Through the Users’ Looking Glass

Giannis Tsakonas

~ Editor for Greece ~

1st E-LIS Workshop

CERN, Geneva, Switzerland

22nd October 2005
Structure

1. Aims of the presentation
2. Open Access
3. Users & Acceptance
4. Evaluation
5. Suggestions
6. Conclusions
Aims of the presentation

1. To increase concern on interaction issues
2. To indicate connection between interaction and effective promotion of E-LIS.
Open Access

Aims to raise:
1. Economic barriers
2. Institutional barriers
3. Technological barriers

However there are other barriers:
4. Interaction barriers
Open A-A-Access

1. Awareness
   Inform the community, promote E-LIS

2. Access
   Increase accessibility and establish service availability

3. Acceptance*
   Build trust and establish long-term relations
Study Triptych

Three main components/agents

- Users*
- System
- Content

Other components:
contextual factors, socio-economical conditions, policies, strategies, practices etc.
Users

1. End users
   - Free users (unregistered users)
   - Contributors (registered users)

2. Reviewers/ Editors

3. Other
   - Administrative personnel
Users & Acceptance

1. Usefulness
   A relation between the users mental model of information and the content attributes

2. Usability
   A relation between the users mental model of interactivity and the system attributes
Usefulness

Whether open access systems can become tools for users’ tasks

In other words:

- Do e-prints support users’ work tasks?
- Do e-prints support users’ information tasks?
Usefulness Questions

1. Work tasks
   - Are the deposited resources relevant for their work tasks?
   - Are the deposited resources “integrateable”?

2. Information tasks
   - Do they think that the deposited resources are reliable?
   - Are they satisfied with the level and format of information of the deposited documents?
   - Are they satisfied with the currency of the documents?
Usability

Whether open access systems can support effective, efficient and satisfactory task accomplishment

In other words:
- Do e-prints support users’ interaction?
Usability Questions

1. Effectiveness
   - Do they (we) accomplish their (our) tasks?
   - Why they (we) do not accomplish their (our) tasks?

2. Efficiency
   - Is the submission process easy?
   - How long it takes to submit?
   - How long it takes us to review?
   - Do they (we) use support functionalities?

3. Satisfaction
   - Do they feel comfort (aesthetic/terminology etc)?
Evaluation

1. Measuring awareness is relatively easy
   *Short or long-term evaluation of selected policies and practice impact on access*

2. Measuring access is easy
   *Web statistics including types of access/types of documents/types of users/ratios between them etc.*

3. Measuring acceptance is difficult
   *Many limitations*
Limitations 1/2

1. Systems’ state is not solid
   Constant changes in scientific communication and publishing

2. Multi-disciplinarity
   Librarians, information managers, computer scientists, archivists etc.

3. Various perspectives
   Economical, technical, “political” etc.
4. Interaction tasks unexplored
   Many tasks that we do not know

5. Types of users
   Multiple types of users (authors, readers etc.)/various cultures

6. Extremely laborious
Suggestions

1. Mechanisms of immediate support
   Centralized (international) / de-centralized (nationwide)

2. Mechanisms of feedback collection
   Forms, mails, etc.

3. Contact with the main stakeholders
   Trial versions available to principle authors

4. Secure and promote reliability
   Compatible with content growth policy
Conclusions

1. Let the users in
2. Learn from the past
3. Avoid common mistakes
4. Show that we care in all fields
Thank you for your attention

- Contact: john@lis.upatras.gr
- National E-LIS website: http://e-lis_docs.openlib.org/greek