Digital Library User Assessment Minutes 5/4/2005
In Attendance: Pamela Bagley (recorder), Pat Fisken (chair), Laura Graveline, Luncinda Hall, Janifer Holt, Mary LaMarca

1. Approval of April 6, 2005 minutes (enclosed)
   • Approved—Mary will post and notify library staff that new minutes were posted

2. Summary of email April 6- May 4 (Pamela)
   • Nothing of concern for us
     o Junk/ads/not delivered messages: 24
     o Notification that a link was down: 2
     o Suggestion to add a web site (from the site's producer): 1
     o Question about alumni privileges: 1
     o Request to update a page (from Julie Blaine): 1
     o Mary responding to queries/notifications: 5

3. Subject Caption user testing (Laura & Pamela, enclosed)
   • Report was summarized
   • Discussed ways to combine two caption options as users suggested—came up with this, will need to see if it fits:
     o Library of Congress or Medical Subject Headings—Not sure, try Keyword
       [may need to drop Subject Headings if there isn’t enough space]
   • Pamela will write up summary of report for the DLG

4. Research Guides user testing update (Lucinda & Janifer)
   • It would be useful for the findings from the user testing (18 users) to be incorporated into the general reporting on the research guides
   • Lucinda and Janifer will write a summary of their report
   • Some of the points that they shared with the group:
     o Many users thought research/subject guides should be more visible; one suggestion was to require users to go through research guide in order to get to E-Resources; several users suggested that a link to research guides be located on the search/browse page
     o Most students (Grad and undergraduate; one faculty member) knew that subject guides existed, they preferred the new version; many students preferred going to their professor (instead of a librarian or guide) when they need help with their research; important to make faculty aware of the research guides and how students could use them so they would refer students to the guides
     o Users understood most of the terminology in the Research Guide (getting started, digging deeper); some didn’t understand what “about the collections” meant

   • In discussion about the projects we’ve worked on it became clear that our assessment teams need to proactive in communicating with working groups and keeping lines of communication active
5. New DLUAG member update (Pat)
   • No replacement for Gloria yet; still a plan to have a replacement

6. DLUAG testing funds request (Pat)
   • Request has been made; response is pending
   • Suggestion to can create a card so user testers can go to Main Office to get cash, so we don’t need to handle and track petty cash

7. Digital Library/Library Website: the future (Pat & Mary)
   • Being considered; no timetable or plan yet
   • At our meeting in two weeks we’ll talk about an executive summary of user assessment for DLG

8. DLUAG website update (Mary)
   • no updates to report

9. Other
   • New meeting time; everyone should send schedule of times that don’t work to Pat before next meeting