Redesigning an Academic Library Website: Process and Lessons Learned – Transcript of audio

Hello, everybody when. Today's Webinar is calling forging Webb design. The presenters are Lindsay Ward 10, Justin Harmon, Mason Hall and with that I will let Lindsay take it away.

Hi, everyone and welcome. We are so happy for you to join us today. We want to redesign our academic website and talk about the process we went through and lessons learned. This is a project we started in late 2021 and we launched a new website in July of 2022. We have been able to look back on the process and think about best practices and we are excited to share that with you today. This is an overview of the presentation we will be giving. We linked our twister here. We met Donald to give a presentation on this process talking about the same content. We will start out talking about how we did a content review and looked at all of the content and decided what needed to be moved, improved or retired from our old sites. Then I will hand it to Mason who will talk about user experience and information architecture in the process with that. Then just will talk about collaborating with stakeholders and important points of partnering with internal stakeholders and then lessons learned and next steps these are the learning apps and once again to talk about best practices through iterative feedback. To produce a high impact user-friendly website. We feel like through this process we learn a lot of lessons and we want to share what we think worked best, not just for our institution but others in improving user experience. We are hoping this will help you analyzing your current website, as well as opportunities for gathering information from internal and external users to support data-driven website design. Sometimes we have ideas about what makes a good website and making it accessible and it is important making sure we achieve our goals. We will identify strategies interpreting and developing and implementing a shared website vision. This is not always an easy undertaking. A lot of different stakeholders have different needs and goals for the website and so trying to make this come together and create something that works for everyone is an important part of what we are trying to accomplish. We are hoping we can start off today and talking a little bit with you. So I was hoping that anyone who felt comfortable could use the chat. Do any of you have an active role in developing and designing the website, or is anyone in the process of a refresh or redesigned who is looking at their website trying to improve it? Anyone who would like to use this chat. I think a lot of what we talk about today will be applicable and working with Webb developers and our colleagues working on the website and bringing those ideas back. A lot of this work happened across organizations with many different people. So yes, I see some people are in the midst of the redesign settle refresh forthcoming inside the spring share framework, that was great. And you will notice that we start out talking about a refresh but that's how we got started in the refresh went will be designed by the end. We did a previous position and ran a similar project. In the SharePoint Internet. Something just is working on right now thank you for sharing and please feel free to use the chat if you want to share anything else as we continue on with the presentation. So planning our refresh. We had a technical opportunity which provided the opportunity to refresh our website. We were updating from Drupal seven toward Drupal nine. We knew we would have to move content, look at information architecture and that's why we decided to take this opportunity to really look at our website and think about what we can improve. Are provided here are screenshots of our old website. It was a nice looking website and it works for a lot of different people. We also knew we could do better. We knew there were a lot of people that could work better and we wanted to sort of work on this and try to put something through to make the website feel new and feel like it is better working for our users. A small group which is just us four proposed this refresh as part of our strategic initiative process at our libraries and we proposed it in four phases. We have feedback gathering and user testing, content review, design and testing and infrastructure upgrades and implementation. You can see testing was an incredible part of these spaces. One of the very first things we did was develop a website purpose statement. I would highly suggest you doing this as well if you haven't. It sort of helps guide you in what you are going to achieve and the goals of your website. Our purpose statement is here and we are seeking to provide low barrier access to library collection of services of to support learning activities of the University, as well as engagement with library staff, engagement and tools. Another really important step is getting started is establishing goals. We spent time thinking about what are the goals of the refresh. What are the things we want to do that we see as important. We did a literature review and looked at other websites and an environmental scan. These goals were iterative for. They sort of changed as we went forward and we saw different things in our testing and feedback gathering experience. So improving the front and experience. More efficient tools and workflows for internal content creation and editing and rethinking about our users but also thinking about the process of content creation as well. At FSC we have a lot of people working on the website and that is an important part of the process. We wanted to improve pages for language with lesser charge in and more user content, accuracy and clarity. We had a lot of pages on our website. There is a lot as we started going through of an accurate and old information. Making sure we were starting out as a point of accuracy and not using library language that can be confusing to our users. Our users want to accomplish tasks. It is straightforward. Streamlining navigation systems with mobile in mind as seamless integration of services and resources, and exploring design principles to improve website consistency and anesthetic. One of the first things we did is perform a content review task force. This was a larger group. Because we have a lot of pages as I mentioned before and we ask other colleagues and other people that have been involved with the website to join this to improve our content, voice and jargon and design as well as determining ownership of pages. Pages weren't being updated or under anyone's purview and we wanted to streamline that going forward. We reviewed the content with the website purpose and the goals of the project in mind. We did not assess tutorials, digital possessions, or social media. We kept us focused on the website. We developed a workflow which I will go over to score each page to determine what content should be moved, improved and retired. This will help us plan the new website. This work also lends itself to planning the new structure of our internal website group. Sort of looking at what had happened with the content before and how we thought we could do better and move forward. We completed the work and a series of online sprints. We would get on Zoom together and we scored the top 500 pages of our website which was documented on the spreadsheet right there. This was the workflow. First we developed a scope of content. What we were looking on. Looking at the goals. Making sure we were on the same page and a lined with the work we were trying to do. Then we reviewed the content groups. We had different types of content. We used Google analytics to foul traffic. We had a lot of pages that were not very highly trafficked. We were spending more time on our highest traffic pages. We audited the content. We had a set of criteria that we all went over. We identified duplicate content. We tried to make it so we are not duplicating content in multiplied areas. And we decided renew, improve and retire. Even if the page was going to be moved, we also many had noticed about things to improve to move forward. Without will handed over to Nathan who will talk about the U.S. and information architecture.

Thanks, Lindsey. I am Mason Hall. I was in charge of the user experience for this refresh. Today I will take you through our Gentoo roadmap. User experience is very hot and you hearing about it everywhere. I wanted to talk about user experience and how it was useless to us in the Rob Perry setting. User experience is a relationship between our users and our interfaces. Let's walk through that the UX group is an iterative loop that should be done over and over again. We will continue to do to refresh forward. It is important to constantly gather feedback from your users, and make sure your site is improving and keeping up with their needs. So commercial sites, UX is used to help users get to your products and services as easy as possible, because you want to make money. The libraries we want to use UX to make it as easy and intuitive and our resources, services and people which includes librarians. So I want to talk about some of the problems we had. Not so much problems but more caveats or issues that you will want to look for when doing UX within libraries. What is different from the U.S. and commercial site is many of our staff and librarians are users of the science as well. If we are doing a website for Sears, the people will not be using the Sears website on a daily basis. I could be wrong. I think most of the time that is true. It is important to think about these two groups of people. We knew we could instruct our librarians and staff directly about the new website and work with them to create the new website. The people we had to focus on for user testing was all those other users. Students, faculty, anyone in the public. It is also important to keep in mind and I'm sure this is an issue at your institution. Our website does not appear to be one interface to our users. I should say it does appear to be wanted interface but it is actually many different interfaces. Thus, for example, we have our website. We have lab guides. We have a couple of other systems. For users they are just clicking around. They don't care what system they are using, they wanted as easily and quickly as possible. In our case, we had to make sure we narrow the scope to just website here. It is important to keep accessibility in the front of your mind as you start your refresh. There are a ton of guidelines and recommendations out there already. You can visit this website. WC AG 2 is the standard. Make sure you can describe to someone who is visually impaired and colorblind to help low vision and colorblind individuals and nested headings for screen readers. Getting into the code of the page that help organize it visually but help screen readers keep the information in a hierarchy. It is very important for your institution probably already has tools search and find them. We used the site and pro suite. We have options down there to let you explore. Information architecture is one of those words that gets thrown around. It's hard to define but I like this quote. Organizing content in an effective and stable way. What it means if you are on the webpage you should know what that webpage does and where you are in the context of the webpage by looking at that page. There are a couple of different tests for this. One of these are the 52nd test of the 152nd test. You choose really. You show a user your page and then cut the image off and they should be able to describe what the pages and what it does and how it would fit into your site. Such is a good rule of thumb to use when picking architecture. This is a screenshot of some of the work we did. I recently broke down our entire site and did some heavy duty rearranging based on not only the purpose of the pages about how everything should be organized and don't make sense to a user. Our data gathering tools included focus groups for our intern are users and user interviews for our external users which I will discuss. This is my favorite part about user experience and user testing is the interviews. There are a couple of points to remember. First off always check to see if the review is needed. In our instance it was not needed but we just did it to have that exempt status. It depends on your institution and what you are doing with the data. Make sure to check with that for the office, the IRB office. Compensation. It is not required but we found providing a $15 certificate for a 30 minute session gave us the biggest bang for the buck and get a good amount of users that were willing to spend time with us for that amount of time. Scheduling. This may sound easy. Having users schedule their own time to meet with you can get difficult, especially if you are trying to juggle your job. So we used an external site which let users check your calendar for the opening fender calendar and schedule their own time. I believe outlook has their own tool to do the same thing now. Having this schedule tool really helps put the task and script. The tasks are going to be whatever tasks you want the user to perform while you are watching. This can vary widely depending on what you are trying to test, the type of page in the tool. There are a lot of different examples of there. Make sure to do your research. The script should be consistent for each user and make sure to have that written down and documented somewhere. Finally, consent. Regardless of what you are doing with the data, you want to make sure you have the user's consent to report the scene and keep their data on file or whatever else you're planning on doing. So the testing itself is fairly easy. Introduction, tasks. Introduction is self-explanatory. Introduce yourself. Make sure you pronounce their name right. Start the recording and get their consent. We used a consent form. Afterwards, we had them share their screen and ask them to perform a series of tests, which we watched them do. We asked probing questions when necessary. And can you tell me more about that? Tell me more about what you'd like on this particular page. Things like that. And finally, one of the more difficult parts of the interview is watching user struggle, especially with a site you may already be familiar with. Lastly, thank them for their time. Ask them if they want to come back in the future. We found this is important too and how you resent findings to your stakeholders. Make a concise and relevant to your audience. If you are presenting to marketing, tell them information they want to hear and what sort of resources they may need to do their job. Same thing with any other department in the library. Don't try to inflate or represent your figures. Especially if you are doing qualitative data or qualitative analysis. Don't try to put fancy numbers or stats when there are none. Keep it simple. Two users had problems. Just make sure that you follow the process. Do not blame the user. That is, when you talk about the users, don't act like they were not able to complete a task because the user was at fault. It is the website's fault, right? With that said, don't blame the audience you are presenting to either. It is a fine line you have to walk there between not offending everyone and making sure you are working to find these problems within the website. It is also good not to blindside your audience with finance. Pull in a marketing director and we are going to talk about X, Y, Z. I found a couple problems, you want to add something. Always offer a solution, even if it is not a good one. Start somewhere. The final feedback you need to prevent runaway meetings. You go into a meeting and you say we will talk about X, Y, Z in this meeting and I would like to keep on track. That will keep you from discussing everything from design, colors to fonts and icons. Make sure you narrow the scope of your own reading. You do not want to do this alone. It is a lot of work and requires a lot of time, especially if you are doing a couple different interviews per week. It is 30 minutes of your time a couple days a week. That is not always possible. Send out a call for action. Emphasize they will need to do some work on their own and some of these interviews and interacting with your users. You will be doing this training of your coalition. So train yourself first. I like the Nielsen department website that has a plethora of videos and articles for you to learn about anything UX. You will have some representation across the library. Next, we will talk about a couple of our findings. It is important to note if you don't want to use these findings for your website but to use them as a jumping off points to write your own tasks or start your own testing. So our original booking was convoluted and inaccessible. You see here these two pages, the one on the right is live Cal and the one on the left is our website and we found some glib guides we were using were not accessible. We had to make some changes. In the end, we streamlined them but the process and made it easier for students to book rooms and made it accessible to be used by anyone. The next finding was our homepage search bar had too many options. It was confusing to stop on our page. First to get to our page and be burdened with five tabs and just as many links. We shortened that to a two tab decision with a quick one search toolbar. All the options are there and hidden and places that make more sense. It will allow me to define those more organically. And then, finally, we found that our users do not browse. They are there to find information, get what they need and get out. We took a lot of our text fence pages and put them into FAQs, which we found our users liked using end-user organically without any prompting. We organized all the information to FAQs and made it sociable and cross runs in football by project. Now I will hand it over to just to talk about internal stakeholders.

Thanks, Mason.

Mason, could you mute, please. Thank you.

Thanks, Mason. Collaborating with internal stakeholders was essential for improving our library website because they represented the diverse perspective and needs of our user community. Involving them in the redesign ensured that the redesign, the content and functionality met the needs of our users, and also a lined with our library's mission, vision and values. We collaborated with internal stakeholders working across public services, librarians, administration, outreach, marketing, technical services and I.T. At the very beginning, we held a small department open forums as a way to establish transparency and inclusivity. We ask our colleagues two questions. From your experience, what do you think the current website is doing well? And from your experience what aspects of the website have cause you issues? As you might imagine we got far more responses from the second issue. These forms allowed for our colleagues to exchange ideas amongst themselves while we listened in the background. The open forums created an opportunity for equal participation for those who might not normally have a voice in these conversations. One great take away I discovered this many of our colleagues had great ideas and insight but they never connected those ideas to the website or considered how the website could help them communicate with their users. So the more people engaged, the more the open forums became this exciting brainstorming session for the website. Responses from these open forms were then recorded anonymously and coded based on similar themes and if these areas needing improvement, had technical issues, or dances, or if the person had general ideas for enhancements. These open forms allowed us to establish expectations for the redesign, Unfortunately, not all ideas can be actualized. It was important to communicate with stakeholders, just because they may not see something to be implemented did not been the input wasn't considered or carried weight. So while the open forums were incredibly helpful it exposed the challenges we would face throughout the redesign. Varying levels of expertise in Webb design, usability and technology created some communication challenges. Bridging the gap between technical jargon and non-technical with stakeholders required identifying language that was clear and concise that we could all have a shared understanding. Even then, sometimes the language fails us in the communication solution was as simple as sharing our screens with our mockups are showing those Drupal lines. I found it easier for us to accomplish a shared goal by having working meetings. If someone had at its they needed to make, I involve them in the entire process so they could see what their changes look like in realtime. They would come out of that having a better idea of the work required and could visualize future changes because they saw the capabilities or limitations, not to mention the time it took to do the work. I think all of this also helped manage the expectations of our internal stakeholders might have. Also, our stakeholders are experts in their fields. They have different backgrounds and rolls and very diverse roles and priorities. We see it received a lot of great ideas but it created a challenge around navigating around contradictory or - feedback. It is not unusual especially with the collaborative project of this scale. So we had to find balance. While everyone's input and perspectives were incredibly valuable, it was important to consider other factors, including all usernames, industry best practices, such as 506 ability guidelines, and the website's overall goals. These are delicate situations to navigate. Oh good example where we had to be firm because the proposal wasn't acceptable. While our colleagues were not receptive communicating the examples greatly improved relationships. We found common ground or making reasonable compromises. I think it is important to mention that finding common ground applies to the four of us. While we shared a common goal we have different backgrounds and priorities and we spent months working closely together. We are not immune to disagreement. Amongst ourselves, as well as our internal stakeholders we had to focus on being objective and using the data we had to make our decisions. It was also, and still is, an iterative process. When we make large scale changes that impact our users, we ask for feedback, make reasonable changes and ask for feedback again. So, throughout the redesign and we had constant reminders that our internal stakeholders were our and you nurseries. Their valuable expertise played a crucial role in shaping our approach. By actively collaborating with them our goal was to foster ownership and commitment to the website and we wanted to make sure they felt valued and included. It became a key factor in them becoming passionate advocates. We understood the importance of balancing insight and expertise with data and evidence. This allowed us to make informed decisions that a lined with the needs and preferences of all of our users. By engaging with internal stakeholders and seeking their internal feedback, creating a collaborative environment, we increased our chances of achieving these goals. Now I will pass it on to Favenzio who will talk about our lessons learned and next steps.

Thank you, Jess. So, you know, now that we have finally launched our website, we are still learning and we are still improving. We wanted to share some of what is going on now and some of the lessons that we felt that going back now after the whole process, what are some things we could have done differently or could have been improved. One of the things I think is important to know about these types of projects, especially when you are talking about a project of the size that we have. Websites, this is true for mostly everything on the Webb, they are never finished. Even though we have pretty clear goals from the beginning of what we wanted to accomplish and where we wanted to go with this project, it is still something that you have to be aware of. You can go down very small areas of your project that can take a lot of time, if you don't keep in mind you can always go back later and improve those things. Right? For us, one of the ways that we were able to keep making sure we are meeting our timelines was to focus on the few Number of important wins. This is something that was really useful for us we had a short amount of time to turn this around. As Lindsay mentioned in the beginning of the presentation we did this in about six months. We decided in December of 2021 and we launched in June of 2022. Six months from planning to design and implementation. I think the big thing that happened throughout is that we initially started calling it a refresh. It ended up being more of a redesign. We changed a lot more things that we were initially expecting to change. As she mentioned it was because of a technical upgrade we had to do I think what helped us stay on task and finish on time was the idea of taking a few important things. I think the mentality that you have to have sometimes with this project is what are things that you must have versus what are things that are nice to have. Right? What you can do is create a list of things that have to be done by launch date and there are things you can say okay, this is good enough to launch and we will come around later and improve on that if we have the time. Right? The pages that you are seeing in this slide are secondary pages. A lot of what we spent our initial time on. These pages were influential in our entire information architecture. We spent a lot of time making sure these pages were done well. We made sure they navigated our users properly. Our tertiary pages, some of that content was edited. We made a note to make sure we could turn around later when there was more time and improve those pages. Then the other thing that we learned a lot about was, Of course, if you have ever been involved in a project like this, you cannot make everyone happy. You are making decisions about things that affect a lot of different people. There are 150 people involved in the work that we do at the libraries. And the website touches just about every one of those individuals. So sometimes you are going to have places where you are going to have to go with a decision that people are not going to be happy about. What you are seeing here is a picture of our one search box. One of the things that we did was improve from our previous iteration and now it is much simpler and it creates much less cognitive load. For a lot of our internal users they felt like they lost some ability to quickly find things like our database search, our journal search, which are now living in a second tab. If you looked at the slide that Mason showed, you might see that initially we had a tab search box that had a lot more options. So this was something that was controversial for our internal users. One of the things that helped us is all the user interviews and focus groups we did with internal users helped us prove this is a much easier to use interface with people who are not familiar with the library structure, or not sure what they are looking for. Again, as you are doing your interviews with your internal users as well as your external users. If you find conflicting data or places where people have issues. I see a question. What happened to the traffic and resources that got demoted. I'm going to continue on here but we will definitely keep that in mind in the Q&A session and we will go back and analyze that. What we did was make sure we had something to say about why the decisions were made. And so then the other thing that we learned is that when you are gathering feedback, it is very important that people feel you are not just gathering the feedback what is being done about the feedback that people are providing. Right? Initially as we got more and more feedback we were keeping it together but we weren't really publishing it or communicating to people what the feedback we are receiving was and this is creating a communication gap between what the project was doing and what people's expectations were. One thing that helped us move forward in this regard was publishing a spreadsheet of all the feedback that we were receiving as well as recording, within our group we wrote feedback about the feedback. Letting people know that specific thing they are providing, what we thought about it and how it fit with the rest of the feedback we were receiving from other stakeholders. Right? What one person may tell you may be the exact opposite of what somebody else may tell you. You have to make decisions about which of this feedback you will address. By people being able to see all of the feedback being provided, and being able to refer to the feedback and then being able to see you are addressing it, and made people more comfortable providing more feedback because it was being taken into account and they can see why decisions are being made throughout the process. And then the final thing I will talk about what our next steps are. What are we doing now? We have now launched and we have been over four years since the site was launched and we have continued to improve. We have a continuous improvement process. One of the things we improved and that helped us make sure that the side wasn't static and we were making changes and we change our reporting structure. Previously before we made this new redesign we had some committee called the Webb advisory group. It was rather large. We rented to be representative of all the different departments and divisions on the library. But it became a group that was not being very efficient because so many of the conversations we were trying to have got bogged down in the details and the Number of people that were involved. We ended up dividing the Webb advisory group into two separate teams. So now we have the website strategic committee, the members and the people who are presented here are the members of that committee along with four other person which is our marketing director. Between the five of us we meet on a weekly basis and we talk about things that are happening to the website. This makes us be more flexible and more agile when things need to be changed on the website. This is also easier because the five people I am talking about all have direct duties related to the website and their position descriptions. That makes it to where the work that is being done on the website is being done by people who already have a portion of their day today to do some of that work. One of the concerns or conflicts that we had with our previous structure is that all of the people that were in the advisory group, did not necessarily have job descriptions of doing work with the website. It was difficult for us to get time to do the work that was needed to be done. But we still wanted people to be involved around the website, around the libraries in making improvements to the website. We created the website content communication committee that is a larger team and it is representative of the different divisions around the library. But that team only meets monthly and has a much smaller set of duties related to what they are supposed to do. What is it that they do now? One of the things that we were able to create with our new website as we created a content inventory. There is a link on the slide and that content inventory, the way it works is whenever a new page is created on the website it is tagged by ownership. There is a way for us to now go and say for every specific division in the department on the website, what pages are they supposed to be keeping track of? This makes it much easier to ensure our website is up-to-date because the content committee at their monthly meetings does round robins to make sure people have all the help and information they need to keep their pages are up-to-date. They make sure all of our pages have someone that is involved in updating that content. So that is something that we have been very successful with. We feel like that is doing well. And I think that is all we have right now. So I am going to turn it back over to Lindsay to guide us through our questions and answers. It looks like there is already some questions and answers on the check. Lindsay, do you want to take those?

Sure. I would be happy to. Okay, yeah. So thank you. This is the time for some Q and day. I want to say before we get into that, I don't know how long it will take that we have our e-mails here. We are more than happy to talk to you and if you would like to meet and talk about our process are any more specific questions we would be happy. Please reach out to us. We will be fielding questions now. I see we have two questions in the chat. The first question is what happens to the resources that got demoted? Mason mentioned this. I will open the stop also to my colleagues. But most of our users are finding the resources through FAQs or search or Google. So, actually, we have not seen a significant increase of traffic. Users are still finding the resources that they need. So we are seeing traffic pretty stable. Do y'all have anything to add to that as well?

I think the only thing that I would say about that particular question, that truth through me up when I first read it, I wasn't sure what they meant by demoted. I'm not really sure that we demoted. I guess maybe the question was around the search box and the specific links to those areas? That was a question of being demoted. It was not that they got demoted, necessarily. They got put into a place that made more sense for the rest of the users to find them. I think that the language that is being used in those resources is very specific to people who have been trained in library language. So we do not feel like it was demoted. One thing that needs to be included in our conversation is that why don't the changes that happened prior to or search box change as we launch the new discovery tool. Our discovery tool is much more engaged with all of our resources and a lot of that content can be found through our search box.

I will add to that. One of the things we discovered throughout the redesign is most of our users are not coming to the website from the home page. I know this came in when we were looking at the homepage option and I think if you are looking at how people are getting to your things you might see that they are coming from a lot of links you did not expect them to come from to get to those places. That's one of the big things we assessed when we were determing how to arrange our content. How are people getting here right now.

The next question is do you recommend a project management approach with specific goals that have and due dates and I would say most definitely redo. There were a lot of moving parts of this project and different people working on different parts. So I think we had a charge or something like that. Pretty much we could all see where things were at all times was really important. We did this really quickly. I think that required us to be really organized about the project management. Does anyone else want to answer that?

Yeah. You are right, Lindsay. One of the things we help be successful was organization. One of the things you will notice when trying to plan a project of this size is there is definitely going to be several different work streams and so there are things that are technical like the infrastructure changes we were making. The dying and that sort of thing. Then the work stream of the UX and the feedback, and the feedback gathering. Then there are things like other work streams related to content review, right? While all of the things we talked about may have sounded like they were happening one after the other but these were work streams happening at the same time. This is happening at the same time. You need to be able to manage those work streams separately and understand where your dependencies are so that you can meet your deadlines.

I see Mason just answered the UX question in the chat. We've tested $0.05 launch. So yes. We did that with iterative testing as well. Did you say your findings of the users don't browse. We found they use the website search, they use Google search or they use the FAQs. Do we use a heat map software? What are our most used elements on our homepage? We do not use a heat map software. We looked at Google analytics and looked at the tree map and everything there. Our most used elements, we talked about a lot when we were deciding what icons to put on the homepage. This was a huge discussion. We had to go in and get input from stakeholders. Find a way to represent. Our homepages have so many resources and options. I would say ideally it is our database, the advanced search and it's getting to resources. We also wanted to guide users to the resources that help them find what they needed. That was another thing. The top thing users were looking for. E-books, articles but also the things that would help them and making sure we put our support services on there as well. Does anyone want to add anything onto that expect I will add to the second part of Isabel's question. I want to give credit to the known project for the buttons. There is a lot of visual inconsistency across the site. We had various graphic designers over time that had created different icons and different locals. One of the things I worked very closely with our latest graphic designer and we were trying to find a way in order to make graphics and different icons sustainable and we do have a description and we identified a specific icon, as well as the very specific style to use across the site.

In the next question that came through is the sprints it was a team of seven or eight of us we did two hours sprints where we have the shared collaborative spreadsheet and we put our names next to one of the pages and sort of go through the work flow and the auditing process as we all work together. One of the resistance we were on zoom together as we could say does anyone know if this is right? Who should be the contact on this page and it allows different people from different divisions and areas allows people to gather information and fix information and realize errors in realtime. I think we did four or five of those two hours sprints and then we also did some of the work asynchronously. Our smaller group took that work and sort of further reviewed the recommendations from that as well. I actually think doing it that way worked out well and we were able to get through this 500 pages and look at each page and all work together but it was a significant time. Are there any other questions? Anything you all would like to know?

We are going to put in our Webinar satisfaction survey. If anyone is willing to fill it out you would be very grateful. We have one coming up in June and we have drive-throughs data to access information fast on June 13th and we have a Webinar on U.S.A..gov on June 15th. I'm not seeing any questions. We do have a question Brooklyn city want to take that over.

I believe on-side nine I will go back to that now that was the spreadsheet I was thinking about I'm not sure how this works but we would be happy to share the slides if we were able to do that could you send the slides along with the links to the recording and that will likely be sent out tomorrow or on Tuesday so I'm going to give a couple more seconds to see if we have any last minute questions coming in.

We first started talking about this project in November, 2021 and we launched the redesigned site in July even even our leadership at the time told us they thought that timeline was wild and we were doing it way too fast and we should've taken at least a year. With the tactical migration we had a fire to get it done and we took this project as a major focus of our screen and we all work together. We got it done in eight months.

If we have no more questions I want to thank Lindsay Ward in and others for presenting this Webinar. Please check our upcoming webinars and if you haven't we thank all of you for attending and have a great weekend. [Event concluded] [Event Concluded]