Diploma in Information Management

(IM 110 5B)

Introduction to Web Content Management of Design

(IMD 311)

GROUP ASSIGNMENT:

Case Study: Perbadanan Perpustakaan Awam Selangor (PPAS)

Prepared by:

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JUNE 2020

GROUP ASSIGNMENT

INTRODUCTION TO WEB CONTENT MANAGEMENT OF DESIGN

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Acknowledgement

Assalamualaikum, we, IM1105B students are pleased to thank our lecturer Sir Ahmed Noor Kader Mustajir Md Eusoff for explaining and guiding us during the whole finishing process. The task given required us to perform a case study focuses on specific organisation. Thanks to our lecturer's for teaching us in-depth about the introduction to web content management of design. The explanation act as a source of reference in order to produce a better outcome. In addition, we did agree there is benefit obtained after finished this assignment. Our knowledge and understanding of the website elements improved. Not to forget, we would like to thank each one of our group members for their hard work and commitment to finish the given task. We may unable to complete it without their commitment. Working as a team undeniably helpful in producing better work outcomes. Also, be in a group enable us to run a session of discussion if problems occur during the finishing process. Discussion and agreement are essential components to ensure our assignment fullfil every requirement needed. The group members being super helpful in guiding other member that needs help by trying to give a better explanation on how to complete the task assigned.

Other than that, we cannot forget our classmates for giving us some details regarding the confusing part. We would like to thank all of them from the bottom of our heart. Sincerely to all of them involved during the whole process. We are grateful since our plans working well. It is impossible for us to complete this handful of task without the help from Allah The Almighty. It is true that He is the best planner.

Lastly, we worked hard and used all of the knowledge we have to finish this assignment. Hope our submitted work met every requirement. If there are any mistakes spotted, we are sorry and promise to produce a better work outcome in the future.

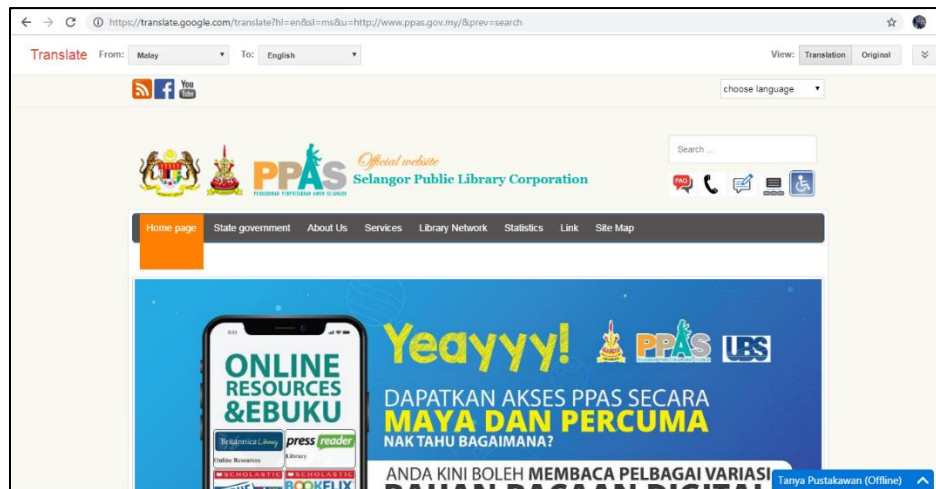## 1.0 Background of Selangor Public Library Corporation (PPAS) Website

Figure 1: Website of Selangor Public Library Corporation (PPAS)

This official website is the property of Perbadanan Perpustakaan Awam Selangor (PPAS). This website has always up to date, and the last time it was been up date are on 13 April 2020. This website is filled with several of service and information about Perbadanan Perpustakaan Awam Selangor (PPAS) that are been provided for the visitors of this website. This website can be browse with all type of web browsers. Also, the best resolution for this website are 1280 x 800. From this website, it has been state that while the visitors are surfing this website, there is no personal information that will be collected.

Type of Perbadanan Perpustakaan Awam Selangor (PPAS) website

The type of this official website are dynamic. This can be seen from the website itself. Dynamic website is the website that contains information that can be change. Furthermore, this website using JavaScript as one of their programming. From this website itself, it has been stated that, by regularly browsing this page, the visitors will be updated with the latest information, how the visitors use this website and how the information is shared with others in certain circumstances.

Programming that are been used to make Perbadanan Perpustakaan Awam Selangor (PPAS) official website
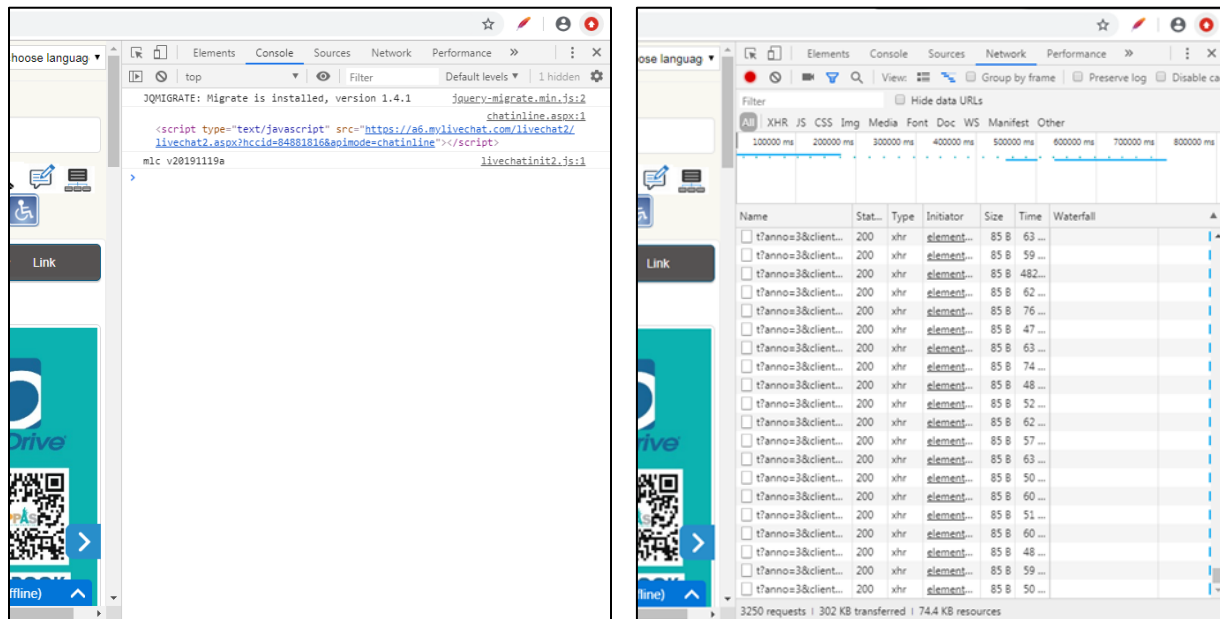

Figure 2: Programming that are being used

In creating a website, there is programming that needs to be used when make it, so that the websites can be used effectively and efficiently by the visitors of the website. These are some the programming that are being used in the official website of Perbadanan Perpustakaan Awam Selangor (PPAS) that I got through the website inspect:

1. Extensible Markup Language (XML)
2. JavaScript (jQuery)
3. XMLHttpRequest (XHR)
4. CSS
5. HTML
6. Windows server
7. Bootstrap

2.0 Nature Business of the Website

Perbadanan Perpustakaan Awam Selangor or PPAS is a public library located in one of the Malaysia district known as Selangor. The organization actively involved with their service operation which mostly runs in the building. Due to the wide usage of technologies in daily operation, they started implementing the member registration and request of materials through online platform. Those kind of services makes available in the official website. Undoubtedly, the benefits obtain by parties actively deal with the library truly undeniable. They are allowed to make a request of services or materials offered by the organization without having the need to be present in the building. Some of them might require to face a long route for the purpose of attending the appointment session or getting specific reference materials. Places where each user's stay possibly near or far from the library. Due to that, it causing the arise of time and distance boundaries. Firstly, what is nature business of the website? There is an essentiality for any information centre to ensure the administration of organization and services align with the current situation. For example, nowadays most workplace depends on internet and technologies for faster information searching and tasks or reports submission. Other than that, the ability obtains to constantly update users with current operation status of the organization. The definition of nature business refers to any type or general categories of business actively involved by the organization or information centre. Through the official website, the nature of business leading more towards facilities rent and member registration. PPAS definitely not limited their services for materials request and borrowing only, instead they own several facilities where located in the same exact building. Other than directly ask professional librarians regard the facilities usage, they were able to refer details and information displays in the official website.

Secondly, where it could be found? All related details findable on the homepage at the customers' menu section. The accessing process far from difficult or in other words, user friendly. After meticulously analysed the website, it was compact with variety of information which useful for users' or customers'. For example, the online announcement of virtual library due to current occurrence of pandemic enable users to stay notified with what the library ups to. The obvious effort suitable with the slogan, which is "A step to library leading to millions of smiles, a click leading to millions of information". Back to the nature of business, the facilities rent and usage providing users with the permission to book any facilities available in the library, such as the auditorium, multipurpose hall, seminar rooms, children activities room, information technology lab and the list goes on. Together include with the rent fee for each rooms, which level it was at, the capacity limitation and list of equipment provided. By stating what the room

equip with, organizers were able to estimate fee and amount of things in the checklist before start buying. For the member registration, it has been stated the process could be done through online or directly ask the reference desk for a form. After officially registered as a member, the status last for two years. To continuously maintain the status, user's required to renew the registration.

Thirdly, who is allowed to enjoy the businesses? There is no limitation of who had the ability to get the services. For sure, it was made for the public and they are more than welcome. The most important one definitely the member registration. Their goal includes to increase the interest of reading among the youngsters. It is worrisome when knowing teenagers frequently involved with crime cases or lounging with unbeneficial activities. Malaysia needs a new leader and knowledgeable societies to build the country image and for positive development. A society full of ignorant would not bring any sense of positivity, instead the possibility of increase riot and incensement. PPAS never stop trying to grow the visitors and users' statistic by organized a campaign and creating a creative slogan. Official member given the ability to access materials through OPAC and request to extend the borrowing period. Fourthly, why PPAS considering to operate the businesses through online? As stated before, the consideration is a part of the administration and services development. Future plan should be aligned with current technologies advancement. For example, library used to develop a catalogue system by using the card catalogue. Each description of materials kept in special drawers and all of it organized according to alphabetical order. When the needs of information searching arise and user's wants to know status of certain materials, the time taken to perform the process is longer compared to online catalogue or OPAC. The implementation of business operation in website obliging to speed up the process and satisfied users' needs.

Fifthly, how the nature of business done? For the facilities rent, PPAS did not provide a form where user's enable to fill personal and booking details. There is a PDF file where the potential booker allowed to refer as a source of reference. It has been notified by PPAS to users about the rental fee charge according per hour. For further procedure, potential booker required to present themselves at the library for confirmation and set the date. Meanwhile, the member registration work in two different ways, which is the online registration and at the reference desk. They could ask for a form from the librarians or by accessing the official website. Lastly, when users should use the services? When students' and researchers' assigned with a task or in the progress of research work, they should only refer to dependable and trusted sources. Library is a place where numerous of reference resources were kept and placed on the shelves for the users to refer to. The only problem would be how those materials are forbidden to be taken out

from the library area. The restriction is due to the rarity and price of the reference resources. Without a second doubt, it must be hard for librarians to acquire a new copy if the old one lost. The creation of virtual library and e-books totally ease the process of obtaining materials for research. The wall exists due to time and distance boundaries was able to be break. Such services only provide and useable by members, which required a registration procedure. After fill in the form, they are free to search any books, magazines or anything in the list with the OPAC usage. An organizer usually starts the searching of venue by doing a survey. They would find any halls or event venue which enable to support the amount of guests and participants with a cost-effective price. To know further details, that person needs to contact the owner and have a further discussion. With all the details provided by PPAS regarding the rent of facilities, organizer have enough amount of time to consider whether the rental fee truly worth it. After decide a firm decision, further procedure could be done by set for an appointment with a representative from library.

3.0 UI/UX of the Website

First and foremost, UI design stands for User Interface design that has to do with a visual or graphical side of designs such as the visual design, layouts, and typography. While, UX design stands for User Experience design that involves all the work that goes into software, website, creating an app, or service. User Experience design may include wireframes and prototype, design and user research, interaction design, and others. Different websites have different User Interface and User Experience design.

According to the Perbadanan Perpustakaan Awam Selangor website, their design is focused on giving useful information regarding the library for any type of people including students, parents, kids, and many more. The website layout is very simple so that it would be easier for users to find out pieces of information they want such as the services or collections compares to the website that has a complex layout website design. As for the homepage of the website, there is a table specifically made for users and staff on the left side of their layout and at the right of the layout, it has a table that promotes all the things about the library such as the collections and virtual tour. PPAS website provides clear paths for navigation within webpages and they put the important elements of a website such as a homepage, state government, statistic, library network, and others. This is important because a good layout can keep users on the site since they find that a website is easily accessible and can find information easily. A bad layout can make users frustrating and make them leave the site because they cannot find what they are looking for.

Apart from that, the visual design on the Perbadanan Perpustakaan Awam Selangor website will help them to deliver information with an effective impression on the users. For the typography, they used typical fonts that can be recognized by users such as Arial, Helvetica, and sans-serif. The fonts they have chosen are readable especially for those with poor vision. When designing a website, people should keep in mind that a lot of people are going to be viewing it, especially for this government website as it became the focus of the public to find information. Next, the color scheme they used is dark orange for the customer's menu icon and grey for a menu toolbar. To make the website interesting, they also include some iconography with a description for the users. The icons provide on the website is including FAQs for any inquiries, feedback, contact, social media, and many more.
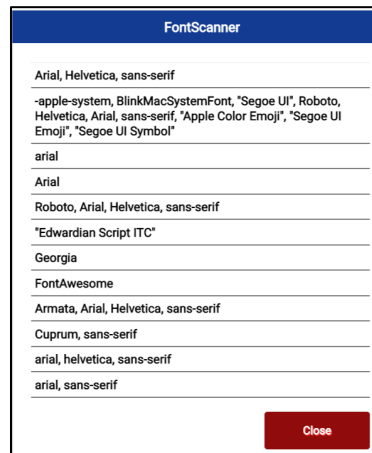
Figure 3: Fonts used

The User Interface and User Experience designer are the ones who are responsible for the design of the Perbadanan Perpustakaan Awam Selangor website. As for the homepage, they design the layout with an image slider with some poster that can inform and enlighten users about their library such as the use of Electronic Book. Other than that, the UI/UX designer are require to make the layout readable and accessible as possible that can meet users' expectation.

However, in order to make their website is more appealing that can attract more users to stay on the screen. They should put some creative elements for the overall layout and visual appearance. For example, their service page is slightly boring and dull as they only introduce with just a plain table. They can use a creative card UI design with an image for each service they offered. The card designs should be responsive, easy to read as it doesn't contain too much information, and organized that doesn't give a headache for the users.
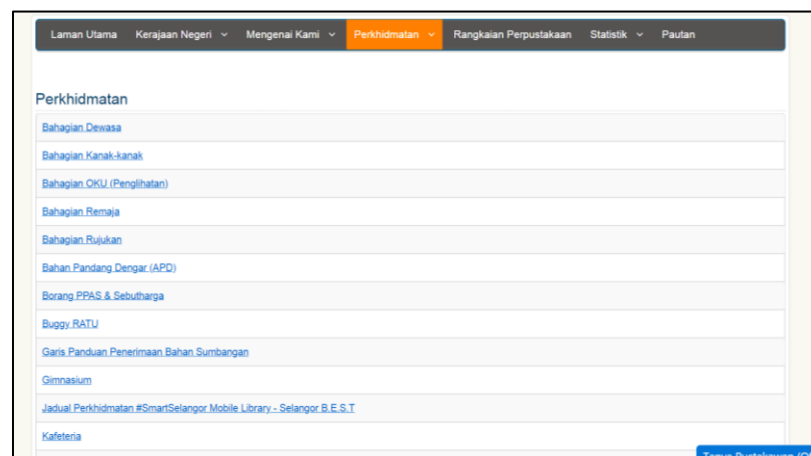
Figure 4: Service Page

4.0 Color Scheme Use

The first impression of a user towards a website depends on the color scheme used. Therefore, when designing a website, they should consider which colors they would choose for their website. Choosing the right website color scheme for web design will help them engage the users with color accents and good navigational elements.

According to the Perbadanan Perpustakaan Awam Selangor website, they decided to use a plain light background such as white color. It is good that they look for color consistency as they use the same background color for all web pages. This is because the plain background color will keep visitors focus on the content compared to the bright background color like neon. For the color of the navigation, they use a neutral color which is grey for the bar and white for the text to create a contrast with one and another.

In addition, the primary color chosen by the Perbadanan Perpustakaan Awam Selangor website is a blue color. They used this color to highlight specific information like buttons, icons, and headlines. Using this bold and vibrant color can attract the user's attention as it can increase their curiosity and prompt them to take action. While the most secondary colors used by PPAS is orange. This orange color is basically used as a hover for the navigation bar to make users alert with the web pages and buttons for the customer's menu. This is because different colors have the ability to attract a specific type of people depends on their objectivity. According to psychology, the orange color represents friendliness, enthusiasm, and creativity.
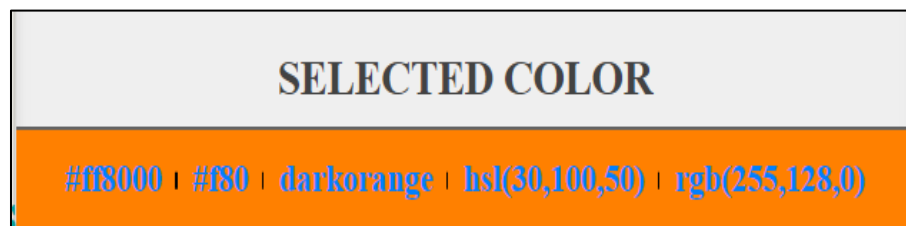
Figure 5: Color Chosen

The developers of the website which is basically from the IT department are the ones who are responsible to choose the color scheme. They are the peoples that decided what color scheme to choose and how the outcome of the website. They have chosen a good color scheme as the end result of the website is clean and readable. However, they cannot simply choose any colors since it should be follow the instruction directed by the top management.

To ensure Perbadanan Perpustakaan Awam Selangor website can arise with other public libraries in the whole world, they can use a colorful and bright color that represent their logo. As referring to their logo's colors, they use four colors which is grey, orange, light green and tan. Using a clean and colorful scheme can give the whole website a cohesive look. This is because many libraries use color to attract users, which makes the online experience more accessible and welcoming. They should use more light green color for a great brand consistency so that people will acknowledge this color represent as a PPAS library.

Figure 6: Logo

5.0 Navigation of the Website

Every website need to have a good navigation to ensure that users or visitors can be directed to every part of the website that they clicked on. This aspect is also important to make sure they can explore different parts of the websites without any hassle, because if they cannot find the information needed, they may exit from the website right away. It is seen that PPAS website utilizes the header and sidebars for navigation purposes with usage of text font that are easily readable.

Figure 7: Navigation bar & Icon

As for the navigation of PPAS website, it is shown that there is an existence of a navigation bar right below the header of the website. This makes it easier for users to see directly upon being in the website that they can use the navigation bar to get to other parts of the website. The navigation bar is also located static in every webpage, so this allows users to navigate through every part of the website or even go back to the homepage when they are on a different webpage within the website. Moreover, the navigation bar indicates which page the user is at by changing the navigation bar's color to emphasize on the current page. For example, the 'About Us' on the navigation bar is orange in color when users are on that webpage, while the rest remains it's default color which is dark grey. This is an important aspect to ensure the users are able to know they are on the right page that they clicked on.

Furthermore, the navigation bar is divided into different categories such as Homepage, State Government, About Us, Library Network, Statistics, Link and Sitemap. All of the bar buttons when clicked, will direct users to its respective webpages which means the links are all functioning. Most importantly, all the labels on the navigation bar are coordinated with the

content or webpage it's directed to hence it does not mislead users. For example, when users click on Library Network, they will see a searchable form which is used to find libraries by its name or district.

The navigation bar also contains dropdown buttons which drop whenever the cursor hovers over it. The dropdown specifies the parent navigation label into more lists. However, as the cursor moves up and down through the dropdown list, the hover effect takes a longer time to appear which can cause users to mistakenly click on a label not relevant to their liking. Furthermore, some of the dropdowns have too many labels listed under it which may be confusing for users to look through one by one.
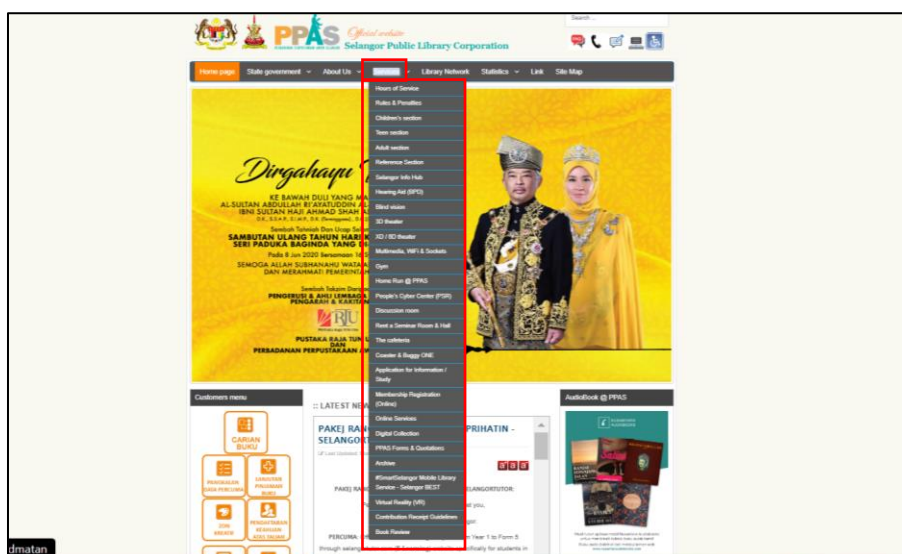
Figure 8: Dropdown

Other than that, it also contains icons of different elements such as FAQ. Then, there are two different icons for Feedbacks which directs to the same webpage. This may confuse users on the usability of the both of them, for example which one between the two users should use to send feedback. Then, an icon for Sitemap, which simplifies all of the contents and allow users to navigate through the website straightforwardly without too many distractions such as images. However, it was last updated in 2016 hence questions the recency. Most importantly, an icon logo of people with disability will make those whom it is directed to, able to find out quickly because the icon is located right above the navigation bar. They will not have to click within other webpages because the icon is static above. However, the icons are put as they are without any indication such as text indicating that it is a Feedback icon, which users may not think that it is useful hence, do not use it.

11
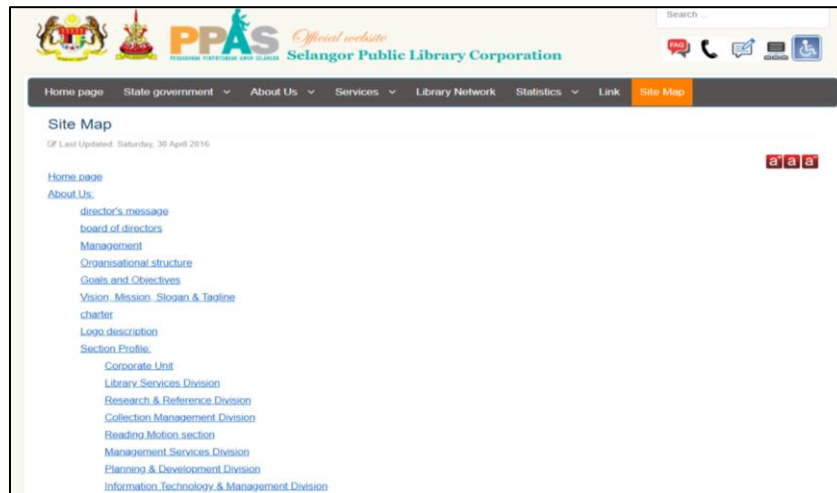
Figure 9: Sitemap

Then, the website also does provide hypertext on other parts which is easier for users to know that they can click on it and get directed straight away. For example, on the left sidebar of the website, there is a 'Do You Know?' section which asks a question of whether or not the users know the existence of gym services, and a hypertext saying 'Click Here'. This way, users will be able click on the hypertext to direct themselves for more information about the gym services. Plus, it is able to attract users' attention because some users may not know the existence of gym services in the library and never come across the information without the special sidebar about the Gym information.
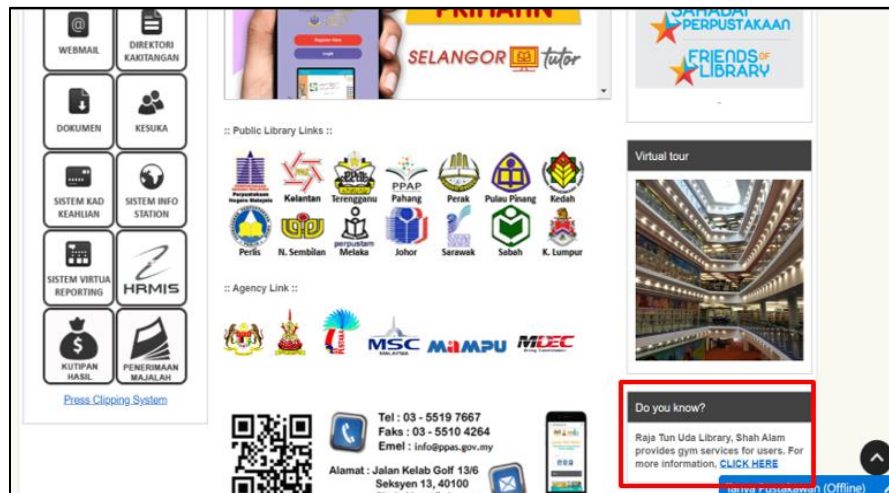
Figure 10: Hypertext

Moreover, the website also provides customers and staff menu on the sidebar. This separates the different types of users and enable them use the menu that is more relevant for them. The customer's menu is orange in color which suits the layout of the website. Furthermore, there is also an image icon provided for each of the label, to ease users to get a glimpse of what it will direct them to, for example, Online Public Access Catalog. The same goes to the staff's menu, but in black color. However, both of these menus only changes in cursor when it is moved through the icons and pops out the label name in English which then looks like the whole section is together.

Figure 11: Customer's menu & staff menu

Furthermore, the 'Link' section offers a list of hypertext for the purpose of directing users to other websites. When users click on the hypertexts in the link section, they will be directed to another webpage that contains another list of hypertexts for the item previously. For example, when users click on Special Government Library in the section, they will get results of a list of the government websites. The concept follows nested list except it directs to another webpage instead of listing everything in the same page. Hence it does not clutter the whole section and looks neater.
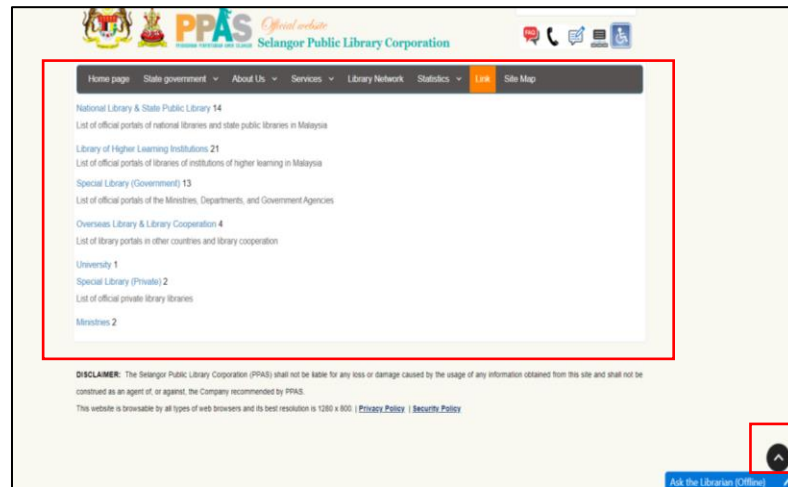
Figure 12: Link webpage & Scroll Back to Top button

Lastly, in the website there is a 'Scroll Back to Top' button which benefits users to scroll back up when they are on the lowest part of the page, just by one click on the button. This is because, the page may be scrolled down too much and takes time to scroll back up manually. With the existence of this button, it is efficient for users to use. Furthermore, it is located on the edge of the website and does not block any of the website's content.

6.0 Content of the Website

PPAS library website has a wide range of users, hence the need for providing information to them. The content of the website aims to convey library information and services offered to the public. It is important that users are able to understand the website through its way of delivery of the content, arrangement, usage of images and more.

Figure 13: Slideshow images in homepage

Firstly, the website contains a slideshow images in the homepage which informs users on the latest news relating to the library. The images are able to draw users' attention because of the big font size text for some of the sentences, emphasizing on the exact message and allows users to only skim through to understand it. For example, an image of news encouraging users to download the service for e-book loans provided by the library, which users will also be able to click on the image to be directed to the e-book webpage. This also makes it easier for users to be directed to the webpage without having to do more scrolling or clicks through other navigation.

Furthermore, the website uses images in some of the services' webpages which will give users the ability to know more about what they can expect when they use the service in real life by providing pictures related to the service. For instance, the Children's Section provides pictures of the points of interests in the section along with the guide to access children's book and collection. Thus, the usage of images is helpful for users and not misleading.

In addition, the library website provides information about everything related to the library such as the history, director's message, goals and objectives and more. The way that the contents are delivered is short yet concise with important information. Hence, it makes it easier

for users to read through and understand. Plus, users may not be interested to read if the paragraphs have too many sentences. The contents are also beneficial especially for students who have to refer to PPAS website for assignment purposes regarding the library.

Figure 14:History of the library

As a library website, indeed there is a need for providing information on the services they offered. PPAS website also covers on the services content such as rental facility, application for study trip, gym and many more. This is to ensure that users acknowledge the services and able to find the information they need for future trip to the library. For instance, users can find out about the fees for gym entry or the operating hours. Most importantly, the webpage for services separates each of the various services into a list of separated hypertext, which ease the users to find what exactly they need.

Furthermore, the website also has a 'Latest News' section in the middle of homepage, which comprises of news posted by the library. The most recent news is on the very first arrangement and has a blinking button which is able to draw user's attention. The section also enables users to scroll down for other news that were posted before. In addition, the website also proves it is up-to-dateness because the latest news was posted in April 2020 which is regarding offer for a free tutor service by Pakej Ransangan Selangor. It is informative and easy to understand with minimal use of text. Plus, the posting also has a hypertext that directs to selangortutor.com which is the portal for the e-learning so users can directly click on it if they are interested to join. However, the news section does not have a separator between the previous and next news post, which may be confusing for users as they scroll through it because it looks like both news are attached together.

Figure 15: Latest news section
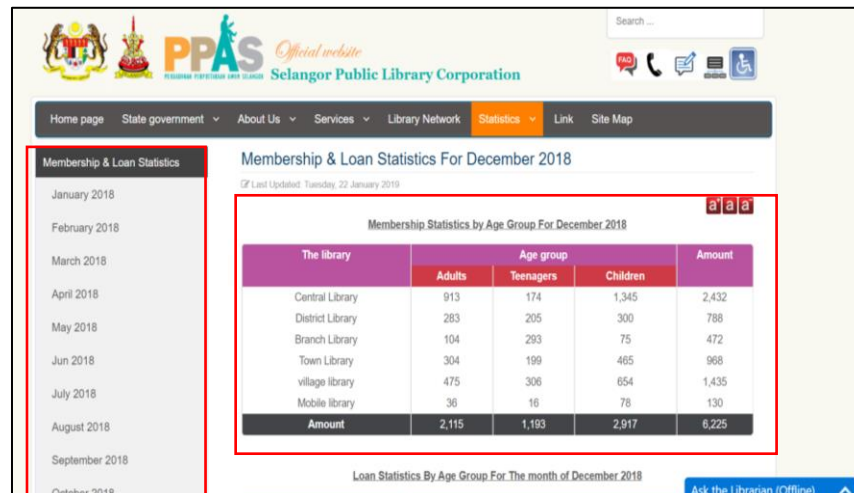
Figure 16: Statistics information

Lastly, it also contains statistics information on Membership & Loan of library materials as well as Online Services statistics according to age group in a table. The section lists down all of the statistics according to Month and Year because the statistics is observed monthly as a reference for library to find out which month has the most users using the online services, borrowing materials and others. This makes it easier for users to find which month in a year that they want to find the information for.

7.0 Conclusion

To sum up, PPAS is an information center which have important roles in raising the value of morality between communities. Their efforts in diversify the services and materials was among the initiative taken for ensuring people are well-educate. The development of the official website affectively acts as a medium in providing users' with series of information regarding the organisation. For a library, the website should develop according to essential elements of what makes a good website. Whether from the selection of color schemes, fonts and contents. Each aspect equally important and potentially impact on the users' rate. By analyzing each aspect of PPAS website, the contents are more than enough. Users' definitely could depend on the site, if the requirement for them to perform information searching arise. Several organisation overlooked the essentiality in taking account whether their website have some criteria that enable to attract users'. For example, speed in loading each pages and the trouble-free process when accessing the website.

By having an official website, it enables to educate communities the importance and roles of a library. Since, most of them tend to have these kind of misconception which believe a library is a place to read or for finding books only. When they spend a few moments in exploring the website, their knowledge regard services available and the benefits obtain by being a member surely have a sort of improvement. The reason why for considering publishing information or update on certain news through the online platform is the most effective method during these current era, mostly due to the wide usage of technologies. Nowadays, each individual owns a smart phone and actively utilized it for the information searching and contacting purpose. From that, in can be concluded the usage of technologies lessen the pile of paper works and speed up certain procedure or process. For example, how PPAS implementing the online registration method for users without having the need for them to generate a file for processing. Instead, computerize system is what they needed.

Appendices

Appendix 1
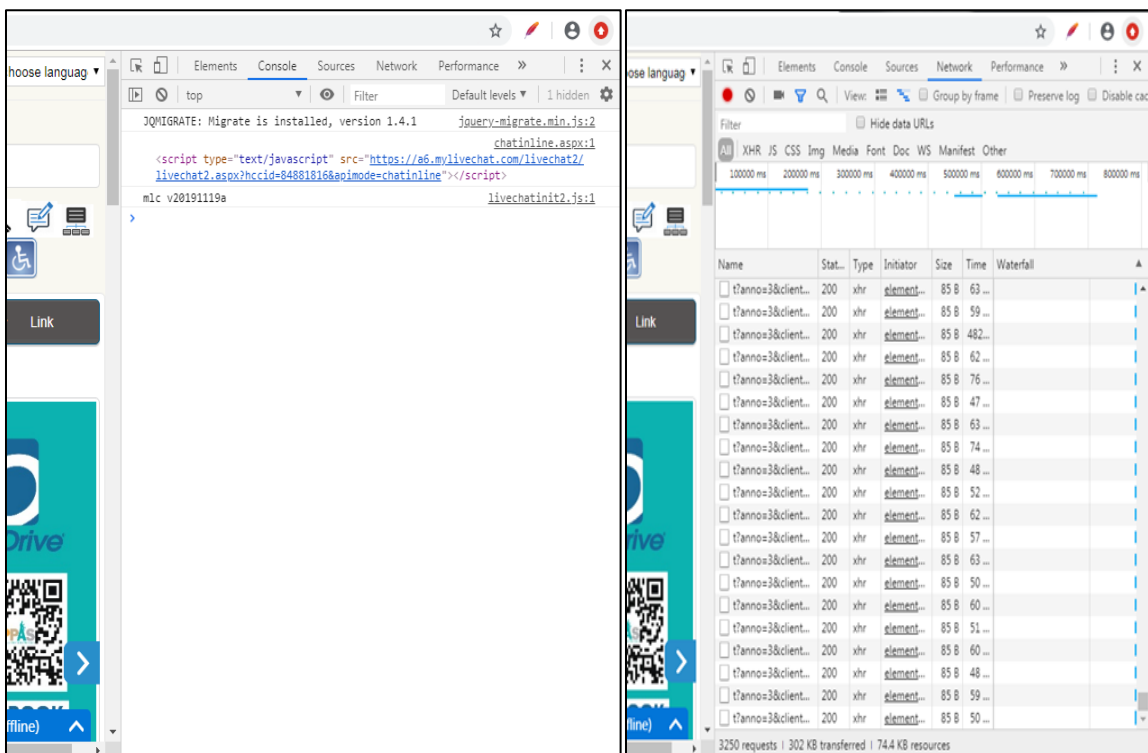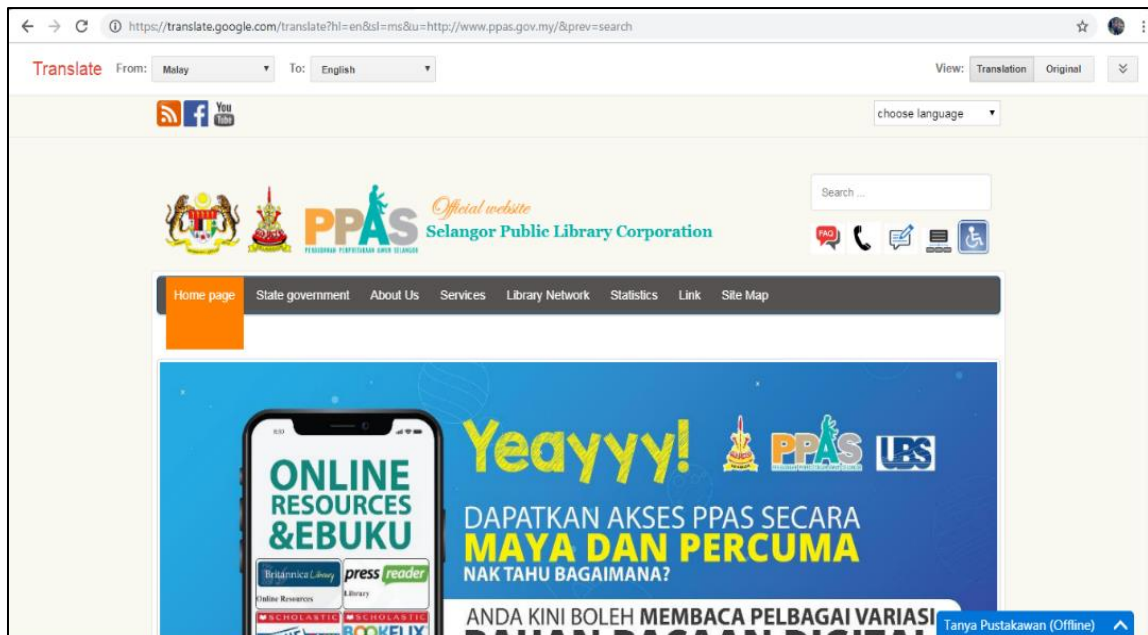
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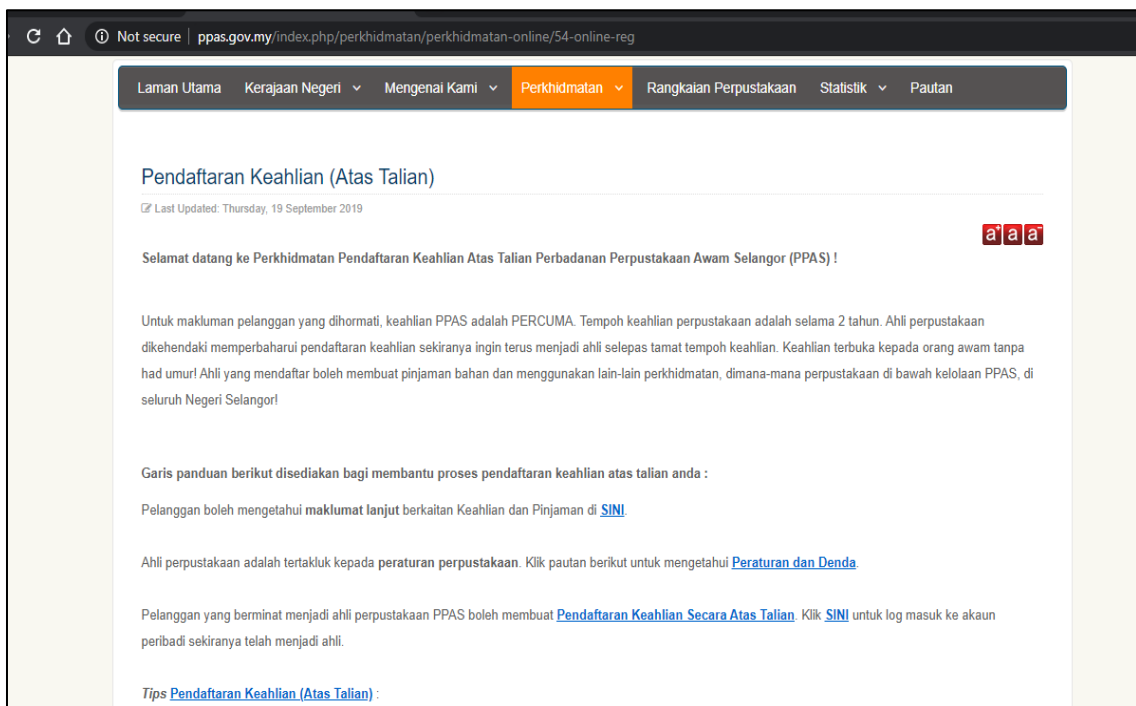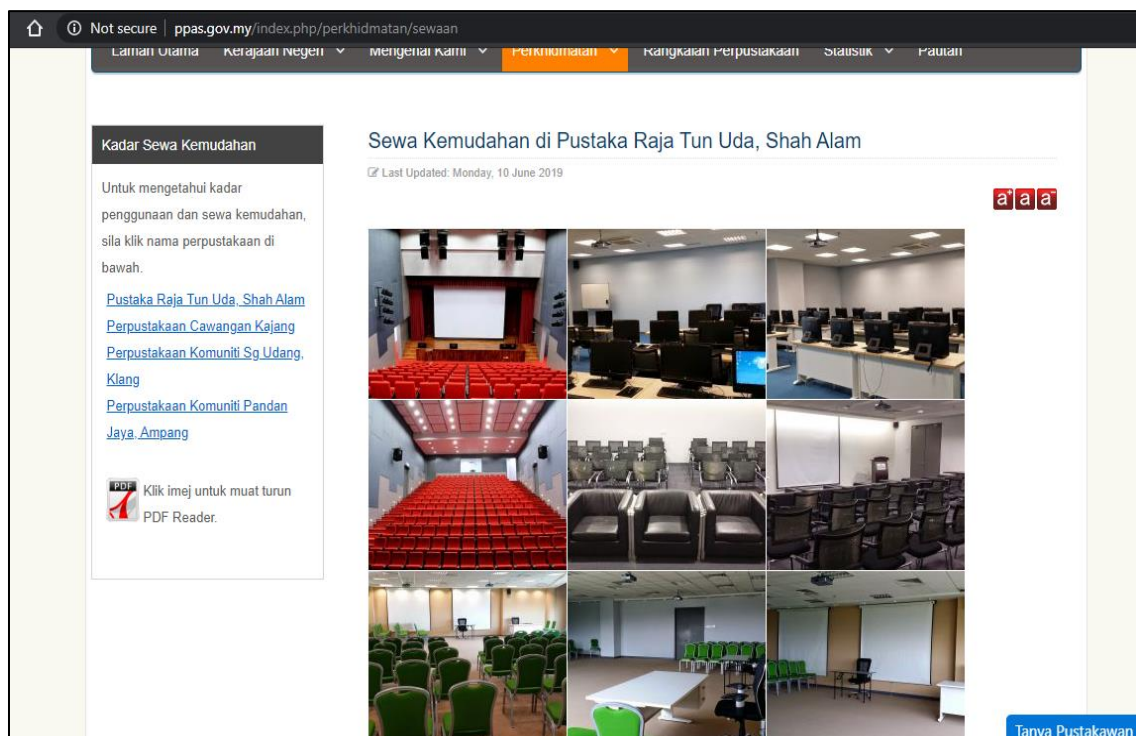
Register

Personal Information

*MYKAD / MYKID No / MYPR (masukkan tanpa - cth : 780908037743)

[   ]

*E-mail

[   ]

*Name

[   ]

*Birth Date . Format (YYYY-MM-DD) [   ] 📅

* Gender

[Choose One   ▾]

Primary Address

*Street

[   ]

*City

[   ]

*State

[   ]

*Postal Code

[   ]

*Country

[   ]

*Telephone

Appendix 3

FontScanner

Arial, Helvetica, sans-serif

-apple-system, BlinkMacSystemFont, "Segoe UI", Roboto, Helvetica, Arial, sans-serif, "Apple Color Emoji", "Segoe UI Emoji", "Segoe UI Symbol"

arial

Arial

Roboto, Arial, Helvetica, sans-serif

"Edwardian Script ITC"

Georgia

FontAwesome

Armata, Arial, Helvetica, sans-serif

Cuprum, sans-serif

arial, helvetica, sans-serif

arial, sans-serif

Close

Laman Utama   Kerajaan Negeri ⌄   Mengenai Kami ⌄   **Perkhidmatan** ⌄   Rangkaian Perpustakaan   Statistik ⌄   Pautan

Perkhidmatan

Bahagian Dewasa

Bahagian Kanak-kanak

Bahagian OKU (Penglihatan)

Bahagian Remaja

Bahagian Rujukan

Bahan Pandang Dengar (APD)

Borang PPAS & Sebutharga

Buggy RATU

Garis Panduan Penerimaan Bahan Sumbangan

Gimnasium

Jadual Perkhidmatan #SmartSelangor Mobile Library - Selangor B.E.S.T

Kafeteria

Tanya Pustakawan (Offli

Appendix 4

SELECTED COLOR

#ff8000 | #f80 | darkorange | hsl(30,100,50) | rgb(255,128,0)

PPAS

PERBADANAN PERPUSTAKAAN AWAM SELANGOR

Appendix 5

Appendix 6

Membership & Loan Statistics For December 2018

Last Updated: Tuesday, 22 January 2019

Sidebar: Membership & Loan Statistics — January 2018, February 2018, March 2018, April 2018, May 2018, Jun 2018, July 2018, August 2018, September 2018, October 2018

Membership Statistics by Age Group For December 2018

The library	Age group			Amount
	Adults	Teenagers	Children	
Central Library	913	174	1,345	2,432
District Library	283	205	300	788
Branch Library	104	293	75	472
Town Library	304	199	465	968
village library	475	306	654	1,435
Mobile library	36	16	78	130
Amount	2,115	1,193	2,917	6,225

Loan Statistics By Age Group For The month of December 2018

Ask the Librarian (Offline)

Online Service Usage Statistics For January - December 2017

Last Updated: Friday, 19 January 2018

Sidebar: Membership & Loan Statistics — January 2018, February 2018, March 2018, April 2018, May 2018, Jun 2018, July 2018, August 2018, September 2018, October 2018, November 2018

NO	APPLICATIONS	MOON											
		JAN	FEB	MAC	APRIL	MAY	JUN	JULY	AUGUST	SEPT	OK	NOV	DIS
1	Membership Registration (Online)	538	580	1,285	843	2,364	969	609	971	1,121	1,142	1,359	655
2	Borrowing, Returning & Booking Book Review	221	241	238	244	233	208	184	216	211	274	265	288
3	Book Search (OPAC)	70,211	70,853	85,583	83,037	78,356	58,357	67,492	71,863	58,025	79,280	177,819	78,563
4	Ask the Librarian	5	0	0	13	10	10	0	13	17	9	6	10

Tanya Pustaka... an (Offline)

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