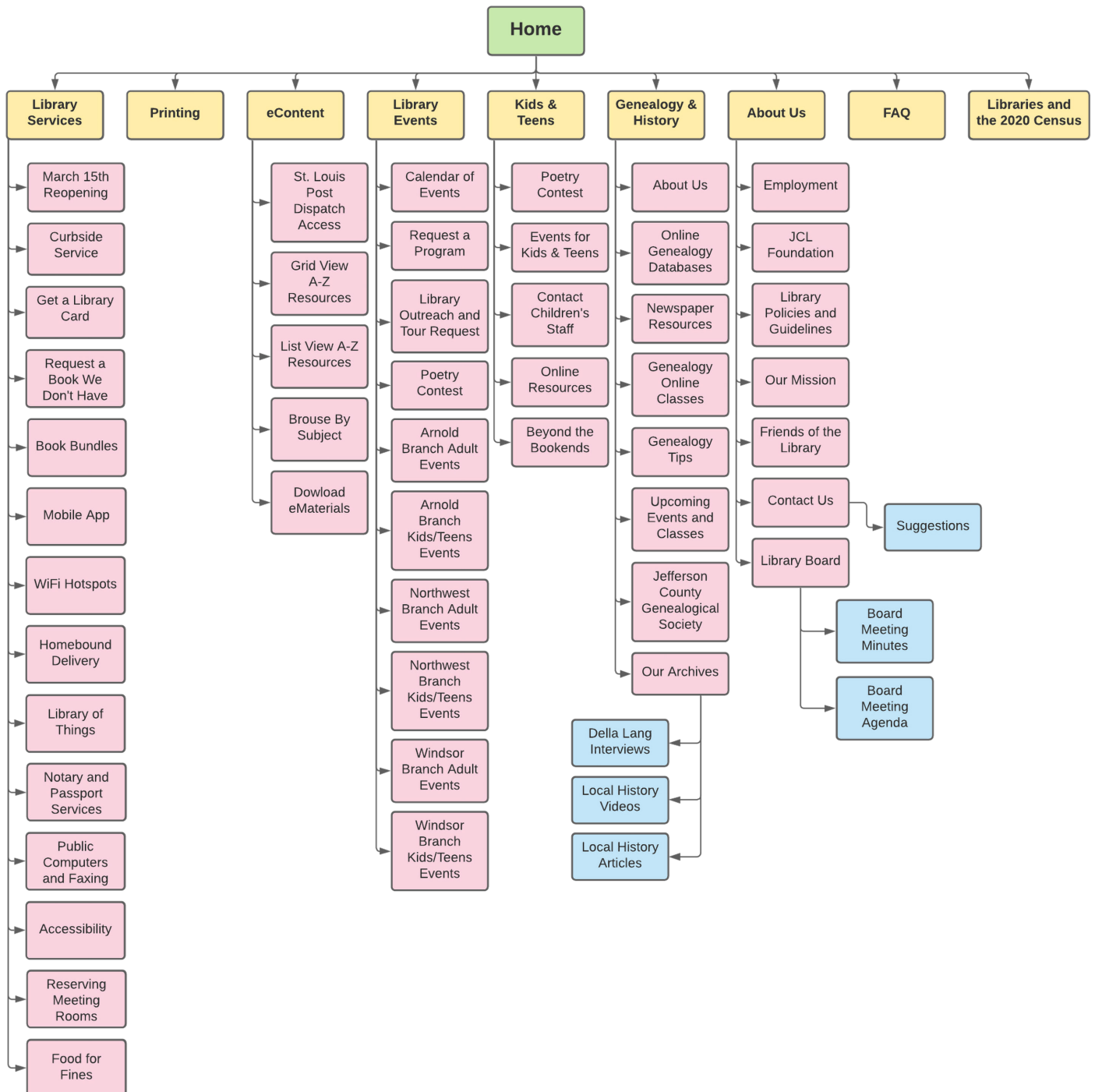# Jefferson County Library Website Redesign

by Anthony Albers

Objective and Current Structure

The objective of the Jefferson County Library website is to inform its community of the wide array of books, movies, and other forms of media that it offers as well as other activities and events that occur at the three branches of the library. The website is also to inform the community of the multitude of services and records that it offers.

Home

Library Services
- March 15th Reopening
- Curbside Service
- Get a Library Card
- Request a Book We Don't Have
- Book Bundles
- Mobile App
- WiFi Hotspots
- Homebound Delivery
- Library of Things
- Notary and Passport Services
- Public Computers and Faxing
- Accessibility
- Reserving Meeting Rooms
- Food for Fines

Printing

eContent
- St. Louis Post Dispatch Access
- Grid View A-Z Resources
- List View A-Z Resources
- Brouse By Subject
- Dowload eMaterials

Library Events
- Calendar of Events
- Request a Program
- Library Outreach and Tour Request
- Poetry Contest
- Arnold Branch Adult Events
- Arnold Branch Kids/Teens Events
- Northwest Branch Adult Events
- Northwest Branch Kids/Teens Events
- Windsor Branch Adult Events
- Windsor Branch Kids/Teens Events

Kids & Teens
- Poetry Contest
- Events for Kids & Teens
- Contact Children's Staff
- Online Resources
- Beyond the Bookends

Genealogy & History
- About Us
- Online Genealogy Databases
- Newspaper Resources
- Genealogy Online Classes
- Genealogy Tips
- Upcoming Events and Classes
- Jefferson County Genealogical Society
- Our Archives
  - Della Lang Interviews
  - Local History Videos
  - Local History Articles

About Us
- Employment
- JCL Foundation
- Library Policies and Guidelines
- Our Mission
- Friends of the Library
- Contact Us
  - Suggestions
- Library Board
  - Board Meeting Minutes
  - Board Meeting Agenda

FAQ

Libraries and the 2020 Census

Sarah
Student majoring in history
21 years old

Sarah is a second year student majoring in history, but is still taking most of her general education courses. She aspires to one day work as a curator at the Missouri History Museum. She enjoys learning and researching and her family is very important to her.
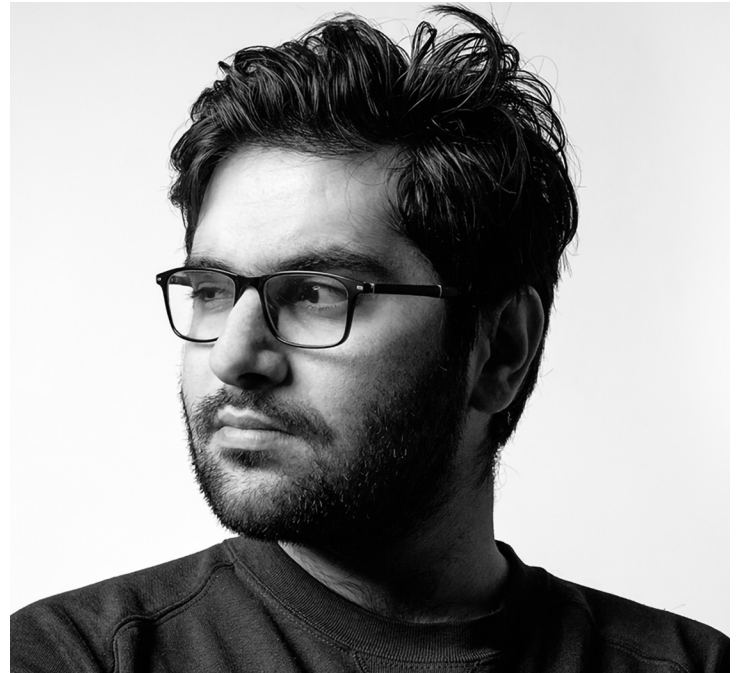
Scenario 1	Scenario Question
Sarah has an online class, but does not have any WiFi.	Does the Library offer any Internet services off the Library's campus?
User Tasks	**User Steps**
Find the Library Services page and look for an Internet or WiFi information page.	1. Find and open Library Services tab/page on aside menu 2. Scroll down and open on WiFi Hotspots page 3. Open Check Availability
Scenario 2	**Scenario Question**
Sarah is planning to study abroad her next semester, but doesn't have a Passport.	Does the Library have information about Passports or the ability to apply for one?
User Tasks	**User Steps**
Find the Library Services page and look for a Passport page.	1. Find and open Library Services tab/page 2. Scroll down and open Notary and Passport Services
Scenario 3	**Scenario Question**
Sarah is looking for a part-time job and is interested at working at the Library	Does the Library have any open positions Sarah could apply to?
User Tasks	**User Steps**
Find the About page and look for a Careers or Employment page.	1. Find and open About tab/page 2. Open Employment Page 3. Scroll down to bottom of page to find open positions

Jacob

Parent and journalist
34 years old

Jacob is a hard working journalist for a local newspaper who strives to find every detail in any story he writes. He is also a loving father of two young boys, but struggles to find much time to spend with them being so busy with work.

Scenario 1	Scenario Question
Jacob is writing a story about the history of Arnold and is looking for more information.	Does the Library has a database of articles or newspapers about the city of Arnold?
User Tasks	**User Steps**
Find the Genealogy & History page and look for anything about local history.	1. Find and open the Genealogy & History tab 2. Open the Our Archives tab 3. Open the Local History Articles page 4. Find and open Arnold History from the long list of links
Scenario 2	**Scenario Question**
Jacob is busy especially busy with work on a Saturday when his kids are home and needs something to keep them entertained.	Does the Library have anything for kids like toys or other hands-on material?
User Tasks	**User Steps**
Find the Library Services page and look for anything to do with toys or parenting help.	1. Find and open the Library Services tab/page 2. Open the Library of Things page 3. Scroll down and Parenting Kits and open Check Availability
Scenario 3	**Scenario Question**
Jacob is updating the yearly data of the Library for his newspaper's website.	Does the Library website have information of its up-to-date financial and statistical data?
User Tasks	**User Steps**
Find the About page and look for an Annual Report page.	1. Find and open the About tab/page 2. Open the Annual Report page

Rebecca

Owner of a local small business
47 years old

Rebecca has worked hard to get to the position she is in today. She started a local insurance company that has become successful in her community and has acquired several clients over the years. Rebecca strives to give the best service to all her customers.

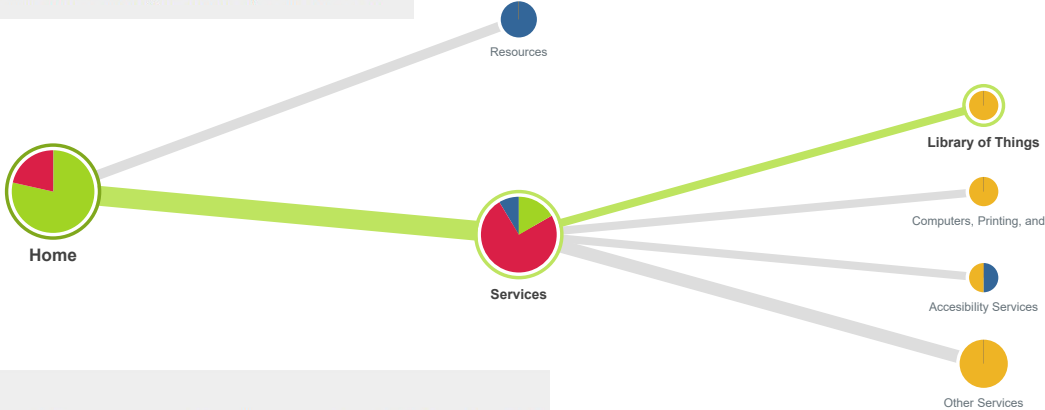| Scenario 1	Scenario Question
Rebecca is trying to set up a meeting with one of her clients but has no office space to do so.	Does the Library have any conference rooms or places to use as a meeting room?
User Tasks	**User Steps**
Find the Library Services page and find information about meeting rooms.	1. Find and open Library Services tab/page 2. Open Reserving Meeting Rooms page
Scenario 2	**Scenario Question**
Rebecca is wanting to give back to her community through her business by supporting the local Library.	Is there any way to donate to the Library or any charities that support the Library
User Tasks	**User Steps**
Find the About page and look for anything about donating or a Library charity/foundation	1. Find and open About tab/page 2. Open JCL Foundation page 3. Click on the Donate to the Library link
Scenario 3	**Scenario Question**
Rebecca is out of the office today, but needs to quickly send a fax to a client.	Does the Library offer faxing services?
User Tasks	**User Steps**
Find the Library Services page and find information to do with faxing	1. Find and open Library Services tab/page 2. Scroll down and open Public Computers and Faxing page 3. Scroll down to find Faxing information

Card Sort Results

Name	About	Accesibility	Additiona...	Branches	Careers	Checkout...	Children	Library B...	Library In...	Library R...
Find the children's librarian fo	4				1		5			
Find the number for the fax m	4		2					1	1	2
Find the phone number for th	7							2	1	
Find the president of the Jeffe	6				1			1	2	
Find the price for a non-reside			2			1		2	2	3
Find the price for a passport f			1			1			2	6
Find what the Northwest libra		4		2				1	1	2
How can you find any job ope	2				5			1	1	1
How can you find out how to g		2			1	2			1	4
How long can a person check						3		1	2	4
How long can you be at a con								1	3	6
What accomidations are in ea		2						1	3	4
What is the history of the Jeffe	5			2				1	2	
Where can you check the ava						3			2	5
Where can you find all the onl	4		1			1				4
Where can you find the calend			1	8				1		
You are looking for a fun even			1	7				1	1	
You are looking for the library	7							2	1	
You are looking to download l	4									6
You are looking to go back in			3	1				1	1	4

Reverse Sort Results

Task 1.

Where can you check the availability of WiFi hotspots to check out?

Resources

Home

Services

Library of Things

Computers, Printing, and...

Accesibility Services

Other Services

Task 2.

Where can you find information for upcoming children's events at the Northwest branch?

About

Home

Branches

Northwest

Children

Children's Events
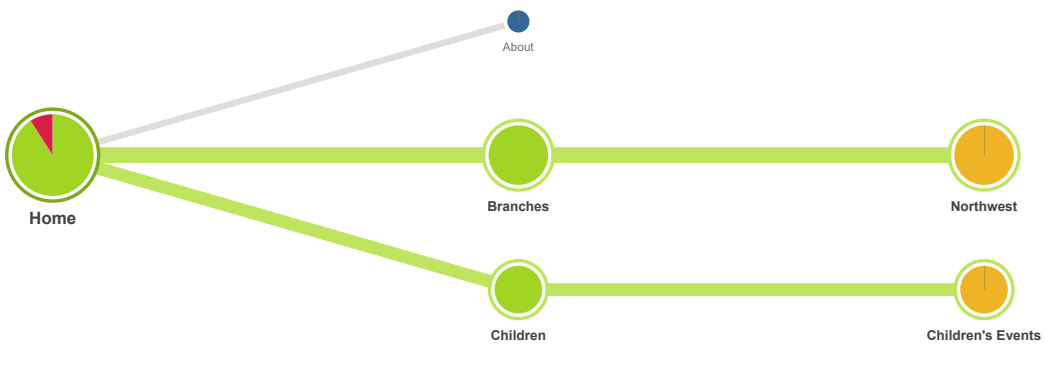
Pies
- Went down the right path
- Went down the wrong path
- Went back
- Nominated as correct answer
- Skipped question

Lines
- Root node
- Correct path
- Incorrect path

Revised Site Map

Home

Services
- Accessibility Services
- Get a Library Card
- Computers, Printing, & Faxing
- Meeting Rooms
- Library of Things

Resources
- Genealogy Resources
- History
- Online Resources and eContent

From Children to Adults
- Children's Events
- Adult's Events
- Parenting and Childcare

Branches
- Arnold
- Northwest
- Windsor

About
- Employment
- Contact
- Donate
- Policies, Guildlines, and Mission
- Library Board and Public Information

The biggest change to the Jefferson County Library website mapping that I had made was simplifying and de-cluttering the amount of pages seen on the site map. The original site map was full of specific pages and information that could be easily be put within other pages, so I condensed down the total pages found in the menu allowing for a user of the site to quickly find a page of information that they are looking for rather than taking extra time looking through roughly 50 page titles. This simplified structure allows for ease of searching as well as allowing for a cleaner, more modernized website design look.

Website Redesign Wireframe

Header/Logo		Search
		Address/Phone Number

Services	Resources	From Children to Adults	Branches	About

Newest Arrivals of Books/Media	Calendar of Upcoming Events