Doing Better with LibGuides in 2019: Creating a Departmental LibGuide Template for an Evolving Library

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Doing Better with LibGuides in 2019

PROBLEM
Historical Background

- LibGuides Task Force formed in 2014 with representation from all IUPUI Libraries (University, Medical, Dental, Law)
- Task Force provides training sessions and creates a design and best practices guide
- Task Force oversees the migration to LibGuides 2.0 in 2015
- In 2018 the Task force launched a peer review audit to be completed by 2019 and then annually to maintain the quality of system LibGuides
New Librarians

• 6 new librarians at RLML from 2016 to 2018

• Department liaisonships and LibGuides ownership redistributed

• Design and content of guides differed greatly, many were not in line with guidelines, the process of creation was not well documented, and librarians that created guides were no longer with the University

• LibGuides task force set a date for guides to be revised by July 2019

• Considering all this, new librarians felt lost and did not know where to begin in revising their assigned guides
The Instructional Design Librarian and the Library Systems Manager devise the Departmental LibGuides Template to simplify the creation and maintenance of Departmental guides.
METHODS

Doing Better with LibGuides in 2019
METHODS

1. Researched LibGuides
2. Designed template
3. Requested feedback
4. Implemented feedback
5. Surveyed librarians

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Research Findings

Usage of current departmental LibGuides

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Research Findings

Literature about writing for the web

• Avoid jargon
• Use action verbs
• Use familiar (not formal) language
• Make the pages easily scanned using headers and white space
• Consider design and scrolling
# Research Findings

Most used page titles on current departmental LibGuides

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<thead>
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<td>Board and Clerkship Reviews</td>
<td>Journals by Subspecialty</td>
<td>Mobile Apps and other Online Resources</td>
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<td>Board Prep</td>
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<td>Welcome</td>
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<td>Journals by Subspecialty</td>
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<td>Medical Student Resources</td>
<td>Drug &amp; Toxicology</td>
<td>Specialized Topics</td>
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<td>Welcome</td>
<td>Resident Resources</td>
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<td>Welcome</td>
<td>National Associations &amp; Agencies</td>
<td>Indiana Associations &amp; Agencies</td>
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<td>Home</td>
<td>Welcome</td>
<td>Starting Your Research</td>
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**SCHOOL OF MEDICINE**

**RUTH LILLY MEDICAL LIBRARY**
Designed the **template** draft

- Guidance
- Examples
Presented draft template and sought feedback

Use existing search boxes
Identify mapped boxes on first page
Use box-level navigation
Add a Clerkship Resources page
Use Browzine
- individual journals
- subject-specific journal links
RESULTS & CONCLUSIONS

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Survey Results

Q1 - Have you used the departmental libguide template when updating departmental libguides?

Yes

No

Q2 - How often do you refer to the template when updating departmental libguides?

All of the time

Most of the time

About half the time

Sometimes

Never

Q3 - As you update departmental libguides, do you find the template . . . ?.

Very helpful

Helpful

Neither helpful nor unhelpful

Unhelpful

Very unhelpful

Q6 - How has the template impacted the task of updating libguides?

made it much easier

made it easier

didn’t impact

made it harder

made it much harder
General comments

• Gives us a unified look, takes the design work out of updating a LibGuide, the citations for best practices let me know they did research to create a successful guide.

• This has made the tasks of updating (inherited) LibGuides much less daunting. I have also learned to HIDE things rather than delete them in case someone comes out of the woodwork asking for something that used to be there.

• I can see it getting out of hand as years go on as people have things THEY think MUST be included in the template.
Departmental Feedback

• Upon launch of the new template, we received feedback from departments that items that they regularly used on their guides were now missing

• This reiterated the need for staying in touch with departments regarding what they need from their guides

• A decision was made to hide old content for 6 months before deleting to give a buffer in case content had to be restored
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FUTURE WORK
Usability Testing

“Simple user testing with 5 participants, paper prototyping, and heuristic evaluation offer a cheap, fast and early focus on usability, as well as many rounds of iterative design.”

Questions?

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Departmental LibGuide Template:
iupui.libguides.com/RLMLDeptGuideTemplate

Presentation:
http://hdl.handle.net/1805/20980