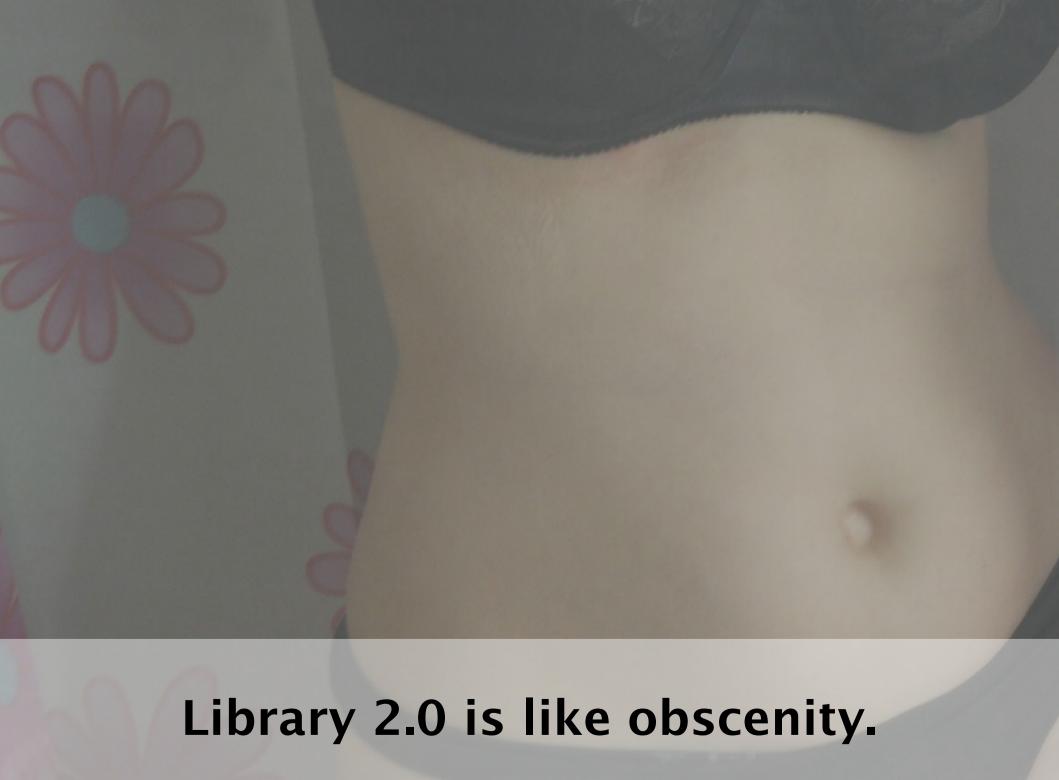




# Yes, it's a buzzword.





## It is

- service model with user-centered change
- network effects by default
- user generated content + trust

## Is it

- successfully reaching users?
- evaluated frequently?
- making use of patron/customer/client input?

# One slide with bullet points.



L2: Not a "what" but a HOW.



Toolkit: Not stuff but methods.









## Library

Find Resources

CATALOG: Books &

Multimedia.

DATABASES: Articles

Course Reserves

Copyright and the Online User

Copyright and the Online User

Print & E-Journals

Internet Resources

Online Reference Tools

Search Engines

Other Library Catalogs

▶ Get a Public Library Card

Digital Collection

Services

News & Events

Home > Academics > Library > Find Resources > Get a Public Library Card

## Get a Public Library Card

The public library system offers the following databases that Pace does not subscribe to.

#### White Plains Public

http://www.wppl.lib.my.us/

You must live in the City of White Plains to obtain a card. Westchester residents with a valid card may go to this library to have their card validated.

#### Resources Available

Auto Repair Reference Center Careers Internet Database

CollegeSource

Columbia Granger's Poetry Database

CountryWatch

Ebsco Animals

Encyclopedia Americana

Ferguson's Career Guidance Center

Funk & Wagnall's New World

Encyclopedia

General Science Collection

Grolier's Multimedia Encyclopedia

ReferenceUSA

The Twayne Authors Series - Twayne World, English, and US Authors

TOPICsearch

What Do I Read Next?

#### Brooklyn Public

AccuNet/AP Photo Archive

AccuNet/AP Photo Archive

AccuNet/AP Photo Archive

Cuont ne Ctarelans te accunet Accuret Accunet Accuret Accunet Accunet Accunet Accunet Accunet Accunet Accuret Accuret Accunet Accuret Ac

vearly \$50 fee and must renew their cards

#### Resources Available

Chinese Magazine Database Corporate ResourceNet

Encyclopedia Americana

## **University of Vermont Libraries Catalog**

UVM Libraries | Dana Library | Interlibrary Loan | LRA Request | Ask a Librarian

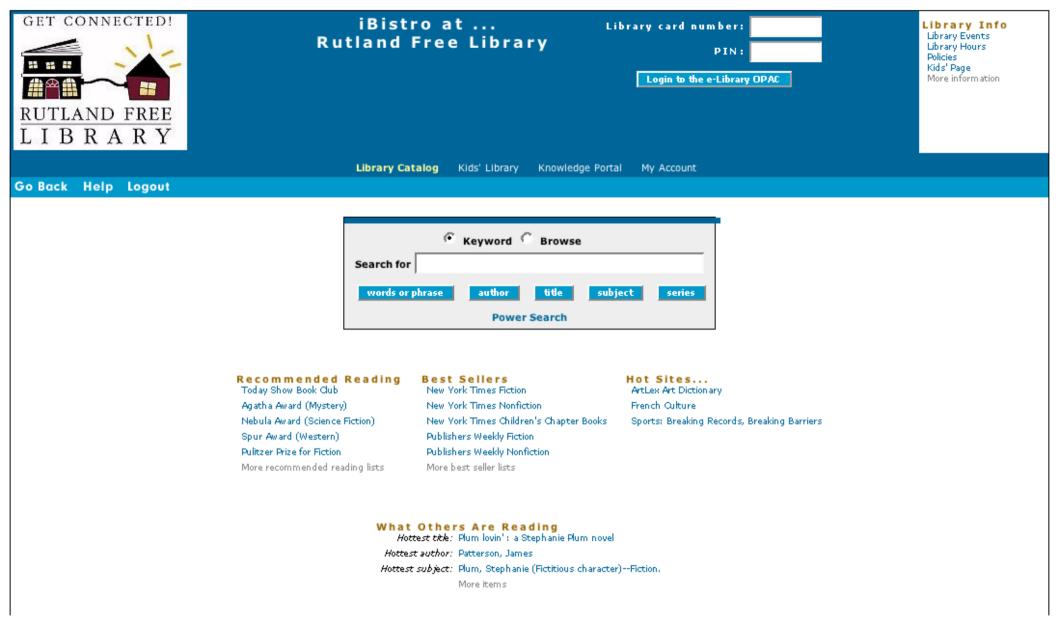
Other Catalogs Search Patron Info Login Bookbag Hold/Recall History Help Exit Database Name: University of Vermont Libraries Search Request: Guided Keyword = (BARTHELME)[in Keyword Anywhere] Search Results: Displaying 1 through 59 of 59 entries. Post Limit Sort by: Dates of Author # Title Long Publication Elrov Nights / Frederick Barthelme. Barthelme, Frederick, 1943-2003-[1] Library Location: Bailey/Howe Books (3rd Floor) Call Number: PS3552.A763 E47 2003 Status: Renewed Thin skin: the fickle nature of bubbles, spheres and inflatable structures / essays by 2002-Barbara Clausen and Carin Kuoni, co-curators; with a text by Donald Barthelme. [ 2 ] Library Location: Bailey/Howe Books (3rd Floor) Call Number: QUARTO N6494.C63 T45 2002 Status: Not Charged Law of averages: new & selected stories / Frederick Barthelme. 2000-Barthelme reus ICK, 1945-[3] Library Location: Bailey/Howe Books (3rd Floor) Call Number: PS3552,A763 L39 2000 Status: Not Charged Best American short stories of the century / John Updike, editor; Katrina Kenison, 1999coeditor; with an introduction by John Updike. F [4] Status: Not Charged Library Location: Bailey/Howe Books (3rd Floor) Call Number: PS648.S5 B468 1999 Double down: reflections on gambling and loss / Frederick and Steven Barthelme. 1999-Barthelme, Frederick, 1943-

# Recognize usability when you see it.

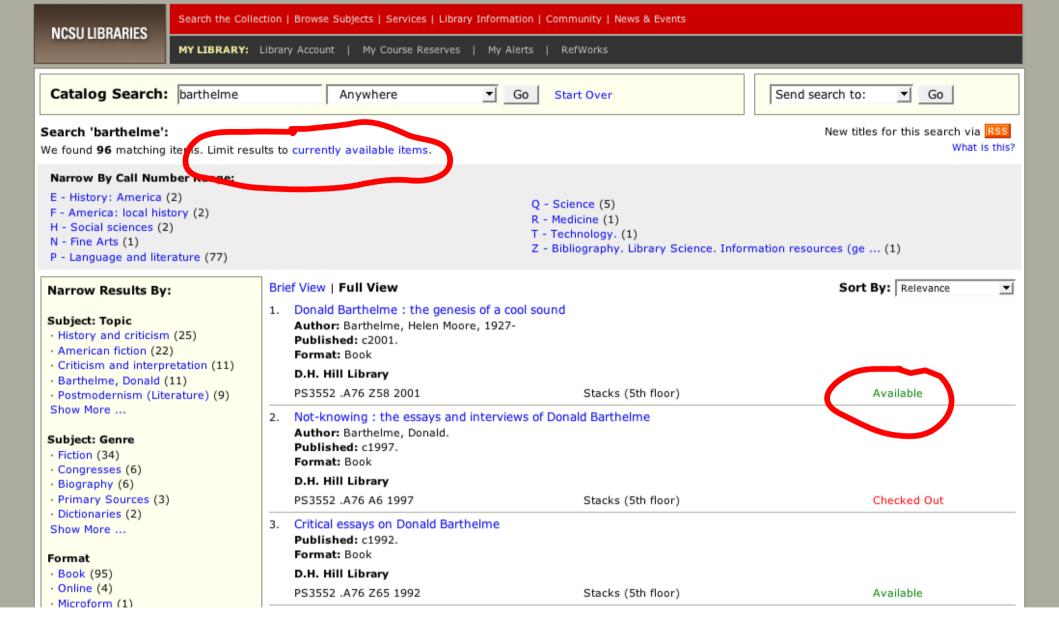
Call Number: RC569.5.G35 B37 1999

Status: Not Charged

Library Location: Bailey/Howe Books (3rd Floor)



# Recognize its absence.



# Remember what <u>easy</u> to use looks like.





Find Books

Find Articles

Other E-Resources Distance Education

Interlibrary Loan Library Information

Library Home

Research Help

**ERes** 

### Be seen. Be heard.

## Gordon B. Olson Library

#### Distance Education Services

The Gordon B. Olson Library is pleased to provide you with library services while you are enrolled at Minot State University.

I am Sarah Henderson, the librarian in charge of making sure you get the library materials you need. If you need any help please feel free to <u>e-mail me</u> or call me at 1-800-777-0750 (ask for extension 3094).

#### **Library Cards**

The first step to receiving library services is to apply for a library card:

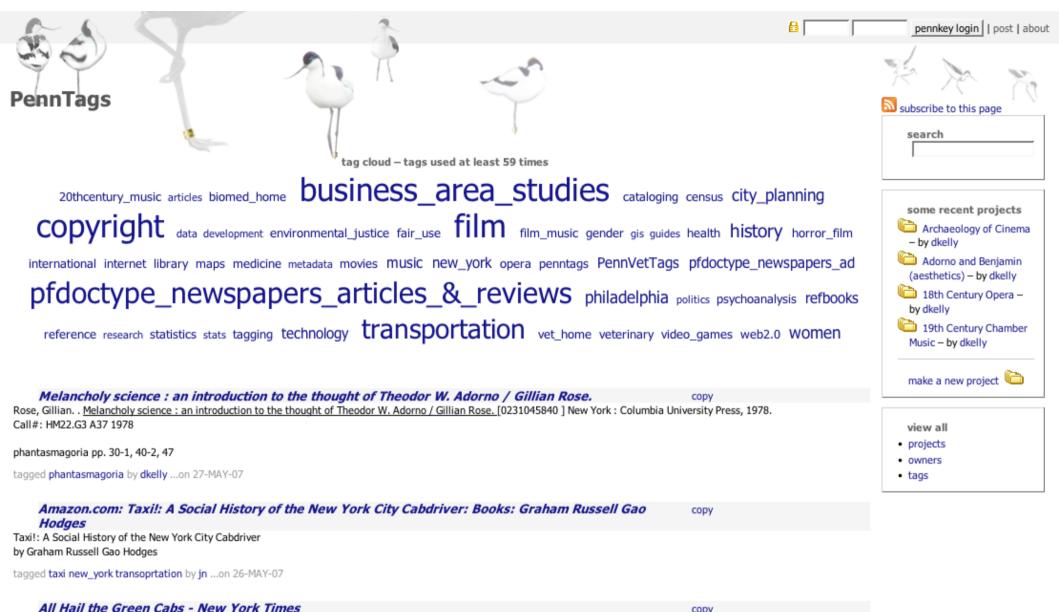
- If you live in the Minot area, we invite you to visit the library and apply in person for a library card.
- If you don't live near Minot, you can apply using this <u>electronic form</u>. As soon as we receive your application, we will send you a library card. This card will allow you to login to our <u>subscription</u> <u>databases</u>, and will allow you to check out materials from the library.

#### Logging on to the Library's Databases

If you are off campus and want to search the library's databases, you will need to log in with a login number and password.

Your login number is your student ID number or the 14 digit number that you will find on your library card or on the back of your student id card. Your password is your last name, in lowercase

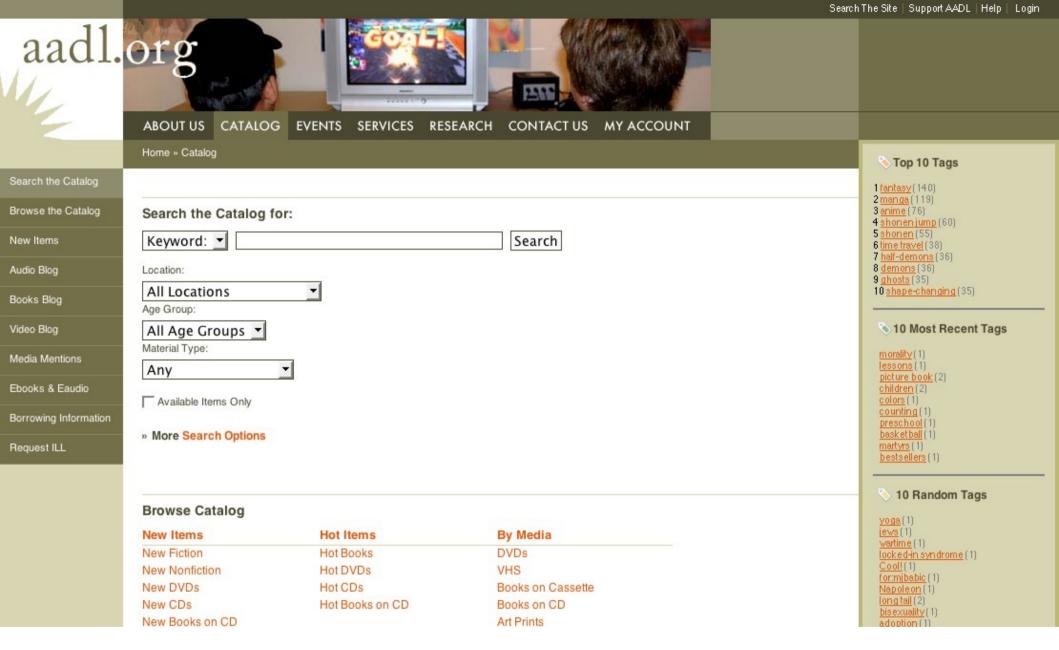
# Wow, a human works there!



## Have interfaces users are used to.

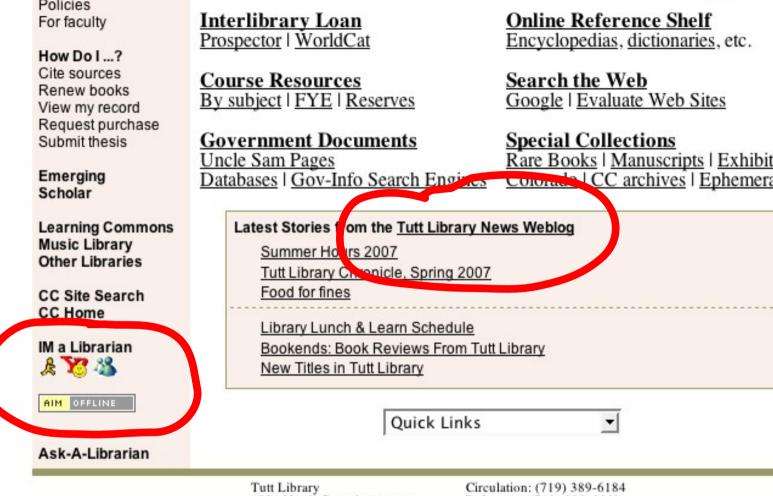
The City

All Hail the Green Cahs



Even though it's still the OPAC.





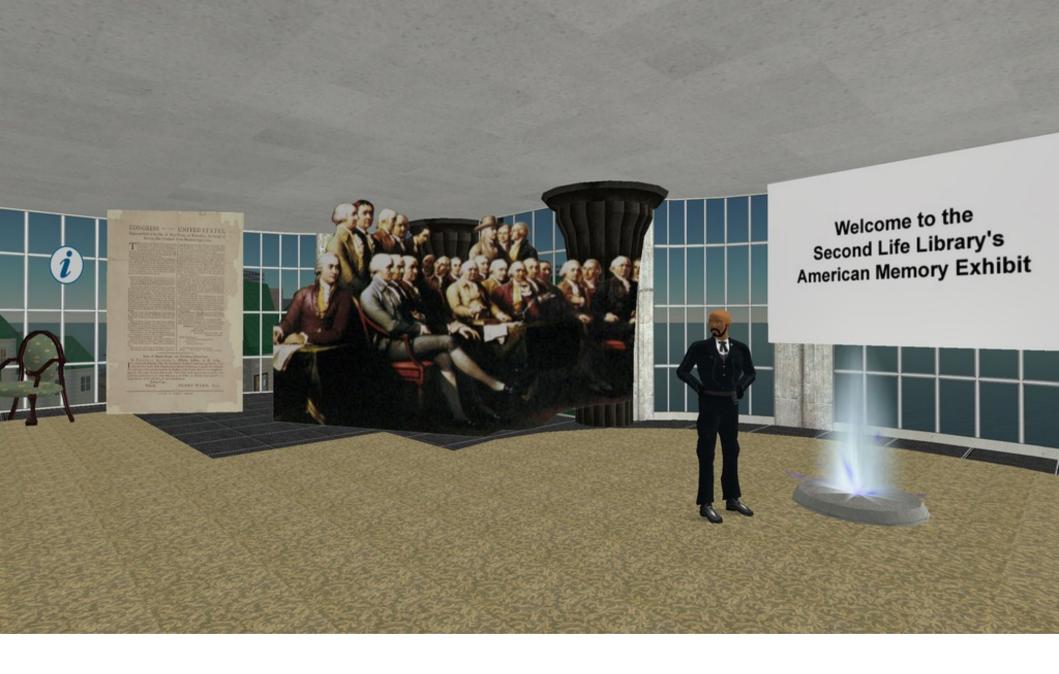
Tutt Library 1021 North Cascade Avenue Colorado Springs, CO 80903-3252 Circulation: (719) 389-6184 Reference: (719) 389-6662 Fax: (719) 389-6082 tuttref@coloradocollege.edu



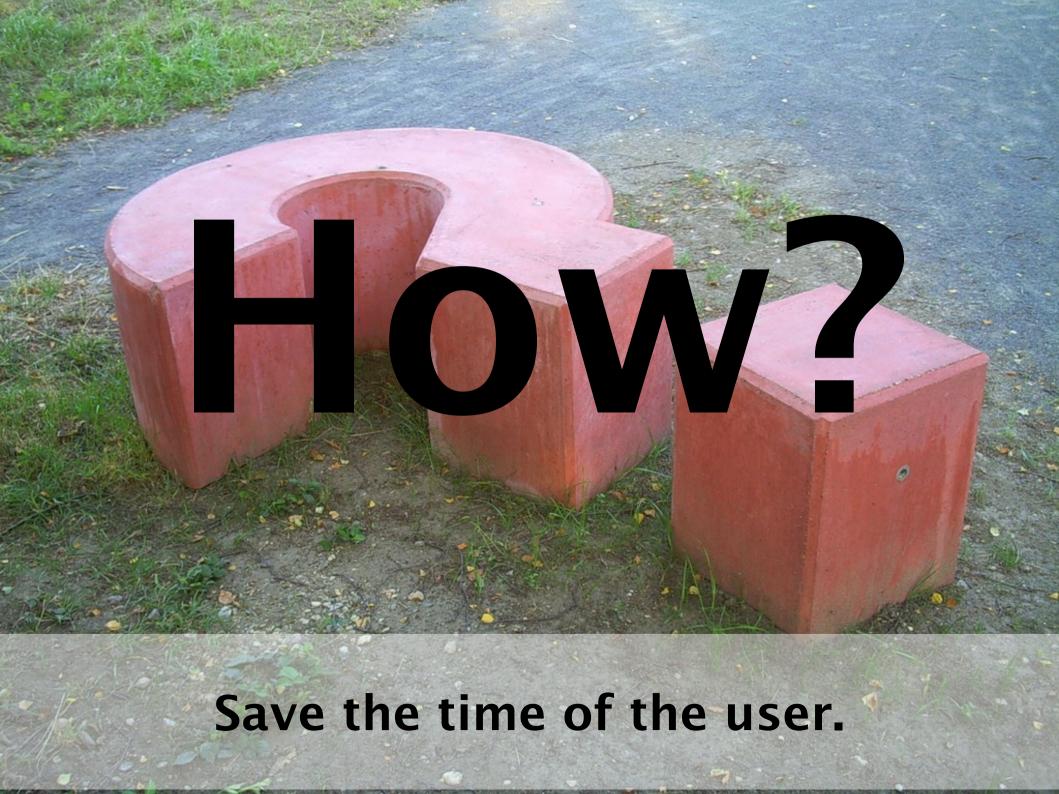
# Try and evaluate.

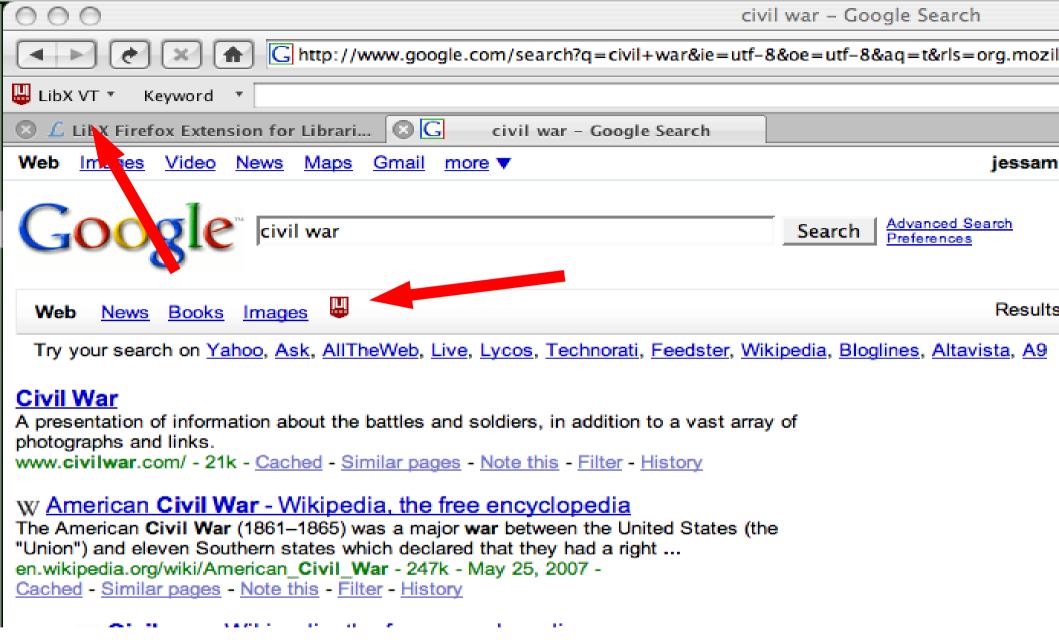


## Use the network to do what you already do.



Go new places.





# Get all up in their web.

## Dana Hall Library - Information Literacy Session Menu & Request Form Fill in the form as completely as possible, and check the boxes next to the items that you would like for your class. Information Literacy sessions must be confirmed by an email from a librarian. Your Name Preferred dates and times for Library Sessions Email Address Today's Date Course Name Short Description of Assignment 20 minute consumption time; can be combined to make an entree Searching Online Catalog & Locating Items in the Library Citing Sources: Footnotes/ Endnotes Citing Sources: Bibliographies Individual Databases (We subscribe to 20) Avoiding Plagiarism Copyright Do's & Don'ts Internet Search Engines Primary/ Secondary/ Tertiary Sources

## **Entrees** 40 minute consumption time Research skills Navigating the library webpage Generating a topic

## Be familiar.

## What do you need?

ee Free	* Digital Cameras (7 day check out)	* Pencils				
	* Digital Camcorders (7 day check out) * Laptops (4 hrs -In Library use only) * Lockers * Storage Rooms	* Paper Cutter  * Hole Punch  * Index Cards  * Staples  * Tape  * Paper Clips				
	* Transparencies \$.75  * Spiral Binding \$2.50  * Laminating \$1.00  * Photocopies \$.10  * Legal Paper \$.10	* CD -R \$.50 * CD -RW \$1.00 * DVD-R \$1.00 * Floppy \$.50 * Mini DV Tape \$5.00				
	Faxing Local: \$.50 per page Long Distance: \$1.00 per page International: \$6.00 first page, \$3.50 additional pgs					

#### Printing & Copies

- \* 50 black/white pages per week FREE!
- \* 1 color page = 5 black/white pages FREE!
- \* Unlimited pages if sent to Central- PS FREE!
- \* 10 scanners in the LWC FREE!
- \* Photocopies (2 East, near dbl elevators) 10 cents pg

#### Large Format Printing

24" wide plain paper = \$1.00 per/ft 24" wide glossy paper = \$2.00 per/ft. 36" wide plain paper = \$1.25 per/ft. 36" wide glossy paper = \$2.25 per/ft. 42" wide plain paper = \$1.50 per/ft. 42" wide glossy paper = \$2.50 per/ft.

#### Software

Solid Edge Photoshop Final Cut Dreamw eaver Auto CAD 2007 Maya MATLAB DVD Burning Plus so much more!

Late Night? Need a ride?

Stingerette Van till 2:30 am 404-385-7433

Coffee and Food Items???

#### Hungry? They'll deliver!

WingNuts 678-702-9990 Chico & Changs 404-874-7755 Burger Joe's 404-876-2005

Jazzman's Cafe M -Th 8am - 11pm Fri, 8am - 3pm Sun, 12 - 8pm

## Rutgers University Libraries

NOT LOGGED IN

0

ASK A LIBRARIAN

**HOURS & DIRECTIONS** 

SEARCH WEBSITE

SITE INDEX

LIBRARIES HOME

SEARCH IRIS AND OTHER CATALOGS

FIND ARTICLES

FIND ARTICLES WITH SEARCHLIGHT

FIND RESERVES

RESEARCH RESOURCES

OFF-CAMPUS

HOW DO I ...?

SEARCHPATH

LIBRARY INSTRUCTION

BORROWING

DELIVERY AND INTERLIBRARY LOAN

REFERENCE

**FACULTY SERVICES** 

**ABOUT THE LIBRARIES** 

**NEWS AND EVENTS** 

**ALUMNI LIBRARY** 

RETURN TO RUTGERS HOME PAGE Delivery and Interlibrary Loan:

## E-ZBorrow: The Pennsylvania Academic Library Consortium, Inc. (PALCI) Project

- Eligibility
- How to Place an E-ZBorrow Request
- Guidelines for Placing Requests
- Borrowing Conditions
- Renewals
- Cancellations
- Fees
- Notification and Delivery
- About PALCI
- Questions

The Rutgers University Libraries are a member of the Pennsylvania Academic Library Consortium, Inc. (PALCI). Along with over three dozen Pennsylvania academic libraries and the University of West Virginia, Rutgers participates in PALCI's E-ZBorrow program for the expedited delivery of books. PALCI libraries have developed a virtual union catalog with more than twenty-six million items that permits combined searching and requesting by their students, faculty, and staff. Participating libraries include Carnegie Mellon, Pennsylvania State and Temple Universities, and the Universities of Pittsburgh, Pennsylvania and West Virginia.

Journal articles are not available through this service.

#### Eligibility

Rutgers University students, faculty, and staff are eligible to place E-ZBorrow requests. Students, faculty, and staff at remote locations are eligible, but delivery is available only to on-campus libraries. Borrowers in affiliated programs who are eligible for interlibrary loan service are also eligible for E-ZBorrow. Requestors must have a valid Rutgers library barcode and pin.

#### **How to Place an E-ZBorrow Request**

Connect to <u>E-ZBorrow</u> by entering your Rutgers library barcode on the E-ZBorrow log on screen and selecting "Search/Request." You may search as a guest, but you will not be able to submit delivery requests unless you log on with your barcode. Search the PALCI

# How many ways can you say <u>easy</u>?



Demand usability from products & vendors.

help us grOW home general info services collections subject guides index QUESTIONS?

#### **Usablity Home Page**

#### **Project Documents**

Our Goals

Heuristic Principles

Testing Procedures

Site Owner Questionnaire

Usability Tests

2003 ACRL

Presentation (PowerPoint)

#### Other Resources

Library Terms that Users Understand

Nielsen's 10 Usability Heuristics

Nielsen's Heuristic "How To"

NC State Usability Bibliography

NC State Usability for Libraries

Stanford Web-Creators Heuristics

usability.gov Design & Usability Guidelines

Web Style Guide

## Web Usability Testing

The Library's Web sites provide a key entry point for users to many of the Library's services, thus making it the hub of technology infrastructure. Ease of use and consistency in design and functionality are key ingredients to building a customer-oriented system. With this in mind, a Web usability team with representation from Management Information Systems, Digital Access Services, Communications, and other Library and UVa units exists to apply both heuristic and usability testing to Library Web sites.

Heuristic testing involves Web experts comparing a site to a set of 10 principles established for a well-running and well-designed site. The heuristic principles are grouped into three categories: info structure and navigation, content and design, and issues specific to search forms and data manipulation. In usability testing, actual users perform certain tasks on a site such as find a particular book, look up a library's hours, or ask a reference question. How quickly and easily the user is able to complete these tasks, or where they have difficulty, tests both the design and structure of a Web site.

The web usability team is responsible for assigning heuristic testing and arranging usability testing by library customers, both internal and external. This group also tallies and records the number of new websites receiving heuristic and usability testing and compares this number to the total number of websites under development or review. The Library's goal is to perform heuristic or full usability testing as appropriate on at least 80% of all websites under development or review.

## Committee Members

Beth Blanton-Kent Science and Engineering Libraries	bwb9f@virginia.edu		
Doug Chestnut Communications	dhc4z@virginia.edu		

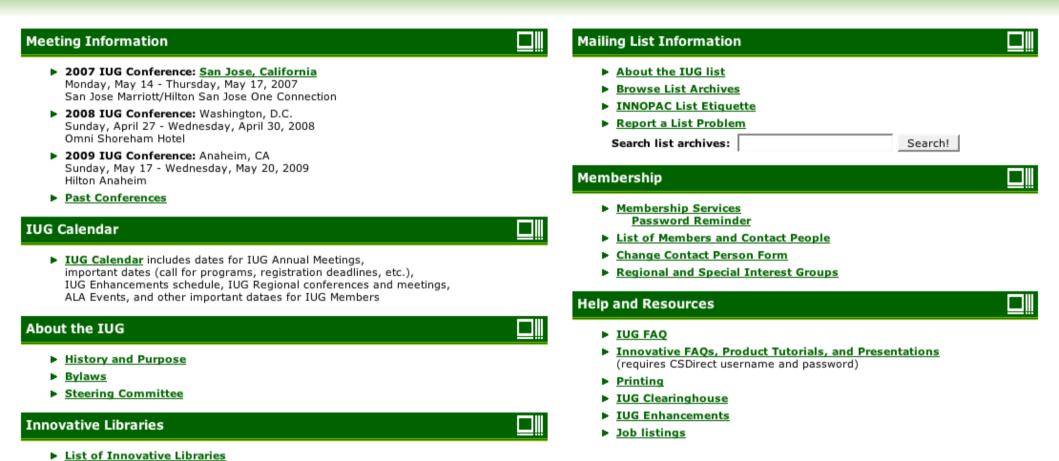
# Do your own usability testing.



Be Innovative Awards 2005
 Be Innovative Awards 2004

innovative users group

Home Mailing list Meetings Regional/Special About IUG Contact Us Help



## Give constructive feedback.

# Home Reading Searching Subscribe Sponsors Statistics Posting Contact Spam Lists Links About Hosting Filtering

Sponsor

Features

Download

Marketing

Archives

Weaver FAQ

Datacenter got you down? Shoulda splunked IT.

splunk>

From: Thomas Dowling <tdowling@...>

Subject: Re: Library Website

Newsgroups: gmane.education.web4lib

Date: 2006-04-15 14:37:26 GMT (1 year, 6 weeks, 22 hours and 34 minutes ago)

I'm sure Jon can answer this at least as well as I can, but let me jump in.

Most publicly funded institutions of higher education in the U.S. technically have a legal obligation [I am not a lawyer!] to make their web sites comply with Section 508, though there's explicitly no enforcement provision in that obligation. Regardless, you'd probably agree that you have an ethical obligation to make your site accessible to any of your users who happen to have vision, motor, or cognitive disabilities, especially when doing so is not very difficult. Complying with Section 508 or especially WCAG priority 2 (IMO) goes a long way toward ensuring that level of accessibility.

If you comply with both the letter and the spirit of the HTML and CSS specifications, you take advantage of built-in mechanisms that are likely to make your pages work across browsers and versions; across a wide range of screen resolutions and window sizes--or lack of windows altogether in screen readers; and across a wide range of browser configuration settings (e.g. disabling scripting, as Microsoft continually recommends for IE users).

When explaining this to your director, do not get thrown off by claims that standards-compliant web sites are more expensive to create, harder to maintain, or inherently unattractive. Compliance needs to be taken into account at an early stage in the design process, but from that point on does not add any great burden to creation and maintenance, and does not restrict any half-way imaginative designer.

Pulacki Technical College - Ottenheimer Library

```
Thomas Dowling
tdowling@...

On 4/15/2006 9:16 AM, Jon Goodell wrote:

> Hi Steven,

> Can you explain in more detail why these standards are important to libraries, especially in the community college context? How should I explain this to my library director and her superiors?

> Thank you,
> Jon
> Jon Goodell
> Technology Services & Reference Librarian
```

# Know why web standards are important.



Home Advanced Search My Account Log in

My Title Results

My Title Details

brautigan Go! Keyword ▼ All Formats ▼ Choose a library to search

#### PINES

Copy Summary

Shelf Browser

MARC Record

Result 5 of 43	Start << >> End	
Record Summa	ary	Place Hold
Historic Departments	Title	Richard Brautigan's Trout fishing in America ; The pill versus the Springhill mine disaster ; and, In watermelon sugar
	Author	Brautigan, Richard.
	ISBN	0395500761
	Edition	
	Publication Date	[1989], c1968
	Publisher	Houghton Mifflin/Seymour Lawrence
	Physical Description	print 112, 108, 138 p., [3] leaves of plates : ports. ; 21 cm.
	Format	1 text
	Abstract	

Library	Callnumber	Actions	Available	Checked out	In process	In transit	Reshelving	On holds shelf	On orde
Ocmulgee Regional Library									
Cochran-Bleckley/Tessie W. Norris	AF BRA	details browse	1	0	0	0	0	0	0
M.E. Roden Public Library	AF BRA	details browse	1	0	0	0	0	0	0
Murrell Memorial Library	AF BRA	details browse	1	0	0	0	0	0	0
Sara Hightower Regional Library									
Cave Spring Branch	FIC BRAUTIGA	details browse	1	0	0	0	0	0	0
Uncle Remus Regional Library									
Eatonton-Putnam County Library	F BRA	details browse	1	0	0	0	0	0	0

# Consider open source options.





Library 2.0 is not just about technology.



Library 2.0 is about awareness...

imageGenerator.net

# ...and possibly fun.



# **BREAKING NEWS - Librarians & Fun?**

Do you know that PLCMC is paying staff to have FUN with something called Learning 2.0?



Let's look at some examples