Digital Library User Assessment Group
Minutes
May 19, 2004

Present: Pamela Bagley, Gloria Dufield, Pat Fisken (Chair), Lucinda Hall, Janifer Holt (minutes), Mary LaMarca (AdHoc)

Guest: Mary LaMarca

Agenda:

1. Approval of minutes of 4/21/04 meeting (enclosed- thanks Lucinda).
2. Digital Library Assessment email account: clarification of mechanics and monitoring (Pat)
3. Digital Library Assessment email account feedback report (Janifer; Pamela will monitor next 2 weeks)
4. Methods of getting feedback and assessing new digital products (Mary)
5. Conferences and workshops (Lucinda)
6. Comments on readings Gloria distributed (Gloria)
7. Current list of resources (Pamela)

1. Approval of minutes from April 21, 2004 meeting
Minutes from the meeting were approved.

2. Digital Library Assessment email account: clarification of mechanics and monitoring (Pat)

Mary reported that the DLUAG e-mail account has been fixed so all messages will go to the blitz mailbox and not to individual members e-mail accounts and the blitz mailbox.

3. Digital Library Assessment email account feedback report (Janifer and Mary)

Janifer reported on the feedback messages sent to the blitz mailbox, 4-21 to 5-18. The committee decided that we would keep the feedback messages in folders, categorized by month and year, for one year. Mary volunteered to send a copy of the feedback messages sent to individual member email accounts to ?, so they can be put in the DLUAG blitz mail folder (April – May, 2004).

Mary stated that most of the feedback concerned technical problems, IP Access from off-campus and DHMC access.

She suggested the committee contact Becky Torrey, who monitors the Acquisitions Department’s email account, Library EJHelp (Library.Electronic.Journal.Help@Dartmouth.edu). Perhaps, a quarterly update from Becky about some of the messages from Library EJHelp would be helpful.
The committee discussed examining the themes from Mary’s report to the Digital Library Management Group (DLMG), “Analysis of Feedback Received from the Digital Library at Dartmouth,” September 22, 2003. This report can be a starting point for the committee to begin assessing the library’s homepage.

4. DLMG Announcements (Pat)

There was a discussion concerning the committee’s role as advisors for assessment of new digital products and projects. Three projects were discussed: Research Guides, Ref Manager help pages and Getting Started. Pam is the liaison committee member for the Getting Started group. Pat hopes each committee member will have the opportunity to work with a project.

5. Getting Started Group Report (Pam)

Pam reported that the Getting Started group developed a web page to explain and help students navigate the digital library. A script was created for the test. Three students were tested: a high school student, an undergraduate student and a graduate student. In addition to the students answering questions from the script, they were videotaped. The students’ comments were analytical and insightful about the search process and terminology used in the digital library.

6. Methods of getting feedback and assessing new digital products (Mary)

Mary talked about her feedback report, “Analysis of Feedback Received from the Digital Library at Dartmouth,” September 22, 2003. She pointed out important themes for the committee to study. She highlighted features on the digital library website that need attention:

- A-Z Index
- “Help” pages
- “How Do I” pages
- “Quick Links”

Other ideas Mary mentioned included:

- Reorganization of the Digital Library Home Page
- Revising the vocabulary of some links on the Digital Library web site, i.e., Service Points
- Eliminate eBooks from eResources
- Add a link to the Library Catalog on the Library Home Page
- Reminder: websites should be accessible for persons with disabilities

Mary has created a folder for DLUAG on the DLMG website: [http://diglib.dartmouth.edu/staffweb/diglibmg.shtml](http://diglib.dartmouth.edu/staffweb/diglibmg.shtml). It is under: User Assessment Group.
7. Recommended readings, websites and other sources for the committee (Gloria, Mary, Pam, Pat)

   Articles that Gloria has researched and sent to committee members, especially, Norlin, Elaina, Usability Testing for Library Websites: “Preparing and Evaluating the Usability Test”

   Bibliography that Pam has compiled and put?

   Books:
   McClure, Charles (Editor) and Bertot, John Carlo (Editor). Evaluating Networked Information Services, 2001

   Websites:
   MIT ? www.hennigweb.com?

   Conferences:
   American Society for Information Science and Technology (ASIS&T), Annual ASIS&T Information Architecture Summit. (Each Summit has a special topic or focus)
   http://www.iasummit.org/

8. Next meeting, June 16, 2004 (Pat)

   We will continue discussion on today’s agenda items.
   Meeting adjoined.