

LibGuides for Equity & Inclusion  
Presented at the California Academic & Research Libraries  
2020 Conference  
June 4-5, 2020  
Virtual Conference

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### **Abstract**

Librarians in the Wilson Library at University of La Verne researched best practices for Springhare's Library Guides (LibGuides) in order to improve equity, accessibility, inclusion, and mobile functionality. They found that updating the layout of guides to side navigation, adjusting box order, and creating clear and concise content, made the guides more easily viewable and accessible on a variety of platforms. The librarians followed the accessibility guidelines from the W3C Web Accessibility Initiative (WAI) in order to make their guides accessible and inclusive for all users. They also conducted a literature review to learn about LibGuides best practices at other institutions and used LibGuides statistics, as well as usability testing, to learn how users accessed and navigated through guides at their own institutions.

### **Mobile Functionality**

Library Guides (LibGuides) are utilized by many students at the University of La Verne. Librarians promote their use during instruction and one-on-one research appointments, and faculty encourage students to use them as well. As such, it is important to make them accessible on a variety of platforms. Mobile functionality is especially important as many of our students, over 20%, access guides using mobile devices. To make for the best experience possible, we followed best practices for LibGuide mobile functionality. The layout of the guides is important in order for content to display correctly in a mobile environment. First, the navigation pane should be set to the left-hand column (side navigation) instead of the top of the page. The side navigation displays as a stacked column whereas the top navigation is jumbled and harder to read. The order of the information boxes within should also be considered. Content is displayed left to right and top to bottom in the mobile environment. The most important information should be placed in the uppermost boxes as those will display first on a mobile device. It's important to also consider the users of these guides. Make sure to use clear, concise language and avoid using jargon that may confuse your users. Make sure language is appropriate and that it's not offensive in any way. Content within the guides should also be taken into consideration. When linking websites, create the

link using the link option instead of hyperlinking text. This enables guide editors to use the link checker function in LibGuides to see if any links are broken. Adding tables to guides should also be considered. Tables that are copied and pasted into the guides do not display correctly. When resized for the mobile environment, they bleed outside of the boxes. To avoid this, create tables within LibGuides or add an image. This way they will resize when the content is displayed in a mobile environment.

### **Accessibility**

Accessibility practices for LibGuides include, but are not limited to, alternative text, captions, multiple formats, keyboard functionality, the content type, compatibility, and visual display options such as polls and galleries. Alternative text provides text description for images, assisting those with screen readers and individuals with low bandwidth. Captions are used for those who are deaf, hard of hearing, prefer to process material with text and sound, and those who want to read without sound. Multiple formats allow users multiple ways to engage with content, be it a downloadable pdf, or captioning. In addition these multiple formats can be avenues of accessibility, such as an accessible pdf. Keyboard functionality allows engagement with sites through the keyboard and not with a mouse and content type is a reminder to avoid material such as flashing lights to those with neurological sensitivity. Display options such as polls and galleries should be enabled with alternative text and display arrows to guide navigation and compatibility is the continual maintenance and assistive markup to ensure compatibility with all users that we want to reach.

### **Equity, Inclusivity, and Universal Design**

Accessibility, equity, inclusion, and usability are interrelated design concerns. The W3C Web Accessibility Initiative (WAI) has a very clear discussion of these intersecting concepts on their [website](#). Inclusion means designing tools that everyone can use. Librarians should avoid jargon, use concise language and apply the principles of universal design. They should also consider adopting LibGuides best practices, as well as learning more about their particular users. LibGuide data and usability testing are useful tools for learning about student access and navigation of LibGuides.

## Appendix 1

<p><b>Appendix 1</b>  <b>Poll Everywhere Online Poll</b>  <b>June 4, 2020</b></p>
<p><b>What Issues Do You Have With Your LibGuides</b>  <b>(Poll Everywhere)</b></p>
<p><b>Responses</b></p>
Trying to accomplish a fresh look and feel while still having it be cohesive with the other Library pages
Information Overload
did i say too much info already? too much info!
Too much work with little pay back for it
Too wordy
Text-heavy and not visually appealing
They do a lot of different things and it's tough to do it all. There's a lot of back-end spaghetti making it hard to update and re-design.
Having students discover them and utilize them on their own. Instead they just give up/use Google
Too much content. Not user friendly
No consensus among staff re: how things should look/feel/be presented
making them findable
Not enough time to make them useful
What's most useful for students? What to prioritize?
hard to navigate
Under utilized
feel passive
they look old fashioned
ATI compliance
accessible
Making them more visually appealing
Lack of engagement
some of the stuff on them should just be on our website
Not obvious where to click to find info
complicated coding on the back end
Concern that what I create is not always ADA compliant
They are boring.
We don't have a clear mission/user in mind for our guides so there's too much information and it's organized for librarians, not users.
Difficulties with standards across
Too much info

## Best Practices for LibGuide Design

### Mobile Functionality

- Side navigation
- Box order
- Consider users
- Linked content
- Creating tables

### Equity & Inclusion

- Language use
- Cultural sensitivity
- Inclusivity

### Standardization

- Side navigation
- Box order
- Consider users
- Linked content
- Creating tables

### Accessibility

- Alternative text
- Captions
- Multiple Formats
- Keyboard functionality
- Content type
- Compatibility
- **Check your guides with WAVE:**  
<https://wave.webaim.org/>
- **Springshare Accessibility LibGuide:** <https://training.springshare.com/libguides/best-practices-accessibility>

## Additional Resources

### Articles

- Almeida, N., & Tidal, J. (2017). Mixed Methods Not Mixed Messages: Improving LibGuides with Student Usability Data. *Evidence Based Library and Information Practice*, 12(4), 62. <https://doi.org/10.18438/B8CD4T>
- Chan, C., Gu, J., & Lei, C. (2019). Redesigning subject guides with usability testing: A case study. *Journal of Web Librarianship*, 13(3), 260-279. <https://doi.org/10.1080/19322909.2019.1638337>
- DeSimio, T., & Chrisagis, X. (n.d.). Rethinking our LibGuides to Engage our Students: Easy DIY LibGuides Usability Testing and Redesign that Works. 45.
- Ghaphery, J., & White, E. (2012). Library Use of Web-based Research Guides. *Information Technology & Libraries*, 31(1), 21-31.
- Thorngate, S., & Hoden, A. (2017). Exploratory Usability Testing of User Interface Options in LibGuides 2. *College & Research Libraries*, 78(6). <https://doi.org/10.5860/crl.78.6.844>

### Questions? Contact Us!

- **Karen Beavers:** [kbeavers@laverne.edu](mailto:kbeavers@laverne.edu)
- **Norma Durian:** [ndurian@laverne.edu](mailto:ndurian@laverne.edu)
- **Liberty McCoy:** [lmccoy@laverne.edu](mailto:lmccoy@laverne.edu)



# CARL 2020 Virtual Conference

June 4-5, 2020



# Code of Conduct

We expect all participants in CARL-related spaces, including guests and vendors, to behave in ways that support the dignity and well-being of everyone present. This includes formal and informal CARL-related spaces, including digital communication, social media, and in-person interactions. We acknowledge that mistakes will be made, but we also expect all participants in CARL-related spaces to be humble, be comfortable with being uncomfortable, acknowledge the mistake, and commit to continuous learning and improvement.

For the full code of conduct and to report violations, please visit [bit.ly/carlcode2020](https://bit.ly/carlcode2020)



# Land Acknowledgement

We acknowledge that we are on the traditional territory and homelands of the **Luiseño/Payómkawichum** people.

We are guests on this land and have committed ourselves to listening to and supporting indigenous people.





# Sponsors

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# SPRINGER NATURE

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# LibGuides for Equity and Inclusion

# Today's Discussion

- Why redesign?
- Best Practices
- Moving Forward
- Additional Materials

# POLL

- **Phone:** Text NORMADURIAN239 to 37607 to join
- **On a computer:**  
[Pollev.com/normadurian239](https://Pollev.com/normadurian239)

# Why did we redesign?

- Mobile
- Accessibility
- Aesthetics
- Standardization/Consistency

# Our Conclusion: Side Navigation

- Side navigation tabs are more mobile friendly
- Cleaner, more modern look
- More visible than top tabs

# Best Practices

- Mobile Functionality
- Accessibility
- Equity & Inclusivity

# Mobile Functionality

- Side navigation
- Box order
- Consider users
- Linked content
- Creating tables



# Side vs Top Navigation

## Side Navigation

Wikipedia-a-Thon: Gaypril Edition

- Home
- LGBTQ+ Pages
- Create an Account
- Editing a Page
- Library Resources

Need More Information About This Event?

If you would like more information about this event and/or how to participate, contact the Wilson Library:

- **Main Desk:** 909-448-4301
- **Email:** [ask@laverne.libanswers.com](mailto:ask@laverne.libanswers.com)
- **Chat:** [library.laverne.edu](https://library.laverne.edu)
- **Text a Librarian:** 909-638-1882

Welcome!

Welcome to our Wikipedia-a-Thon: Gaypril


## Top Navigation

Search this Guide  Search

### Marriage & Family Therapy: Articles

- Home
- Books & Media
- Articles
- Literature Review
- Research Tools
- Dissertations & Theses
- Citation Help
- RefWorks

Recommended Databases



These sources are recommended for your research in the area of Marriage & Family Therapy.

- [PsycINFO](#)
- [PsycARTICLES](#)
- [Taylor & Francis Online](#)

# Guide in a Mobile Environment

Wikipedia-a-Thon: Gaypril Edition Search this Guide Search

**Home**

- LGBTQ+ Pages
- Create an Account
- Editing a Page
- Library Resources

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- **Text a Librarian:** 909-638-1882

**Welcome!**

**Welcome to our Wikipedia-a-Thon: Gaypril Edition!**

- Join us on **Tuesday, April 10, 2-6pm** to help us edit pages.
- Come to 160 Wilson Library.
- Drop in for 30 minutes or stay for the whole afternoon.
- We will focus on LGBTQ+ pages in honor of Gaypril.


**Our goals for this event are to:**

- Edit LGBTQ+ Wikipedia pages
- Collaborate with the La Verne community to improve Wiki pages ab
- Learn about the process of adding and editing a Wiki

**If you have time, [Create an Account](#) before you come to the event.**

**What is Wikipedia?**

Wikipedia is a free *encyclopedia*, written *collaboratively* by *the people who* make collaboration easy, called a *wiki*. Many people are constantly imp hour. All of these changes are recorded in [article histories](#) and [recent c](#) see [About Wikipedia](#). ([Wikipedia Introduction Page](#))



**Wikipedia-a-Thon: Gaypril Edition**

**Home**

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- **Text a Librarian:** 909-638-1882

**Welcome!**

**Welcome to our Wikipedia-a-Thon: Gaypril**

# Accessibility

- Alternative text
- Captions
- Multiple formats
- Keyboard functionality
- Content type
- Compatibility
- Polls/Galleries in LibGuides

# Equity, Inclusivity, Universal Design

- Language use
- Cultural Sensitivity
- Inclusivity
- Avoid Jargon
- Use concise language
- Universal design

**Edit a  
LibGuide**

Let's explore a LibGuide Together!

# What can we change?

Titles are too long LibGuide

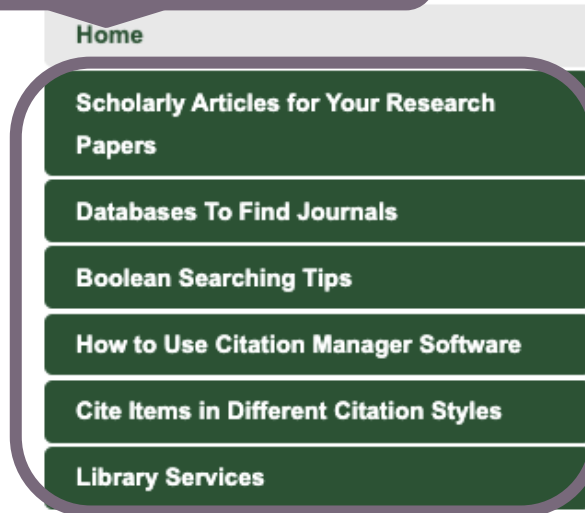


Image is not right size and no alt text



Text is too small and does not describe the guide

# What can we change?

## CARL 2020: Fix a LibGuide

Home

Scholarly Articles for Your Research  
Papers

Databases To Find Journals

Boolean Searching Tips

How to Use Citation Management Software

Titles use  
confusing jargon  
(Ex. Boolean)

No information  
about the journals  
is included

### JOURNALS

Search or browse specific **journals** to find articles.

- [Journal of Human Evolution](#)
- [Evolutionary Anthropology](#)
- [Evolution and Human Behavior](#)
- [American Journal of Physical Anthropology](#)
- [Demography](#)

# CARL 2020: Fix a LibGuide

- Home
- Scholarly Articles for Your Research Papers
- Databases To Find Journals
- Boolean Searching Tips
- How to Use Citation Manager Software
- Cite Items in Different Citation Styles
- Library Services

Table was pasted

What can we change?

Services						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
					Wilson Library (Building) Closed	Wilson Library (Building) Closed
					Wilson Library (Virtual) 7am – 9pm	Wilson Library (Virtual) 9am – 8pm
					Librarian Hours 9am – 9pm	Librarian Hours 9am – 5pm
					Makerspace Closed	Makerspace Closed
					Archives & Spec Coll Closed	Archives & Spec Coll Closed
					Technology Concierge Services Closed	Technology Concierge Services Closed
	3	4	5	6	7	8
	Wilson Library (Building) Closed	Wilson Library (Building) Closed	Wilson Library (Building) Closed	Wilson Library (Building) Closed	Wilson Library (Building) Closed	Wilson Library (Building) Closed
	Wilson Library (Virtual) 9am – 10pm	Wilson Library (Virtual) 7am – 12am	Wilson Library (Virtual) 7am – 12am	Wilson Library (Virtual) 7am – 12am	Wilson Library (Virtual) 7am – 12am	Wilson Library (Virtual) 7am – 9pm
	Librarian Hours 12pm –	Librarian Hours 9am – 9pm	Librarian Hours 9am – 9pm	Librarian Hours 9am – 9pm	Librarian Hours 9am – 9pm	Librarian Hours 9am – 5pm



# Moving Forward

- Continue to monitor, edit, and update our guides
- Keep up with best practices
- Gather student feedback

## Additional Materials

- Handout with best practices and contact info
- [Best Practices LibGuide](#)
- [Libguide Design Info Sharing Google Doc](#)

**Thank You!**



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