

# MontanaLawHelp.org Content Protocol

*Revised 22 October 2003 by Katherine Bladow\**

This document outlines how content for MontanaLawHelp.org should be reviewed, posted, and updated. It also includes a listing of the responsibilities for the Web Content Coordinator and the Topic Owners. All deadlines and responsibilities are subject to revision based on the feedback of the Web Content Coordinator, Content Assistants, and Topic Owners.

## **Responsibilities**

### **Web Content Coordinator and Content Assistants**

The Web Content Coordinator should complete the following tasks as needed unless otherwise noted:

- Post all acceptable articles submitted by the Topic Owners
- Submit a list of articles that need review to the Topic Owners (semi-annually)
- Update the Content Management Sheets following the instructions provided on the first page of the Content Management Sheets
- Monitor the Web site for broken links (monthly)
- Post or update information for community resources
- Post or update any changes to legal services or court information
- Communicate with the Topic Owners
- Remind Topic Owners of deadlines (quarterly)
- Assist the Topic Owners in finding existing content and recruiting Content Developers

### **Topic Owners**

The Topic Owners should complete the following tasks as needed:

- Communicate problems and provide feedback to the Web Content Coordinator
- Update the Content Management Sheets following the instructions provided on the first page of the Content Management Sheets
- Recruit Content Developers
- Refer information about community organizations, legal services programs, and courts to the Web Content Coordinator
- Continue to review and improve posted content

It is recommended that each Topic Owner completes at least one of the following per quarter (deadlines: March 31, June 30, September 30, and December 31<sup>\*\*</sup>):

- Submit two new or revised articles to the Web Content Coordinator
- Submit four high-quality links to the Web Content Coordinator

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\* You can find the current version of this document at [www.MontanaProBono.net](http://www.MontanaProBono.net).

\*\* These deadlines will become less frequent as additional content is added and reviewed.

## ***Legal Information Protocol***

### **Creating New Content**

When a Topic Owner discovers that new content needs to be developed and posted on MontanaLawHelp.org, the Topic Owner will:

1. Record the working title of the new content in the Content Management Sheets under the appropriate subtopics.
2. Recruit a Content Developer.
3. Decide, with the Content Developer, on a mutually acceptable deadline.
4. Provide the Content Developer with the Microsoft Manual of Style and the MontanaLawHelp.org Guidelines for Content Development.
5. Review the new content using the MontanaLawHelp.org Guidelines for Content Review.
6. Complete the Evaluation Report.
7. If needed, return the content to the Content Developer for revisions. If the content is returned to the Content Developer, it must go through an additional review.
8. Submit the content, the Evaluation Report, and a revised ordering of each subtopic where the content is added to the Web Content Coordinator.

Upon submission of new content, the Web Content Coordinator will:

9. Review the style of the content. If revisions are necessary such that they may alter content, the Web Content Coordinator returns the suggested revisions to the Topic Owner for a final review.
10. Post the content for public use.
11. Update the Content Management Sheets.

### **Linking to New Content**

MontanaLawHelp.org should link to content that is posted on other Web sites. When possible, link to individual articles not to the home page for the Web site. Do not link to a list of links. When a Topic Owner discovers that MontanaLawHelp.org needs to link to another Web page, the Topic Owner will:

1. Review the Web page using the MontanaLawHelp.org Guidelines for Content Review.
2. Complete the Evaluation Report.
3. If the Web page is inappropriate, inaccurate, or difficult to use, disregard the Web page or find internal links that are appropriate, accurate, and easy to use.
4. If the Web page is appropriate, submit the Web page, the Evaluation Report, and a revised ordering of each subtopic where the content is added to the Web Content Coordinator.

Upon submission of the Web page, the Web Content Coordinator will:

5. Link to the Web page from MontanaLawHelp.org.
6. Update the Content Management Sheets.

## **Reviewing Existing Content**

When a Topic Owner needs to review existing content that has been posted on MontanaLawHelp.org, the Topic Owner will:

1. Review the content using the MontanaLawHelp.org Guidelines for Content Review.
2. Complete the Evaluation Report.
3. If the content does not need to be revised, submit the Evaluation Report to the Web Content Coordinator.
4. If the content does need to be revised, update the Content Management Sheets to reflect the needed revision. Then follow the steps for Creating New Content on page 2 starting with Step 2. Do not create a new legal information resource when submitting the content to the Web Content Coordinator. Edit the attachment for the existing legal information resource.
5. Update the Review Date for the content to one year from the current date.

Upon submission of the Web page, the Web Content Coordinator will:

6. Update the Content Management Sheets.

## **Reviewing Existing Linked Content**

When a Topic Owner needs to review existing content that MontanaLawHelp.org has linked to, the Topic Owner will:

1. Review the Web page using the MontanaLawHelp.org Guidelines for Content Review.
2. Complete the Evaluation Report.
3. If the Web page is inappropriate, inaccurate, or difficult to use, delete the Web page. Update the Content Management Sheets to reflect that content needs to be created to replace the deleted content.
4. If the Web page is appropriate, update the Review Date for the Web page to one year from the current date.
5. Submit the Evaluation Report to the Web Content Coordinator.

Upon submission of the Web page, the Web Content Coordinator will:

6. Update the Content Management Sheets.

## ***Community Resource, Court and Legal Program Protocol***

### **Creating a New Resource or Organization**

When the Web Content Coordinator discovers that a new resource or organization needs to be posted on MontanaLawHelp.org, the Web Content Coordinator will:

1. Ascertain that the resource or organization does not already exist and that the resource or organization should be posted.
2. Contact the resource or organization and confirm that the received information about the resource or organization is correct, find out where the organization or resource should be listed, and collect any missing information. If the resource is a court, use the standard subtopic listings to list the court. The subtopic list is provided in An Introduction to the MontanaLawHelp.org Administrative Tools.
3. Post the resource or organization on MontanaLawHelp.org.
4. Send a thank you note to the resource or organization.\*\*\*

### **Reviewing an Existing Resource or Organization**

When the Web Content Coordinator runs a quarterly report and finds that the information for a resource or organization needs to be reviewed, the Web Content Coordinator will:

1. Contact the resource or organization and confirm that the information on MontanaLawHelp.org is correct.
2. If the information is incorrect, correct the erroneous information.
3. Update the review date of the resource or organization to one year from the current date.
4. Send a thank you note to the resource or organization.\*\*\*

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\*\*\* Thank you notes are sent to organizations and resources for outreach and promotional purposes.