

Website of the Future

Leveraging Microsoft SharePoint® to Create a Dynamic Customer- Facing Library Website

Special Libraries Association 2011
June 14, 2011

**Danielle Pollock
Julie Hillskemper
Technical Librarians**



Presentation Summary

- The old library website
- Building the new site
- New features and services
- Marketing with the library website
- Plans for the future



Who We Are





Who We Are





The Old Website

The Old Library Website

Most important content “hidden” on left side

Inconsistent navigation

Links that don’t look like links

Poor use of space

Library jargon

No way to search library catalog or databases from homepage

SANDIA NATIONAL LABORATORIES

Home
Online Catalog
Online Journals
e-Books
e-Resources by Title
e-Resource by Subject
Library Collections
Library Services
About the Library

Appropriate Use
Techweb (SNL only)

Sandia National Laboratories

Security and Privacy Notice

IES Integrated Learning Services

News
Try the Technical Library's new website!

NEW!
The Technical Library's September Newsletter! This Month's Focus: Petroleum Engineering

New Resource: Kirk-Othmer Encyclopedia of Chemical Technology

New Technical Library Federated Search Tool: SearchCross

A note about IEEE Xplore and Google

Library Orientation

Library Information
Suggest a new library resource

Library-Users Group

library account
book or document request form
ask a librarian
faq
site map

Hours and Location

Staff hours:
Monday-Friday 8:00 am - 4:00 pm MST
(not all services staffed every Friday)
Contact the reference librarian on duty

NM Building 804, MS-0899
Circulation Information:
libcirc@sandia.gov
(505) 844-2738
Reports Management Services:
librpts@sandia.gov
(505) 844-4233

NM CINT, Building 518/North Wedge 1180J
libref@sandia.gov
(505) 284-3474
Staffed on Wednesdays 7:00 am - 4:30 pm MST

NM CyberLibrary, Building 858 South/Mezzanine
libref@sandia.gov
(505) 845-0882
Staffed on Thursdays 7:00 am - 4:30 pm MST

CA M051, MS-9960
cateclib@sandia.gov
(925) 294-1500
Staffed Monday-Friday 7:00 am - 5:00 pm PST

last updated on September 27, 2010

search the Library web site: SNL access only
Send feedback about the Technical Library website to the [Webmaster](#) SAND2007-2493



The Old Library Website

TECHNICAL LIBRARY

SANDIA NATIONAL LABORATORIES

Home
Online Catalog
Online Journals
e-Books
e-Resources by Title »
e-Resource by Subject
Library Collections »
Library Services »
About the Library »

Appropriate Use

Techweb (SNL only)



Security and Privacy
Notice

IDS
Integrated Learning Services

News

[Try the Technical Library's new website!](#)

NEW!

my library account

book or document request form

ask a librarian

faq

site map

Hours and Location

Staff hours:
Monday-Friday 8:00 am - 4:00 pm MST
(not all services staffed every Friday)

One-Way Communication

LIBRARY

Library Orientation

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cateclib@sandia.gov
(925) 294-1500
Staffed Monday-Friday 7:00 am - 5:00 pm PST

Library Information

[Suggest a new library resource](#)

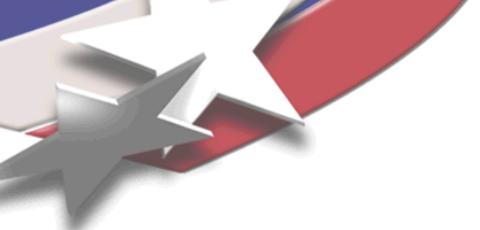
Library-Users Group

last updated on September 27, 2010

search the Library web site: SNL access only
Send feedback about the Technical Library website to the [Webmaster](#) SAND2007-2493



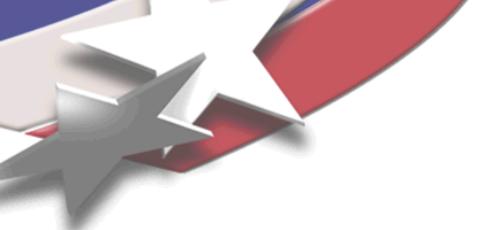
Finding a Solution



What is Microsoft SharePoint®?



Card Sort Testing



The Discard Pile

Brand Names

Library Jargon

**Generic or
Ambiguous
Terms**

**New Services
Users Did Not
Want**



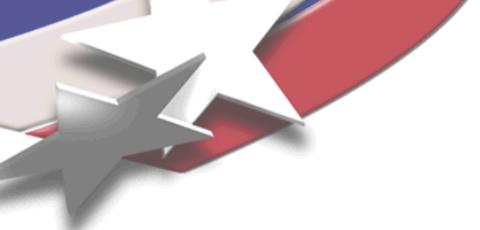


Some Popular Requested Additions

“I Need To...”
Task-Based
Navigation

Search Box
and Search
Options

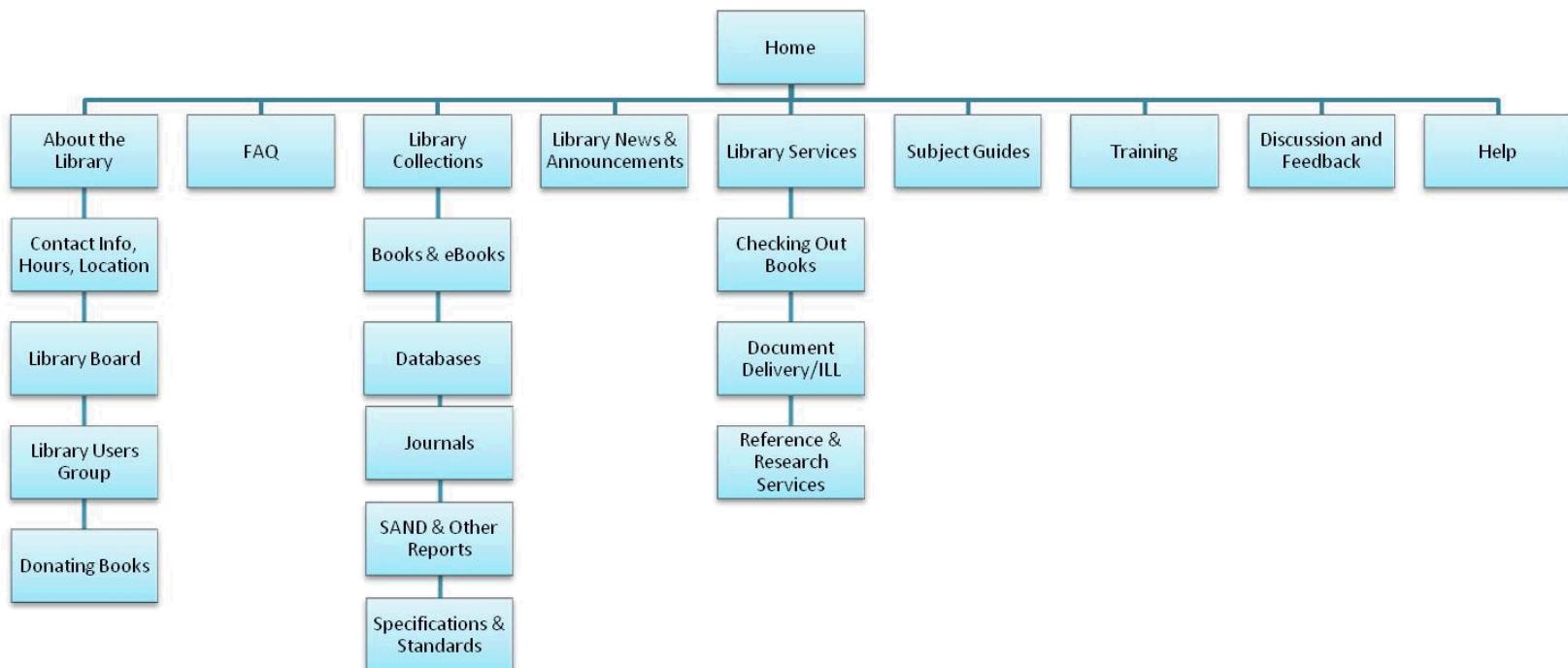
Help



Building the New Site



Planning the Architecture...





...to Creating Wireframes...

Tech Library Logo

Standard SharePoint Welcome & Navigation goes here, unless we want to hide it

Home | My Library Page | Journals | Databases | Reports Services | Subject Guides | About the Library | Show Me How To... | Discussion & Feedback | Books | Customize This Site

Static News and Announcements

I Need to....

- [Find a book](#)
- [Find an article](#)
- [Find a report](#)
- [Find research on a topic](#)
- [Talk to a librarian](#)
- [Do some other thing](#)
- [Like add a book to MyLibraryShelf](#)
- [Or find out how to publish my research](#)
- [Or something else altogether](#)
- [Or something not listed here](#)

My Library's Hours and Information
(changes based on user's location with link to go to other library's info & option to switch default library)

Interesting Sandia Fact
(Optional web part that updates on a regular basis)

Reports | Articles | Books & More | Standards | Lit Search | Library Site

Search Box

(Short line of text explaining what exactly is being searched with each tab.)

Ask A Librarian | Advanced Search

My VIM

Dynamically generated search results and/or Other Personalized Info
(Not sure what this looks like yet)

Link to full MyVIM page view

Books checked out to me (11)
My waiting list (4)
My InfoBrief documents (2)
My favorites (42)
My research links

MyLibraryShelf (16)
Books I've borrowed (3)
Books I've loaned (1)

People Like Me:
John Smith
Jane Doe
Sue Denim
Anne Example
Mikey Bob Jones
Warren Peace

See more people like me

Faceted Search Results
Library Catalog (3)
Databases (99)
Alerts (17)
Reports (5)
Other (29)

Poll Question:

Did you know...? (Here we could highlight features, content, and services that aren't necessarily new, but users might not know about.)



...to a working site!

File Edit View Favorites Tools Help

Favorites Suggested Sites CCHD CSU Information SEEMS Web Mail SNL Directory SNL Index Web Slice Gallery

Home - Technical Library

Technical Library

SANDIA NATIONAL LABORATORIES
TECHNICAL LIBRARY

Technical Library About the Library FAQ Library Collections Library Services Request Books & Articles Subject Guides Training Discussion & Feedback Help

This Site: Technical Library

Library News and Announcements

Library Newsletter Highlights Biofuels
PLUG the Library!
New Poll: Where Do You Search for SAND Reports?
Retiring? Donate to the Library
FY11 Technical Library Subscriptions

See all news and announcements

I need to...

Ask a librarian
Check my library account
Find an article or database
Find a book
Find a journal
Find a report
Find research on a topic
Find a standard or specification
Request an item the library does not own
Subscribe to RSS or email alerts

Library Hours and Information

New Mexico Technical Library
Building 804, MS-0899
See additional branch locations.
Hours:

Books & more Articles Reports Journals Sandia Web

Keyword Go

Search for books and more in the [Technical Library catalog](#).

Did You Know...?

Many of the Technical Library's most popular resources--including Web of Science, IEEE Xplore, Jane's, and others--offer alerts services.

Alerts allow you to receive scholarly articles, search results, industry news, and more delivered directly to your inbox or via RSS.

Check out the Technical Library's new [Alerts](#) page for complete lists of library resources offering alerts and instructions on how to sign up.

New Books

Print Books

[Reaction Diffusion and Solid State Chemical Kinetics by V.I. Dubkov](#)
[Electronic Materials by H.L. Kwok](#)
[Why We Make Mistakes: How We Look Without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average by Joseph T. Hallinan](#)

eBooks

[Computational Methods in Elasticity and Plasticity: Solids and Porous Media by A. Anandarajah](#)
[Fundamentals of Traffic Simulation by Jaume Barceló](#)

Find more books

Our 5 Most Popular Databases

Web of Knowledge
Search across multiple products, including Inspec, MEDLINE, and Web of Science, which includes Science Citation Index, Social Sciences Citation Index, and ISI Proceedings.

IEEE Xplore
IEEE Xplore is an online delivery system providing full text access to the world's highest quality technical literature in electrical engineering, computer science, and electronics.

Jane's Online Research
News, information and analysis for information on defense, geopolitics, transport and police industries and issues.

Engineering Information (EI) Compendex
A comprehensive database of scientific and technical engineering research, covering all engineering disciplines.

Business Source Corporate
Full text from general business periodicals, trade publications, top management journals, country economic reports, company profiles, and industry reports.

[See all databases, eBooks and standards](#)

Poll: Where Do You Search for SAND Reports?

Where do you search for SAND reports?

Web FileShare (now EIMS FileNet)
 Library Catalog
 SearchPoint
 Review & Approval Application
 Other

[Vote](#) [View All Results](#)

[View past surveys and results](#)



New Features and Solutions



Tabbed Search Box

- Books & more
- Articles
- Reports
- Journals
- Sandia Web

Keyword▼Go

Search for books and more in the [Technical Library catalog](#).



News and Announcements Blog

Technical Library > News & Announcements

September 27

Welcome to the new Technical Library Website

by Hillskemper, Julie on 9/27/2010 11:56 AM

Category: Archive

Welcome to the new and improved Technical Library Website.

Let us know what you think on the [Discussion & Feedback - Website Feedback page](#).

 |  |  1 Comment(s)

September 22

Jane's Intelligence Centre: October Online Seminars

by Hillskemper, Julie on 9/22/2010 9:30 AM

Category: Archive

[Jane's Intelligence Centre](#) offers free webinars every month. **October** topics include: *Relationships and Rivalries: Assessing Al-Qaeda's Affiliate Network* and *Navigating the new frontiers: The challenges of defence trade in India and the UAE*. Jane's also offers a robust archive of recorded video seminars on topics such as *Jane's World Defence Industry Survey 2010: Uncertainty and optimism* and *Terrorism Trends*.

Library News and Announcements

[Library Newsletter Highlights Biofuels](#)

[PLUG the Library!](#)

[New Poll: Where Do You Search for SAND Reports?](#)

[Retiring? Donate to the Library](#)

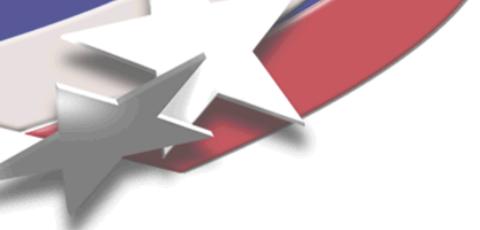
[FY11 Technical Library Subscriptions](#)

[See all news and announcements](#) 

Scheduled Maintenance and Known Outages

[Library Catalog: Temporary Outage](#)

[Online Journals List and Find @ Sandia: Temporary Outage](#)



Polls

Poll: Where Do You Search for SAND Reports?

Where do you search for SAND reports?

- Web FileShare (now EIMS FileNet)
- Library Catalog
- SearchPoint
- Review & Approval Application
- Other

[Vote](#)

[View All Results](#)

[View past surveys and results](#)

MyLibraryShelf and Sandia Book Swap



MyLibraryShelf Beta is a Technical Library that lets you catalog and lend the books you have. It's designed for Sandia Technical Library users to catalog and lend books. You can also see the books other Sandians have chosen to lend. Visit [Getting Started with MyLibraryShelf](#) to learn more.

Whether you need or don't want to keep? Visit the new [Sandia Book Swap](#).

Additions

	Author Last Name	Author First Name
Point Designer	Conventory	Penelope
lePoint Services	Londer	Olga
ible	Boiko	Bob
How New Challenges of	Hill	Linda
A Common Sense Ability	Krug	Steve

Master Library Shelf - New Item

Edit

Save Cancel Clipboard Actions Spelling

Title * Don't Make Me Think!: A Common Sense Approach to Usability
Note: Please do not enter any classified or sensitive information on the MyLibraryShelf system.

Author Last Name Krug

Author First Name Steve

Additional Authors

If your book has more than one author, you can enter the rest of them here.

ISBN or Report No. 0-321-34475-8
Enter an ISBN for books or a report number for SAND and other reports.

Publisher

Publication Year

Lendable
Keep this box checked if you are willing to lend this book to others at Sandia who contact you and ask.

Checked Out
For books you lend: Check this box when you lend a book on your shelf to someone else. Uncheck it when the book is returned.

Borrower

When you loan a book to someone else, enter their name here. Your book will show up on their "Books I've Borrowed" shelf. Enter a user ID (e.g. depollo) or look up names with the address book icon.

Date Borrowed

Date Due

An option if you'd like to let someone borrow a book, but need it back by a certain date. If the date due passes, the book will show up in the borrower's "Books I Have Overdue" list.

Save Cancel

Visit a Shelf

Lending Library
Browse and search books available to borrow by MyLibraryShelf users at Sandia.

MyShelf
View and manage your own virtual "shelf" of books.

Master Library Shelf
View the books cataloged by all MyLibraryShelf users.

Books I've Loaned
See the books you've loaned to other users.

Books I've Borrowed
See the books you've borrowed from other users.

Getting Started

[Starting and Managing MyShelf](#)
Learn how to add, delete and edit books on MyShelf.

[Loaning My Books](#)
Learn how to keep track of books you loan to others.

[Searching for Books](#)
Learn how to search for books cataloged on MyLibraryShelf.

[Borrowing Books](#)
Learn how to find out if a book is lendable, and how to borrow from other users.

Give us your feedback!

The MyLibraryShelf tool is still under development. Let us know what you think and report any problems you find. Contact us at libweb@sandia.gov.

Subscribe to the [MyLibraryShelf RSS Feed](#) to receive notifications about new books added to MyLibraryShelf.

Technical Library Training Web Page



The image shows a screenshot of the Sandia National Laboratories Technical Library Training web page. The page has a dark blue header with the Sandia logo and the word 'Training'. Below the header is a navigation bar with links for 'Site Actions', 'Browse', 'Page', 'Training', 'Discussion & Feedback', and 'Help'. The main content area features a 'Recorded Training Sessions' section on the right, listing various video tutorials with their descriptions and links. On the left, there are sections for 'Library Resources Training, Help, & Tutorials', 'New: Alerts Services', and 'Resource Help and Tutorials'. A 'Webinar Calendar - all Mountain Time' is displayed as a grid for April 2011, showing specific events like '12:00 pm - 1:00 pm Carroll's GovSearch Suite' on April 30th and '8:00 am - 9:30 am Business Source Corporate' on April 5th.

Recorded Training Sessions

Recorded at Sandia

SAND Report Search video tutorial
Runtime: approx. 2 minutes with narration. Find out where to find SAND Reports, how to find and request SAND reports, and why some SAND Reports are hard to find.

SAND Report Search Tutorial - PDF version
This PDF version of the SAND Report Searching tutorial includes hyperlinks.

SAND Report Search Training Video
Runtime: approx. 15 minutes. Recording of a live SAND report information session.

Cat-in-the-Bay
Runtime: approx. 4 minutes with narration. Find out what the library catalog is, where it's located and the basics of finding a book and getting it delivered to you.

Your Catalog Account
Runtime: approx. 35 seconds. A brief introduction to using your library account: how to log in, how to see what books you have checked out, and how to renew books online.

Jane's Online Training Video
Vendor tutorial of the Jane's Online database system. From January 2010.

The Latest Self-Paced Tutorials from our Vendors

EBSCO Video Tutorials
Comprehensive video tutorials for databases such as Business Source Corporate and much more.

IEEE Explore - Video Tutorials
Short video tutorials you can view on your next coffee break.

Introduction to Jane's Intelligence Centres
Jane's Intelligence Centres provide intelligence, news, analysis and insight into contemporary online groups of data, accessible by region/country and subject. Playback automatically starts. A control bar at the top left allows you to stop, skip and replay portions of the video.

ScienceDirect (Soylent) Tutorials
Short tutorials on features and functions of this powerful database. Choose a tutorial to view. Playback controls are at the top right of the video.

Web of Knowledge - Video Tutorials
Short video tutorials you can view on your next break.

Misc. Tutorials

Copyright Basics
A fast and easy video tutorial on copyright basics from the U.S. Copyright Clearance Center. Enjoy!

Webinar Calendar - all Mountain Time

April, 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
			12:00 pm - 1:00 pm Carroll's GovSearch Suite			
3	4	5	8:00 am - 9:30 am Business Source Corporate	12:00 pm - 1:00 pm Carroll's GovSearch Suite	7	8
10	11	12	13	14	15	16
			12:00 pm - 1:00 pm Carroll's GovSearch Suite	3:00 pm - 4:00 pm IEEE Webinar: Strategies		
17	18	19	20	21	22	23
			12:00 pm - 1:00 pm Carroll's GovSearch Suite			
24	25	26	27	28	29	30
			8:00 am IEEE Webinar 5: 12:00 pm - 1:00 pm 12:00 pm IEEE Webinar	Carroll's GovSearch Suite		

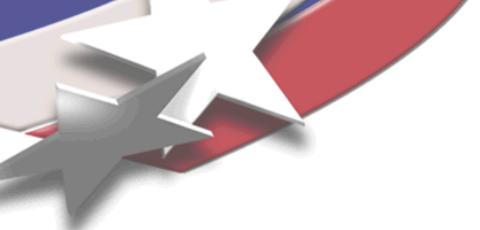


Webinar Calendar

WEBINAR Calendar - all Mountain Time

[«](#) [»](#) May, 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1			12:00 pm - 1:00 pm Web of Knowledge Introduction	12:00 pm Carroll's GovSearch Suite - Week 1		
				12:00 pm Web of Knowledge Intro		
8	9	10				
			8:00 am Web of Knowledge Intro	8:00 am Jane's Webinar: Targeted Search	8:00 am Web of Knowledge Intro	
			12:00 pm IEEE Webinar: Strategic Planning	12:00 pm Carroll's GovSearch Suite - Week 1	12:00 pm Web of Knowledge Intro	
			12:00 pm Web of Knowledge Intro			
			▼ 1 more item			
15	16	17		18	19	20
			8:00 am Web of Knowledge Intro	10:00 am - 11:00 am Jane's Webinar for Sandia	8:00 am - 9:00 am IHS Jane's webinar: Emerging Issues	
			12:00 pm Web of Knowledge Intro			
22	23	24	25	26	27	28
			7:30 am SpringerLink: Introduction to SpringerLink	10:00 am Jane's Webinar for Sandia		
			8:00 am IEEE Webinar: Strategic Planning	12:00 pm Jane's Intelligence C		
29	30	31		1	2	3
				12:00 pm - 1:00 pm Carroll's GovSearch Suite - Week 1		4



Video Tutorials

Recorded Training Sessions

Recorded at Sandia

[Library Orientation video](#)
Runtime: approx. 3 minutes; no audio. A quick guide to the Technical Library, its resources and services. Includes menu.

[Find Articles video tutorial](#)
Runtime: approx. 5 minutes with narration. Find out how to search for articles using library resources. Includes finding full-text PDFs and ordering articles from the library's document delivery service.

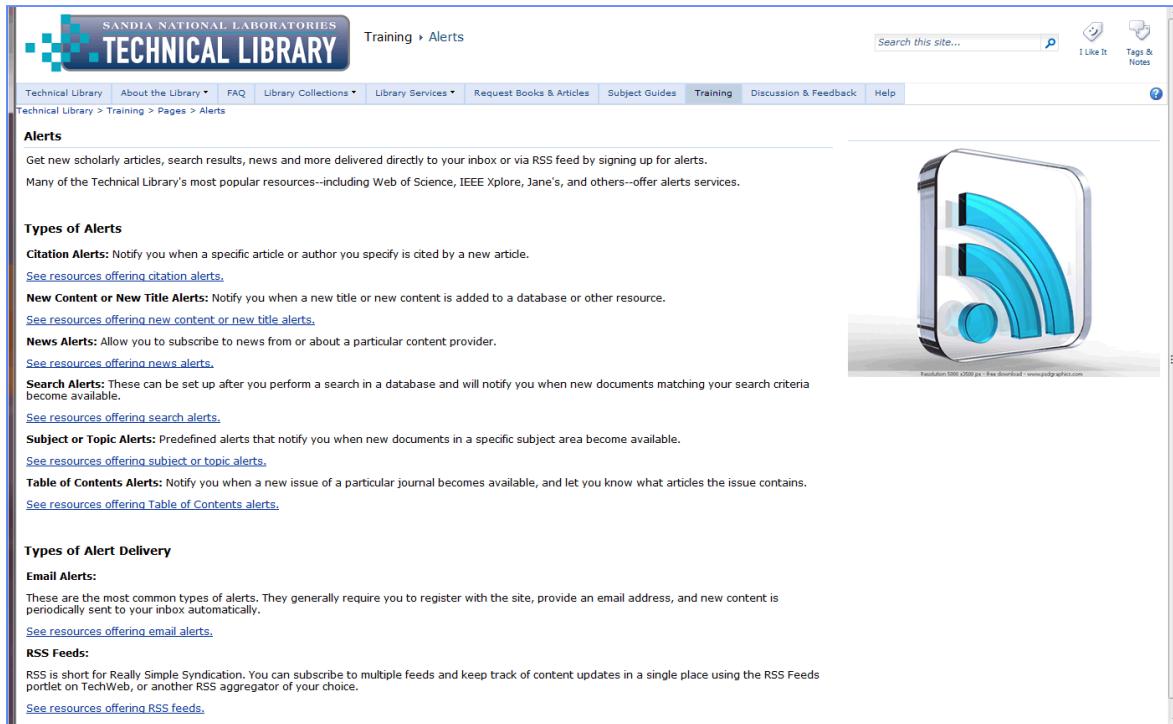
[Catalog Basics video tutorial](#)
Runtime: approx. 4 minutes with narration. Find out what a library catalog is, where it's located and the basics of finding a book and getting it delivered to you.

[Your Catalog Account video tutorial](#)
Runtime: 1 minute, 35 seconds with narration. A brief introduction to using your library account: how to log in, how to see what books you have checked out, and how to renew books online.

[SAND Report Search video tutorial](#)
Runtime: approx. 2 minutes with narration. Find out where to find SAND Reports, how to find and request SAND reports, and why some SAND Reports are hard to find.



Alerts Services



The screenshot shows the 'Alerts' page of the Sandia National Laboratories Technical Library website. The page is titled 'Training > Alerts'. It features a search bar, a 'I Like It' button, and a 'Tags & Notes' button. The main content area is titled 'Alerts' and describes how users can get new scholarly articles, search results, news, and more delivered directly to their inbox or via RSS feed by signing up for alerts. It mentions that many of the Technical Library's most popular resources, including Web of Science, IEEE Xplore, Jane's, and others, offer alerts services. A large blue RSS feed icon is displayed on the right side of the page. The page includes sections for 'Types of Alerts' (Citation Alerts, New Content or New Title Alerts, News Alerts, Search Alerts, Subject or Topic Alerts, Table of Contents Alerts) and 'Types of Alert Delivery' (Email Alerts, RSS Feeds). Each section provides a brief description and a link to 'See resources offering [alert type] alerts.'



Marketing with the Library Website



Did You Know?

Did You Know...?

Many of the Technical Library's most popular resources--including Web of Science, IEEE Xplore, Jane's, and others--offer alerts services.

Alerts allow you to receive scholarly articles, search results, industry news, and more delivered directly to your inbox or via RSS.

Check out the Technical Library's new [Alerts](#) page for complete lists of library resources offering alerts and instructions on how to sign up.



New Books and eBooks

New Books

Print Books

[Reaction Diffusion and Solid State Chemical Kinetics by V.I. Dybkov](#)

[Electronic Materials by H.L. Kwok](#)

[Why We Make Mistakes: How We Look Without Seeing, Forget Things in Seconds, and Are All Pretty Sure We Are Way Above Average by Joseph T. Hallinan](#)

eBooks

[Computational Methods in Elasticity and Plasticity: Solids and Porous Media by A. Anandarajah](#)

[Fundamentals of Traffic Simulation by Jaume Barceló](#)

[Find more books](#)



The Future



New Features Already in Development

- User tagging and content rating
- Integration with library catalog
- Mobile content
- Improved site design
- User customization
- Current awareness blogs



Questions?

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depollo@sandia.gov

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