

User Needs Update February 2007

Leadership

Angela Thomas and Heather Clark agreed to co-chair the User Needs group in late December 2006. Prior to ALA, co-chairs received information regarding previous discussions and work of the group under its previous leadership (Gina Persichini).

Former participants were queried to see if interest in working group remained and a general call for participation was sent to the RRS general email list. Response was limited.

Current members

Valerie Horton, Colorado Library Consortium
Dennis Massie, OCLC-RLG Programs
Lori Smith, Colorado State Library

Tentative

Anne Abate, Ohio State Library
Anne Beaubien, University of Michigan

Chairs agreed that a literature review was important before embarking on any new studies. Some work in this vain had already been completed by the workgroup.

ALA MidWinter Contacts

At the ALA Midwinter meetings in Seattle, Heather met with Joan Stein and the RUSA-STARS Research & Statistics Committee. (Many thanks to Tanner for facilitating this contact.) This Committee was in the process of working to update a literature review which was previously written by Joan Stein and includes research specific to ILL and resource sharing up to 1998 at time of publication.

The committee agreed to assist the User Needs workgroup in completing a review of current, applicable literature. A firm timeline was not established, but the group gained a general consensus to complete work this spring. I am hoping to have it complete by our forum in April.

Action Plan

Complete literature review with assistance from the RUSA-STARS Research & Statistics Committee. The goal will be to complete the literature review with conclusions and evaluations of any gaps that might be pursued by the RRS Initiative. The co-chairs decided to focus, at this juncture, on library literature as it relates to human computer interaction and design issues in libraries and any specifics to resource sharing. We will not spend time evaluating culture

and generational trends in depth as they are well documented, and the scope of literature was becoming unwieldy for the size of the working group. Beyond general overview, the literature will also work to form questions that can guide usability studies of the Get-It function.

TASK LIST

- 1) Review work completed to date and enhance bibliography. (Currently underway.)
- 2) Delegate reading among RRS group members and RUSA-STARs Research & Statistics Committee and parties with firm deadlines and concrete expectations of outcomes (see attached review form).
- 3) Synthesize dispersed work into review document for April Forum.

Other Developments

Michelle Jeske at Denver Public Library has expressed interest in being part of Get-It Usability studies.

Working Group Concerns and Questions

- >Scope of Get-It Study expectations, particularly in regard to international considerations--beyond current published research?
- >Lack of research experience and direct connection to user group to perform study
- >Define “sources and targets” from Feb. 14 conference call.