Managing web projects in academic libraries

Appendix

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Note: this survey was originally conducted using Quatrics online survey software, and was presented on a series of screens. A single blank line represents an input box; multiple blank lines represent a multi-line input box.

In the last 2 years, about how many different people in your organization have led web projects?

○   One person has led all web projects in my organization.

○   A few (2-5) different people have led web projects .

○   Many (more than 5) different people have led web projects

What best describes YOUR level of activity in managing web projects in the last 2 years?

○   I have managed ALL of my institution's web-related projects in the last 2 years.

○   I have manage MOST of my institution's web-related projects in the last 2 years

○   I have managed SOME of my institution's web-related projects in the last 2 years

○   I have managed FEW of my institution's web related projects in the last 2 years

What is your position title?   _____

In what department / unit of your library do you work? _____

What academic degrees do you hold? (Check all that apply)

☐ BA or BS

☐ PhD: [____]

☐ MLS, MLIS, or similar degree

☐ Other: [____]

☐ Master's degree other than MLS: [____]

Please list the top 3 to 5 official job responsibilities of your position

_____

_____

_____

_____

Approximately what percentage of your time do you spend on just web project management tasks such as project planning, communicating, and implementing? Do not include activities such as HTML coding, graphics design, etc.

| 0 | Percentage of time spent on just web project management

In your opinion, what are the top 3 to 5 personal characteristics, traits, or skills that make for an "above average" web project manager?

	frequently	sometimes	rarely	never	not sure
writing a statement of scope or statement of work	○	○	○	○	○
identifying a project sponsor	○	○	○	○	○
budgeting for outsourcing, hardware and software costs	○	○	○	○	○
budgeting for in-house staff time	○	○	○	○	○
documenting project requirements	○	○	○	○	○
documenting project specifications	○	○	○	○	○

	frequently	sometimes	rarely	never	not sure
computing return on investment/analyzing cost-benefit	○	○	○	○	○
creating a work breakdown structure	○	○	○	○	○
identifying milestones	○	○	○	○	○

Which of the following formal project management practices do YOU use when managing web projects (part 1 of 2):

	frequently	sometimes	rarely	never	not sure
writing a statement of scope or statement of work	○	○	○	○	○
identifying a project sponsor	○	○	○	○	○
budgeting for outsourcing, hardware and software costs	○	○	○	○	○
budgeting for in-house staff time	○	○	○	○	○
documenting project requirements	○	○	○	○	○
documenting project specifications	○	○	○	○	○
computing return on investment/analyzing cost-benefit	○	○	○	○	○
creating a work breakdown structure	○	○	○	○	○
identifying milestones	○	○	○	○	○

Which of the following formal project management practices do YOU use when managing web projects (part 2 of 2):

	frequently	sometimes	rarely	never	not sure
identifying a critical path	○	○	○	○	○
creating a PERT chart	○	○	○	○	○
creating a Gantt Chart or schedule	○	○	○	○	○

requiring change request forms	○	○	○	○	○
writing a software quality assurance test plan	○	○	○	○	○
submitting project status reports	○	○	○	○	○
archiving documents for future project teams	○	○	○	○	○

Any comments about your use of formal project management practices?

_____

_____

What types of web project management groups does your library use?

☐ Temporary web project teams that are formed on a project-by-project basis

☐ Standing committees

☐ Organizational unit or department

☐ Other: _____

How does your library determine which group handles which projects?

_____

_____

_____

_____

Standing Web Committees

This section considers standing web committees or similar groups, not organizational departments. If you have more than one, you will have the opportunity to answer three questions about each.

What is /are the names of your standing web committees?

Standing Web Committee #1	
Standing Web Committee #2	
Standing Web Committee #3	
Standing Web Committee #4	

Standing Web Committees (the following questions were repeated for each group)

What do you think makes the group [GROUP NAME #1] an effective and/or not effective group?

_____

_____

_____

_____

What is the composition of [GROUP NAME #1]? (check all that apply)

☐ representatives from throughout your library

☐ technical and design professionals

☐ other: _____

Which of the following are included in the responsibilities of [GROUP NAME #1] (choose all that apply):

☐	identifies new projects	☐	write website content
☐	prioritizes multiple projects	☐	create website graphics
☐	sets strategic directions	☐	approves website content and/or graphics
☐	designs usability tests	☐	enforces standards (style, accessibility)
☐	web maintenance (broken links, etc)	☐	manages individual web projects
☐	teaches colleagues how to publish	☐	Other (please specify):

☐ programming   ☐ final approval for completed projects

☐ conducts research & development

Your Institutional Culture

Which of the following formal project management practices does your LIBRARY use when managing NON-WEB projects. (choose all that apply, part 1 of 2):

	usually	frequently	sometimes	never	not sure
writing a statement of scope or statement of work	○	○	○	○	○
identifying a project sponsor	○	○	○	○	○
budgeting for outsourcing, hardware and software costs	○	○	○	○	○
budgeting for in-house staff time	○	○	○	○	○
documenting project requirements	○	○	○	○	○
documenting project specifications	○	○	○	○	○
computing return on investment/analyzing cost-benefit	○	○	○	○	○
creating a work breakdown structure	○	○	○	○	○

Which of the following formal project management practices does your LIBRARY use when managing NON-WEB projects. (choose all that apply, part 2 of 2):

	usually	frequently	sometimes	never	not sure
identifying milestones	○	○	○	○	○
identifying a critical path	○	○	○	○	○
creating a PERT chart	○	○	○	○	○
creating a Gantt Chart or schedule	○	○	○	○	○
requiring change request forms	○	○	○	○	○

writing a software quality assurance test plan	○	○	○	○	○
submitting project status reports	○	○	○	○	○
archiving documents for future project teams	○	○	○	○	○

In your opinion, web projects AT YOUR ORGANIZATION are completed:

	always	frequently	sometimes	rarely	never
On time	○	○	○	○	○
On budget	○	○	○	○	○
On scope (i.e. meets the identified need)	○	○	○	○	○

In your opinion, what are the top 3 to 5 factors or variables MOST likely to create challenges in managing a web project at your academic library?

_____

_____

_____

_____

How many people (excluding student employees) work in your library? If you work at a multi-library system, please answer for the library or libraries for which you handle web projects.

○   1-20 people

○   21-50 people

○   51-100 people

○   100-150

○   More than 150

About how many people in your library contribute to the library web site?

0	Number of people who FREQUENTLY contribute to library web site

0	Number of people who OCCASIONALLY contribute to library web site
0	Number of people who RARELY or NEVER contribute to library web site

Any additional comments before this survey ends? (Note: after this survey ends, you will have the opportunity to submit your e-mail separately to receive survey results).

_____

_____

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