

Carroll County Website Meeting

Minutes

October 13, 2009

Present at meeting: Robin Reade, Stephenie Milbury, Lory LaRoche, Will DeWitte, David Sorensen, David Babson, Daymond Steer, David Wells, Maureen Spencer, Ann Aiton, Chip Albee, and Ric Carter.

10am

1. Robin Reade: Restructuring of website. Needs expansion and update. (Presentation of current website) Ric is our web site person and Dave handles our servers and our software. As we move forward with ideas we want to include them in that.
2. Ric: How it works – small budget – update info regularly – Blog environment. Temporary solution at the time. Looked professional. Now need ability to place more content.
3. Babson: Format? Ask questions now or later? (now) What is the Blog content of this web site?
4. Ric: Blog is hosted with Google; it is locked down and protected. Stephenie updates info in dynamic section. There is the ability for people to make comments on the page.
5. Maureen: Tried to comment, would not work.
6. Ric: Ability – but no IT person at County to keep on it every day. Archive is available. Stephenie and I needed to get together on how to format Blog.
7. Maureen: Google – paid nothing for this?
8. Ric: Paid for design and set-up. Dynamic content and static content. HTML programming on static, dynamic content is done by staff person. Problem is no one on staff can keep updated with dynamic content. Solution is
 - 1) Hire IT person for staff
 - 2) Train current employee in HTML
 - 3) Keep us on at fee schedule
9. Robin: Showing web sites. Used example of City of Rochester, New Durham, Shrewsbury, MA websites and other sites. What we want our website to do. (applications, forms, publications, etc.)
10. David Wells: PDF documents are safer, now MS Word format. Still must be concerned about security, generally accepted practice is PDF format for documents on websites.
11. Robin: Look for user friendliness on websites. In future will financial transactions be on website?
12. Stephenie: Like calendar on site with upcoming events.
13. Lory: Email address of County Employees would be useful link.
14. Will: Have internet now, will set up email so customers can ask questions.
15. David Wells: Create an alias, i.e.: Farm@carrollcountynh.net.

16. Maureen: Banner for emergencies, cancellations, closures, etc.
17. Stephenie: Would need access from home to update info.
18. Robin: What do we want?
19. Maureen: Ease of navigation, people friendly, download applications, job postings, contact info, hay prices.
20. Lory: Nursing home pics, newsletter, training programs, happenings.
21. David Wells: Someone needs to be on top of website all the time. Training of experienced person.
22. Ric: Comes down to budget – dollars and cents. Here today to solve the problem of Blog and content of website. Minor investment for County. Many things can be done to make it more pleasing to the eye, user friendly, and have documents on it.
We can fix what we have now and look at future needs. Options are hire a company or train staff member(s) on maintaining dynamics of web site (will submit cost to Robin). Comes down to preference and functionality. Will submit quote for 1 week of training for Stephenie and Lory.
23. Maureen: County needs a website that works. Then upgrade. People get frustrated with site when it does not work.
24. Ric: Can solve problem with training. Taking over and maintaining website.
25. Lory: We can make this website more user friendly and organized.
26. Ric: Features are available on the present site.
27. Stephenie: Main page needs update, calendar
28. Ric: Across top and down left side is static content (HTML) Center is dynamic, can be changed by Stephenie and Lory. Can try to address user issues. Make contact banner more specific.
29. Babson: Registry of Deeds is dynamic? Needs to be done by HTML?
30. Ric: Very easily changed to static. At some point County will have to make an investment so it is done by a professional. You have ability to post pics and videos on website (nursing home construction, etc).
31. Lory: Server is capable?
32. David Wells: Publish – independent considerations, County has web server/portals.
Discussion of format, maintenance, Stephenie, Lory, and Maureen.
33. Ric: Layout – dashboard. Simple fix. No end to what can be created. Google applications are very helpful – and free.
34. Will: Example, if I move to Ossipee and want to buy wood is there something that will direct me to this website?
35. Ric: No, not on this site. Matter of adding key words into dynamic side of web. (additional expense).
36. Daymond: Content – basic question. Information on what county is what County government does.
37. David Sorensen: One purpose of website.
38. Ric: New appearance and presentation of it.
39. Lory: Add County Government button on left.
40. Ann: What is under Registry of Deeds? (not much) I gave enormous amounts of info but none of that is on Registry page. Also, address needs to be more

prominent. Things go to county office instead of Deeds. Want address and phone on directory page.

41. David Wells: You should have group that comes together periodically to discuss website content/issues. They do not have to be experts.

42. Babson: Why is this the first time that it has been noticed that Registry page is incorrect?

43. Robin: Was not a complaint registered with us. We do not have an IT department.

44. Lory: Did not know what we were going to need. There are always going to be mistakes made.

45. Ann: From the start should have been set up correctly. We as a county should have basic description of what each department does.

46. Lory: Who and what is County Government. Directing people to correct department.

47. Ann: I do not want email in Deeds. Everyone answers the phone. Legal liability for misinformation.

48. Daymond: Explain exactly what info is needed for Registry of Deeds before you call or come in.

49. David Wells: Suggestion on what site should say about contact and info needed.

50. Ric: Concept of website is to make your business easier. Deeds has a lot of variables.

Discussion of what Deeds needs, what can be done? Give info to Stephenie.

51. Maureen: Public has questions – is info that public is looking for on the site? Are we answering their questions?

52. Chip: Should one person in each department be responsible for their web page content? Emails could be the start of an inquiry.

Discussion of websites and links, forms, security, alias email, contacts.

53. David Sorensen: Ric will send proposal to Robin on training. Commissioners will send out memos to department heads to look at their sites and find any issues or additions that need to be addressed. Send to Stephenie. Elected officials have their own sites? (Deeds, Sheriff, Attorney)? (Sheriff does)

54. Chip: Find dynamic pages less than appealing.

55. Daymond: How long will it take to make improvements?

56. Sorensen: Ongoing – as soon as possible.

57. Lory: We will have to learn how to make site user friendly, this is all new to us.

Meeting ended at 11:30am