Our Website Redesign Project and the Creation of a DEIA Statement

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Our Website Redesign Project and the Creation of a DEIA Statement

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University of Michigan Library

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Web Presence Steering Committee

Steward and champion a clear vision for the library’s public facing web presence

A parent committee to:

- Web Content Coordinator Group
- Intranet Team
- Library Search Team
- Discovery & Access Advisory Group
- Website Redesign Project Team
WPSC Members

Heidi Burkhardt
Web Project Manager & Content Strategist

Steve Griffes
Senior Manager for User Services & Operations Outreach

Robyn Ness
Senior User Experience Specialist

Alexa Pearce (co-chair)
Head of Social Sciences & Clark Library

Alan Piñon
Director of Marketing and Communications

Whitney Townsend
Informationist

Rachel Vacek (co-chair)
Head of Design & Discovery

Ken Varnum
Senior Program Manager
Website Redesign
Project Team

Make the thing

The redesigned site will:

● Invite and connect with our users
● Enable user engagement with the full breadth of resources that our library offers
● Adhere to current and emerging standards for accessibility and user experience
● Align with efforts to transform physical spaces
Why we developed our DEIA Statement

Espouse and elevate principles of diversity, equity, inclusion, and accessibility in our work

Why:

● Received constructive criticism about lack of diversity in teams
● Accessibility, user research, inclusive language, etc., was built into the project from the beginning
● Attention to committee formation and approaches was mixed
Considerations

Document and share our general approach to elevating DEIA principles and ensure they inform and accompany all stages of a project.

Questions we asked ourselves:

- How should we engage with the criticism we received?
- Not all diversity is visible, but is this an adequate response?
- How do we avoid tokenism?
- How do we adjust within existing limitations?
So we created a Website Redesign Project: DEIA Statement

DEIA Statement - Outline

● Statement Purpose

● Team Structure and Engagement
  ○ Team Norms and Project Charter
  ○ Diversity of Membership
  ○ Inclusive Communication: Internal Focus

● User-Focused Methods and Practices
  ○ User Research and Usability Testing
  ○ Persona Development
  ○ Accessibility for Everyone
  ○ Inclusive Content
  ○ Equitable Access

● Resources
Sharing the DEIA Statement

Seek out expertise, be open to feedback, and strive for transparency

What we did:

- Sought feedback from Diversity and Inclusion Specialist and Accessibility Specialist
- Shared with Library Diversity Council and Digital Accessibility Team
- Held Brown Bag in May 2019
Being a model

Practice intentionality in elevating DEIA principles when creating teams and doing project work

Who’s adapting the approach in our library:

- Deans’ Office
- Library Service Design Program
Thank you!

- What do you think?
- Could other types of teams and other libraries document DEIA considerations for the approach to and substance of their work?
- Is anything missing?

Email Rachel at [rvacek@umich.edu](mailto:rvacek@umich.edu) with questions or comments