**OSUL Functional Expert Sessions**

**March 2017**

**11 sessions:**

* Public physical locations and reading rooms
* Borrowing, lending, textbooks, and reserves
* Teaching and student support
* Research support, collections management, scholarly publishing, and data & document management
* Outreach, visitors, and donors
* 2 for subject, departmental, special collections, and area studies librarians
* Branch library circ supervisors + attendees who couldn’t attend other sessions
* Regional Librarians
* 2 open sessions (1 at Tech Center and 1 in Thompson)

**Library Staff/Faculty Perceptions of User Needs:**

* research databases
* room reservations
* off-campus sign in
* course reserves
* ILL
* "sidebar on main page"
* student jobs link
* mobile-friendly site

**Under Used, Lesser Known, Hard to Find:**

* special collections
* digital collections
* citation finder
* citation tools
* newspapers
* OhioLINK
* subject librarians
* KB
* ArcGIS campus license

**Challenges Serving Patrons:**

* Educating students to the research process
* - needs of beginners vs. advanced students/scholars
* - how to get students to recognize when they need to change what they learned as a 1st year
* Guiding novice users who aren't students (especially Archives)
* Getting students to manage their time, helping them use tools well
* Finding the right expert to help
* - even our staff aren't sure who to make referrals to, who does what
* - staff directory isn't enough
* Using terminology students will understand/teaching them library words
* circulation, reference, course reserves, affordability, holds, ILL, Article Express, "can I rent a book here?"
* Providing helpful help documents
* images/screen shots are often the best method
* Helping students select the right search tool
* research database (full text vs summary)
* sometimes print has better quality images (esp. art & architecture)
* research database categories don't always help, esp. in interdisciplinary projects
* sometimes we DO want to limit the search to what we asked for, and not search broader/all available
* Helping students find what's available right here, right now (this location or online)

**Library Resource Discovery:**

* We want people to feel good about their search experience (and right now we don't feel that way).
* Discovery needs to be clearer on which sources things come from and the differences
* clarity around what is being searched in both discovery and web
* messages in catalog for location are confusing
* student show up at depository if that's the the location, but it's not a check out location
* things in Charvat collection say "ask at desk" but students don't know which desk/where to go
* people click the call number, not the location
* students at regional who want something they can get at their location
* students "need it now" - ILL and OhioLINK take too long much of the time; even depository can take 24 hours
* online access, streaming, ebooks should be a filter/category
* "WorldCat stinks; the catalog needs help."
* Many of our librarians skip WorldCat and go to Books & More (catalog)
* WorldCat makes it hard to know what's available here and now
* some librarians use First Search, but won't use WorldCat
* Undergrads find WorldCat confusing
* Searching Hathitrust is confusing - we find things we don't have access to/have only part of
* Users like the "peer review" button even if it's not totally accurate
* Users from colocated technical colleges use OhioLink
* eBooks embedded in databases are hard even for librarians to find.
* Hare to find materials: DVDs, out of print books, ebooks
* Known Item searches / title searches return everything else too, often above the thing you want.
* KB is hidden deep currently
* KB searching is frustrating
* extension publications are hard to find (specific audience)
* Serials - hard to find proceedings

**Site Search:**

* Site search: static pages currently come up after blog posts (which are less permanent) - way to set priority on results
* We need a good site search - relevancy based on something other than recency, know what domains/sites we're searching, control scope if needed to help vs. lib guides vs. blogs

**Site Design Challenges:**

* present our resources and services from the user perspective, not the organization's perspective
* less focus on org structure
* current tabs don't make sense to the user
* service descriptions (and services) vary across locations
* "Places" like University Archives have "multiple identities" (collections)
* currently, some content is split across multiple platforms/systems, making it harder for users to see the whole picture
* Users don't come to the site homepage, they use google and drop into the middle
* It's good to connect to users where they are (partner sites, searches), but we have to keep in mind
* Our people and expertise isn't clear/findable.
* Our landing page doesn't address all possible audiences, especially visitors and non-OSU searchers
* We need something that keeps people coming back
* Basic policy information is hard to find
* Inconsistent voice/tone in the writing throughout the site
* Too many layers
* Try to keep technical load off content owners
* Division between public and internal content is murky
* for locations / services, in some places we have multiple people's phone numbers
* can we have a central line?

**Design Suggestions:**

* Course reserves - ask what course or instructor and show lib guides and readings
* also for GE textbooks
* present a tool with the research process steps
* UofMN research planner timeline
* navigation in sidebar that moves with scrolling
* services by location, services within location: both views
* rooms with instant availability
* hrs db vs. other listing - in current site there are conflicting hours (fine arts example)
* a recommender system for undergrad research tools - which dbs to start with
* embed into search process (and site) "are you finding what you are looking for?" to get people to help
* can we have a place to store common handouts to share with patrons and each other?
* emphasize ILL and OhioLink for finding things outside OSU collection
* link to Citation Finder
* mobile behavior on older phones - underserved audiences may not have smart phones
* list basic collection stats for departments who need this in accrediting
* online forms for intake of material requests to be transparent (maybe even track a request to show its status)
* forms for trial request, free electronic resource, new orders
* Is there space for information on practices for the public - preservation of family history materials, etc.
* Make the hub button easier to find; clarify what for public and what's for staff.
* The support/help link is weirdly positioned in current site
* There would be better continuity if a few people did all the content
* If there is a limited number of results returned (10-25), always give option to show all/show as many as possible too. (no one likes paging endlessly, they'd rather scroll)

**Discovery Feature Suggestions:**

* After a search, provide help if the search wasn't what you were looking for?
* Can your account include a personal "wish list" of things you want to bookmark or save for later?
* GE textbooks: if searching for related terms, also show GE textbooks
* virtual bookshelf - for visually browsing related content
* ability to search with a granular or limited scope (esp website); don't force of search of all things at all times - there are times user want to narrow to where they already are
* i.e., special collections with lots of website content want to focus their users on OSUL holdings
* if there is a limited number of results returned (10-25), always give option to show all/show as many as possible too. (no one likes paging endlessly, they'd rather scroll)

**Big Decisions:**

* clarity around who owns what content
* committee pages
* shared content (ex. digital projects landing page)
* personnel changes / orphaned pages
* Is there a long-term strategy around web content/platforms so we don't feel like we're constantly migrating to new platforms?
* a "what things go where" vs. "what things are where" conversation: somet hings aren't in the right places; we have to move them but how much can we help people (student help, automated import, etc.)?
* Managing archival content
* can we have a process for unpublishing so we aren't competing in search with ourselves and past events?
* Donor information
* can we put content from endowments book (print version) online to talk about options?
* can we talk about in-kind vs. monetary options? (not always clear there are options)
* can we give reasons to leave a collections?
* Should our collection development policy info be online? We look at others' info, but only share if asked.
* Should we have online forms for transparency in material requests?
* Regarding the staff directory, can we choose whether or not to list students?
* some want them unlisted, some want them listed.
* is there a way to "massage info" that people feel is wrong (despite coming from university sources)?
* \*Can we relocate committee pages and other internal pages (travel, faculty review, etc.) off the main site for the public?
* would the wiki be the best option? doc registry? other?
* what should be public vs. internal? What should be locked down vs. available even if it is internal?
* To what degree can we incorporate Regional Libraries into the redesign plan?
* We share users (many students change campuses; many faculty and TAs come from Columbus campus)
* Regional campuses us main site for research database access
* We want to present a coherent view of library services, which includes Regionals, HSL, and Law.
* However, their audiences (esp. with collocated colleges who aren't OSU licensed) differ in some ways
* also fewer advanced users