

# Drupal: Needs & Impacts on SCLS Web Services

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## Summary

### Goals for Web Services

- Easy for libraries to work on their websites.
- Easy for libraries to meet their goals for modern website features (e.g. photo galleries, event calendar integration, events registration, etc).
- Easy for multiple library staff to work on website.

### Needs for Web Services

SCLS currently supports 3 tools for website authoring that can be used with our hosting: Contribute, Dreamweaver, and TypePad. No single tool meets all of our goals for web services, and supporting 3 different tools (each with their own separate inadequacies) requires duplicate effort from SCLS staff. A new tool is needed that can support large and small websites, with a variety of modern features, and that can accommodate the needs of library staff with varying levels of experience. Drupal has been identified by SCLS staff as a tool that could meet this need.

### Drupal & Impact on SCLS Resources

We are hopeful that Drupal will meet our web services without drastically increasing SCLS staff workload. As with any new service/software SCLS introduces, additional training and workflow changes will be required. Drupal also provides opportunities to standardize and improve our current web services practices in ways that are likely to offset some impacts on SCLS resources.

### SCLS Web Services Breakdown & Impact of Drupal

SCLS Web Service	Contribute	Dreamweaver	TypePad	Drupal	Impact of Drupal
<b>Domain Name Management</b>	Rose registers & configures domain names and submits accounts payable forms. Greg configures web server software to work with domain names.	Rose registers & configures domain names and submits accounts payable forms. Greg configures web server software to work with domain names.	Rose registers & configures domain names and submits accounts payable forms. Rose configures TypePad to work with domain names.	Rose registers & configures domain names and submits accounts payable forms. Rose configures Drupal to work with domain names.	Same services. Same staff assignments. Training needed.

<b>SCLS Web Service</b>	<b>Contribute</b>	<b>Dreamweaver</b>	<b>TypePad</b>	<b>Drupal</b>	<b>Impact of Drupal</b>
<b>Web Server Maintenance</b>	Greg installs, configures, and maintains all software required for having a web server and hosting websites.	Greg installs, configures, and maintains all software required for having a web server and hosting websites.	No SCLS staff services. TypePad maintains the web server for websites hosted by TypePad.	Greg installs, configures, and maintains all software required for having a web server and hosting websites.	Drupal requires some additional web server software for Greg to install/configure/maintain. Possible training needed.
<b>Hosting Library Websites</b>	Greg configures and maintains settings for library website hosting.	Greg configures and maintains settings for library website hosting.	Rose configures and maintains settings for library website hosting.	Greg configures and maintains settings for library website hosting.	Same services. Same staff assignments. Training needed.
<b>Installing Web Authoring Software for Library Use</b>	SCLS Help Desk or PC Techs install software on each PC where it will be used.	SCLS Help Desk or PC Techs install software on each PC where it will be used.	No software to install on library PCs. TypePad has the web authoring software installed on their web server.	No software to install on library PCs. Greg installs Drupal on the web server once for each library using it. (This could also potentially be done by Kerri/Rose?)	One instance per library serves multiple PCs. Greg/Kerri/Rose take over installation that was previously done by the Help Desk or PC Techs. Training needed.
<b>Configuring Web Authoring Software for Library Use</b>	SCLS Help Desk or Rose configure the software (or help libraries configure).	SCLS Help Desk or Rose configure the software (or help libraries configure).	Same configuration for all users (set by TypePad).	Rose configures Drupal (or helps libraries configure).	Same services. Same staff assignments. Training needed.
<b>Maintaining Web Authoring Software</b>	Libraries are responsible for purchasing upgrades. SCLS Help Desk or PC Techs install.	Libraries are responsible for purchasing upgrades. SCLS Help Desk or PC Techs install.	TypePad upgrades the web authoring software on their web server.	Greg, Kerri, & Rose coordinate efforts to test and implement Drupal patches & upgrades.	New services. Drupal could require occasional patches & upgrades which would require Greg's time and coordination with Kerri/Rose. Training needed.
<b>Managing Web Authoring Software User Accounts</b>	Cindy or Greg create new FTP accounts, set permissions, and reset FTP passwords.	Cindy or Greg create new FTP accounts, set permissions, and reset FTP passwords.	Rose sends invitations to join a TypePad website. Library staff create their own free TypePad accounts.	SCLS staff create new Drupal accounts for libraries and sets permissions. (Not yet assigned, but it could be Kerri, Rose, Greg, or Cindy).	Same services. May be assigned to different staff (or not). Training needed.

<b>SCLS Web Service</b>	<b>Contribute</b>	<b>Dreamweaver</b>	<b>TypePad</b>	<b>Drupal</b>	<b>Impact of Drupal</b>
<b>Web Authoring Software Training</b>	Rose trains library staff and prepares separate documentation for each library.	Rose trains library staff and prepares separate documentation for each library.	Rose trains library staff and prepares separate documentation for each library.	Rose trains library staff and prepares one set of general documentation to be used by all libraries, plus per-library supplements.	Same services. Same staff assignments. Rose will need to write new documentation, but the new documentation model will save maintenance & support time.
<b>Web Authoring Software Support</b>	Libraries call Rose or the Help Desk with questions.	Libraries call Rose or the Help Desk with questions.	Libraries call Rose or the Help Desk with questions.	Libraries call Rose or the Help Desk with questions.	Same services. Same staff assignments. Training needed.
<b>Web Authoring Software Compatibility Testing</b>	Rose tests new websites to be sure they can be maintained with the software.	Same	Same	Same	Same services. Same staff assignments. Training needed.
<b>Website Consultation</b>	Rose consults with libraries in-person, by phone, and by email.	Same	Same	Same	Same services. Same staff assignments.
<b>Website Design</b>	Rose designs a site that can be maintained with the features & limitations of the software.	Same	Same	Same	Same services. Same staff assignments. Training needed.
<b>Website Development</b>	Contribute is not a development tool.	Rose codes customized templates.	Rose customizes pre-built TypePad themes or codes original themes.	Rose customizes pre-built Drupal themes or codes original themes.	Same services. Same staff assignments. Training needed. Some development tasks currently done by Rose could be done by library staff.

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<b>Testing, Maintaining, &amp; Managing Web Authoring Software Add-ons</b>	No SCLS staff services.	No SCLS staff services.	Rose does this to some extent with TypePad Themes and TypeLists.	Rose & Kerri will test Drupal modules & themes for compatibility with library websites.	New service. Additional impact on Rose & Kerri's time. Add-ons that pass compatibility testing could then be made available for use on multiple library websites.
<b>Monetary Cost</b>	\$199 per workstation license	\$499 per workstation license	\$179.40 per year (total) paid by SCLS	Open source (no cost to download the software) Libraries pay no per-workstation costs.	No per-workstation costs. Cost is in SCLS staff time. Library reimbursement has not been discussed.
<b>Learning Curve</b>	Fairly simple. WYSIWYG editing (similar to word processor editing).	Difficult for occasional users to master. WYSIWYG editing, HTML code access, many other features.	Fairly simple. WYSIWYG editing (similar to word processor editing) and limited additional features available to the libraries.	Could range from fairly simple to very difficult depending on access restrictions and how we configure it.	New service configuring how Drupal will look and behave for different user roles. Additional impact on Rose & Kerri's time. Training needed.
<b>Number of Libraries Using</b>	21	8	6	1 (Madison Public Library, not hosted through SCLS). 2 other WI library systems offer Drupal for their member libraries to use: OWLS & Winnefox	Pilot project candidates: 10 libraries have expressed interest. Priority migration: 7 libraries do not update their own websites and rely on Rose for updates. Migration to Drupal would be added to the redesign process.

## Background

### Planned Web Server Migration

Greg is scheduled to migrate all web server software and hosted websites to the new web server and retire the old server as necessary maintenance. When this work is complete, the new web server will permit a more secure hosting architecture that could support the use of web

authoring/content management systems such as Drupal. Under the new web server's hosting architecture, SCLS could also allow libraries to use server-side technologies (like PHP programming) which have been requested by library staff. (Library access to certain server-side technologies could be provided on an as-is basis with limited support from SCLS staff.)

## Meeting Web Services Goals

### Ease of Use

- **Contribute:** Simple, but does not provide libraries direct access to most modern website features.
- **Dreamweaver:** Many features, but steep learning curve.
- **TypePad:** Simple, but unable to provide certain functionality.
- **Drupal:** Provides direct access to most modern website features and functionality, and can be configured to be simple to use. (SCLS staff will use the Drupal Sandbox to determine optimal configuration settings.)

### Supporting Modern Website Features

Library expectations for web authoring have increased beyond a simple “online business card” and list of upcoming programs. Examples of technologies libraries and SCLS staff have requested help with in the past year are listed below. Several of these requests can only be fulfilled with a robust, web-based authoring tool like Drupal.

#### Legend

SS = Not supported within this tool but can be accomplished with a secondary service/software

C = Requires customization from SCLS staff

M = Requires add-on module (probably)

Requested Feature	Contribute	Dreamweaver	TypePad	Drupal
<b>Browser-based Authoring</b>	No	No	Yes	Yes
<b>Photo Galleries &amp; Slideshows</b>	SS, C	SS or hand code	SS	Yes, M
<b>Embedded Videos</b>	SS, C Several libraries use versions that cannot add videos. Newer versions require FLV file or embed code from SS (e.g. YouTube/Facebook).	Yes (requires FLV file or embed code from SS)	Yes (requires embed code from SS)	Yes (requires FLV file or embed code from SS), M

Requested Feature	Contribute	Dreamweaver	TypePad	Drupal
Event Calendar (with events automatically displaying in multiple places & expiring)	SS, C	SS	SS	Yes, M
Edit Templates/Themes	C	Yes	C	Yes
Search Password-Protected Sites	SS, C	SS	Yes	Yes, M
Commenting	No	No	Yes	Yes
HTML Code Access	No	Yes	Yes	Yes
RSS Feeds	No	SS or hand code	Yes	Yes
Wikis/Discussion Boards	SS	SS	SS	Yes, M
Mobile-Friendly Websites	No	No	No	Yes, M
Custom Web Forms	SS, C	SS, C	SS, C	Yes, M
Custom PHP programming	No	Yes (not permitted under current SCLS server architecture)	No	No, but could be supported under new server architecture

### Meeting the Challenge of Supporting Modern Website Features

Drupal and its module system could provide an all-in-one web authoring solution for many of the modern website features that have been requested by libraries. Modules built by the Drupal developer community are available for many different features.

SCLS is currently meeting many libraries' needs for these features, but the need could be met more easily by standardizing around an all-in-one authoring solution. Currently, if a library wants a feature that is not available through their web authoring software, they contact Rose to request help. A not-insignificant amount of Rose's time is spent investigating secondary services, working with the library to establish workflow for the new feature outside of the web authoring software workflow, installing the new feature, and working with the library to maintain the new feature.

This process also makes it difficult for libraries to play and experiment on their own. Maintaining a library website through multiple tools/services also exacts a toll on libraries' time because they frequently have to remember additional logins and special workflows.

Using Drupal would change some of Rose's workload by allowing libraries more direct control over their sites. Libraries could manage some features that cannot easily/securely managed using their current web authoring software. Managing these features would no longer require Rose's time (this time would probably be shifted to providing documentation and support).

### Easy for Multiple Staff to Use

Many libraries want multiple staff to be able to contribute to the website; however, tools priced per workstation or per user provide a disincentive to making that tool available on multiple workstations. In many libraries, access to Contribute/Dreamweaver is limited to a few computers (in some cases just one), and library staff have less access to the tool and spend less time maintaining the website as a result. Drupal can be accessed via

web browser from any Internet-connected computer, which would permit multiple concurrent users and remote use outside the library. Drupal costs would not be connected to the number of users or workstations, so there would be no disincentive to allowing multiple staff to use it at each library.