Digital Library User Assessment Group  
Minutes  
March 31, 2004  

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

AGENDA  

1. Approval of last minutes (enclosed)  
2. Discussion of "Usage and Usability Assessment"  
3. Possibilities for moving forward, see item #2 in the agenda, and think about initiatives you might want to be responsible for  
4. Other  

1. Approval of minutes from March 15, 2004  
Minutes from the meeting were approved, with the correction that Jacob Nielson is not at Tuck  

2. Discussion of Use and Usability  
Members of the Group had skimmed “Usage and Usability Assessment: Library Practices and Concerns” by Denise Troll Covey and agreed that it would be a good resource.  

3. Possibilities for moving forward  
Where do we start?  
- LibQUAL— the results from this survey will help us determine and prioritize what we need to work on—the results should be available by the end of June  
- Get the feedback/comments that Susan Fliss and Mary LaMarca have compiled—look at those and see what issues need to be addressed  
- Invite Mary and/or Susan to a meeting  
- Get feedback from sophomore summer group (survey?)  
- Query the freshman coming in this fall to get a sense of how incoming students are using the Digital Library  

Individual responsibilities:  

Pat will contact Mary LaMarca to invite her to a meeting—perhaps May 5? If she can’t come to the meeting, Pat will ask send us the comments about the Digital Library that Mary has compiled. We would like to find out what usage statistics can be collected from the Digital Library site.  

Pamela will ask Susan to get comments about the Digital Library and would she like to meet with us (and potential times)?
Gloria will start to look at how other libraries have handled the issues of a digital library, starting with libraries that are part of the Digital Library Federation.

Janifer will explore if there are any specialists at Tuck who could work with us.

Pat made informal contact with Office of Institutional Affairs

Pat will see how user assessment fits into the schedule of Digital Library releases.

Lucinda will look for staff development opportunities in the area of user assessment

Gloria will look for user assessment resources and will send the list of what she has already found.

Pamela will maintain a list of resources.

Books in Feldberg that Janifer found:
- Handbook of usability testing: how to plan, design, and conduct effective tests/Jeffrey Rubin
- The elements of user experience: user-centered design for the web/Jesse James Garrett
- Observing the user experience: a practitioner’s guide to user research/Mike Kuniavsky

Journal of potential interest: Digital Library Journal?

Discussion:
Is there anything from “An Evaluation of Dartmouth Library Services and Resources”? Consensus was that for the most part this wasn’t very applicable because it was taken before the Digital Library was implemented. General comments might be of use.

Another way to get feedback is to ask Ref Librarians if they’ve had comments and to pass along comments; maybe put comment cards by the computers

There is a sense that the next release of the Digital Library is not at a set date, but on a more flexible, as needed schedule.