Web-based Services CIG Charge

The Common Interest Group on Web-based Services is an ongoing group that will report to the UC Heads of Public Services (HOPS).

The Charge to the Web-based Services CIG will be to:

1. Identify and share information on best practices and new technology in web design broadly and on patron web services specifically in the UC libraries with the hope of building on successful efforts of all campuses.
2. Promote collaboration and sharing of experience, expertise, and best practices. Will meet virtually as often as needed (e.g. listserv, conference calls, web conferencing) and may meet once a year in person.
3. When asked, will serve as a resource for providing information to HOPS and other campus groups on issues related to web design and patron Web-based Services.
4. May propose to HOPS training, workshops, software purchases, etc., for promoting and enhancing web-related work within the UC libraries.

Here are some more specific issues that the group might address:

Web project management

- Managing redesigns/migrations (almost all libraries have gone through this recently--typically they occur every 3 years or so)
- Outsource vs. in-house
- Optimal staffing models
- Research and design methodologies
- Marketing web-based services

Website management tools

- Content management systems
- Statistics reporting
- Content syndication

Web design

- Site navigation
- Terminology
- Metadata standards

Examples of possible outcomes:

1. One UC campus develops a new marketing strategy for the library web site that greatly increases the use of the library web-based services. Other campuses learn from this experience and reap similar benefits.

2. One UC campus develops an in-house web content management system that saves time and provides flexible for a better user experience now and a solid foundation for the future. Other UC campuses could adopt and enhance, saving time and money.
3. One UC campus does user research on best practices in terminology for the main campus library web site. Other UC campuses incorporate the results of this research on to their web sites, improving user satisfaction.

Membership:

The Common Interest Group Web-based Services will be comprised of one designated representative from each campus library system nominated by the HOPS member. It will also include one representative from the California Digital Library (CDL), one representative from the Librarians' Association of the University of California (LAUC), and one liaison member from HOPS. Additionally one representative from each campus library web development team may be added to the CIG Web-based Services listserv for electronic communication purposes.

The Chair is selected by the membership for a two-year term.