

## Website Hosting Proposal

The CNS Department is proposing a new model for hosting member library websites.

Currently, libraries that do not have their own domain and website have a stock page that was created by the CNS Department and hosted on the FLLS web server. Our proposal is to purchase an account with a hosted web service, register and maintain the member library domains, and provide startup WordPress support to enable the libraries to better brand their library and connect with patrons.

### Hosting

The CNS plan will purchase one hosted account from a competitive hosting company which provides enough storage space, monthly bandwidth, email addresses, and add-on domains to house as many sites as would be required.

Currently, there are 12 member libraries that have the stock web page on our server. A year's worth of web hosting can range from \$60 to \$125 depending on the amount of included services. With the current count of 12 libraries, the cost per library would range from \$5 - \$10.50 each per year. The hosting fee would be paid by FLLS and billed to the member libraries. The final price per year would depend on the number of libraries taking part in the program.

### Domain Registration

Domain names can be registered for \$7.99 at GoDaddy<sup>1</sup> and renewed yearly or for multiple years at a time. Each library will be responsible for the renewal cost of their domain which would be billed by FLLS. This will help ensure that domains don't expire and interrupt web and email access.

### WordPress

WordPress is a powerful tool for managing websites, allowing for rapid development and deployment, and providing easy to learn tools for adding content. Since WordPress is free software, and is available on all of the hosting companies' compared<sup>2</sup>, it is the CNS Department's recommendation that it be the default web development tool for this proposal.

The CNS Department will work with the member libraries to pick a theme and apply it to each WordPress site. The initial theme will be customized with colors and graphics for each library

### FLLS Responsibilities

The Computer Network Services Department will purchase the web hosting package and register domains for all participating libraries that do not currently have their own. Each library will be billed yearly for their share of the hosting cost and for the renewal of their individual domain.

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<sup>1</sup> Registration price. Renewal pricing varies

<sup>2</sup> See attached pricing comparison

The CNS Department will maintain the WordPress install and be responsible for installing and configuring the theme during the initial launch of the program. CNS Department will also be responsible for any upgrades to WordPress or the themes as required.

The CNS Department will be responsible for adding and removing email user IDs and issuing passwords and password resets as needed.

The CNS Department will offer beginner WordPress training and offer advice on best practices for organizing and adding posts, pages, and items to the media library. Each member library will be responsible for maintaining the accuracy of the data on their own page as well as adding content as needed.

## Migration

While the initial goal of this program is to migrate libraries that do not currently have their own domain and website, any member library can participate. If you currently have your own domain, ownership can be transferred to CNS Department control and you will be billed on a yearly basis along with the hosting cost.

Existing WordPress websites can be migrated to the new hosted server. The CNS Department will assist in the one-time migration. Themes can also be migrated and it would not be a requirement that a member library with an existing site use the same theme as the new startup sites.

If the current website does not use WordPress, the CNS Department will work with the library to create a WordPress theme. It would be the responsibility of the member library to move or recreate data from the current website on the new WordPress site.

Libraries can also choose to keep their current website and host service but still migrate their domain to the CNS Department. The benefit of this is that renewals and maintenance would be handled in one place which could avoid interruption of service in times of director or board member turnover.

## Benefits

There are several benefits of moving to a hosted service and installing a WordPress website. These include:

- Brand your library with a unique domain name
- Brand your library with photos, logos and/or taglines unique to your library and community
- Create unique email addresses, with your unique domain name, for all staff members
- Offer web-based email access for all staff
- Separate your email from your Internet Service Provider
- Update your website with hours, contact info, staff names and meeting calendars w/o relying on FLLS
- Post photos from events
- Link Facebook, Twitter, Google+ and other social media outlets with your website
- Track website usage statistics
- Offer surveys and contact forms for patrons

WordPress is flexible and continually updated which means new features and connectivity with other websites and social media will have the ability to grow with future technology trends.

## Considerations

This program recommends contracting with a web hosting company to provide servers, software, bandwidth, and email access. While the CNS Department will help maintain the install, we will have no responsibility for the availability of the host server and cannot be responsible for web, email or Internet outages that affect the host. We will provide first point of contact but will have to work with the vendor to restore service. Responsibility for the web host and website availability would be limited to weekday business hours. Off shift support by the CNS Department would continue to be limited to Polaris access and server availability.

If a library would like a custom WordPress theme they would not be required to accept the standard theme proposed by the CNS Department. Each library choosing their own theme would be responsible for installing, configuring and maintaining their theme.

If a library currently has a website that uses a Content Management System (CMS) other than WordPress and would like to continue to use it while migrating to the hosted service, the library would be responsible for their own install, theme and data migration. The CNS Department has the ability to help support a WordPress migration but not for other types of CMS software (e.g. Joomla, Drupal).

The CNS Department may install certain WordPress plugins in order to enhance themes or allow for customization that will benefit all libraries on the hosted site. The CNS Department would maintain those plugins along with the WordPress install and theme. Each library will have the ability to install their own choice of plugins and would be responsible for configuring and maintaining them; including applying all updates and making sure that they are compatible with WordPress.