

# Latest Updates on the Redevelopment of the FDLP Resource Guides



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## Abstract

The FDLP Resource Guides Team is currently redeveloping the guides in a yearlong project to provide current, effective, and relevant content. To achieve this goal, the Team created six prototype guides and a survey for public comment. This poster documents the process that incorporated stakeholders' feedback to update the guides. These developments include the new name, audience, layout, and organization of the guides.

## Introduction

Since the launch of the guides in 2016, the Team has periodically revised them, but the guides have never been analyzed for a large-scale redevelopment until now. This project reimagines both the general layout and content. For methodology, the Team created six prototype guides and a Qualtrics survey for the Federal Depository Libraries and the general public to provide feedback. The Team then incorporated their comments during the decision-making process. This poster reviews four components of the redevelopment project: the new name, audience, layout, and organization of the guides.

## Method

The Team conducted the following actions to gather feedback on how to redevelop the guides (see Table 1).

Table 1. The Team's methodology to gather feedback from stakeholders

Action	Details
Created six prototype guides based on current guides and new topics about the Federal Government	Coronavirus, Elections and Voting Rights, Open Educational Resources, U.S. Congress, U.S. Department of the Interior, and U.S. Department of the Treasury guides
Designed a Qualtrics survey to receive feedback from volunteering stakeholders	<ul style="list-style-type: none"> <li>Format of the questions included both open and closed response options</li> <li>Topics included how respondents viewed the guides, thoughts about a new name, layout of the content, and proposed topics for guides</li> </ul>
Conducted an internal test for approximately 2 weeks	GPO Library Services & Content Management employees previewed the prototype guides and survey
Made news announcements	<ul style="list-style-type: none"> <li>Mentioned during the 2023 DLC Spring Preconference</li> <li>Had two FDLP News Alerts</li> </ul>
Had the prototype guides and survey publicly available for approximately 3 weeks	To avoid search engine robots, the guides were published privately and required a link to access them.

## Results and Analyses

Although the raw data indicates there were 77 respondents for the survey, not everyone provided answers to all the questions. The Team reviewed the survey results in two categories: layout and content of the guides. Below are four components that the Team recently analyzed and made group-consensus decisions for the updated guides.

## Name

The redevelopment project included the goal of renaming the guides. Question 3 of the survey asked external stakeholders to rank five provided options for guide names. Table 2 provides the overall mean and mode results for FDLP Resource Guides, FDLP Research Guides, FDLP Information Guides, FDLP Subject Guides, and FDLP Topic Guides. The Team decided on FDLP Resource Guides because it was the only choice that was placed in the top two ranking results by mean and mode.

Table 2. Mean and Mode Results for Question 3 of the Survey

Ranked Choice	Mean Results	Mode Results
#1	FDLP Resource Guides	FDLP Information Guides
#2	FDLP Research Guides	FDLP Resource Guides
#3	FDLP Information Guides	FDLP Research Guides
#4	FDLP Subject Guides	FDLP Subject Guides
#5	FDLP Topic Guides	FDLP Topic Guides

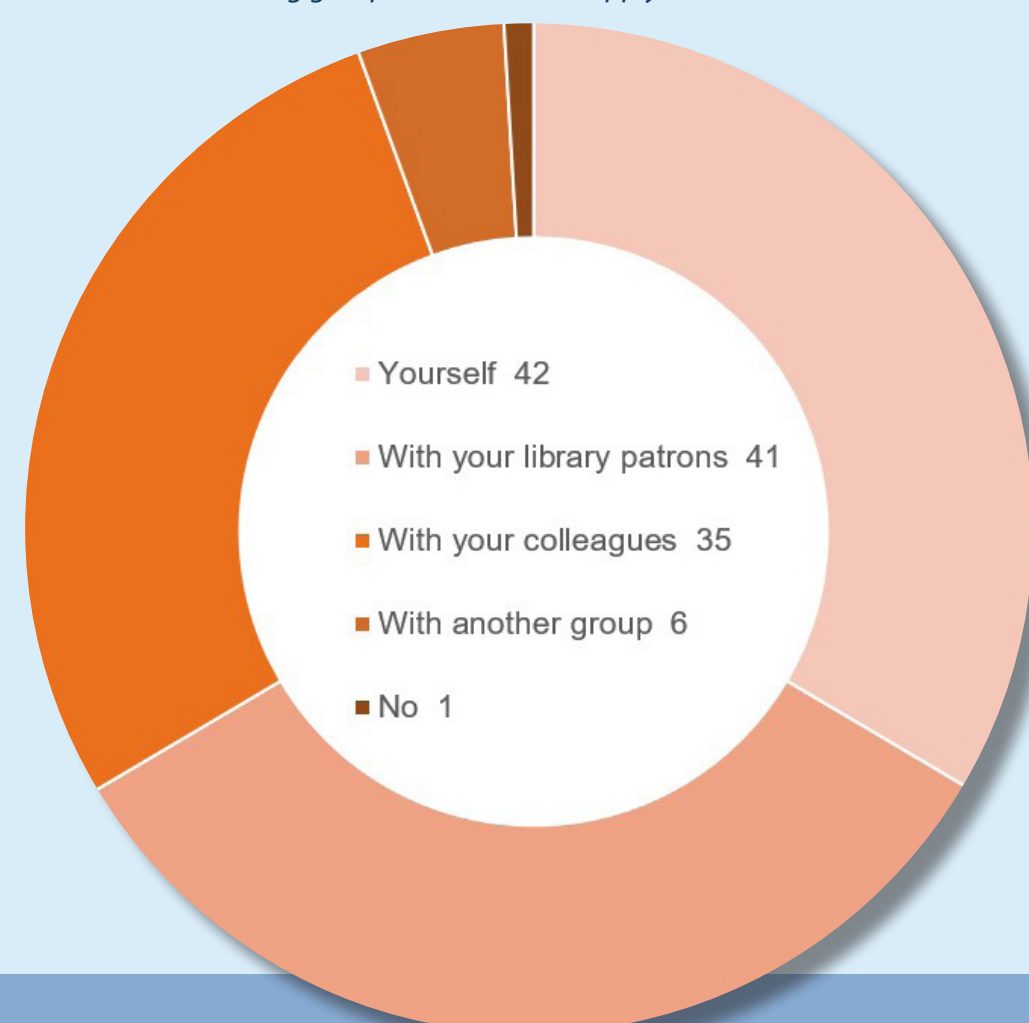
## Audience

Part of the redevelopment project was redefining the scope of the guides, which includes deciding the primary audience. The Team looked at two factors: language and usage. Regarding language, the Team analyzed the responses of the stakeholders and found two main recommendations:

- Omit needless words or phrases
- Remove or minimize gobbledeygook

Meanwhile, Question 12 of the survey asked respondents about who would be using the guides. Figure 1 summarizes the results from the external stakeholders. The respondents will primarily use the guides for themselves or share with their patrons. For those who answered, "With another group," children and students were mentioned. Overall, the new guides will have clearer language and more high-level explanations of Federal Government topics. This approach widens the audience, making it accessible for all.

Figure 1. External stakeholders' responses to the survey Question 12, "(Do you see yourself using these online guides with the following groups (select all that apply)?"



## Layout

The Team wanted a more consistent look to the guides. To test this goal, the Team created a new layout for the prototypes that is both desktop and mobile friendly. Questions 6 and 7 of the survey for external stakeholders provided constructive, though at times contradictory, feedback about the new layout, which Table 3 shows. For overwhelmingly positive or negative feedback, the Team easily modified the prototype guides, accordingly. The Team reconciled any contradictory feedback through group consensus. For example, the new guides will have left-hand side navigation for the menu. This layout will provide a cleaner, more consistent look for the content.

Table 3. Selected external stakeholders' responses to Questions 6 and 7 of the survey.

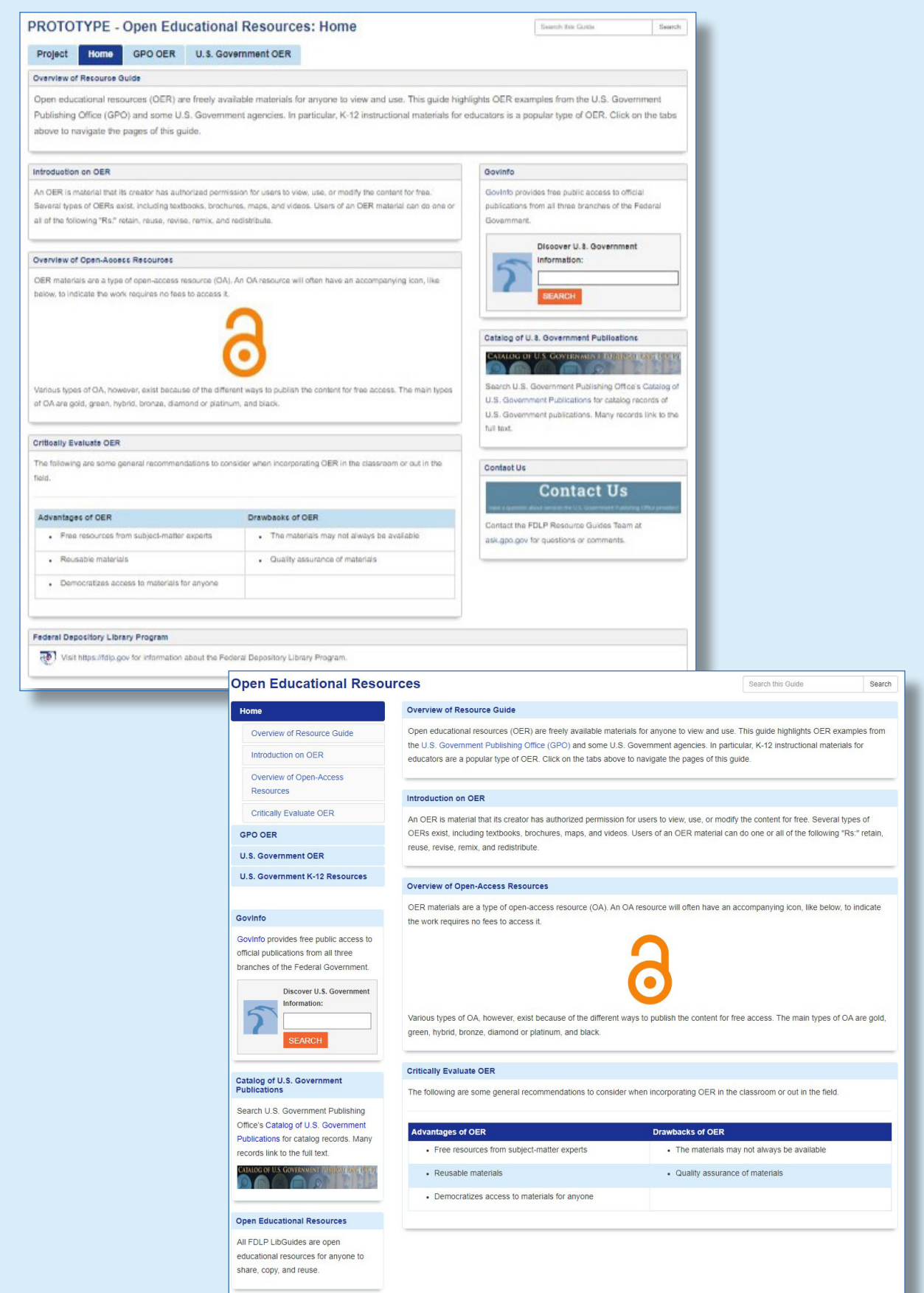
Question 6, "Which features of the new layout do you like?"	
I like the "clean" feel to the LibGuide.	The boxes that repeat on each page, like Contact Us, are helpful; you don't have to back out to find them.
The tabs provide great organization and make it easy to move through the guide.	The logical flow is great. Everything is organized and easy to find.
Question 7, "Any recommendations to improve the new layout?"	
If the repeating boxes appear just on the home page/tab, there would be more space on the individual pages for the tabbed boxes.	Make the pages less cluttered.
Less tabs within boxes. It is not apparent that tabs take you to different information.	Make navigation on the left side with subtabs included in the side navigation for mobile use.

## Organization of Guides

Looking at the feedback of the first three components, the Team decided to reorganize the guides with the following characteristics:

- Consolidate duplicative guides because an end user will not visit every guide about the same topic.
  - For example, instead of having three guides about a topic, consolidate the information into one guide.
- Publish fewer guides that have more content that is applicable to a wider audience.
  - For example, move niche topics from standalone guides to a single guide that encompasses similar topics.

The Team endorses having fewer, more robust guides. It will ensure that content is more accessible for the audience, and it will make it easier for staff to maintain the guides.



## Screenshots of redeveloping the homepage for the guide, Open Educational Resources

The Team debuted a new open educational resources [guide](#) for the redevelopment project. This guide highlights OER materials from the Federal Government. The top screenshot is the prototype version of the guide. The bottom screenshot shows the latest redevelopment of the guide. Based on the stakeholders' feedback, the Team changed the main-menu navigation, reorganized the placement of boxes, added a new page about K-12 OERs, and updated the look and feel to complement the new main banner for the guides.

## Discussion

The Team experienced an innovative and informative process for redeveloping the guides. These are the following lessons and recommendations for similar future projects:

- Create prototypes to test practicality of ideas
- Design a survey or create options to gather feedback from stakeholders
- Achieve group consensus before endorsing or deciding on changes
- Roll out changes incrementally
- Prepare for any unexpected changes to the updates

## Next Steps

The Team is currently working on the scope and content of the guides. The Team will complete the redevelopment project in spring of 2024. For questions or comments, please contact us at [ask.gpo.gov](mailto:ask.gpo.gov).