

To all Town employees as you maybe aware the IT Department has engaged a web designer to redo the Town's Web site. It is imperatives that this be a joint effort so please help and participate.

Town of Middleborough Web Site Project: Department Information Collection Form:

This document is meant to be used by departments within the town of Middleborough government to collect data to add to the new web site. Please fill out as completely as you can and once you have completed it, **send via e-mail attachment to Allison Ferreira at: aferreira@middleborough.com before DATE HERE.**

Instructions:

As you fill this out think of supplying information that is important to the public and how you would describe it to a non-municipal person. Citizens are more interested in the services that you provide vs. org chart information and structural management. It is not that this information is not important and should not be included if it is applicable, it is just not typically what the citizens of the town will be looking for. You also want to spend some extra time on your Frequently Asked Questions. Think of the most common questions you are asked by citizens and supply the questions and answers. Ask your front line staff. If you do a good job on this it will limit phone calls to some degree and make the web site more useful.

If you have other things that you would like to add that is even better. This is meant to collect a baseline of data. Supply any additional information that you think would be useful to the public.

To Use The Collection Form:

Fill in answers in supplied boxes under titles. Click in and type the data (you can cut and paste it if already exists elsewhere. Don't worry about formatting and do everything either flush left and put in returns when making a list. The boxes will expand as you add text.

DEPARTMENT:

Contact Information: Addresses, phone/fax numbers, links to e-mail addresses of key personnel.

Departmental Hours of Operation:

Department Description:

This is a detailed description of the department's function and the services that it offers to the citizens. These descriptions should be clear and understandable by the general public. The focus should be on the services it provides vs. departmental structure.

Frequently Asked Questions (with answers):

Every department was asked to identify at least 10 questions that they are routinely asked by the public. **SEE REVERSE SIDE**

Forms and large informational documents available for download:

Having these types of documents online is extremely helpful to constituents. The ability to download a PDF form, print it and fill it out saves at least one trip to town hall or the departmental staff members time to mail or fax this information out. This is also true of larger informational documents (reports, ordinance, rules & regulation etc.). These need to be supplied electronically. If they don't exist that way, identify them as documents that need to be scanned. It is always better to have the electronic version if it exists. Documents will be provided in a format that can not be altered. If you have questions, talk to Roger Brunelle. Identify documents here:

Please attach any forms that you would like to see on the site. This will prompt a further discussion with you.

As it always is said, if you do not participate you have little to complain about.

Thank you for your assistance in advance. The IT Department

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Enter Answer

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