

Requirement Analysis: Greenback Public Library

Greenback Public Library's Mission and Goals

Greenback Public Library (GPL) is a small public library in Eastern Tennessee serving the city of Greenback. As GPL did not have an established mission, we have created a mission and goals statement for the library, adapted from Chicago Public Library, Scarborough Public Library, and the American Library Association.

Mission

Greenback Public Library welcomes all people and works diligently to provide free access to reading materials, technology, programs, and other resources (Chicago Public Library, n.d.). We support diversity, intellectual freedom, and lifelong learning.

Goals

The library strives to meet the following goals:

- Create and maintain a safe space that is welcoming to all people
 - Provide easy access to high-quality materials, resources, and services
 - Support diversity by providing collections and programs that accurately portray the perspectives of diverse populations
 - Promote intellectual freedom and lifelong learning through educational resources, materials, and programming
- (Scarborough Public Library, n.d.; American Library Association, 2008)

Purpose of GPL's Website

One of the main purposes of a public library is to give its patrons access to a multitude of resources and information. With the continued advancements and increased ubiquity of technology and many businesses and organizations going virtual, there is a high need for a usable and accessible website. Users are only offered the most basic information on the current GPL website. It does little to inform them of the information and resources available through the library and lacks a clear mission for the library itself. The purpose of the newly designed GPL website is to plainly define and support the library's mission. Not only should it inform users of the available resources but it should also provide them virtual access to electronic resources in a user-friendly format. Users should be able to quickly find the information they are seeking about the library's services or resources, or easily find contact information for someone who is able to help them.

Goals of the Redesign

[GPL's current website](#) is sparse, primarily consisting of external links to services, such as the Tennessee Electronic Library and Dolly Parton's Imagination Library. These links are provided without context, making the site difficult to navigate, especially for users who are not already familiar with all of the services. Due to administrative issues, the site has also not been kept up to date; the library director's name and email address provided for contacting the library are no longer accurate, and the website does not have any information about upcoming events or

programs. Additionally, basic information about how to use the library, such as card application procedures or check-out limits, is not included anywhere on the website.

The aim in redesigning GPL's website is to eliminate the navigability, usability, and content issues associated with the current site, and design a website that makes it easy for GPL patrons to find information about the library's programs and services and access its electronic resources. To this end, the primary goals of the redesign will be to (1) ensure that the content is comprehensive, accurate, and updated, (2) contextualize external links so that website users will understand both that the links will take them to external sites and what services are available to them through those sites, and (3) reorganize the site to improve navigability and usability.

Content

General Information. GPL users should be able to find general information about using the library on this website. New pages need to be added with information about who is eligible to sign up for a library card, how to apply for a card, how many books can be checked out at one time, how long books can be checked out for, when and how fines are accrued, and how fines can be paid. The basic information that is currently available on the site needs to be verified for accuracy and updated where necessary—the contact information, for example, is out of date and will need to be updated.

Programming and Events. The redesign will include adding a programming and events calendar, which will make it easier for website users to browse upcoming events or confirm the time and date of a particular program they plan to attend.

Materials and Services. Currently, the website lists or provides links to many of the services and resources available through the library; however, little to no information is provided about how to use these services. As part of the redesign, content that provides more details about the services and resources offered and how GPL patrons can access them will be created.

Contextualized Links

The current website includes links for Tennessee Regional eBook and Audiobook Download System (TN READS), the online catalog system which is shared with numerous other public libraries in Tennessee, Tennessee Electronic Library, and Dolly Parton's Imagination Library. These external sites are all linked to directly from the navigation bar at the top of the GPL website, and while all of these are likely to be useful to GPL users, the website should also include information about what services and resources are available through each link and how GPL users can access them. Taking TN READS as an example, the redesigned site should first direct users to a page within the GPL website. This page should explain that TN READS is a service which gives GPL library card holders free access to a large collection of ebooks and audiobooks, which can be downloaded to their personal devices. [The Collierville Library website's page about TN READS](#) also includes guides for using the service on various types of personal electronic devices, including ereaders, phones, tablets, and computers (Collierville Library, 2017); including similar resources on GPL's site would be beneficial for patrons who are not technologically inclined or are new to using downloadable books.

Reorganization

Updated Navigation Menu. All of the new and updated content will be categorized and organized to create a new, hierarchical information architecture for the website. This will likely

consist of dividing the content into sections common to public library sites, such as library services, programs and events, physical and electronic collections, and so on. This information architecture will be used to design a new navigation bar for the website. The navigation bar will not include any direct links to external sites, but rather will guide the user through the sections and pages of the GPL website.

Easy Access to Basic Hours and Contact Information. Another aim of the redesign will be to ensure that basic information about GPL, such as its hours, address, and contact information, should be available on every page of the website. Once a user finds the information they are seeking from the website—the time and date of a program they are interested in attending, or a link to a service they want to use—they may have questions they want to ask, or they might be ready to head to the library and need to jot down the address. Having the hours, address and contact information always visible makes that convenient for users to do. To accomplish this, the basic information will be moved to a footer, header, or sidebar that will be visible throughout the entire site.

Mobile-friendly Design. Library website users are increasingly likely to be accessing the site from a mobile device (Horrigan, 2016). The site will therefore be redesigned to be responsive to different browser and device sizes, and will be organized so that the amount of information or text on any single page will not be overwhelming on a mobile device.

Users

Major User Groups

Families (Parents and Young Children). Both parents and their young children make up a decent amount of the day-to-day patrons in the library. This group mostly takes advantage of seasonal opportunities or events at the library. Therefore, this group of patrons would benefit from the website for informational needs regarding programming, or a calendar showing what events the library is offering, especially during times like summer vacation or holidays.

Teenagers and Young Adults. This group may physically come into the library the least, often utilize the library's online resources like Libby or Tennessee Electronic Library (TEL). The website would be beneficial to this group when it comes to instructions on how to access certain online resources, or look for certain items in the catalog. This group does the least amount of browsing. When this group of patrons physically come into the library, it is for a specific purpose. Whether that be to use the computer for something specific, or looking for a specific book or kind of book. So this group would really benefit from having specified areas on the website that lay out instructions on how to access resources like Libby or TEL, or areas that explain more about the library and what it offers.

Teachers. This group would benefit from the library website mostly in having an additional resource for students and parents. Teachers would benefit from being able to access the catalog to see if maybe the library has a book that they or the school library do not. In addition, resources like Libby and TEL would be beneficial to students. Also, programming and other resources that the library offers that teachers can make parents aware of, like summer reading programs, would be beneficial as well.

Data Collection Process

Library directors continually look for ways to improve how they serve stakeholders in their communities. One way of getting data is to create a survey that provides ideas and suggestions about services stakeholders want community libraries to provide. Our survey monkey consisted of eight questions (e.g., who is taking the survey, when do they visit, why not visit, how they learn about events, and how do they read) that are made available through an online link. See Appendix for a complete copy of the survey questions.

Creating flyers and signs with the QR code makes it easy for visitors to complete the survey. The library is located in the Greenback Community Center and anyone coming into the building has access to the survey.

Since the library's Facebook page is inaccessible to the current library director, a new Facebook page is planned. By sharing the survey link to the website, the library can target the web users. Using Facebook Analytics, the director can examine user interactions and get a better picture of who uses the page and what they are searching for.

Existing Studies

A 2013 Pew Internet study found that 39% of Americans aged 16 or older had used a public library website at some point in their life, and 25% had used one within the last year. The demographics that were most likely to have used a public library website included women, parents of minors, college-educated adults, adults under 50, and people with household incomes over \$75,000. Most people who used public library websites used them infrequently—once a month or less frequently—and the most common uses included searching the catalog, getting basic library information such as hours or directions, reserving or renewing books, and using online databases. Other uses that were somewhat less common included looking up information about library programs or events, getting assistance with research or homework, reading book reviews, and downloading e-books.

In 2016, a similar study was conducted with similar results, although overall, fewer people were using public library websites. Of those who had used a library website, 49% accessed it using a mobile device (Horrigan, 2016).

Additional Considerations and Constraints

Because the Greenback Public Library is so small, it has a very small budget, which means that any design/redesign needs to be possible to implement for free for it to benefit the library.

The current library website is set up through Google Sites, and it is connected to the previous Library Director's email address. Currently the Greenback Library has not been able to get any information on how to change this from the previous Library Director.

References

- American Library Association. (2008, June 13). *Programming to support diversity*. <http://www.ala.org/advocacy/diversity/culturalprogrammingtopromotediversity>
- Chicago Public Library. (n.d.). *About us*. <https://www.chipublib.org/about-us/>
- Collierville Library. (2017). *TENNESSEE R.E.A.D.S.* Retrieved from <https://colliervillelibrary.org/download-it/ebooks/tennessee-reads>
- Greenback Public Library. (2014). *Greenback Public Library*. <https://sites.google.com/site/greenbacklibrary/home>
- Horrigan, J. (2016). *Libraries 2016: 2. Library usage and engagement*. Pew Research Center Internet & Technology. Retrieved from <https://www.pewresearch.org/internet/2016/09/09/library-usage-and-engagement/>
- New Mexico State Library. (n.d.). *Questionnaires and surveys*. <http://www.nmstatelibrary.org/36-services-libraries/programs-service/206-questionnaires-and-surveys>
- Pew Internet. (2013). *Library services in the digital age: Part 2: What people do at libraries and library websites*. Pew Research Center Internet & Technology. <https://www.pewresearch.org/internet/2013/01/22/part-2-what-people-do-at-libraries-and-library-websites/>
- Scarborough Public Library. (n.d.). *Goals and objectives*. <https://www.scarboroughlibrary.org/policies/goals-and-objectives>
- Zickuhr, K. (2014). *Public library engagement in the United States*. Pew Research Center Internet & Technology. <https://www.pewresearch.org/internet/2014/08/18/public-library-engagement-in-the-united-states/>

Appendix

Greenback Public Library Survey

1. I am a...
 - ☐ Parent of a young child or children (12 or under)
 - ☐ Teacher
 - ☐ Teenager or young adult
2. How often do you visit the library?
 - ☐ At least once a week
 - ☐ Once every two weeks
 - ☐ Once a month
 - ☐ Once every six months
 - ☐ Once a year
 - ☐ Never
3. If you have not visited the Greenback Library in the past year, which of the following describe why? (Identify all that apply)
 - ☐ Library hours are not convenient
 - ☐ I buy books/magazines
 - ☐ Reading books does not interest me
 - ☐ I have no need for a library
 - ☐ I get information needed from the Internet
 - ☐ The library is not handicap accessible
 - ☐ Don't have a library card
 - ☐ No transportation
4. What have you or would you use a public library website for? (Identify all that apply)
 - ☐ Get basic library information such as the hours of operation, location of branches, or directions
 - ☐ Search the library catalog for books (including audiobooks and eBooks), CDs, and DVDs
 - ☐ Borrow or download an eBook
 - ☐ Look for information about library programs or events
 - ☐ Get research or homework help
 - ☐ Use an online database
 - ☐ Read book review or get book recommendations
5. How do you find out what is happening at the library? Select all that apply.
 - ☐ Library website
 - ☐ Library Facebook page
 - ☐ Teachers
 - ☐ Friends

- ☐ Library staff member
- ☐ Flyers and posters

6. How do you read? Select all that apply.

- ☐ eBooks (Tablet, e-reader, etc.)
- ☐ Audiobooks
- ☐ Hardback or paperback books

7. Please select the option that best describes your experience with the library's downloadable eBook and audiobook offerings:

- ☐ I have used Libby, Overdrive, or Tennessee R.E.A.D.S. to access eBooks and/or audiobooks
- ☐ I was not aware the library provided free access to downloadable eBooks and audiobooks, but I would be interested in learning more
- ☐ I am not interested in eBooks or audiobooks

8. Please select the option that best describes your experience with the Tennessee Electronic Library (TEL):

- ☐ I have used Tennessee Electronic Library
- ☐ I was not aware the library provided free access to Tennessee Electronic Library or do not know what it is, but would be interested in learning more.
- ☐ I am not interested in Tennessee Electronic Library

Jordan Baker, Erika Fitzpatrick, Dorothy Long, Kali Morrison, Jean Murchison
INSC 597

Site Structure and Diagrams: Greenback Public Library

Link to Current Website. <https://sites.google.com/site/greenbacklibrary/>

Link to Project.

<https://drive.google.com/file/d/18wjw8PMiE03rL81nlqYOkTUUAqbDMAKv/view?usp=sharing>

Current Pages

Sitemap. <https://share.balsamiq.com/g/pZKit4J7F2oT3UQdgT9pwb.png>

Greenback Public Library's current website is a simple format powered by Google sites. There is a clickable navigation bar with links to six pages. The selections for "Downloadable Books", "Online Catalog", "Tennessee Electronic Library", and "Imagination Library" all link to outside sources. "Services" gives a very short bullet point list of a few of the services offered by the library and "Email Us" links to an outdated email address.

The colors in the sitemap represent the two different layers of the site. Green is for the featured sections and blue is for the links to external sites.

Home Page. <https://share.balsamiq.com/g/23MTQrCckR8ZDC1ikVtJ7m.png>

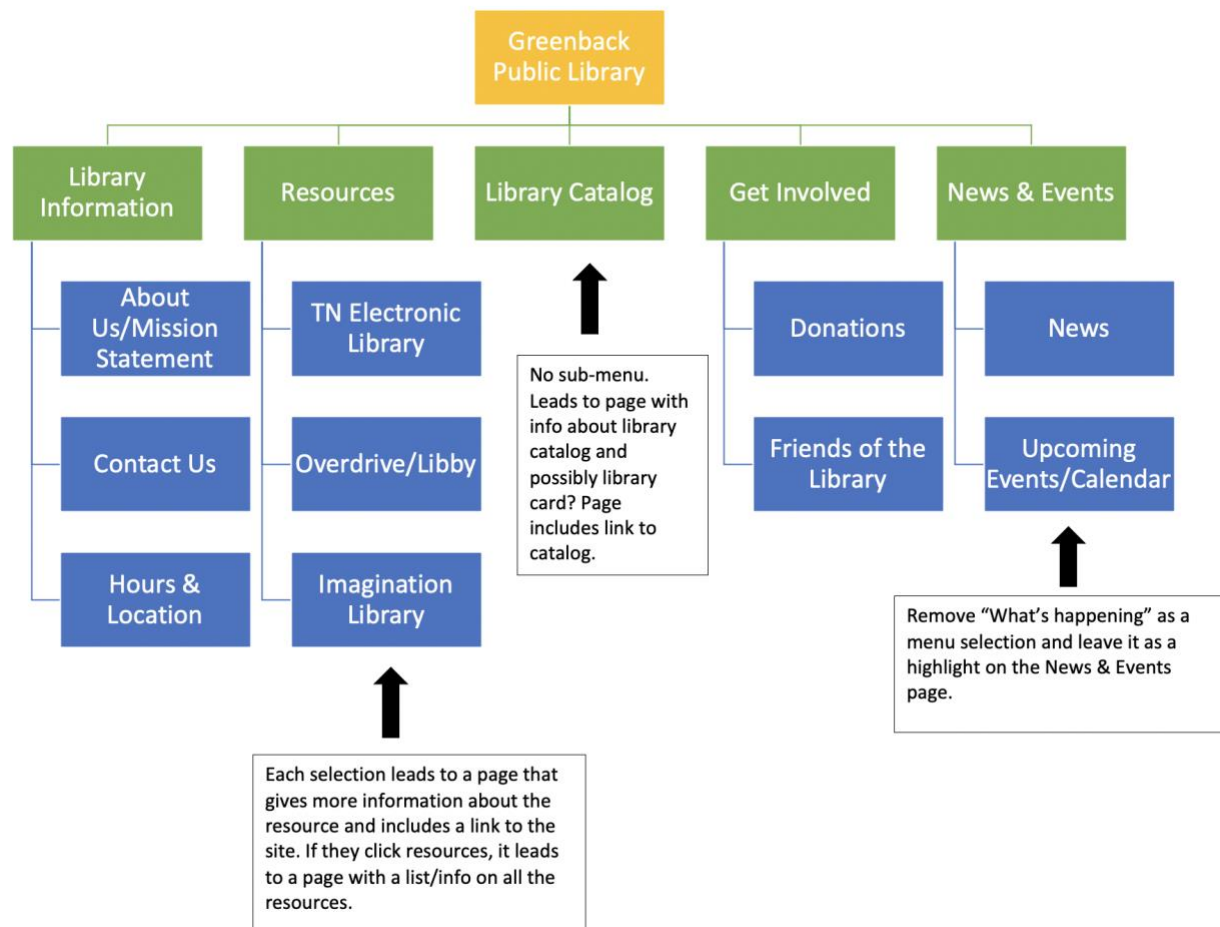
The home page has one sentence describing who the library serves. There is also information about the hours, library address, phone number and director's name. Since the library is inside the Community Center, including a picture of the building helps people find it. There is a comments section, but patrons need permission to post any comments. The bottom of the page has a menu bar that is outdated.

Services Page. <https://share.balsamiq.com/g/HcNPMDpSfyoEJYfrkyyXc.png>

The clickable bar with links is also found at the top of this page. The services page has a list of available community resources found at the library and a brief description of the types of materials available at the library. The comments section is a carryover from the home page.

Redesigned Pages

Redesign Sitemap.



The redesigned sitemap lays out new headers for the website and lists what will be on each page, along with listing areas that will lead the user to other websites. The sitemap is broken down by colors to illustrate the various levels of the website. Yellow being the title of the website, green being the main sections, blue being the main headers on each page, and pink being the divided information across the different sections.

Home Page. <https://share.balsamiq.com/g/n21h9wwyGnwbRF9DHbt9KS.png>

As mentioned in the Requirement Analysis, the goal of the redesign is to find solutions for the existing issues and design a site that is comprehensive, accurate, and updated, as well as easy for users to navigate and understand. Because part of the redesign is adding pages that include details about how to use the library, programs, available resources, and more, the navigation bar will be updated with new tabs, including Library Catalog, Resources, Get Involved, and News and Events. Each of these tabs, as well as Home, will have drop down menus below them that

contain links to associated secondary pages. Instead of being included in the navigation bar, all links to external sites will be placed under the Resources tab.

The home page will highlight essential information concerning the library, such as hours, location, phone number, and upcoming events. It will also include a feature that allows users to search the catalog or the entire site for what they are wanting to find. There will also be a welcoming message from the new library director, Jordan Baker.

News and Events Page. <https://share.balsamiq.com/g/mxPXhtsBia4RdbJuTTE3Nu.png>

The News and Events page will highlight what is currently happening at the library in terms of programming, events, and announcements about library-related news. This page will feature a snippet of the most recent news story, as well as a link to the “What’s happening at the library?” page, which will allow the user to see more news about the library. Below the featured news snippet, there will be an image carousel showing featured upcoming events. Each image will link to a more detailed page for the specific event, and below the carousel, there will be a link to the full calendar of events--the “Calendar” page. Below the featured events section, there will be three boxes containing external events that are not hosted directly by the library: one for upcoming Greenback community events, one for virtual events that library users have access to (such as free virtual events held by museums, schools, or even other public libraries), and one for online courses Greenback Library patrons have subscription access to through the library.

The header and footer are the same as on the home page. The header includes the library’s name, as well as a menu bar to navigate the site, and the footer includes basic library contact information for convenience, including hours, phone number, email address, physical address and a link to a map for convenient access to directions, and social media links.

Content Models, Controlled Vocabulary, and Thesauri

Content Types

1. Content Type 1 - Events

a. Attributes:

- i. Title
- ii. Image
- iii. Date/Time
- iv. Description
- v. Audience
- vi. Location
- vii. Topic
- viii. Series
- ix. Category of event
 1. Children's program
 2. Teen program
 3. Adult program
 4. Special event
 5. Community collaboration
 - a. School
 - b. Museum
 - c. FOL
 - d. county

b. Description:

The event content type represents events, programs, courses, and other offerings of the Greenback Public Library. Each featured event will be displayed with an image, date, and description. Events will also be listed in a calendar format that can be sorted by the filters listed above and also searched through the search bar on the homepage. For this reason, each event will need to be tagged with metadata information that will allow the filters and search to properly find and sort each event. The event content type will be interspersed with the news content to alert visitors of upcoming events as well as continuous offerings by the library.

2. Content Type 2 - News

a. Attributes:

- i. Title

- ii. Featured Image
- iii. Date
- iv. Description (brief summary)
- v. Full text
- vi. Additional images
- vii. Topic
- viii. Category of news
 - 1. upcoming events
 - 2. program news
 - 3. Fundraisers
 - 4. emergency announcements
 - 5. general library news
 - 6. community news

b. Description:

News pertains to articles, blog posts, events, and any other newsworthy information pertaining to the library or library community. The news content type includes a title, brief description, date of posting, and optional image. Each posting will be tagged with at least one of the categories listed above. News content may link to event content types or more information about events or programs at the library that can be found under upcoming events or the calendar.

3. Content Type 3 - Page

a. Attributes:

- i. page title
- ii. content (text)
- iii. web address (URL)
- iv. short title

b. Description:

Each page of the website will include the header with the library's name and navigation bar, as well as the footer, which will include information pertaining to hours, location, contact information, and social media links. The page content type will always include a page title, content/text, web address (URL), and short title. A page found under this content type is unique to itself and not replicated on other parts of the website.

Controlled Vocabulary/Thesaurus

1. Preferred Term: Calendar of Events

a. Variant Terms:

- i. Calendar
- ii. Schedule

- iii. Events
- b. Broader Terms:
 - i. What's happening at the library
 - ii. Community Events
- c. Narrower Terms:
 - i. Program/Programming
 - ii. Event
 - 1. Library event
 - 2. Friends of the Library event
 - iii. Course
 - 1. Online course
 - 2. Virtual course
 - 3. In-person course
 - iv. Virtual
 - 1. Virtual course
 - 2. Virtual event
 - v. Meeting
- d. Related Terms:
 - i. News
 - ii. Services
 - iii. Offerings
- e. Appearance on site:
 - i. The calendar of events may be found in various places and formats throughout the site. Most prominently, it will be found and interacted with on the News and Events page. The main feature of this page would be upcoming events but patrons are able to link to the full calendar where they can navigate with filters to find a variety of offerings at the library, such as events, courses, and programming. Each addition to the calendar would be tagged with the narrower terms for the type of event or program so patrons are able to search by type as well.

2. Preferred Term: Children

- a. Variant Terms:
 - i. Preschool
 - ii. Elementary
 - iii. Kids
- b. Broader Terms:
 - i. Children
 - ii. Events
 - iii. Families

- iv. Programs
 - c. Narrower Terms:
 - i. Age groups
 - ii. Programs
 - iii. Resources
 - d. Related Terms:
 - i. Story time
 - 1. Summer
 - 2. Weekly
 - ii. Tutoring
 - iii. Programs
 - 1. Coding
 - 2. Makerspace
 - 3. STEM
 - e. Appearance on site:
 - i. The listing for *Children* can be found under *Resources* on the library website. It will be accessible from each website page and will link to the subsequent pages related to *Children*. Patrons who are looking for library offerings will find numerous items available for their use.
3. Preferred Term: Teens
- a. Variant Terms:
 - i. Middle school
 - ii. High school
 - iii. Teenagers
 - b. Broader Terms:
 - i. Tweens
 - ii. Teens
 - c. Narrower Terms:
 - i. Clubs
 - 1. Book clubs
 - 2. STEM
 - ii. Events
 - iii. Groups
 - iv. Resources
 - 1. Books
 - 2. Computers
 - 3. Printing
 - d. Related Terms:
 - i. Homework Resources

- 1. ACT/Test Prep
 - 2. Digital
 - ii. STEM
 - 1. LEGOS
 - 2. Makerspace
- e. Appearance on site:
 - i. The listing for *Teen* can be found under *Resources* on the library website. It will be accessible from each website page and will link to the subsequent pages related to *Teen*. Patrons who are looking for library offerings will find numerous items available for their use.

4. Preferred Term: Adults

- a. Variant Terms:
 - i. Grownup
- b. Broader Terms:
 - i. Families
 - ii. General (e.g. general events)
- c. Narrower Terms:
 - i. College students
 - ii. College Events
 - iii. Young Adults
 - iv. Young Adult Programs
 - v. Senior Citizens
- d. Related Terms
 - i. Programs
 - 1. Careers
 - 2. Books
 - ii. Resources
 - 1. Ancestry
 - 2. Special Collections
 - iii. Services
 - 1. Computers
 - 2. Income Tax Prep
 - 3. Printing
 - iv. Volunteer
 - 1. Digital Literacy
 - 2. Tutoring
- e. Appearance on site:
 - i. The listing for *Adults* can be found under *Resources* on the library website. It will be accessible from each website page and will link to the

subsequent pages related to *Adults/Senior Citizens*. Patrons who are looking for library offerings will find numerous items available for their use.

5. Preferred Term: Friends of Greenback Library

- a. Variant Terms:
 - i. Library Friends
 - ii. Friends of the Library
 - iii. FOGL
 - iv. Friends group
- b. Broader Terms:
 - i. Volunteers
 - ii. Community
 - iii. Library community
 - iv. Organizations
 - v. Library organizations
- c. Narrower Terms:
 - i. Membership
- d. Related Terms:
 - i. Community outreach
 - ii. Services
 - iii. Donations
- e. Appearance on site:
 - i. Friends of Greenback Library will most commonly be found as a page heading under the Get Involved selection of the menu. It may be referenced throughout the site to encourage patrons to become a part of the group or simply get involved with the group's efforts. This term may also appear as a tag on the calendar or for events sponsored by the group.

6. Preferred Term: Library Catalog

- a. Variant Terms:
 - i. Catalog
 - ii. Online Catalog
 - iii. Digital Catalog
 - iv. Electronic Catalog
 - v. Database
- b. Narrower Terms:
 - i. Materials
 - ii. Book
 - iii. Audio Book/Audiobook

- 1. Audiobook CD
 - 2. eAudiobook
 - 3. Audiobook Cassette
 - iv. E-book
 - v. Electronic book
 - vi. DVD
 - vii. Blu-ray
 - viii. Visual materials
 - ix. CD
- c. Related Terms:
 - i. Resources
 - ii. Services
 - iii. Access/Access to catalog
- d. Appearance on Site:
 - i. The library catalog is a main facet of the website. Main navigation to this page will be available in the menu bar. Patrons will be able to search the library catalog from the homepage, where a submitted search term will link to the database.

7. Preferred Term: Services

- a. Variant Terms:
 - i. Offerings
 - ii. Using the library
- b. Narrower Terms:
 - i. Amenities
 - ii. Assistance
 - iii. Accessibility
 - 1. Large print books
 - 2. Talking books
 - 3. TTY
 - iv. Programs
 - v. Courses
- c. Related Terms:
 - i. Events
 - ii. Resources
- d. Appearance on Site:
 - i. Services is a heading that will be found in the library information portion of the site. It may also be mentioned in the welcome message on the homepage by the library director. The subcategories of the services section

will link out to other parts of the site that pertain to each particular subcategory.

8. Preferred Term: Library Information

- a. Variant Terms:
 - i. About Us
 - ii. About the Library
 - iii. Library Info
- b. Narrower Terms:
 - i. Hours & Location
 - ii. Location
 - iii. Hours
 - iv. Library Card
- c. Related Terms:
 - i. Contact Information
 - ii. Mission Statement
 - iii. General Info
 - iv. Library Leadership
- d. Appearance on Site: “Library Information” appears on the site as a category and heading for a page containing general information about using the library including information about library cards and accounts, as well as about location and opening hours.

9. Preferred Term: Library Card

- a. Variant Terms:
 - i. My Account
 - i. Greenback Public Library Card
 - ii. Library Account
- b. Narrower Terms:
 - i. Applying for a library card
 - ii. Borrowing policies
 - iii. Paying fines
- c. Related Terms:
 - i. Contact Information
 - ii. Mission Statement
 - iii. General Info
 - iv. Library Leadership
- d. Appearance on Site: “Library Card” is the preferred term used throughout the site when referring to patrons’ library cards or accounts. This includes pages that

detail information about applying for a card, paying fines, and other information pertaining to library accounts.

10. Preferred term: eResources

- a. Variant Terms:
 - i. eBooks
 - ii. eReaders
 - iii. Resources
- b. Broader Terms:
 - i. Overdrive/Libby
 - ii. Audio books/Audiobooks
- c. Narrower Terms:
 - i. Dolly Parton's Imagination Library
 - ii. Electronic books
 - iii. Resources
- d. Related Terms:
 - i. Digital Resources
 - 1. Tennessee Electronic Library
 - 2. Tennessee R.E.A.D.S.
 - ii. eReaders
 - 1. iPad
 - 2. iPhone
 - 3. Kindles
 - 4. Tablets
- e. Appearance on site:
 - i. The listing for *eResources* can be found under *Library Catalog* on the library website. It will be accessible from each website page and will link to the subsequent pages related to *eResources*. Patrons who are looking for library offerings will find numerous items available for their use.

11. Preferred Term: Library leadership

- a. Variant Terms:
 - i. Leadership team
 - ii. Library management
- b. Narrower Terms:
 - i. Director
 - ii. Librarian(s)
 - iii. Board members
- c. Related Terms:
 - i. Library governance

- ii. City of Greenback government
 - iii. Library staff
 - iv. Library structure
 - v. Staff organization
 - vi. Friends of the Library
- d. Appearance on Site: This term will primarily be used to categorize relevant news items. For example, an announcement about the new library director would be tagged with the term “library leadership.”

12. Preferred term: News

- a. Variant Terms:
 - i. What’s Happening at the Library
 - ii. Announcements
 - iii. Updates
- b. Narrower Terms:
 - i. Library News
 - ii. Community News
 - iii. City of Greenback News
- c. Related Terms:
 - i. Events
 - ii. Library Policies
 - iii. City of Greenback
- d. Appearance on Site:
 - i. Both the primary preferred term, “News,” and the first variant, “What’s Happening at the Library,” will appear on the site. “What’s Happening at the Library” will be used as the header for the main news page, as it is more descriptive, but News is used throughout the rest of the site, as in the heading of the News and Events page, to describe the same term.