A Behemoth Website Redesign

When Toni Rome first connected with the Scottish Prisoners of War Society (SPOWS) she was following a trail to track down an ancestor who was taken prisoner during the Battle of Dunbar in 1650 — one of two battles of the English Civil War. SPOWS is dedicated to promoting and preserving the research concerning the Scottish prisoners who were exiled to New England after the Battles of Dunbar (1650) and Worcester (1651).

The founder of SPOWS was managing a WordPress website that had ballooned to hundreds of pages and images, which was becoming increasingly more difficult to maintain. Although not a web developer, she did yeoman's work handling a repository of historical and genealogical information, including 264 prisoner profile pages that descendants and researchers from around the world accessed daily. It was the perfect time for a redesign.

Those who are familiar with the WordPress platform know that it is a gamechanger for web development. One need not be a programmer to have a website with dynamic functionality. There are thousands of plugins that can be added to a website, allowing functionality from e-commerce to form creation, SEO to site security, and literally everything in between.

THE PROCESS

The first step in the process was to audit the site and content, establish goals, and then plan the information architecture and user experience. The overarching goal for the entire project, was to organize everything in a meaningful way – to make navigation easy, and streamline content management.

CHALLENGE

A thorough audit of the site revealed the following main issues.

For Users:

- Content was unorganized or redundant.
- The site had no clear navigation, users had to make multiple clicks to find content. Some prisoner information resided on multiple pages.

- Many prisoner profiles had long content that included genealogical information with biographical notes, footnotes, and several images of records.
 All text was visually similar, making it difficult to differentiate between sections.
- Visually the site was plain and didn't have many photos or graphics to represent the subject matter.

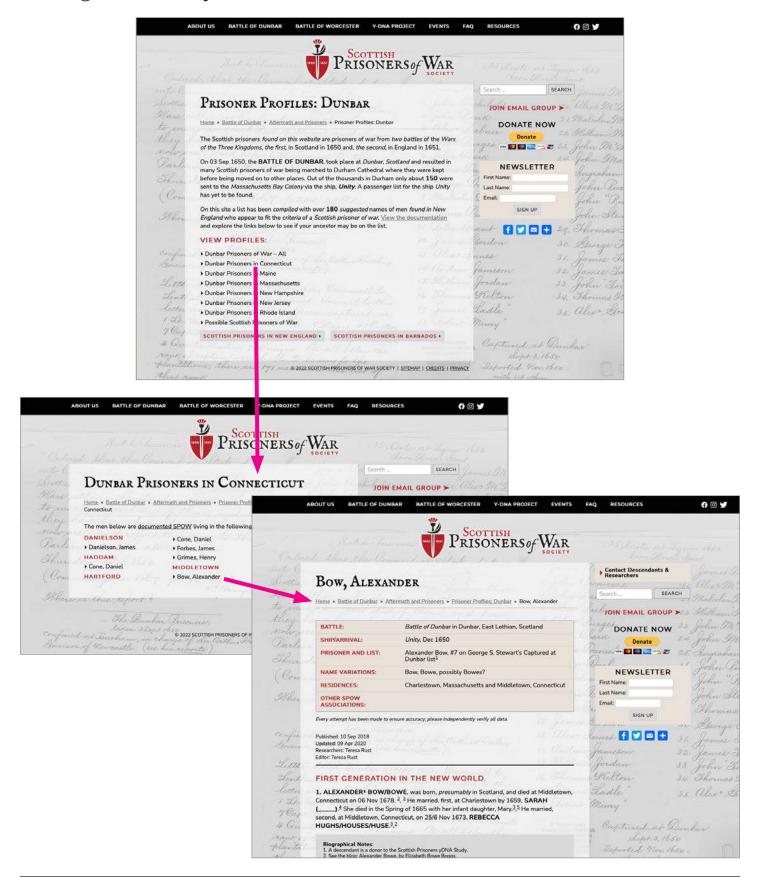
SOLUTION:

- 1. Content was siloed into categories: Battle of Dunbar, Battle of Worcester, and information about the society. The goal for the site's architecture was to give the visitor a chronological hierarchy for each battle—information about the battle, the aftermath and prisoners taken, their exile, indentured servitude, genealogy, and the documentation—with menus designed for easy access to this structure, including the home page elements and breadcrumbs.
- 2. Prisoner profile pages were designed with content organized in logical order. At the top of each page is a simple grid—a snapshot that lists which battle the prisoner was in, the ship that transported him to New England, his name variations, the places where he lived, and his association with other prisoners. The remaining documentation and genealogical information was formatted with consistent treatment of headings and text. In addition, all information that resided on other pages was added to the profile pages to alleviate unnecessary clicks.
- 3. A visual sense of history was incorporated into the design of the site with photos of battle reenactments and historical images used throughout. Background images were incorporated in both battle sections. For battle main pages we used images of old engravings for each battle. For prisoner profile pages, the background images are historical documents—hand-written lists of the prisoners exiled to New England, the originals of which are housed at New England Historic Genealogical Society (Boston, Massachusetts).





Viewing Prisoner Profiles



Viewing Prisoner Profiles: Creating a Custom System

BACK-END ADMIN:

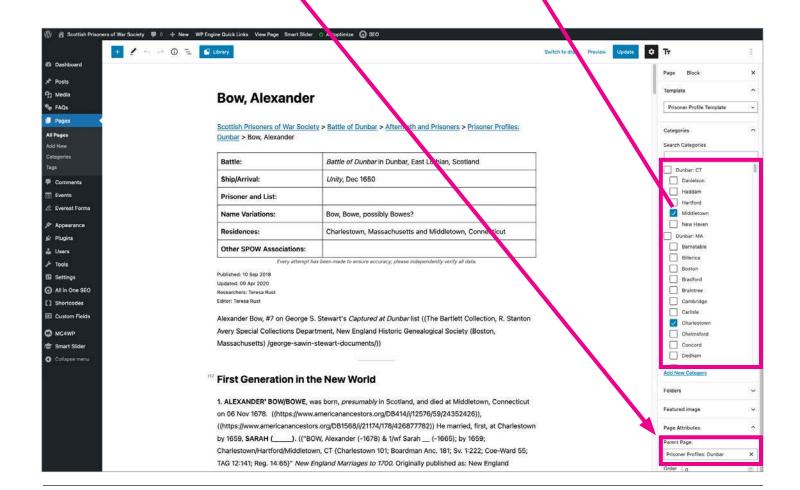
One of the primary requirements for the user interface was for people to have the ability to view prisoner profile pages based on where they lived in New England – by colony (state) and then by town. Since many of them lived in multiple places, the system needed to accommodate this.

In order to implement this functionality, we configured multiple plugins that allow site

administrators to assign categories to each prisoner. This automatically writes links to their profile pages onto the appropriate pages.

Likewise by specifying a parent page, a link to the prisoner page is automatically written onto the "view all prisoners" page.





CHALLENGE

For Content Managers:

• In WordPress admin, the default interface for the management of pages or images displays a maximum of 20 links. Because there are over 300 website pages and 700+ images, finding the desired page or image to manage meant clicking through several pages of links, which is cumbersome.

SOLUTION:

1. We installed and configured the plugin: Wicked Folders Pro. This valuable plugin organizes pages and media into manageable folders. For pages, we created folders for Dunbar Prisoners and Worcester Prisoners with subfolders for each New England state that the prisoner lived in, then on each prisoner profile page we assigned them folders for easy

Folders

Search Folders

Add New Folder

Dunbar Prisoners

All Prisoners

Connecticut Maine Maryland Massachusetts

organization.

CHALLENGE For Site Migration:

• The original SPOWS website consisted of over 300

- pages with very long URLs.
- The society's domain scottishprisonersofwar.com is long. Changing it to a short name, spows.org, was needed to reflect their non-profit status and to make it memorable and easier to promote. However, when the pages and images from the old site were imported into the new, links to hundreds of images had absolute paths to the old domain.

SOLUTION:

- 1. Once pages were imported into the new site, permalinks (URLs) for the prisoner profile pages were shortened to make them meaningful for search engine results. We then integrated the plugin Redirection, which allowed us to point the old URLs to the new. If someone visited the new website from a link to an old page, whether from a web search or bookmark, they were redirected to the new page.
- 2. To fix the broken image links, we installed a "search and replace" plugin to remove the domain and make the URI's relative.

