

Rethinking Resource Sharing User Needs Committee

Background

The group brainstormed and developed a list of what users expect, want, and deserve in terms of resource sharing service. At the end of the brainstorming session, ideas on the list that are related to organizational culture and/or policy issues were highlighted. It was determined that there was a need to document existing user studies.

It was determined that the Interoperability subgroup would benefit from the results of any research as it could be applied to the interface for the Get It tool. Additionally, results of any research may be useful to the Policies sub-group as they consider the impact of user needs on library policies.

Committee charge

The User Needs Committee is charged with gaining insight into the needs of the common user inside and outside the library environment. This knowledge will then be applied to the broader work of the Rethinking Resource Sharing Initiative. The User Needs Committee will also support the work of the other Rethinking Resource Sharing committees directly as charged.

2007 Goals:

- Provide a comprehensive report to make a determination of user needs and identify where gaps might exist
- Provide User Needs Requirements for Get-it functionality and Get-it user interface
- Participate in Get-it feature testing

Tasks:

- Provide a comprehensive report to make a determination of user needs to serve as reference document to work of the initiative
 - Identify existing research/publications from which we can pull information about user needs
 - Conduct literature review in coordination with RUSA –STARS Research and Statistics committee
 - Identify any gaps in the existing literature regarding user needs
 - Report results to RRS initiative
- Begin planning for a usability study of the Get-It plug in coordination with the InterOperability committee
 - Develop 2-3 key questions (broad, scaleable) to be addressed by the user study
 - Distill questions to items feasible for testing environment
 - Create straightforward, easily implemented test kit
 - Identify test sites from a variety of environments (academic, public, etc)
- Discuss with Policies committee issues from Manifesto that might lend themselves to be a part of usability studies

User Needs Breakout Session – RRS Forum 2007

Purpose

The User Needs committee review work on the user needs overview and usability survey for the “Get-It” browser plug-in.

Desired Outcome

1. Review themes of user studies as present in literature review from summary work that that has previously been completed by committee members and plan future off line work for this project
2. Begin planning for usability study
 - a. Brainstorm 2-3 key questions (broad, scaleable) to be addressed by the user study
 - b. Distill questions to items feasible for testing environment
 - i. Economics of time v. money
 - ii. Where are users looking for items (see 3 below)?
 - c. Determine a critical path for answering questions (i.e. what order do they need to be answered)
 - d. Identify test sites
3. Identify and prioritize a list of web sources (sites which provide bibliographic information for requests) and targets (sites which contain ownership information for fulfilling requests) for use by the “Get-It plug-in” (see Interoperability section for details on the Get-It plug-in)
4. Identify items to be assigned to the user profile—what is needed for the user to be able to access targets (libraries, Amazon, etc.)? How would this need to be adjusted for international issues?