



# **Content Management Systems in Norwegian libraries**

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# My background

- 2007: Bachelor, Library and Information Science
- Worked with
  - Center for Studies of Holocaust and Religious Minorities
  - City of Oslo, Agency for Business Development Services
  - Biblioteksvar (Ask the Library)
- 2010: Master, Library and Information Science



# Topic of my thesis

The topic of my master thesis in Library and Information Science is about Content Management Systems (CMS) in Norwegian libraries.

The aim was to find out how librarians use CMS and what goals and workflows the CMS must support in order to be a good tool for those who work with web publishing in libraries.

# Content Management Systems

CMS

Manage work flow

Share stored data

Simplify the  
publication of web  
content to web sites

Submit content  
without knowledge  
of HTML

Web site  
maintenance tool for  
non-technical  
administrators



# Research goals

- What kind of information is published on library web sites and how is it done?
- What tasks are being performed?
- What goals do the librarians want to achieve?

Is the CMS of today able to support the librarians in their work or do they have to find workarounds and organize their work with other tools and systems?

The background of the slide features a faint, light gray world map. On the right side, there is a close-up of a person's eye, looking directly at the viewer, with a grid pattern overlaid on it.

# Method

Observations of work practice in its naturally occurring context, supplied with discussion about the users' daily routines and work practice.

Librarians from nine different libraries participated.

# Results

Top level goals



Educating the public

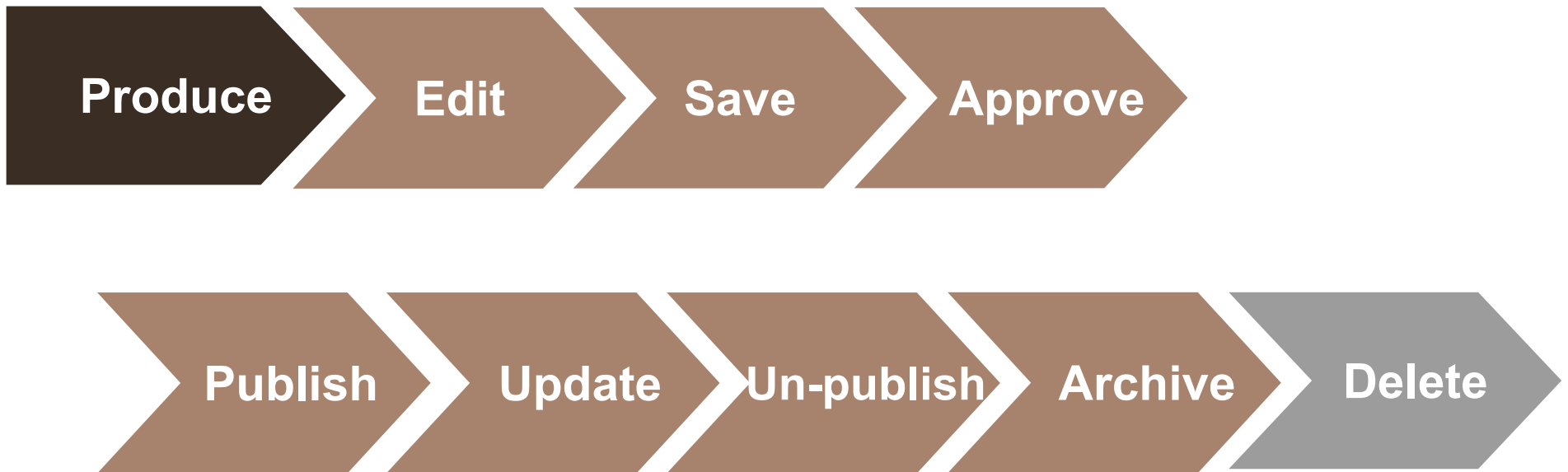
Promote the library and its services

Help users make use of the service



# Results

Tasks related to the life cycle  
of the published information





# Results

## User goals and sub goals

### User goals:

- Publish information about an event
- Publish news and important messages
- Publish reviews of things that can be borrowed
- Publish list of new items
- Publish information about a collection
- Publish a list of available information resources
- Publish contact information
- Publish statistics of library use
- Compile and present information on a specific topic

### Sub goals:

- Log in
- Upload a file
- Insert an image
- Insert a link
- Insert a video clip
- Add metadata

# Results

Tasks solved manually/outside the CMS

- Manage users, handle permissions
- Cataloguing
- Retrieve data from the library catalog
- Send out newsletters
- Make information material
- Guide users
- Improve search functionality and add keywords

- Communication with developers
- Manage registrations for events in the library
- Check for broken links
- Perform and manage backups
- Make the web site meet the Web Content Accessibility Guidelines from the Web Accessibility Initiative (WAI)

# Results

## Frustrations



It would have been useful if the CMS could assist in writing correct references.

Function for re-use of data is time-saving.

The format with headline/intro/body text is sometimes too long.

The web editors set of design rules (typography, use of quotation marks etc.) can not be integrated and must be remembered.

Hard to make it look good!

Impossible to integrate data from the catalog.

Hard to publish documents from office applications in an integrated way.



# Conclusions so far

- CMS are a part of a larger information infrastructure
- We need better integration with both new and old technologies and systems
- The CMS must be adjusted according to the librarians routines and work practice
- Librarians need more flexibility as regards to what kind of content they can publish, but more standardization when it comes to presentation



**Thank you for your time,  
feel free to ask questions!**

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