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Our Library, Your Portal: Integrating Dynamic Library Content Into A Campus Portal

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Our Library, Your Portal: Integrating Dynamic Library Content Into A Campus Portal

**Daisy Benson, Gary S. Atwood,
Dan DeSanto, & Graham Sherriff**

ACRL NEC: Opening Doors for Each Other - March 6, 2019



My 4 Year Plan for Career Success

Have you started your profile yet?




handshake

JOBS INTERNSHIPS CAREERS

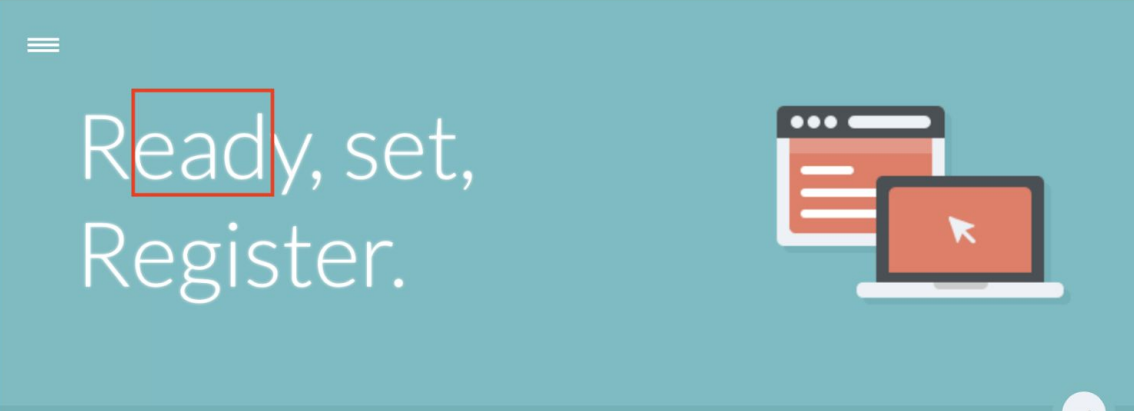
- My Campus
- BEST PLACE TO GET LUNCH ON CAMPUS?
- CCRH
 - SKINNY PANCAKE
 - NEW WORLD
 - SIMPSON
 - WATERMAN MANOR

My Life at UVM



SPRING REGISTRATION BEGINS NEXT WEEK

My Involvement



Ready, set,
Register.

Registration for Spring semester opens **Wednesday, November 14th** - are you ready? Start preparing now to ensure a smooth and easy course selection process.

[Overview](#)[UVM Facts](#)[Map and Tours](#)[After UVM](#)[Campus News](#)[Office of the President](#)[Burlington, Vermont](#)[Outreach](#)[Diversity and Inclusion](#)[Overview](#)[Undergraduate](#)[Graduate](#)[Medicine](#)[Financial Aid](#)[Overview](#)[Majors, Programs,
Colleges and Schools](#)[Course Catalogue](#)[Graduate College](#)[College of Medicine](#)[Center for Academic
Success](#)[Continuing and Distance
Education](#)[Studying the Environment
at UVM](#)[Office of the Provost](#)[Overview](#)[Varsity Athletics](#)[Student Life](#)[Bored Calendar](#)[Campus Calendar](#)[Career Center](#)[The Arts at UVM](#)[Dining](#)[Housing](#)[Overview](#)[Office of the VP for
Research \(OVPR\)](#)[Graduate College](#)[Humanities Research &
Scholarship](#)[Undergraduate Research &
Scholarship](#)[UVM INQUIRY 2017](#)[Research Chronicle \(PDF\)](#)

My 4 Year Plan for Career Success

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JOBS INTERNSHIPS CAREERS

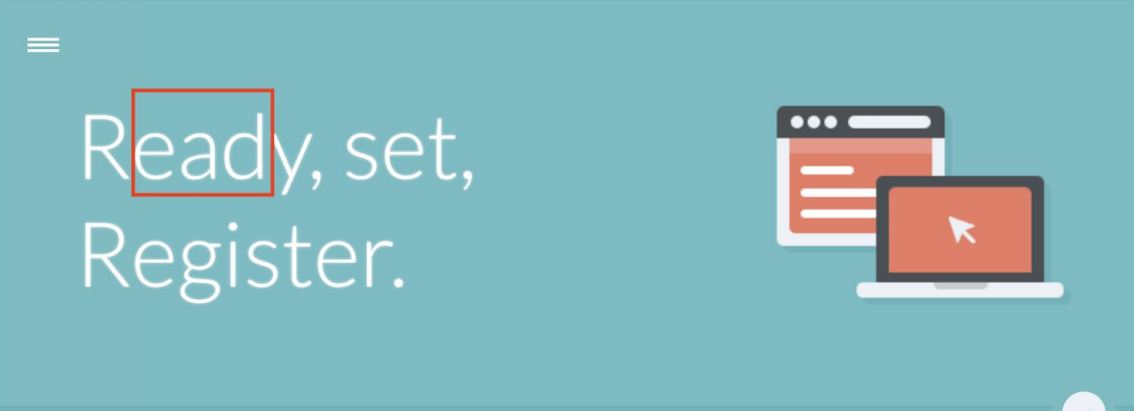
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A portal will generally:

— — —

1. allow a **single user authentication** and authorization step at the initial point of contact to be applied to other entities within the portal;
2. allow **multiple sources of information** (“channels”) to be displayed on a single screen;
3. provide **personalization of channels**, based on each user’s characteristics;
4. allow user personalization of the look-and-feel of the interface;
5. provide a consistent style of access to diverse information sources, including legacy applications;
6. facilitate **transaction processing** as well as simple data access.

(Carden, 2004 - our emphasis)



Statement of Purpose

“... The aim and scope of the project ... is not to reproduce the Libraries’ website or LibGuides.”



MENU

OFFICE OF **THE REGISTRAR**



**UNDERGRADUATE REGISTRATION
FOR FALL 2019 WILL BE
TEMPORARILY SUSPENDED
11:59PM MAY 10 UNTIL 6:00AM
MAY 31.**



**Schedule of Courses by
Semester**



**Transcript Requests and
Grades**

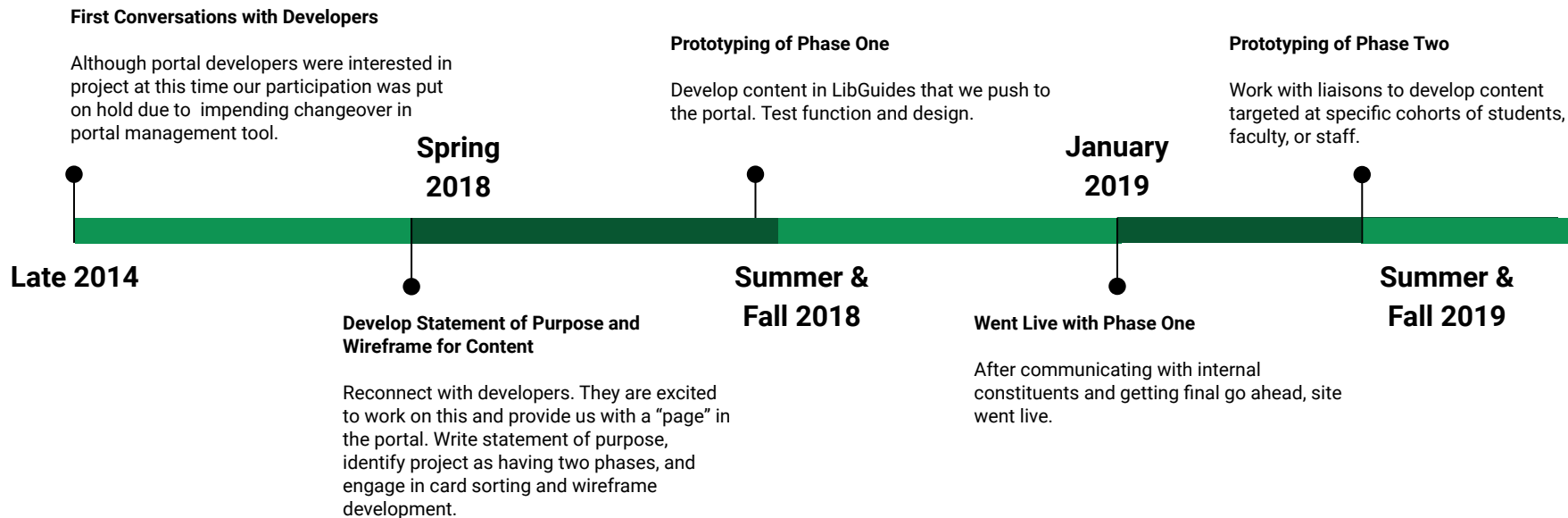


**Registration and Enrollment
Verifications**

Popular Pages

- [Academic Calendars](#)
- [Banner 9 User Guide](#)
- [Final Exams](#)
- [Change Your Major](#)
- [Transfer Credit Guide](#)
- [Residency Information](#)
- [Historical Enrollment](#)
- [University Catalogue](#)
- [General Education Requirements](#)

Our Development Process



Statement of Purpose

“The aim and scope of the project is to strategically position dynamic, responsive information about research services in a venue with which students frequently interact. It is not to reproduce the Libraries’ website or LibGuides.”

PHASE 1 - A Library Tab in the Portal



Not the Website

THE LIBRARY IS OPEN 8:00 AM - 12:00 AM TODAY

SWITCH LIBRARY ▾

SEARCH UVM.EDU ▾

MyUVM



THE UNIVERSITY OF VERMONT LIBRARIES

Howe Library

Ask. Discover. Create.

Collections ▾

Research ▾

Services ▾

About ▾

Help ▾



CATQuest

Search the UVM Libraries' collections

🔍 Search for Books, Articles, Journals, Videos, and More...

SEARCH

[Advanced Search](#)

Connect Off Campus

Journal Titles

Research Databases

Research Guides

ILL / DD Request

Group Study Rooms

Film

Course Reserves

Phase One Card Sorts

Find
Course Reserves
Main collection
(CATALYST)

Ask - Why ask
chat
Contact details

B/H
PML
SCUA

Research Guides

Hours & Directions

RoadMap

THOMSON REUTERS
ASK
Web of Knowledge EndNote ScholarOne Research Analytics

THOMSON REUTERS
Featured rotating
content
THANKS TO KNOW - welcome
- print - it's mid sem
- print - meet w/
- print - a librarian
Web of Knowledge EndNote ScholarOne Research Analytics

THOMSON REUTERS
search box
CATALYST
Research
Web of Knowledge EndNote ScholarOne Research Analytics

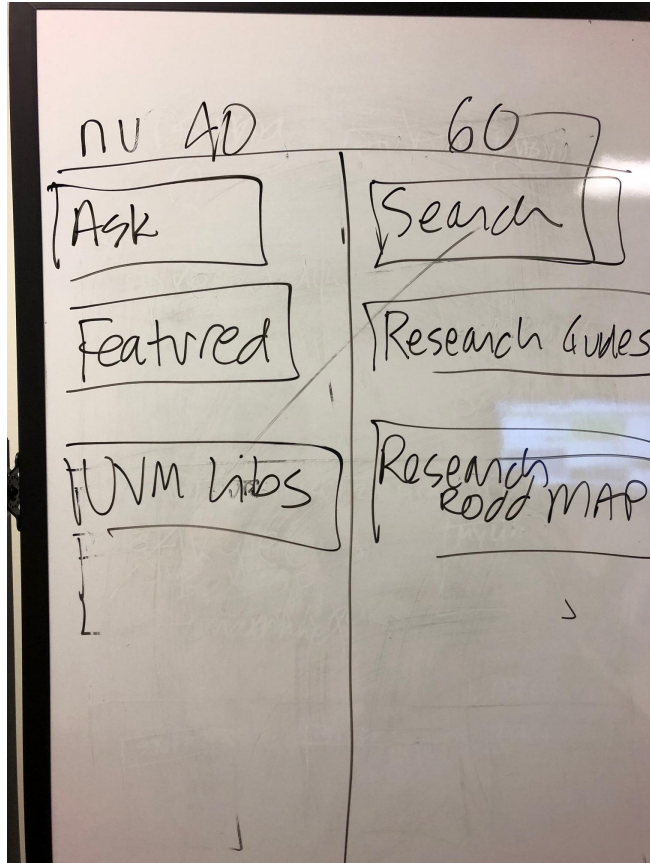
THOMSON REUTERS
Research Roadmap
Web of Knowledge EndNote ScholarOne Research Analytics

THOMSON REUTERS
CIT
S
TOP
Web of Knowledge EndNote ScholarOne Research Analytics

COURSE RESERVES

THOMSON REUTERS
TOP SERVICES
- Book a study room
- Borrow interlibrary loan
Web of Knowledge EndNote ScholarOne Research Analytics

Phase One Wireframe



Each content area here will become a “box” or “channel” on a page for the Libraries in the Portal.

The Final Wireframe Includes Boxes for:

- Research Guides - Subject & Class Guides
- Search our Collections - Discovery Tool, Databases, & SFX Journal Title Search
- The Research Roadmap - suite of tutorials
- Quick Links to the three libraries
- Ask a Librarian Services - also supported with a pop-out chat widget
- Features Box - rotating content
- A box for each of the 3 libraries on campus

Why LibGuides?

LibGuides ▾ Home Content ▾ Tools ▾ Discussions ▾ Statistics Admin ▾ Help

UVM Libraries / UVM Libraries Research Guides / Create New Guide

Create New Guide

Hover over ⓘ icons next to each label, and be sure to check out the right column boxes for useful tips.

Choose Layout or Reuse ⓘ Start fresh ▾

Select one of the available templates to apply to this guide. Tabs Layout templates display the pages/tabs at the top, while Side-Nav Layouts display the tabs on the side. If unsure, pick the System Default - you can always change the template later.

guide uvm 003 gs footer report link ▾

Guide Name ⓘ

Guide Description ⓘ

Guide Type ⓘ Other ▾

Group Assignment ⓘ Do not assign to a group ▾

Password ⓘ

Share Guide Content? ⓘ No Internal Community

Requested By (LibCRM) ⓘ

- Individual LibGuides boxes can map to a box in the Portal
- Each box is a clean slate (no system-wide headers or navigation)
- Automated updates of some content with widgets
- Direct control of box content
- Ability assign variable rights to our content

Prototyping & Management in LibGuides

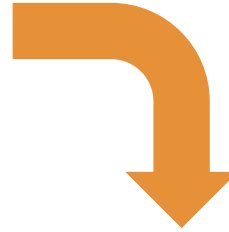
UVM Libraries



Howe Library

Dana Medical Library

Silver Special Collections



⚙ Add / Reorder ▾

The UVM Libraries

Howe Library

Dana Medical Library

Silver Special Collections



Ask a Librarian

Librarians can help you to develop a topic, search for information, and plan out next steps for your research.

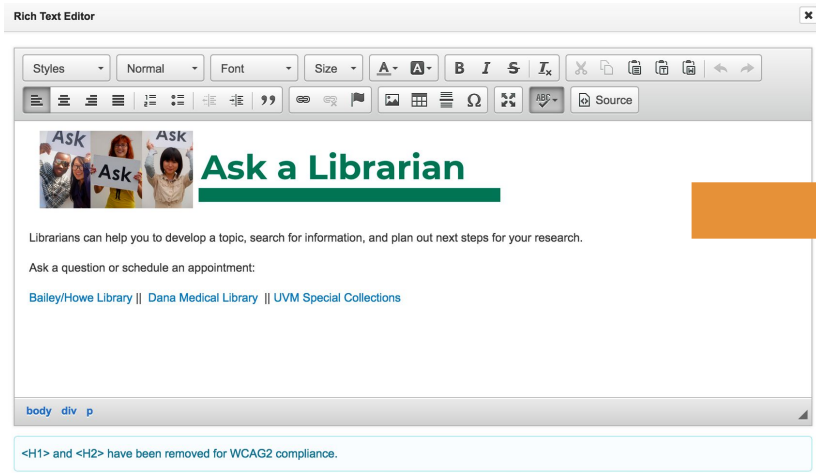
Ask a question or schedule an appointment:

Bailey/Howe Library || Dana Medical

Library || UVM Special Collections

Prototyping & Management in LibGuides

Rich Text Editor



The screenshot shows a Rich Text Editor window with a toolbar at the top containing various text and image editing tools. The main content area displays a banner with a photo of four people holding 'Ask' signs and the text 'Ask a Librarian' in green. Below the banner is a paragraph of text and a list of links. The bottom of the editor shows a status bar with a warning message: '<H1> and <H2> have been removed for WCAG2 compliance.'

Styles Normal Font Size A A- B I S Ix

Ask a Librarian

Librarians can help you to develop a topic, search for information, and plan out next steps for your research.

Ask a question or schedule an appointment:

[Bailey/Howe Library](#) || [Dana Medical Library](#) || [UVM Special Collections](#)

body div p

<H1> and <H2> have been removed for WCAG2 compliance.

Ask a Librarian



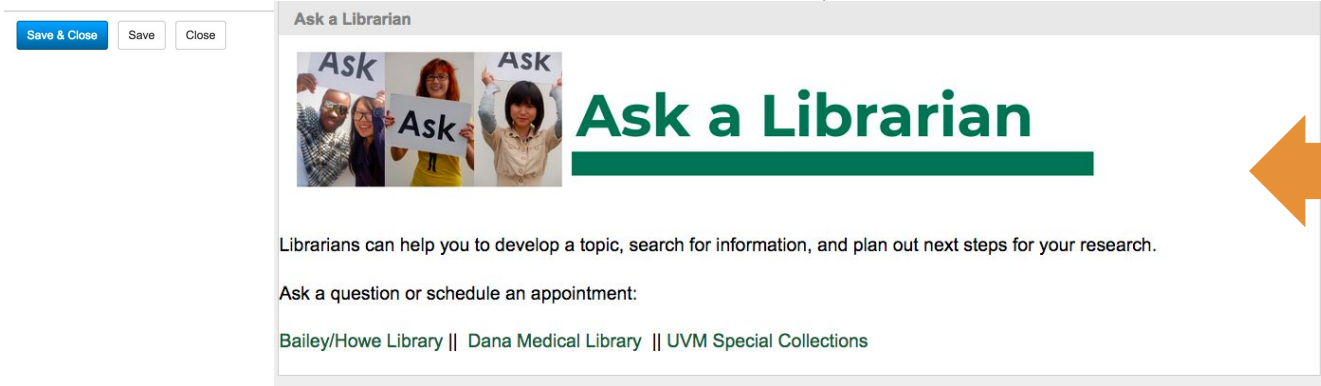
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Ask a question or schedule an appointment:

[Bailey/Howe Library](#) || [Dana Medical Library](#) || [UVM Special Collections](#)

Save & Close Save Close



The screenshot shows the final published page layout. It features a grey header with the title 'Ask a Librarian'. Below the header is a banner with the same photo and text as the editor. The main content area contains the same paragraph and links. The layout is clean and professional.

Ask a Librarian

Ask a Librarian

Librarians can help you to develop a topic, search for information, and plan out next steps for your research.

Ask a question or schedule an appointment:

[Bailey/Howe Library](#) || [Dana Medical Library](#) || [UVM Special Collections](#)

The Libraries Page in the Portal



Welcome, Daisy
You are currently logged in.

- Blackboard
- PeopleSoft
- Resources
- UVMHome
- Email
- Logout

- Teaching
- Advising
- Grading
- Resources
- Student
- My Schedule
- Registrar
- Student Financial Services
- Advising (Degree Audit)
- Employee
- Library
- Alumni
- Help

The UVM Libraries

Howe Library



Dana Medical Library



Silver Special Collections



Ask a Librarian



Ask a Librarian

Librarians can help you to develop a topic, search for information, and plan out next steps for your research.

Ask a question or schedule an appointment:

[Howe Library](#) || [Dana Medical Library](#) || [Silver Special Collections](#)

You should know...



BREAKING NEWS!

Print copies of major US

Research Guides



Looking for a place to start your research for a specific class? Want to find information to start.

Subject Guides:

How you conduct research and the types of information you need will depend on your conduct research within your field.

Class & Group Guides:

Working on a major research assignment? Did a librarian work with your class? Check here to see if there's a guide to help you work through your assignment.

Search Our Collections



Search for articles, books, media & more

Find

Choose a Database

If you know what database you want, choose it from this list. If not, consult [Research Databases](#) on the Libraries' web site.

Have a question? Ask a Librarian!

Type your question below to get started with Howe Library. [Need to Ask the Dana Medical Library?](#) (Chat will open in new tab).

Type your message here...

Submit



THE UNIVERSITY OF VERMONT LIBRARIES

Research Guides

Ask a Librarian

Looking for a place to start your research for a specific class? Want to find information specific to your field? Research guides are a great place to start.

Subject Guides:

How you conduct research and the types of information you need will depend on your subject. These guides include links to the best places to conduct research within your field.

- ✓
- African American Studies
- Agriculture
- American History
- Anatomy Resources
- Anesthesiology
- Animal Science
- Anthropology
- Art and Art History
- Artists' Books at UVM
- Asian American Studies

Go

ork with your class? Check here to see if there's a guide to help you work through your

Go



Search for articles, books, media & more

Find

Choose a Database

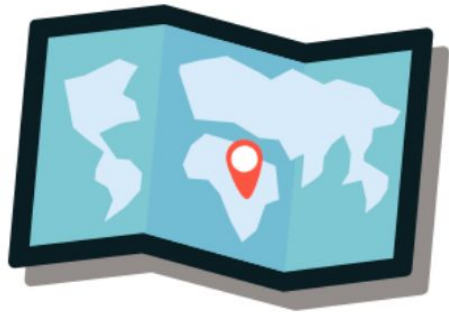
If you know what database you want, choose it from this list. If not, consult [Research Databases](#) on the Libraries' web site.

Find a Journal

Search for a journal title

Find

Starts with Contains



Research Roadmap

Need help finding your way with the research process? Check out our tutorials and guides!

- Starting your Research
- Finding Books
- Finding Articles
- Understanding Results
- Writing & Citing
- More Help

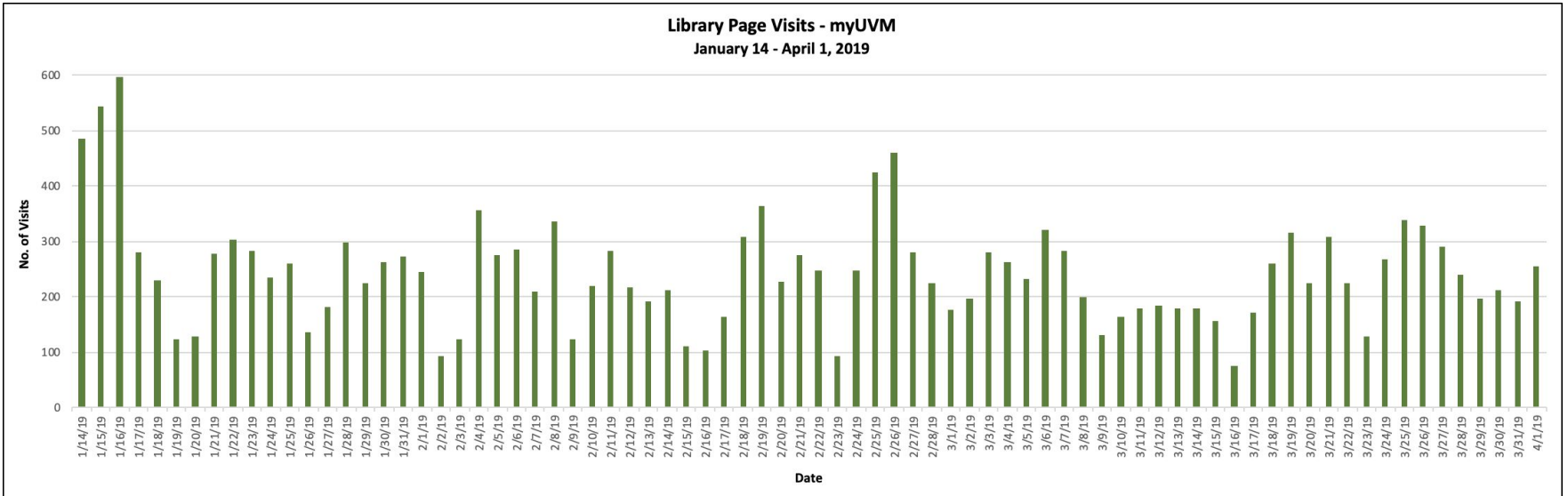
Observations



18,981

Total Number of Hits for the Library Page in MyUVM

Portal Usage is Consistent



Chat Reference Widget Embedded in the Portal



Did you hear?
Chat Reference
increased!



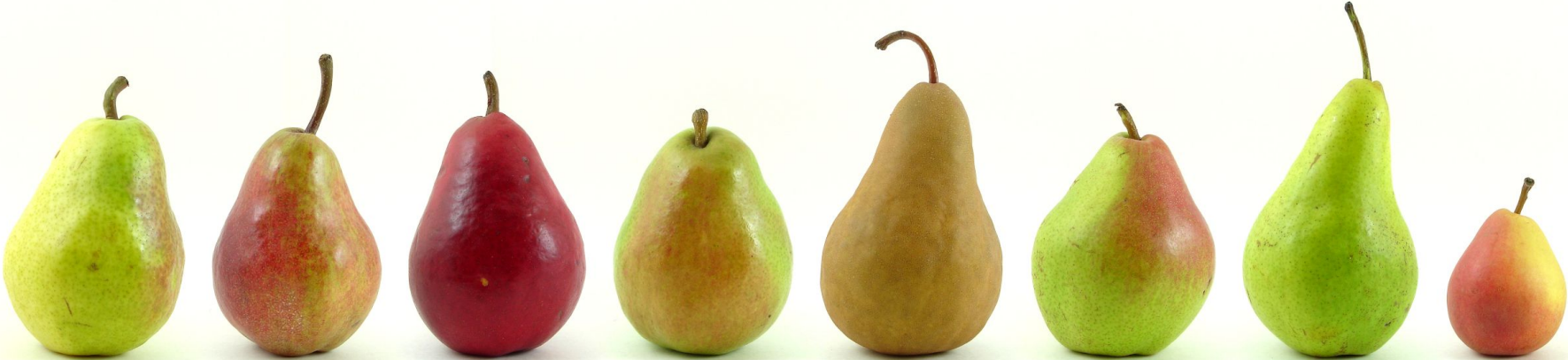
Yes, chat questions
coming from the
Portal accounted for
a **23% increase** in
transactions!

Increased Visibility & Use of Instructional Resources

Percent Change in Use of Research Roadmap Component



PHASE 2 - The Student Landing Page



College of Education and Social Services First-Year Student



Welcome, Daniel
You are currently logged in.



Teaching Advising Grading Resources **Student** My Schedule Registrar Student Financial Services Advising (Degree Audit) Library Employee Help

My Campus

CRISP, COBBLER OR PIE?

- TEAM CRISP
- TEAM COBBLER
- TEAM PIE
- MEH..

[Cast Your Vote](#) [View Results](#)



My Life at UVM

Between The World and FYE

Join The Office of First Year Experience to talk about the FY read.

HEADS UP, CATAMOUNTS! QUICK LINKS HAVE MOVED!

My Involvement

GlobalFoundries

[LEARN MORE >](#)

Fall Job and Internship Fair

Wednesday, October 3 from 12 - 4pm // 4th Floor Davis Center



Over 125 national and local organizations will be here to talk with students and alumni from all areas of academic study!

College of Arts and Sciences Undergrad

Teaching Advising Grading Resources Student My Schedule Registrar Student Financial Services Advising (Degree Audit) Library Employee Help

Academic Profile

Fall 2018

Select Another Term

Curriculum

Class Standing: Continuing Education

Degree: Non Degree

Level: Continuing Education

Admit Term: Fall 2005

Catalog Term: Fall 2005

College: Continuing Education

Major: Non Degree

Advisors

Jennifer P. Lian (Primary) 

Transcript Holds

My 4 Year Action Plan

Have you started your profile yet?

 **handshake**

My Life at UVM



REGISTRATION OPENS
MARCH 2nd

SUMMER

 SUMMER UNIVERSITY
UVM.EDU/SUMMER

My Involvement



Fall Job and Internship Fair  

Wednesday, October 3 from 12 - 4pm // 4th Floor Davis Center

Over 125 national and local organizations will be here to talk with students and alumni from all areas of academic study!

Employers from all industries will be looking forward to connecting with student candidates. See the full list of employers attending.

Talk to employers. Explore options. Get ideas for full time jobs, part time jobs, and internships.



Nursing and Health Sciences Undergrad

My 4 Year Action Plan

Have you started your profile yet?

 **handshake**

JOBS INTERNSHIPS CAREERS

My Campus

CRISP, COBBLER OR PIE?

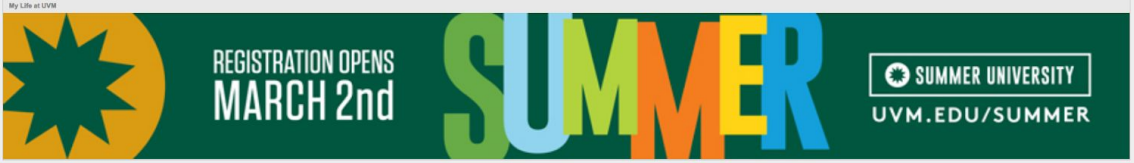
- TEAM CRISP
- TEAM COBBLER
- TEAM PIE
- MEH..

[Cast Your Vote](#) [View Results](#)

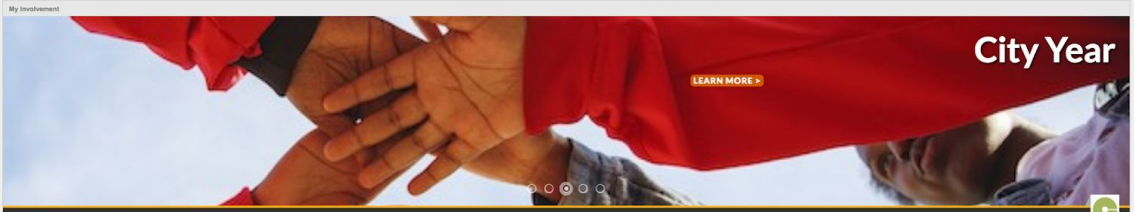
My College/School





My Life at UVM



My Involvement



Fall Job and Internship Fair  
Wednesday, October 3 from 12 - 4pm // 4th Floor Davis Center

Over 125 national and local organizations will be here to talk with students and alumni from all areas of academic study!
Employers from all industries will be looking forward to connecting with student candidates. See the [full list of employers attending](#).
Talk to employers. Explore options. Get ideas for **full time jobs**, **part time jobs**, and **Internships**.
Dress professionally. Bring a resume and your best handshake!

[Find Out More](#) → [Video Guide](#) →

Libraries Box: For a Second Year History Major

— — —
A **history major in their second year** at UVM will be introduced to methods for working with primary and secondary sources.

In the Libraries channel, they could see:

- Digitized newspaper collections
- Tutorials on how to search for primary material in the Libraries catalog
- Featured collections in the Silver Special Collections Library
- Information on Chicago citation style

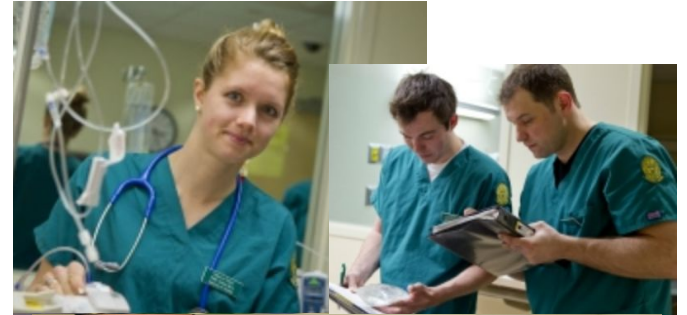


Libraries Box: For a Second-Year Nursing Major

— — —

A **second-year nursing major** who is expected to develop a research topic might see on their MyUVM homepage throughout the semester:

- Our *Engaging with Information* tutorial
- Libraries Research Guides for Nursing
- Links to PubMed or CINAHL and search guides to these resources
- APA citation help



Libraries Box: For a Graduate Student

— — —
A **graduate student about to begin their first semester** at UVM might see on their MyUVM homepage:

- Citation management software
- Interlibrary Loan and Document Delivery
- Subject librarian contact and scheduling information



Libraries Box: For Study Abroad Students

A **study abroad student** who will only have virtual access to the Libraries might see on their MyUVM homepage:

- Reminders of the access they DO have while abroad
- A chat widget for direct reference help
- A link to set up a virtual consultation (Skype/Google Hangout) with a subject librarian
- A Link to our document delivery service



Delivering Content through the Libraries Channel

Liaison Librarian

- Program Knowledge
- Content
- Timing



Educational Services Group

- Standards
- Branding
- Graphics
- Design



MyUVM Developers

- Tech/Design Support
- MyUVM Experience



Students



Opportunities



Opportunities

- Extend our resources and services into student space
- Assess page use
- Reflect on which resources would be the most effective
- Collaborate with the MyUVM Portal Development Team

Obstacles



Obstacles

- Meeting the needs of all three libraries
- Wrestling with design issues
- Struggling with technical issues
- Addressing governance issues



Questions?

References

— — —

Carden, M. (2004). Library portals and enterprise portals: Why libraries need to be at the centre of enterprise portal projects. *Information Services & Use*, 24(4), 171-177.
<https://doi.org/10.3233/ISU-2004-24402>