

Michael C. Piper

From: Mary Galvin [mgalvin@dia.org]
Sent: Friday, March 30, 2001 2:45 PM
To: Aj0386@mail1.wayne.edu
Subject: Website Committee concerns

Dear Michael,

I guess I will take the initiative in bringing forward some of the issues I think are important about DALNET and the Website Committee. My intentions in writing this are be absolutely candid. I hope you will take these suggestions with the knowledge that they are only my ideas (not committee generated) and represent an attempt to streamline a structure that by all accounts has been disfunctional and flawed from the very beginning.

I almost feel as though I should provide you with a table of contents.

1. Historical issues:

We do not have a webmaster on board. We have never had a webmaster who has a commitment to the DALNET website since DALNET has had a website. This has been very discouraging. While members of the DALNET staff have taken it on as an extra project to update the Website, it has never been a priority. Any of the staff members who have taken on these tasks have never been in any official contact with the Website Committee. This lack of involvement seems to have been a conscious decision on the part of DALNET management. Without assigning reasoning to others' action, I think this was because - "We are going to be hiring a Webmaster soon." Nonetheless, our committee has been without a valuable and essential person since inception. Please hire a permanent Webmaster SOON! In the meantime could you please forward me a copy of the DRAFT posting so I can make appropriate changes to "Policies and Procedures" document that the committee is drafting.

2. Committee structure and operation:

Currently there are nine members of the committee and Scott attends ex officio sometimes. I am very lucky if four members show up. I can't say that I blame them. When the committee was formed it was intended that both technical and public service people would serve on the committee. As it turns out, the technical people just stop coming. The committee has been working on the same project with a third "Web person" in a little over a year.

I would like to commend most especially Sue Homant but also members Rhonda McGuinness and Cindy Yonovich for their dedication. Dee has also been very helpful to us as a DALNET liaison. As a volunteer committee, I find that many members volunteer but never show up. Do other committees have this problem?

3. DALNET Leadership

Honestly, I have a job that is at least full-time. Chairing this committee really requires more time than I can devote to it. It is my belief Website operations are essential to an organization's core purposes. Having me chair this committee, having a staff member do updates as a side function, and doing content management by committee is really not going to cut it long-term. In my opinion, the Website committee should be lead by the DALNET Webmaster with advice of a committee but supervised by DALNET management. Otherwise it is too easy for projects to go into permanent limbo. DALNET staff should also do the content management for the Website - otherwise the workflow becomes too byzantine. Let's put someone we can supervise and evaluate in positions of action!!!!

Thanks for your time.

Sincerely,

Mary Galvin

P.S. I would like send you a DRAFT of the Website Policies and Procedures along with sample request forms. Would you care to share it with your staff for comments and criticisms? I would certainly appreciate it. Let me know. Thanks.

P.P.S I look forward to seeing on April 11!

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