eBranch documentation

by the eBranch staff

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This document is meant for SFU Library eBranch staff only

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Overview

3.1 Mission Statement:

A. We believe Library resources should be as **easy to use** as possible. We value plain language, simple and intuitive layouts, and **accessible** tools and resources in every sense of the word.

B. Our focus is **end users**: students, faculty, staff, SFU administrators, and the general public. In practice this includes **supporting web authors** as well.

C. The eBranch is **an important link between public services and technical processes**. Some of the partners we work with most closely:

- Public services: Liaison librarians, SLC, RC, L & I, Loans, > Belzberg and Fraser locations.
- Management office, including Graphics.
- Technical services: Systems, and Collections.

3.2 What does the eBranch do?

The eBranch has overall responsibility for user experience for the Library's online presence:

- Library Search
- Hours tool
- Blogs (Feedback and Staff blogs, plus blogs by individual librarians)
- Workshops

- Other miscellaneous pages, such as: Librarian and other Library Position Openings

The eBranch provides training and support to the Library's authors:

- Evaluating and recommending improvements (at a high-level and to individual pages) to increase usability and function, and implementing the recommended changes.
- Assisting web authors to create and maintain webpages, online resources, and posts to the Library webpages and social media.
- Writing, editing, formatting, and posting items to the Library's website.
- Creating and supporting web forms.

The eBranch is the link between public services and Library Systems: - Communicating internally to systems if the public cannot access our services - Communicating externally thru News and Events and Notices on the Home Page

3.3 eBranch Knowledge Base & Tools

- Software (e.g. Drupal)

- Usability and standards

- Writing for the web

- Online accessibility

- Web Authors Guidelines: > http://staff.lib.sfu.ca/divisions/ebranch/publishing/writing

- Using Drupal: > http://staff.lib.sfu.ca/divisions/ebranch/publishing/drupal

- eBranch Tools: > http://staff.lib.sfu.ca/divisions/ebranch/tools

  – must be logged in as an admin to access the content (note that > you will need the public or staff admin login depending on the > location)

- x: KeePass for passwords and also URLs for web admin functions

3.4 eBranch Team Approach

- Our team includes web developers, librarians, UX professionals and a > manager.

- Information sharing:

- Informal and frequent (as-needed) communication
- staff web pages
- Google Docs (be sure to share your Google ID)
- X drive
- P Keep: eBranch (less so)
- Calendars: eBranch team members share calendars and keep them up > to date

- Working from home (or off-site): Let manager know and mark in > calendar

3.5   Emergency Communication Responsibilities

- **Communicating in emergency situations— When disaster strikes or > snow procedures**

1. In the event of an emergency an ADL or the UL will update the public > site's home page with an emergency message using the Emergency > page content type.

2. **The eBranch is responsible for the hours tool reflecting our > hours during an emergency or snow closure.**

3. **Wait to hear from the UL or an ADL before making changes to the > hours tool** or, if you think it a good idea, adding in an > emergency message. Don't make changes based on what SFU University > Communications states as their messaging can be ambiguous and we > don't wish to erroneously declare a library closed or its hours > truncated.

4. Whoever sees a communication about changed campus hours first should > make the appropriate changes to the hours tool and let all of us > eBranch staff know that you're doing it so only one person is > updating hours at one time.

- **Responding to crises—e.g. a bug happens**. We are here to test, > test report, and communicate both ways

1. Try to replicate the problem

2. Acknowledge the issue – let the person know you are going to work > on it. Ask them to step away so that we can work on it (i.e. they > must stop editing the problem page)

3. Once you have a decent test or understand the problem, report it, > usually to Todd (or Kurt if it's a server issue). When in doubt, > try lib-sys. It is better to report than not to report.

4. Status updates to the person who initially reported the problem.

5. Repeat as necessary.

- **Communicating in emergency situations—e.g. server down**

1. Wait a couple of minutes. Often the issue is temporary and will fix > itself.

2. E-mail lib-sys to let them know about the problem. Mark as URGENT.

- **Communicating in (semi) emergency situations—Library Search, > Catalogue not working**

1. Create a News & Events item describing the problem, e.g. Library > Search is experiencing difficulties….

temporarysolution

… > We are working on the problem." Then select "High Priority" so > that an Attention/warning icon will appear, and the item will stay > at the top of the display. (Sample wording: Library Search > experiencing problems: We are currently having problems with some > functionality in Library Search. We are working to resolve the > issue. If you receive an error message (such as Application Error) > when searching for books, journal articles, or media, you can > still use the Library > Catalogue > to find your resources.

2. If a Multisearch/Library Search problem, go to the Multisearch Admin > Tool and select Notices; either > edit an existing notice or add a new one to have it appear > (prominently!) on the Library Search results pages.