

## Information Organization, Usability, Currency & Accessibility (IOUCA)

**Date:** April 3, 2007

**Time:** 9:00 – 11:00 a.m.

**Location:** LC II, Room 340

### Attendees:

Anamarie Malone, Stacey Alexander, Pam Licon, John Quijada, Deborah Schwartz, Claudina Nevis; Neal Albritton, Carolyn Lawson, Donna Freeman, Morris Weisbart, Susan Hildreth

### By Phone:

Patrick Johnson, Danny Lee, David Golden

### IA Summit

**Kris Ogilvie**

This year's IA Summit was hosted by ASIS&T and IAI. One of the most interesting sessions was on Core and Paths: A Way to Findability.

Discussed were seven sins in building information architectures:

- Introvercy – Start at home page and plan from that point. Why – Only a small percentage of users start at the home page. Most people enter through search engines or links on other sites.
- Abstraction
- Isolation – Engage the users!
- Information overload
- Navigation overload
- Futility
- Logophobia – Fear of words.

Start with core (“the most optimal unit of consumption”). Develop paths into and out from the core.

Link to presentations from the IA Summit:

<http://www.iasummit.org/2007/conferenceProgram.htm>

Kris met with several library and information science students from UCLA. The students specialized in class work on information architecture. The professor who runs the program said that she wouldn't hesitate to recommend any of the students to assist CA with IA.

It was mentioned that the Dept. of Mental Health is redesigning its site from the ground up and could benefit from the students' help.

Susan noted that it would be interesting to contact UCLA and UC Berkeley to explore offering internships/work experience opportunities to students. Carolyn noted that eServices is already in contact with Robert Glasgow at UC Berkeley.

## **Information Organization, Usability, Currency & Accessibility (IOUCA)**

### **eServices Update and Web Tools Refresh**

**Carolyn Larson**

The original purpose of Web Tools was to assist webmasters in using the new templates. The site grew to include the areas of usability and accessibility. However, the site became too complex and difficult to navigate. eServices and DTS reviewed the site, which they worked together to re-organize. They separated accessibility and usability information and gave them their own sections to help make the site more user-friendly.

Briefly:

- eServices owns templates, wants IOUCA to own the usability/accessibility stuff
- Met with IOUCA last Tuesday to review and discuss the usability accessibility content
- eServices also raised issue on how to handle questions that come to them. Some of the questions, such as questions on colors that can be used, would be better answered by or with input from IOUCA.
- eServices wants IOUCA to help take on the challenge of finding the balance between aesthetics and accessibility. Kris will set up a meeting with Carolyn and Richard Devylder.
- eServices is talking with Google about site map creation. eServices would like the larger departments to have complete site maps. Google is currently working with WA and VA in addition to CA.
- It is anticipated that in early May, Google will release a press release that discusses public/private partnerships.
- Google offers webinars every Thursday.
- eServices was asked to participate with the Governor's Office on a project with a web component. The Governor's Office asked how to incorporate usability. Kris and Donna have been asked to participate.
- The Webmasters' User Group will meet on April 4. The focus of the meeting will be on accessibility.
- GTC classes have been posted.

### **State CIO Website Refresh**

**Claudina Nevis**

The State CIO website refresh is almost done after three months of hard work. The biggest challenge was in having adequate resources (volunteer team).

## **Information Organization, Usability, Currency & Accessibility (IOUCA)**

The project management products are available on the State CIO's website. A lessons learned session will follow in the near future.

### **Open Discussion**

### **The Group**

The Library is redoing its website. A user survey was posted on the library's site for one week and received about 350 responses. The team analyzing the results suggested that people were going directly to what they wanted or were not going very far before they gave up.

There will be a usability conference in San Francisco in June through the Jakob Neilson group. It is a 6-day conference with options to go to 1- or 3-day intensives.

Richard Lehman created a service center focused on consumer issues using Google tools. He is working with Google to refine it. The Google tool will allow for the creation of service centers out of the information currently available.

- What service centers should we consider developing?

Stacey created a service center out of the information available in Spanish. The service center includes links to state, federal, and non-profit content. It took her about a week to create the center.

Comments and concerns resulting from Google and improved search:

- Taxonomy
- Relevancy of dated or outdated content. David Golden noted that the military is better able to find content that shouldn't be public.

### **Next Meeting**

**Kris Ogilvie**

Next IOUCA Meeting: April 17, 2007  
The Cannery, Alhambra and Q  
9:00 – 10:00 AM