

# Usability Evaluation of Digital Libraries - Lessons Learned

First International Science 2.0  
Conference in Hamburg

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# 12 evaluated digital libraries

Year of Study	Abbreviation	Full Name	URL
2000	EULER	European Mathematical Information Service	closed
2007	vascoda	Federated subject library	closed
2007	ViFa Politik	Virtuelle Fachbibliothek Politikwissenschaft (virtual library of political sciences)	<a href="http://www.vifapol.de/">www.vifapol.de/</a>
2008	cibera	Virtuellen Fachbibliothek Ibero-Amerika / Spanien / Portugal	<a href="http://www.cibera.de/de/">www.cibera.de/de/</a>
2008	baltica	Virtuelle Fachbibliothek Nordeuropa und Ostseeraum (virtual library of Northern Europe and the Baltic countries)	<a href="http://www.vifanord.de/">www.vifanord.de/</a>
2008	ViFa Biologie	Virtuelle Fachbibliothek Biologie (virtual library of biology)	<a href="http://www.vifabio.de/">www.vifabio.de/</a>
2008	ViFa Recht	Virtuelle Fachbibliothek Recht (virtual law library)	<a href="http://www.vifa-recht.de/">www.vifa-recht.de/</a>
2009 + 2013	beluga	beluga - (Hamburg catalogue of academic libraries)	<a href="http://beluga.sub.uni-hamburg.de/">beluga.sub.uni-hamburg.de/</a>
2010	Suchkiste	DFG Nationallizenzen	<a href="http://finden.nationallizenzen.de/">finden.nationallizenzen.de/</a>
2011	EFG	European Film Gateway	<a href="http://www.europeanfilmgateway.eu/de/">www.europeanfilmgateway.eu/de/</a>
2012	TEL	The European Library	<a href="http://www.theeuropeanlibrary.org/tel4/">www.theeuropeanlibrary.org/tel4/</a>
2013	EconStor	EconStor OpenAccess Server	<a href="http://www.econstor.eu/dspace/">www.econstor.eu/dspace/</a>

# Two cultures

## **Libraries**

- playing to the rules
- metadata
- norms
- our collection
- subscriptions and gateways
- control
- quality
- We invented it!
- user education

## **Customers**

- here and now
- convenience
- for free
- global
- full text
- intuitive
- flow
- self-sufficiency

# 1. Using a foreign language



Trunkierung

Schriftenreihe

LOD

Karlsruher Virtueller Katalog

federated search

Dublettenkontrolle

Metasuche

uncontrolled keywords

RePÉC

*exact match*

EZB

## 2. Thinking in different categories





Choose first:

- Journals
- Articles
- Bibliographies
- Databases
- Subject Libraries
- Integrated Digital Libraries
- Search Engine - Direct
- Virtual Catalogue



## Katalog plus

aborigines in the kimberley health x

Suche starten

Bücher &amp; mehr (0)

Artikel &amp; mehr (1959)

» Erweiterte Suche

» Frühere Suchen

» Merkliste [0]

» Feedback

» Hilfe

Ihre Suchbegriffe: "aborigines in the kimberley health"

1 2 3 4 5 6 7 8 9 10 11 Nächster »

Treffer 1 - 10 von 1959 Suchdauer: 0s

Treffer pro Seite 10 ▾

001 [East Kimberley Concepts of Health and Illness: A Contribution to Intercultural Health Programs in Northern Australia.](#)

McDonald, Heather

Australian Aboriginal Studies, No. 2, 2006: 86-97.

Datenquelle: Informit Indigenous Collection

[→ Titel merken](#) [→ Drucken](#)

Weitere Angaben zum Titel für berechnete Nutzer verfügbar (hier anmelden).

002 [Variability in disease burden and management of rheumatic fever and rheumatic heart disease in two regions of tropical Australia.](#)

Rémond, M. G. W. ; Severin, K. L. ; Hodder, Y. ; et al.

Internal Medicine Journal. Apr2013, Vol. 43 Issue 4, p386-393. 8p. 5 Charts, 1 Map.

Datenquelle: Academic Search Premier

[→ Titel merken](#) [→ Drucken](#)

Weitere Angaben zum Titel für berechnete Nutzer verfügbar (hier anmelden).

003 [East Kimberley concepts of health and illness: a contribution to intercultural health programs in northern Australia.](#)

McDonald, Heather

Australian Aboriginal Studies. Nov2006, Vol. 2006 Issue 2, p86-97. 12p.

Datenquelle: Academic Search Premier

[→ Titel merken](#) [→ Drucken](#)

## Trefferlistensortierung

Relevanz ▾

## Suche einschränken

## Datenquellen

[Publisher Provided Full Text Searching File \(618\)](#)[HeinOnline \(341\)](#)[Informit Indigenous Collection \(330\)](#)[Academic Search Premier \(285\)](#)[ScienceDirect \(99\)](#)[mehr ...](#)

## Publikationstypen

[Academic Journals \(1169\)](#)[Magazines \(265\)](#)[Books \(202\)](#)[Reviews \(77\)](#)[Primary Source Documents \(56\)](#)[mehr ...](#)

## Zeitschriften

[australian aboriginal studies](#)



### 3. Fueling expectations and frustrating them



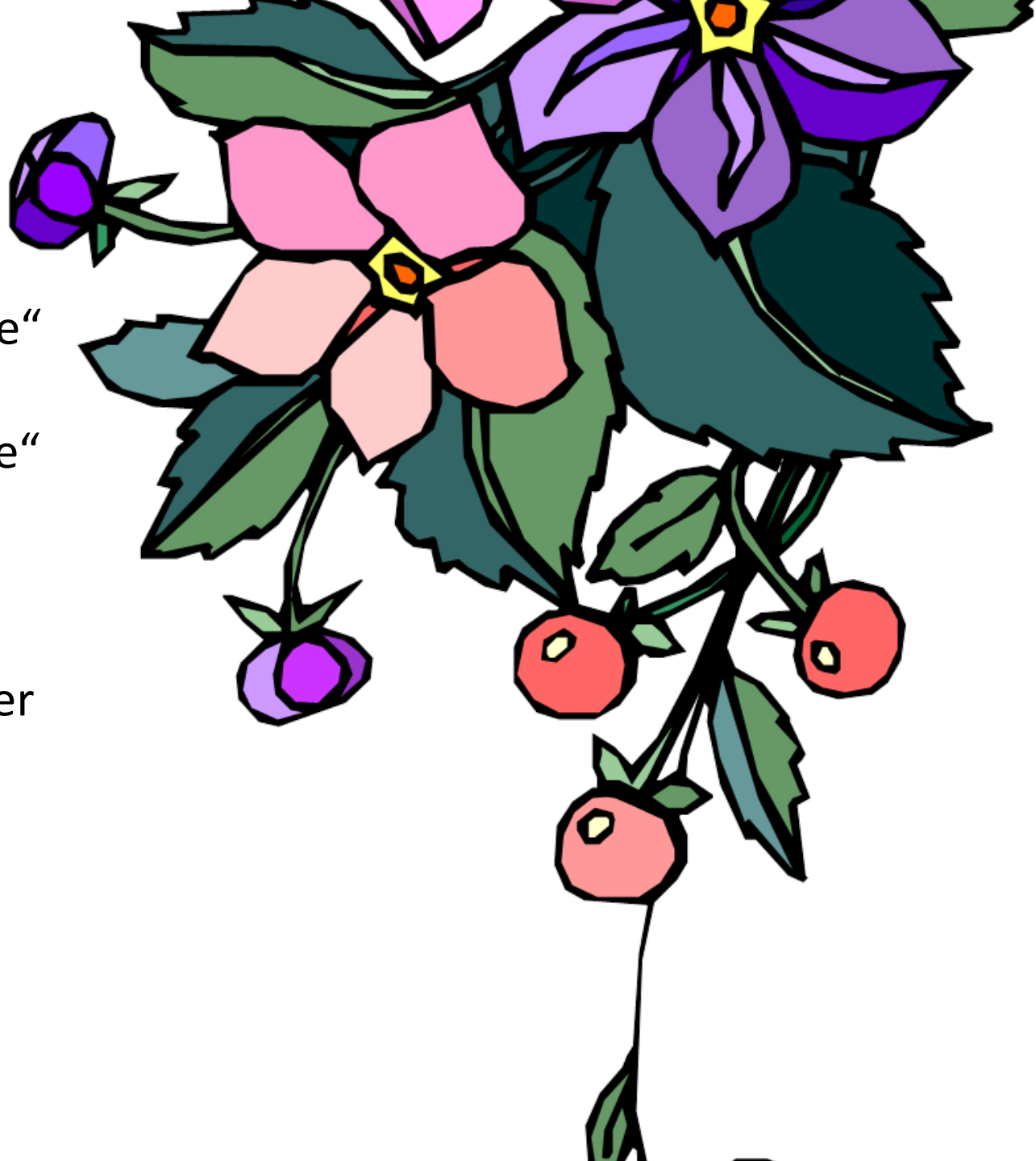
„one-stop-shopping site“

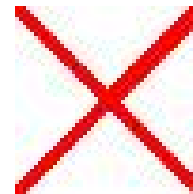
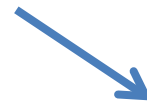
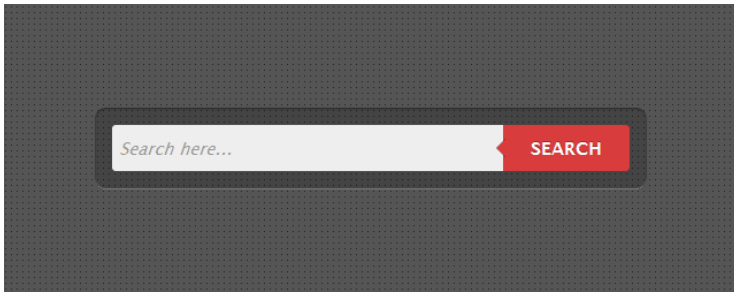
„Connecting Knowledge“

„Easy Access“

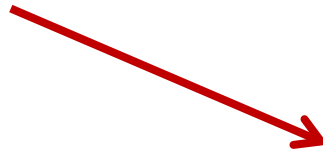
„Schneller und einfacher  
Zugriff“

„So einfach geht's“





## 4. Narcissism instead of customer focus



Aktuelles

Bibliothek für Einsteiger

Suchen und Finden

Kataloge

Karlsruher Virtueller Katalog

KVK



KVK



KVK Fernleihe



KVK Hilfe & Infos



KVK Kataloge



› Bestellen und Ausleihen

› Lernen und Arbeiten

› Publizieren

› Archive, Sammlungen,  
Bibliotheken

› Über uns

## KVK - Karlsruher Virtueller Katalog

Der KVK ist eine Meta-Suchmaschine zum Nachweis von mehr als 500 Millionen Medien in Katalogen weltweit. [Mehr ...](#)

Freitext

Titel

Jahr

Autor


ISBN


Körperschaft

ISSN

Schlagwort

Verlag

Meine Kataloge 

 neu

[Weitere Optionen ...](#)

Suchen


Löschen


Katalogauswahl löschen


☐ Nur digitale Medien suchen

 [KVK News](#)


☐ Volltitel ohne Cover-Bilder direkt im Zielkatalog anzeigen

☐  Deutschland

☐  Österreich

☒  Weltweit

☒ Weltweit

☐  Buchhandel

HEIDI?

beluga?

finc?

KOALA

[GO](#)
[Advanced search](#)

Designed to meet the needs of the **research community worldwide**, our online portal offers quick and easy access to the collections of the **48 National Libraries of Europe and leading European Research Libraries**.

Users can cross-search and reuse over 16,468,939 digital items and 114,078,801 bibliographic records.

To facilitate further research, links are also provided to other websites in the [Europeana](#) group.



### A large flying machine

A large flying machine with sails and propellers is travelling over a town.

## FEATURED COLLECTIONS

[Reading Europe](#) (1079)

[Exhibition Foyer](#)

[Manuscripts and Prince...](#) (34)

[Science and machines -...](#) (643)

## DISCOVER BY DISCIPLINE

[Humanities](#) (11,389,305)

[Social Sciences](#) (6,598,711)

[Natural sciences and m...](#) (1,242,075)

[Biomedical sciences](#) (1,175,356)

[Technological sciences](#) (1,555,744)

## DISCOVER CONTRIBUTORS



DEUTSCHE  
NATIONAL  
BIBLIOTHEK

Biblioteca  
nazionale  
centrale  
di Roma



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[More collections](#)





# SLUB

Wir führen Wissen.

[Startseite](#)[Recherche](#)[Service](#)[Sammlungen](#)[Über uns](#)[SLUBlog](#)

Filter behalten: ☐ Hilfe Nur in folgendem Feld suchen: **Alle**

[Bücher, Bilder ...](#)[Aufsätze](#)[Webseite](#)Sortierung: **Relevanz**

3.134 Ergebnisse (1 bis 10)

Seite 1 von 314

K < 1 2 3 4 5 6 7 8 9 10 ... > >>

**Nicky Hopkins / eine Rock-Legende**

Dawson, Julian 2010

Edition Elke Heidenreich

Relevanz: 100%

**Hopkins / a literary biography**

White, Norman 1992

Relevanz: 89%

**Gerard Manley Hopkins**

Storey, Graham 1984

Writers and their work ; 282

Relevanz: 89%

**Gerard Manley Hopkins and critical discourse**

Hollahan, Eugene [Hrsg.] 1993

Georgia State literary studies ; 11

Relevanz: 89%

**Critical essays on Gerard Manley Hopkins**

Sulloway, Alison G. [Hrsg.] 1990

Critical essays on British literature

Relevanz: 89%

**Ergebnis einschränken****Verfügbarkeit**☐ Ausleihbar / Nutzung v... (1.658)☐ Online Ressource (1.476)**Medientyp**☐ Bücher (1.833)☐ Nationallizenz (1.061)☐ Zeitschriften (118)☐ Filme (47)☐ Tonträger (34)

Zeige 5 weitere

**SLUBsemantics**☐ Sozialwissenschaft☐ Mann☐ Medien**Thema**☐ USA (198)☐ Geschichte (135)☐ Aufsatzsammlung (73)☐ Zeitschrift (63)

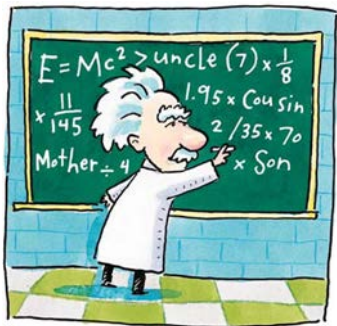
# Lesson Learned 1: Honest proposals for funding



teachers?



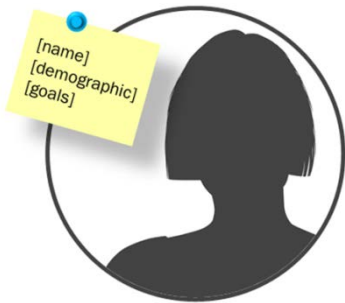
students?



scientists?



librarians?



for whom?

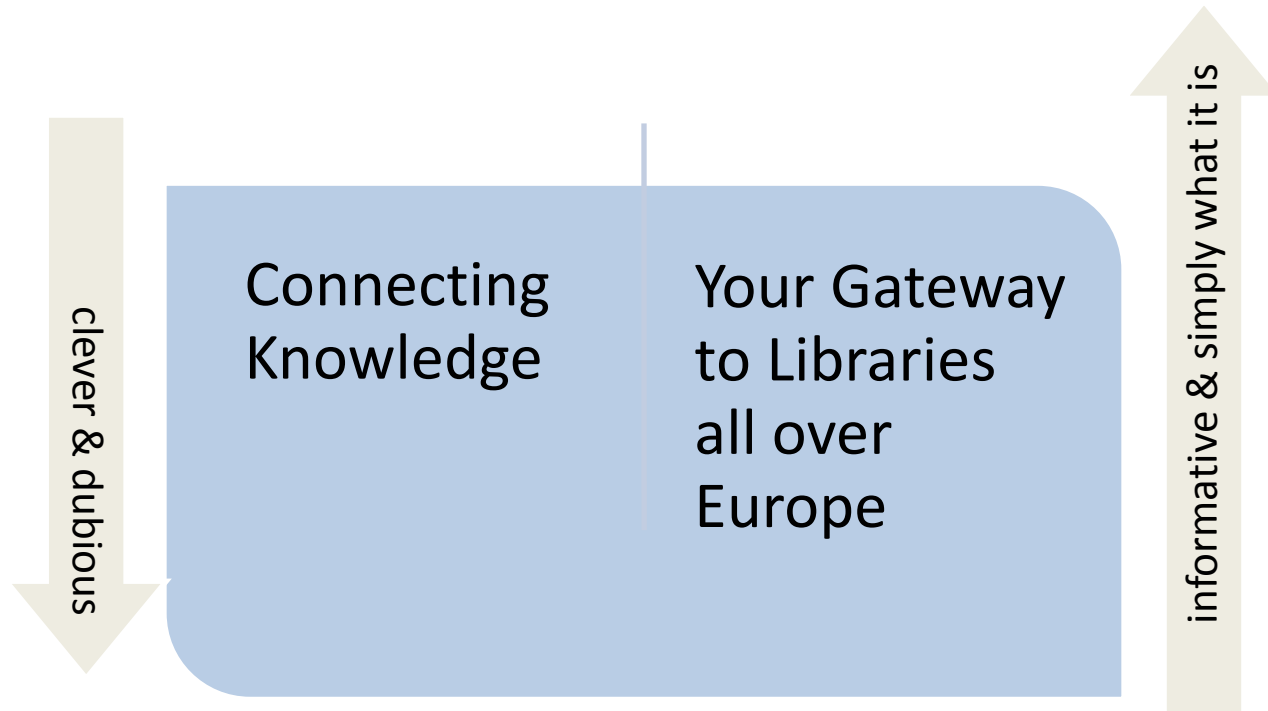


# Lesson Learned 2: Less is more

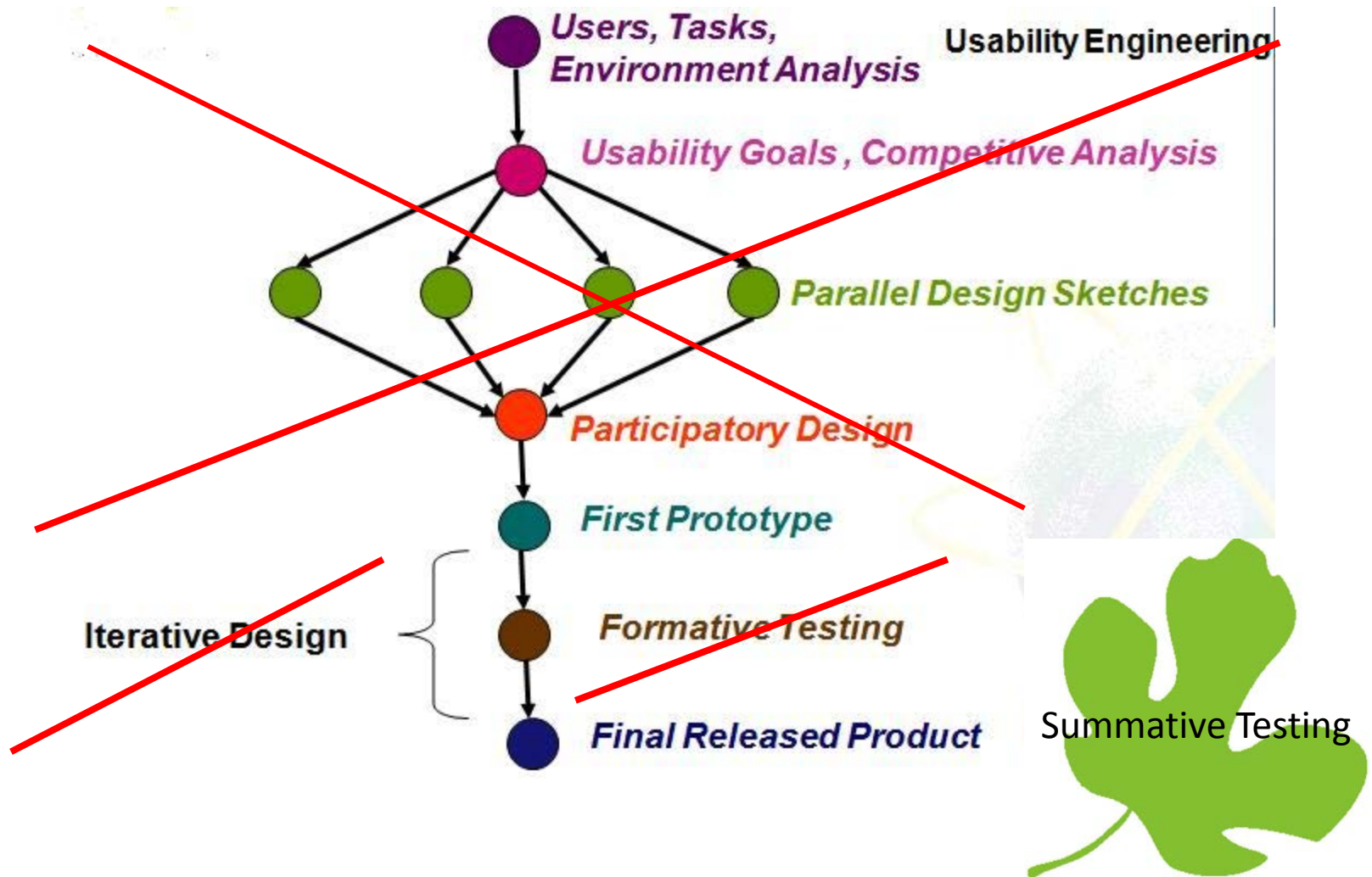
Clarity and plainness are the ultimate objectives.



# Lesson Learned 3: useful and honest labels instead of ,correct' terms or marketing lingo



# Lesson Learned 4: Usability engineering is not a fig leaf



Source: [1.bp.blogspot.com/\\_iYk3qDEMeqQ/TEbAoGqAhul/AAAAAAAAAH0/rc\\_lyq1bHII/s1600/USABILITY.jpg](http://1.bp.blogspot.com/_iYk3qDEMeqQ/TEbAoGqAhul/AAAAAAAAAH0/rc_lyq1bHII/s1600/USABILITY.jpg)

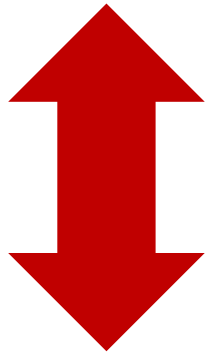
# Lesson Learned 5: Usefulness – know what is needed



Source: [gefeha.files.wordpress.com/2010/01/useless11.jpg](http://gefeha.files.wordpress.com/2010/01/useless11.jpg)

# Social Media and Libraries 2.0

What librarians want their customers to want



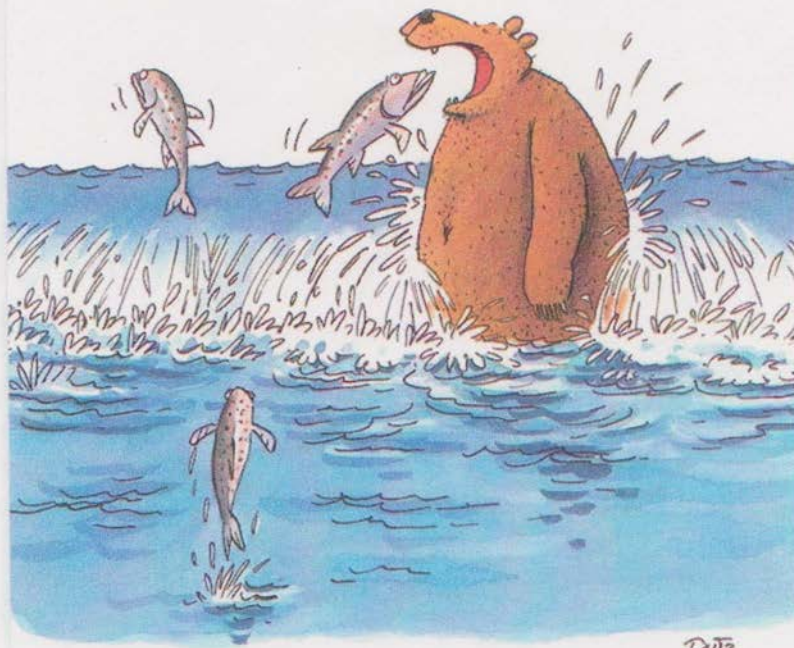
What user research tells us

# Social Media takes TIME



Original concept by Beth Kanter

*Now this is what I  
call a user-friendly  
interface!*




Rut



# Reputation management in an institutional repository

DSpace at the University of Rochester Digital Repository

DSpace

 Researcher Page: Susan Gibbons

**Documents**

- ▼ **Top Level**
  - ▼ **Institutional Repository Publications**
    - [IMLS Grant Advisory Committee](#)
    - [Link: DSpace](#)
    - [IMLS Grant Advisory Committee](#)
  - ▼ **Courses System Publications**
  - ▼ **Presentations**
    - ▼ **IR Presentations**
      - [test](#)
    - ▼ **eBook Presentations**
    - ▼ **Others**
      - ETDs, Course Management Systems, etc.



**About The Researcher**

Susan Gibbons  
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River Campus Libraries

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Fax: 585-275-1032

[University of Rochester, River Campus Libraries](#)  
[DLib Magazine](#)

**Research Interests**

Institutional repositories, open access,  
course management systems

**Teaching Interests**

none at present

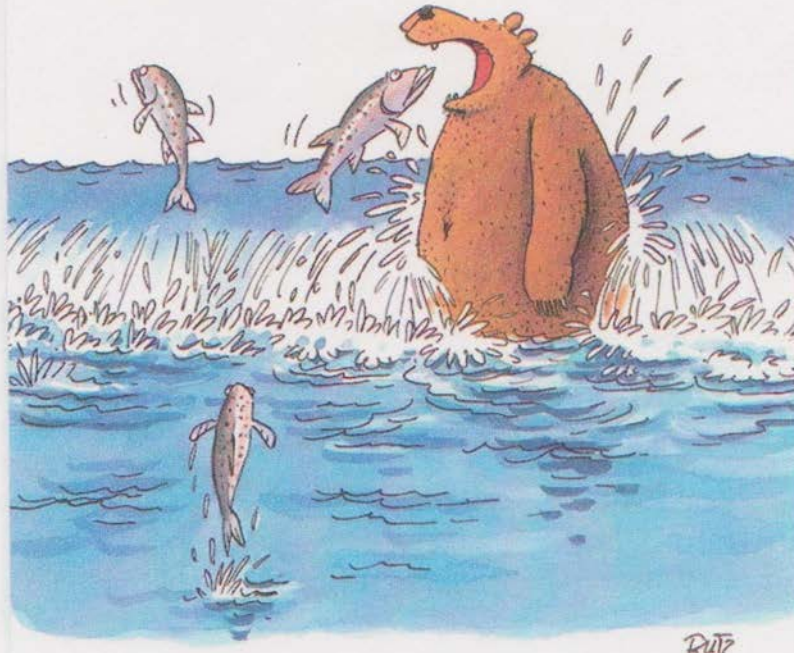
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*Now this is what I  
call service!*



Thank you for  
listening.