sealy

Library





the Library series as the gainway to the world of criminal positio and extend information. We collect stortingly and compositionship in criminal position and better discovering position in criminal position and better discovering the introducement of the world better an indepensable resource for the world-ball Criminal flustice community. We provide colories with accommunity, the provide actions with accommunity and well-and materials to either institutions both in the US and about.



Double level Escalators Square reference desk Chairs with high backs Access Criminal justice resources

Icons? Books, computers, printers

Lloyd Sealy Library

Lloyd

Sealy

Library

Lloyd Sealy Library

Lloyd Sealy Library

Lloyd Sealy Library

Lloyd Sealy Library

Lloyd Sealy Library JOHN JAY

Lloyd Sealy Library

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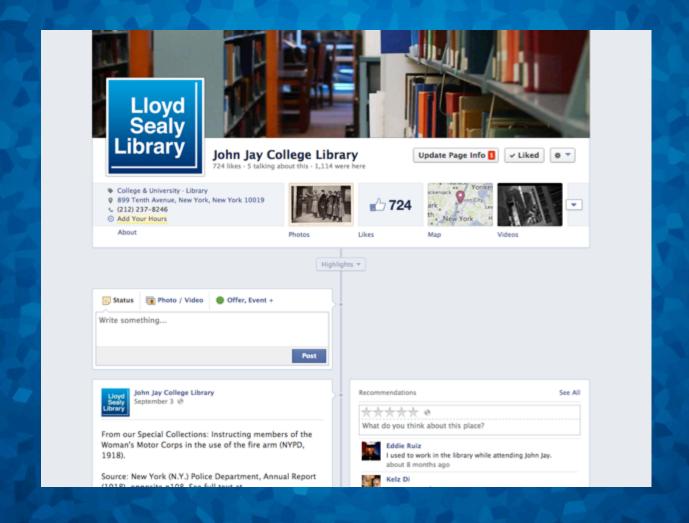
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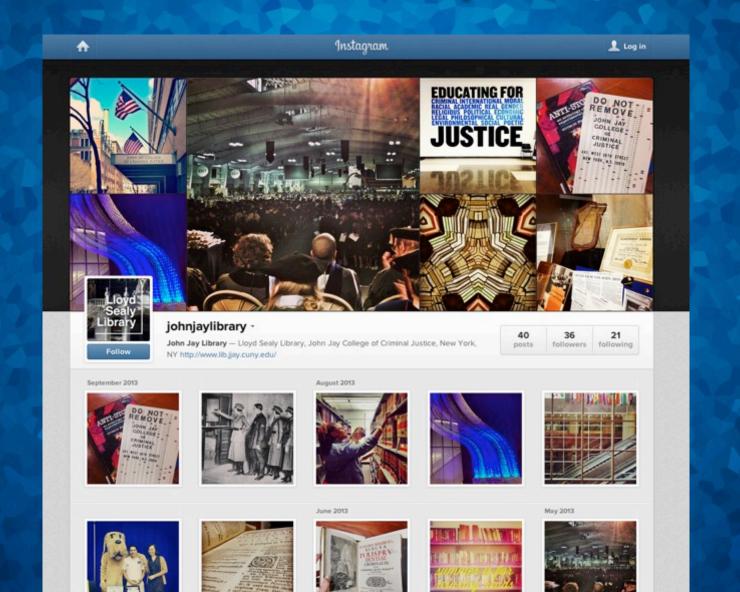
Lloyd Sealy Library

Lloyd Sealy Library

Consistent web presence



Consistent web presence



Consistent web presence



Consistent offline presence

Lloyd Sealy Library

Please enjoy food and drink outside of the Library

Water is permitted

Lloyd Sealy Library

Silent study area

Absolutely no talking



Scanner



Scanning time limit: 15 minutes



USB drive

Limited to space on your drive Limited by Fair Use compliance



Email

Limited to 20 Mb file size Around 50 pages in black & white, standard resolution Around 25 pages in color, high resolution Limited by Fair Use compliance



Fair Use

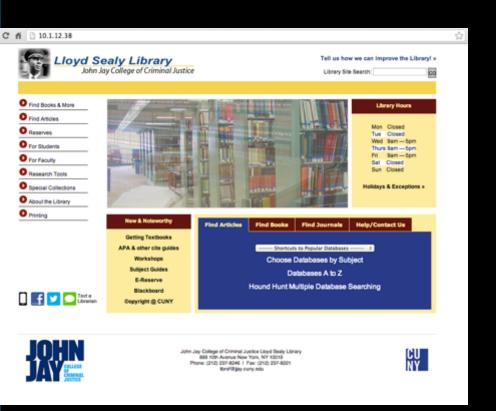
Copying or scanning a **limited selection** of pages or a chapter from a book or an article from a journal for your personal educational use is generally considered Fair Use.

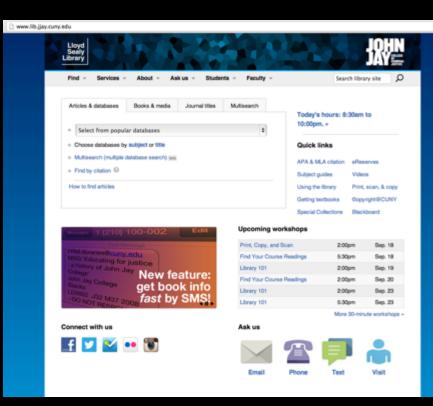
Photocopying or scanning more than 10% of an entire copyrighted book to read for class is a potential violation of copyright law.

For more information, see cuny.edu/libraries/services/copyright.html

Redesigning

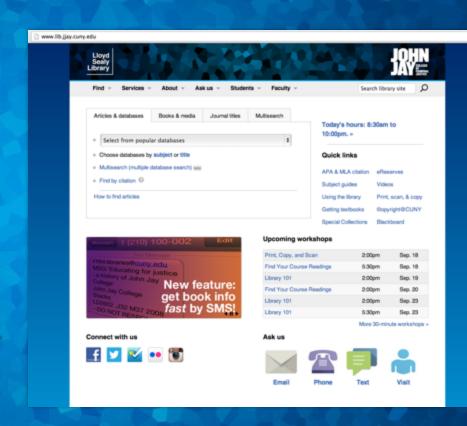
Website redesign





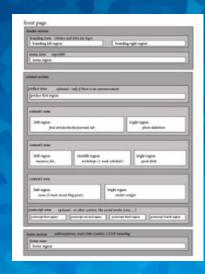
Website redesign & migration

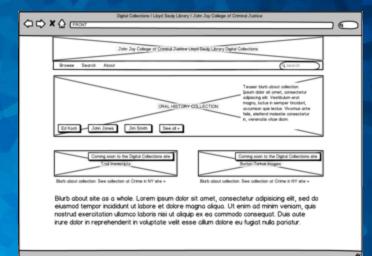
- ◆ Drupal 7 CMS
- Omega theme, reworked
- Drupal instance set up by Cherry Hill, consultants
- Version control using Git
- Every librarian has an editor account & assigned pages



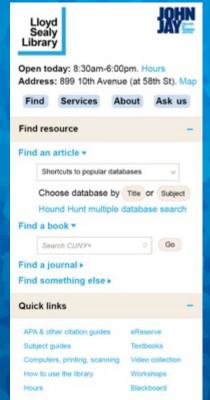
Process

Wireframes → Mocks ↓

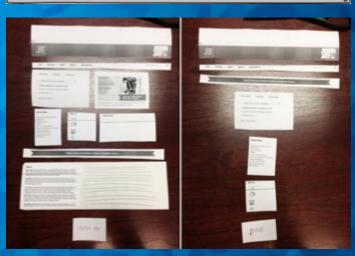




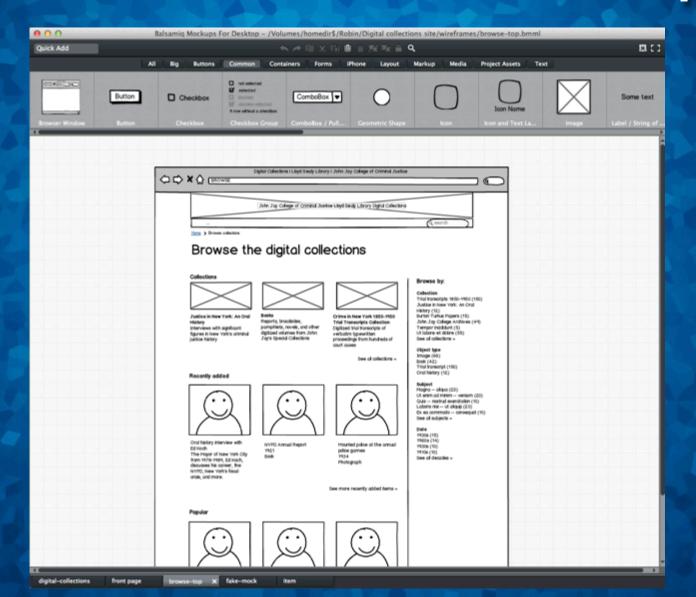




Resources for...



Psst—useful tool: Balsamiq



Usability

Grad student script

	Introduc	•				•				riat triey study	. Expia
	in plain	_	•		•		•		•		
2.	Have yo	ou eve	er had a	read	ing on e	Reserv	e? (yes	/no) Sh	ow me ho	w you would g	get ther
	a.	How e	asy wa	s it to	find thi	s inforn	nation?				
		i.	hard	1	2	3	4	5	easy	(circle)	
3.	Let's pr	etend	that you	ır pro	fessor h	nas ask	ed you	to write	a short s	ummary of Stra	ain
	Theory	in soc	iology,	and s	he wan	ts you t	o use a	least o	ne peer-r	eviewed article	e. Use
	the reso	ources	you us	ually	use to	complet	te this ta	ısk.			
	a.	How e	asy wa	s find	ling wha	at peer-	reviewe	d mean	s?		
		i.	hard	1	2	· 3	4	5	easy	(circle)	
	b.	How e	asv wa	s find	ling an a	article o	n your t	opic?	•	,	
		i.	•		2	3	4	5	easy	(circle)	
			Haru			3		3	easy	(Circle)	
4.	You hav			-	_	-		_	•	,	
4.		ve this	citation	on y	our syll	abus. V	Vhere ca	an you f	ind this a	rticle?	s in Lav
4.		ve this Suggs	citation , Jon-C	n on y	our syll an. "Afri	abus. V ican An	Vhere can	an you f	ind this a	,	s in Lav
4.		ve this Suggs	citation	n on y	our syll an. "Afri	abus. V ican An	Vhere can	an you f	ind this a	rticle?	s in Lav
4.		ve this Suggs Politic	citation , Jon-C s, and S	n on y Christi Sociei	our syll an. "Afri ty 43 (2	abus. V ican An 008): 1	Vhere can nerican 53-72.	an you f	ind this a	rticle?	s in Lav
4.		ve this Suggs Politic	citation , Jon-C s, and S	n on y Christi Societ	our syll an. "Afri by 43 (2)	abus. Vican An 008): 15	Vhere can nerican 53-72.	an you f Literatu	ind this a	rticle? • Law." Studies	s in Lav
		ve this Suggs <i>Politic</i> How e	citation s, Jon-C s, and S easy wa hard	n on y Christi Societ Is find	our syll an. "Afri by 43 (2) ling this 2	abus. Vican An 008): 15 article?	Vhere can nerican 53-72.	an you f Literatur	ind this a re and the easy	rticle? E Law." Studies (circle)	
	Your pro	ve this Suggs Politic How e	citation s, Jon-C s, and s easy wa hard or tells y	n on y christic Societ s find 1 you to	our syll an. "Afri ty 43 (2) ling this 2	abus. Vican An 008): 15 article? 3	Vhere can serican seri	an you f Literatur 5 to Inter	ind this a re and the easy national (rticle? • Law." Studies	
	Your proresource	ve this Suggs Politic How e	citation s, Jon-C s, and S easy wa hard or tells y	n on y christic Societi s find 1 you to	our syllan. "Afri by 43 (20) ling this 2 ofind the	abus. Vican An 008): 15 article? 3 e library	Vhere can erican in 53-72. 4 's guide ow would would be with the same and the sa	an you f Literatur 5 to Inter	ind this a re and the easy national (rticle? E Law." Studies (circle)	
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5.	Your pricesource a. Can you	ve this Suggs Politic How e ofesso es, bu How e i. u tell n	citations, Jon-Cos, and Seasy was hard or tells yet doesn easy was hard	n on y christic societ s find 1 you to i't give s find 1 time	our syll an. "Afrify 43 (2) ling this 2 of find the e you a ling the 2 the libra	abus. Vican An 008): 15 article? 3 e library link. Ho subject 3 ary clos	Vhere can be received a series of the control of th	5 to Interd you fire 5	easy national (rticle? É Law." Studies (circle) Criminal Justice	

7. Have you ever heard of RefWorks? If your adviser recommended you use it, where

8. Have you heard of interlibrary loan? Please show me how you would find the interlibrary

a Do you over use the library website on a mobile device?

easy (circle)

easy (circle)

would you find more information about it?

i. hard 1

loan page on the library's website.

i. hard 1

a. How easy was it to find this information?

a. How easy was it to find this information?

9. Now I'll ask a few questions about your library experience.

Faculty script

you'd find it.

1.	Introduce yourself. Make the participant comfortable. Ask what department that and whether they are full-time faculty or not. Explain in plain language how the works and why we're doing it.
2.	Let's say you want to book a library instruction session for your class. Show you'd do this.
	a. How easy was it to find this information?
	i. hard 1 2 3 4 5 easy (circle)
3.	Now you want to upload readings onto eReserves. Show me how you would a. How easy was it to find this information?
	i. hard 1 2 3 4 5 easy (circle)

4. A colleague recommended you read an article and gave you this citation. Show

Suggs, Jon-Christian. "African American Literature and the Law." Studi Politics, and Society 43 (2008): 153-72.

			hard	1	2	3	4	5	easy	(circle)
5.	Each of	departn	nent and	progran	n has a	libraria	n liaiso	n. How	would	you go abou
	who yo	our liais	on is?							
	a.	How 6	easy wa	s it to fin	d this ir	nformati	ion?			
			bord	4	2	2	4	E	0001	(oirolo)

i. hard 1 2 3 4 5 easy (circle)
 6. If you are looking for help on preparing your Form C and learning about article tools, where would you look on the web site?

a. How easy was it to find this information?

How easy was finding this article?

i. hard 1 2 3 4 5 easy (7. Now I'll ask a few questions about your library experience.

d. Do you ever use the library website on a mobile device?

e. Have you ever used an ebook from the library website? yes

f. Have you ever watched streaming video from the library website? yes

8. Let's debrief. Tell me what you think of the tasks you did today and your thoug on the library website. What do you love? What bugs you?

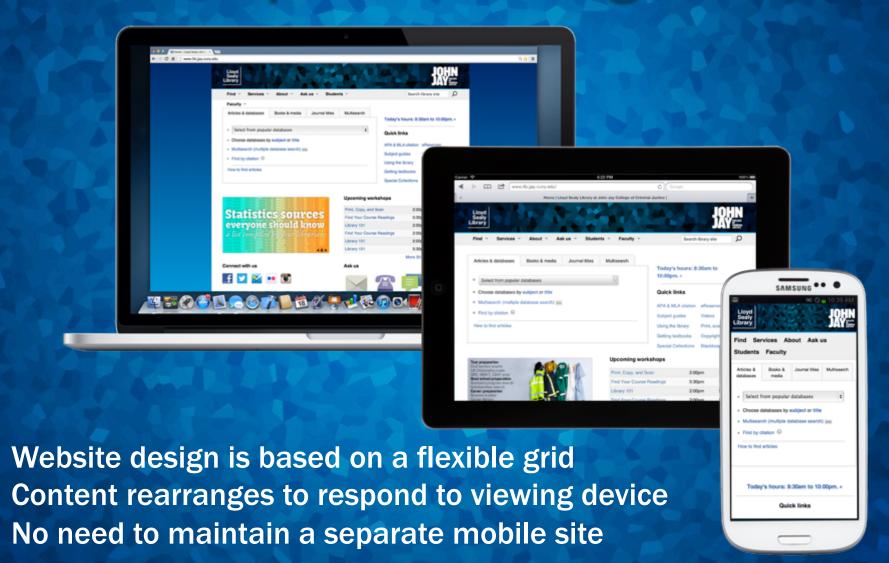
Usability

	Α	В	С	D	E	F	G	н	1	J	K	L	М	N	0	Р
1		Average for all	n=	Average for undergrad	Averages for faculty	Averages	Averages for site B	RCD2	KC1	KC2	ксз	RCD3 (grad)	RCD1 (fac)	RCD3 (fac)	KC4 (fac)	Notes
2	Site (A=normal; B=wwwtest)							В		В	В	В	À	A	À	
3	2 - How easy was it to find an eReserve reading?	4.8	5	4.75	n/a	5	4.75	5	5	5	4	5				
4	3a - How easy was finding what peer-reviewed means?	3.33	3	3.33	n/a	4	3		4	4	2					
5	3b - How easy was finding a peer-reviewed article on this topic? (online)	3.67	3	3.67	n/a		3.67	3		5	3					
6	4 - How easy was finding this article (print only)?	2.43	4	2.25		3.25	1.33	1	5	1	2		4	2	2	more students used B
7	5 - How easy was finding the subject guide?	4.5	4	4.5	n/a	4	4.67	5	4	5	4					
8	6 - How easy was it to find out when the Library closes today?	4.75	4	4.75		4	5	5	4	5	5					
9	7 - How easy was it to find a text book call number?	4.5	4	4.5		5	4.33	5	5	3	5					
10	8 - How easy was it to find APA citation examples?	4.5	4	4.5	n/a	5	4.33	5	5	5	3					
11	9a - Do you ever use the library website on a mobile device?	1 out of 8	8	no	no			yes (ipad)		no	no	no	no	no	no	
12	9b - Have you ever used an ebook from the library website?	4 out of 8	8	no	yes			no	no	no	no	yes	yes	yes	yes	
13	9c - Have you ever watched streaming video from the library website?	1 out of 8	8	no				no	no	no	no	yes	no, but interested			
14	2 - How easy was it to find class request info? (faculty)	4.17	3	n/a	4.17	3.75	5						5	3.5	4	
15	3 - How easy was it to find how to upload eReserve readings? (faculty)	3.67	3	n/a	3.67	5	1						1	5	5	
16	5 - How easy was finding your dept liaison? (faculty)	4.5	2	n/a	4.5	4.5								4	5	
17	6 - How easy was it to find info about citation tools? (faculty)	2.5	2	n/a	2.5	2.5								3	2	

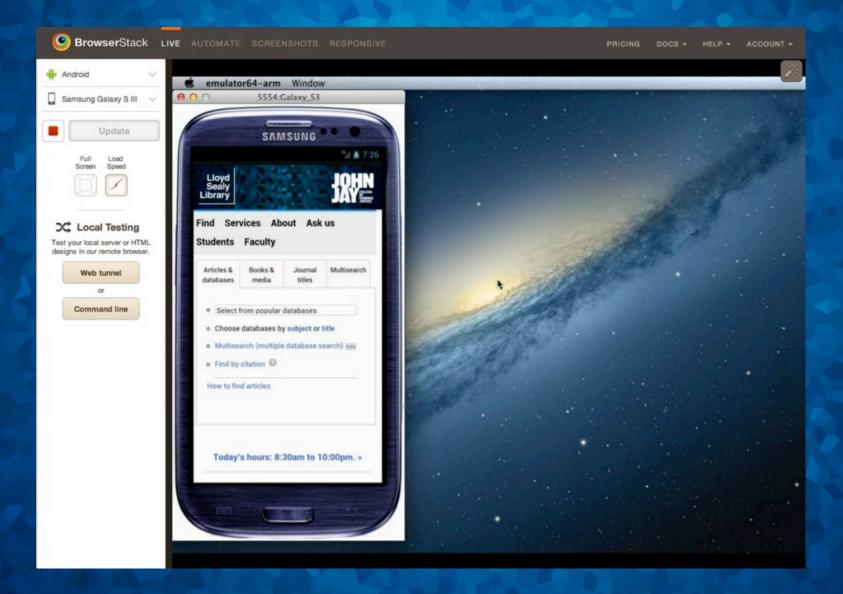
Results guide changes & justify decisions

Details & trends

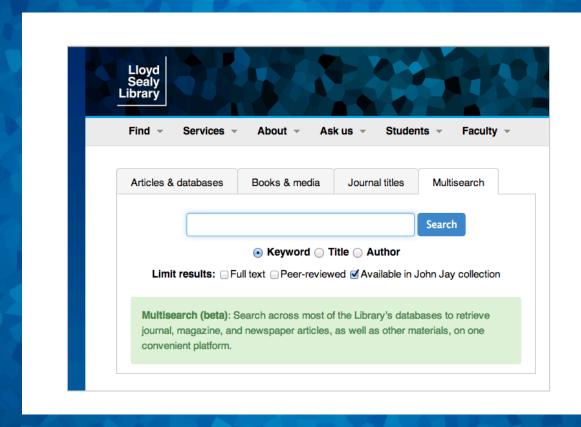
Responsive design



Psst-useful tool: BrowserStack

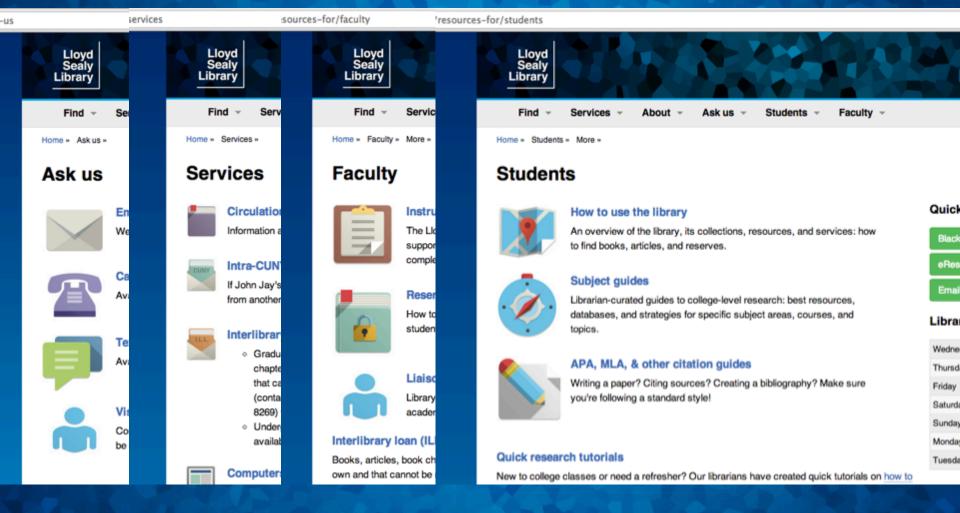


Detail: Bootstrap-styled forms



- Form styling from ready-made CSS
- Looks like the rest of the (recent) web

Detail: flat icons



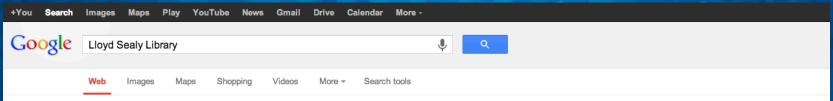
- Current hot look of the web: flat design
- Icons give a pop of fresh color

SEO

Constant vigilance!

SEO: YIKES!

Search results, 2012:



About 262,000 results (0.25 seconds)

Home | Lloyd Sealy Library at John Jay College of Criminal Justice | www.lib.jjay.cuny.edu/ -

Find Find articles Databases A-Z Databases by subject Journals by title How to find articles Books & Media CUNY+ WorldCat Ebooks Video collection... Google+ page · Be the first to review



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Find articles

The Lloyd Sealy Library is central to the educational mission of ...

Databases

Amnesty International Library. Makes available the text of ...

Hours

Hours, Home · About: Calendar, September 2013. « Prev · Next ...

More results from cuny.edu »

How to brief a case

Please note: eReserves is not compatible with the Internet ...

Criminal justice databases

Using computers in the library. Where can you type a paper ...

Today's hours

8:30am to 10:00pm. 8:30am to 10:00pm. 8:30am to 6:00pm. 10 ...

John Jay College of Criminal Justice / Lloyd George Sealy Library

andromeda.rutgers.edu/~wcjlen/WCJ/directory/dir60.htm •

Other Services, Extensive Lloyd Sealy Library website available at www.lib.jjay. cuny.edu. Inter-Library Loan Policy, All ILLs are free. Only criminal justice ...

Lloyd Sealy Library, John Jay College of Criminal Justice - Google ...

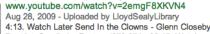
maps.google.com/maps/ms?ie=UTF8&oe=UTF8&msa=0... ▼ Dec 14, 2012 - Find local businesses, view maps and get driving directions in Google Maps.

Lloyd Sealy Library (JohnJayLibrary) on Twitter

https://twitter.com/JohnJayLibrary -

The latest from Lloyd Sealy Library (@JohnJayLibrary). The Library of John Jay College of Criminal Justice, City University of New York. New York, NY.

Lloyd Sealy Library Tour, John Jay College - YouTube

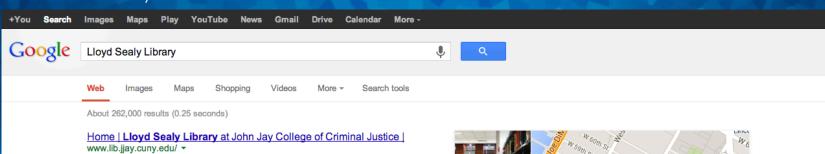




* Recreation. I was too traumatized at the time to take a screenshot. It was definitely that photo though. Omg.

SEO: taking control

Search results, 2013:



The Lloyd Sealy Library is central to the educational mission of John Jay College of Criminal Justice. With over 500000 holdings in social sciences, criminal ... Google+ page · Be the first to review



899 10th Ave New York, NY 10019 (212) 237-8246

Find articles

The Lloyd Sealy Library is central to the educational mission of ...

Databases

Amnesty International Library, Makes available the text of ...

Hours. Home · About; Calendar. September 2013, « Prev · Next ...

More results from cunv.edu »

Reserves

Please note: eReserves is not compatible with the Internet ...

Students

Using computers in the library. Where can you type a paper ...

Today's hours

8:30am to 10:00pm, 8:30am to 10:00pm. 8:30am to 6:00pm. 10 ...

Lloyd Sealy Library - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Lloyd Sealy Library -

The Lloyd George Sealy Library is the campus library at John Jay College of Criminal Justice, City University of New York. Located in Haaren Hall, the library ...

Lloyd Sealy - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Lloyd Sealy -

On December 4, 1991, the library at John Jay was renamed the Lloyd Sealy Library in his honor. The Special Collections there house his personal papers, ...

Lloyd Sealy Library (JohnJayLibrary) on Twitter

https://twitter.com/JohnJayLibrary -

The latest from Lloyd Sealy Library (@JohnJayLibrary). The Library of John Jay College of Criminal Justice, City University of New York, New York, NY.

Lloyd Sealy Library Tour, John Jay College - YouTube



www.youtube.com/watch?v=2emgF8XKVN4 Aug 28, 2009 - Uploaded by LloydSealyLibrary 4:13. Watch Later Send In the Clowns - Glenn Closeby



See results about



Lloyd Sealy Library

The Lloyd George Sealy Library is the campus library at John Jay College of Criminal Justice, City ...

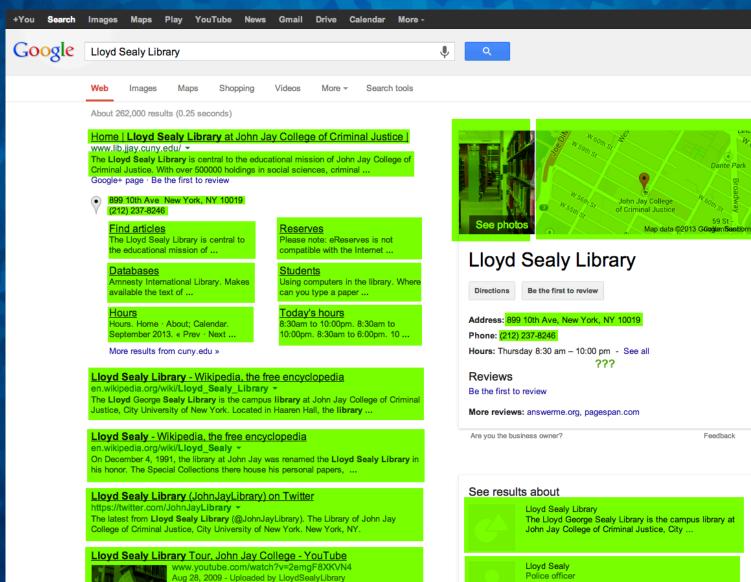


Police officer

Lloyd George Sealy was the NYPD's first African

SEO: taking control

Items we created or control:



4:13. Watch Later Send In the Clowns - Glenn Closeby

Lloyd George Sealy was the NYPD's first African

SEO: content creation

From Wikipedia to the Lloyd Sealy Library - Emerging Tech in Libraries

emerging.commons.gc.cuny.edu/.../from-wikipedia-to-the-Iloyd-sealy-Ii...
Apr 22, 2013 - From Wikipedia to John Jay. Guiding researchers to our resources from within Wikipedia articles. In March, a blog post by John Mark ...

Lloyd Sealy Library - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Lloyd_Sealy_Library -

The **Lloyd** George **Sealy Library** is the campus **library** at John Jay College of Criminal Justice, City University of New York. Located in Haaren Hall, the **library** ...

Lloyd Sealy - Wikipedia, the free encyclopedia

en.wikipedia.org/wiki/Lloyd_Sealy -

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Lloyd Sealy Library (JohnJayLibrary) on Twitter

https://twitter.com/JohnJayLibrary -

The latest from Lloyd Sealy Library (@JohnJayLibrary). The Library of John Jay College of Criminal Justice, City University of New York, New York, NY.

Lloyd Sealy Library Tour, John Jay College - YouTube



www.youtube.com/watch?v=2emgF8XKVN4
Aug 28, 2009 - Uploaded by LloydSealyLibrary
Curious George 2013 Full Episodes English (Full
Movie)NewCartoon20133,090,509 views · 11:23. Watch ...

Lloyd Sealy Library - Foursquare

https://foursquare.com/user/41813827 -

20 places including John Jay College of Criminal Justice, Lloyd Sealy Library, John Jay College of Criminal Justice, John Jay College - New Building, John Jay ...

Flickr: Lloyd Sealy Library, John Jay College's Photostream

www.flickr.com/photos/90305861@N02/ -

What does a life well-lived look like? See one example in our biographical exhibit celebrating **Lloyd** George **Sealy** on the **library's** lower level. #johnjaycollege ...

John Jay College of Criminal Justice, Lloyd Sealy Library: Free ...

archive.org > Ebook and Texts Archive > American Libraries ▼

One of the **libraries** of the City University of New York, the **Lloyd** George **Sealy Library** of the John Jay College of Criminal Justice is contributing digital content to .

Lloyd Sealy Library | Facebook

https://www.facebook.com/media/set/?set=a.10152623905250472... ▼
It's summertime! We've got some great summer ebooks available to you from anywh From our Special Collections: NYPD jiu-jitsu training, 1915 More photos ...

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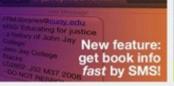


















SEO: social <meta/>

```
45 <meta name="description" content="The Lloyd Sealy Library is central to the</p>
  educational mission of John Jay College of Criminal Justice. With over 500,000
  holdings in social sciences, criminal justice, law, public administration, and
  related fields, the Library's extensive collection supports the research needs of
  students, faculty, and criminal justice agency personnel."/>
16 <meta name="keywords" content="john jay library, Lloyd Sealy Library, sealy</pre>
  library, criminal justice, library, crime, history, new york, nyc"/>
17 <meta property="og:title" content="Lloyd Sealy Library at John Jay College of
  Criminal Justice"/>
18 <meta property="og:type" content="website"/>
 <meta property="og:locale" content="en US"/>
20 <meta property="og:site name" content="Lloyd Sealy Library at John Jay College of
  Criminal Justice"/>
21 <meta property="og:description" content="The Lloyd Sealy Library is central to the
  educational mission of John Jay College of Criminal Justice. With over 500,000
  holdings in social sciences, criminal justice, law, public administration, and
  related fields, the Library's extensive collection supports the research needs of
  students, faculty, and criminal justice agency personnel."/>
```

To review:

- Brand consistently across entire web presence and offline, too
- ◆ Follow web standards and usability best practices
- Observe and consider using web trends, e.g. responsive design, form styling, flat icons
- ◆ Pay constant attention to SEO; create content in other online venues

Mentioned in this talk:

- ◆ Drupal 7—robust CMS used for Lloyd Sealy Library website
- ◆ Git—version control system
- **♦ Bootstrap 3.0**—ready-made website elements, incl. forms
- Balsamiq—sketchy mockup software (\$79)
- ◆ Responsive design—see A List Apart for more
- ◆ BrowserStack—see your site on different platforms (30 min free)
- ◆ Pixeden—makers of free flat design icon sets
- ◆ OpenGraph—social-friendly SEO elements

Contact info:

Robin Camille Davis

@robincamille • robdavis@jjay.cuny.edu

Emerging Technologies & Distance Services Librarian Lloyd Sealy Library, John Jay College of Criminal Justice

Slides available online: robincamille.com/presentations