



## LEANWI Website Services Policy

The LEANWI Website Services provides web hosting, design, training, and support to each partner system's member libraries, improving, or promoting library or system services. Website Services are an operation of the LEANWI library system partnership. The LEANWI Website Service has two main principles:

- To provide infrastructure for design and support of attractive, accessible websites that reflect the library's identity and brand.
- To train library staff from libraries of various sizes to manage and maintain updated website information that supports their mission and programming and is relevant to their community and people they serve.

Website services include domain name registration/ DNS record maintenance, space on LEANWI servers for hosting library websites, website design assistance, development tools and support, and ongoing training. Services described in the guidelines below are provided to each LEANWI partner's member libraries at no cost, unless otherwise specified.

Website services are coordinated by the LEANWI Website Services Team. This policy defines the services provided by LEANWI Website Services (hereafter referred to as "The Team").

### Guidelines

1. The Team will arrange for and manage server space for each member library website. The Team reserves the right to limit the amount of server space available for library websites. Library staff should contact The Team via the website ([leanwi.org/website-service](http://leanwi.org/website-service)) for assistance with website hosting services.
2. The Team will need full comprehensive domain registrar access for any website hosted on its servers. It's highly advisable to allow The Team to handle this for you by utilizing one of their trusted registrar vendors.
3. The Team does not support or oppose the views expressed on any website it hosts, except when so resolved by a partner system's board of trustees.
4. The Team reserves the right to refuse to manage any library website. Libraries with websites hosted on a LEANWI managed server are responsible for monitoring, updating, and maintaining the front end of their websites. The Team manages the backend services and updates. The front end of a website is everything users see and interact with, like text, images, buttons, and menus. Ensuring an engaging experience for visitors. The back end of a website is the server-side part that manages the behind-the-scenes functionality. Ensuring data is stored, retrieved, and processed securely and efficiently, allowing the website to operate smoothly.
5. The Team will provide website design and development services using WordPress content management system (CMS) with the Divi theme. Libraries have the option of supporting their own WordPress or other CMS websites using alternative themes, but training and support to these sites will be limited.
6. A basic website template and organizational structure will be provided as a "starting point" for each new website. The website will be designed using common Divi modules and tools and will include components core to library services: links to online catalogs, business hours, options for a calendar of events, space to feature notices and events, library board documentation, etc. Libraries are advised to understand their



capacity and technological proficiency in maintaining and expanding their website beyond the basic functions or experimenting with additional tools. Those wishing to expand their website to include additional components may do so with the understanding that The Team may not have the capacity or expertise to provide training and support for these extra components. Further, The Team will not be responsible for repairing any damage that installing these extra components might cause to a library website.

7. The Team will provide ongoing training to member library staff on managing website content and accessible web design. Training is primarily offered online through videoconferencing. Alternative training methods and venues may be supported on a case-by-case basis at the discretion of The Team.
8. Member library staff will be expected to participate in the design or development process and fully participate in managing their website. The Team reserves the right to limit design and development services especially in (but not limited to) cases in which requested services exceed the level of expertise or time available from The Team.
9. Standard website usage reports are available to each library with a website hosted on a LEANWI managed server.
10. Member library staff may not load executable files, scripts, or databases on a LEANWI managed server without prior permission from The Team. Requests to load or develop such services need to be directed to The Team for approval.
11. Member library staff are advised not to load audio or video files directly on a LEANWI hosted website. To conserve server storage space and bandwidth utilization, media projects (e.g., videos, podcasts, photo albums, and other large files) should be hosted on cloud hosting sites (e.g., YouTube, SoundCloud, Flickr) and linked back to the library's website. Contact The Team for additional information about using these services.
12. Individual libraries or groups of libraries, working in collaboration with The Team, may develop additional websites to be hosted on the LEANWI servers. Additional websites may be developed for specific projects that are consistent with the policy statement above.

Approved by the NWLS Board of Trustees: 11-16-2024