



CANARY COMMENT SYSTEM

iSchool 2014 Capstone for the Seattle Public Library

website: www.uwcanary.com

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PROJECT TIMELINE

Kick-off

Feb

ITERATION 1

Login function
Create account function
Initial framework
Design for iteration 1 & 2

Mar

ITERATION 2

Tagging function part 1
Design for iteration 3
Bug fixes for iteration 1

Apr

ITERATION 3

Comment create/edit/view function
Tagging function part 2
Design for iteration 4
Bug fixes for iteration 2

May

ITERATION 4

Password reset function
Dashboard
Search function
Visual design
Bug fixes for iteration 3 & 4

Jun

Handoff to Sponsor

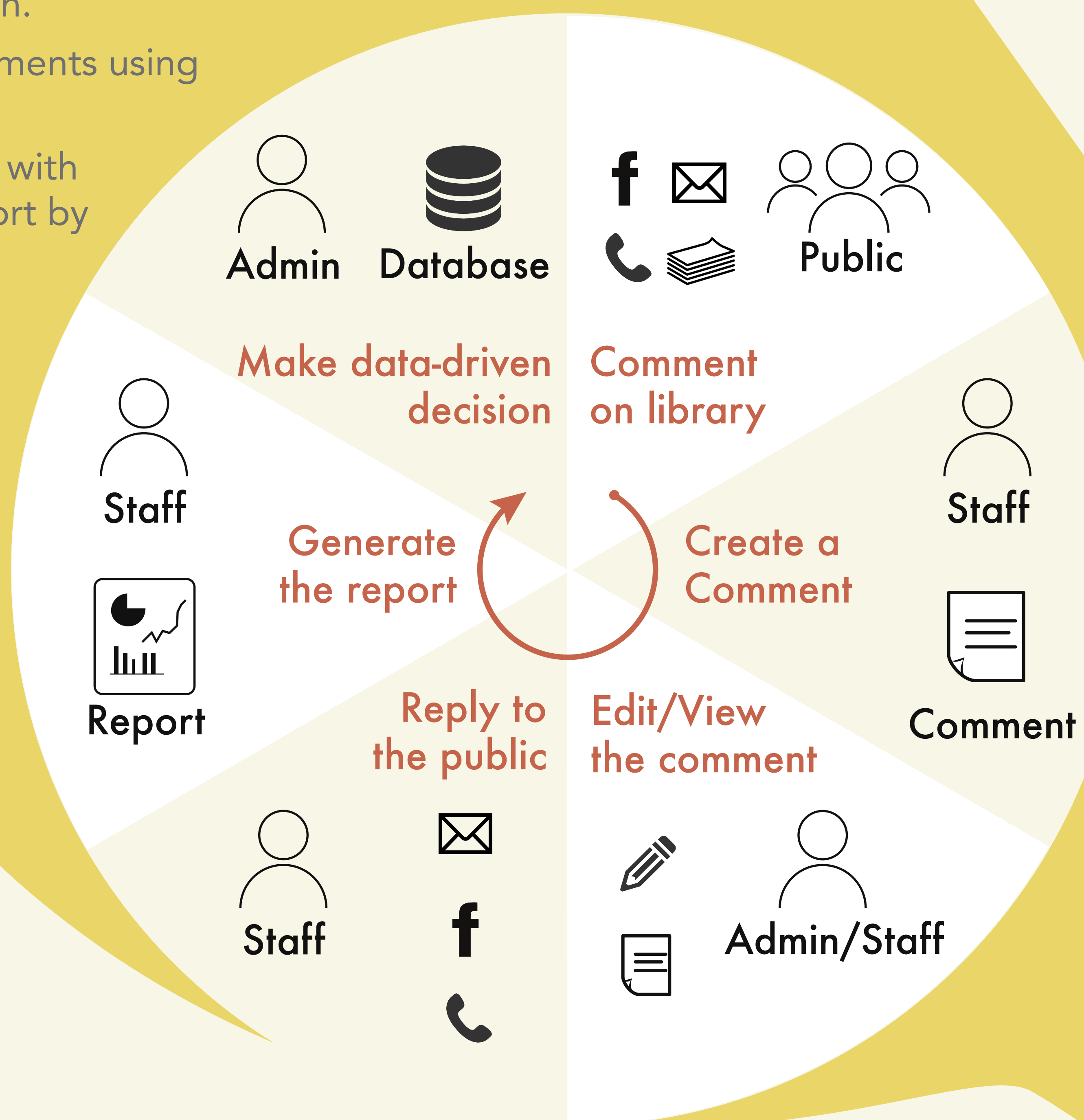
PROJECT PURPOSE

The Seattle Public Library has thousands of patrons, includes 27 locations, and receives feedback and comments through a variety of communication channels: chat, email, phone, in person, printed form, the website, and social media. It is not easy for staff to manage comments and responses due to the lack of a centralized system.

Our four person team designed and implemented a comment management system that provides a more complete picture of the nature and frequency of patron comments, helps guide decision making for library leadership, improves collaboration, and enables greater accountability and timeliness in responding to patrons.

PROJECT OUTCOMES

1. Create and manage comments and user accounts.
2. View comments in aggregate and filter dynamically using the dashboard function.
3. Search for comments using keyword (s) or ID.
4. Tag comments with metadata to report by Location, Status, Category, and Channel.
5. Add public and private annotations



TOOLS USED

Flask
Axure
Python
Adobe CS
PostgreSQL
Windows Server 2008
Amazon Web Services

Sponsor:



Information School
UNIVERSITY of WASHINGTON

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