Where to Start?

With a Plan
## Content Inventory

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Page Title</th>
<th>Description</th>
<th>Links To</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Home Page</td>
<td>Home Page</td>
<td>Do not use. List of links</td>
</tr>
<tr>
<td>2</td>
<td>Menu (proxy databases page from 'e-resources link') Menu (proxy databases page from 'e-resources link')</td>
<td>Landing page from portal e-resources link</td>
<td>4.97%</td>
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<tr>
<td>3</td>
<td>Login (proxy page) Login (proxy page)</td>
<td>Landing page from database proxy link</td>
<td>4.13%</td>
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<tr>
<td>4</td>
<td>About-Directions-Directions</td>
<td>Directions to the library using public transportation or driving</td>
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<tr>
<td>5</td>
<td>About-Art in the Library-Art in the Library</td>
<td>Information on art works on exhibit at the Galvin Library</td>
<td>0.04%</td>
</tr>
<tr>
<td>6</td>
<td>About-Disaster Plan-Disaster Plan</td>
<td>Access to manuals and plans preparing to protect the digital and physical collection in cases of emergency</td>
<td><a href="http://library.iit.edu/disaster-plan/Disaster">http://library.iit.edu/disaster-plan/Disaster</a></td>
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<tr>
<td>7</td>
<td>About-Dean's Page-Dean's Page</td>
<td>Biography of the Dean of Libraries</td>
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<tr>
<td>8</td>
<td>About-Give to the Library-Donating Books</td>
<td>Donating books form</td>
<td><a href="http://library.iit.edu/policies/collections.php">http://library.iit.edu/policies/collections.php</a></td>
</tr>
<tr>
<td>9</td>
<td>About-Give to the Library-Give the Library</td>
<td>For persons willing to make monetary donations. Provide address for mailing checks and offers link to make online donations</td>
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<td>11</td>
<td>About-Hours-Hours</td>
<td>Information on the day to day hours of operation of the Galvin Library</td>
<td><a href="http://library.iit.edu/policies/access.php#">http://library.iit.edu/policies/access.php#</a></td>
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<tr>
<td>12</td>
<td>VERSION 2 About-Jobs-Jobs</td>
<td>Information on the hiring process of Galvin Library</td>
<td><a href="http://library.iit.edu/jobs/apply.php">http://library.iit.edu/jobs/apply.php</a></td>
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<tr>
<td>13</td>
<td>About-Library Maps-Library Maps</td>
<td>Map of upper and lower levels of the Galvin Library</td>
<td><a href="http://library.iit.edu/maps/#gahin">http://library.iit.edu/maps/#gahin</a> <a href="http://library.iit.edu/maps/#google">http://library.iit.edu/maps/#google</a> <a href="http://library.iit.edu/maps/#mit">http://library.iit.edu/maps/#mit</a> <a href="http://library.iit.edu/maps/GalvinMap2012">http://library.iit.edu/maps/GalvinMap2012</a></td>
</tr>
</tbody>
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Understanding Users: Interviews

- Interview students about their research habits
  - Long interviews - 30-45 minutes
    - 4 undergraduate students, 2 graduate students
  - Short interviews - 5 minutes
Understanding Users: Work Activity Notes

“I used Google to find people who agreed with my thesis statement to find resources for my paper.”

“My advisor gives me the articles I need for my research. I don't have to find them myself.”

“I know about the Research Help Office, but I don’t use it. I’m confident I know what I’m doing.”
Understanding Users: Javier

- Doesn’t understand/use library services
- Basic goals: create accounts; book a study room, etc.

HARRIED JAVIER THE SPORADIC USER

- 20 years old
- Undergraduate Architecture major
- From Valencia, Spain
- Lives on campus

“I appreciate elegant, useful design. When I use something that isn’t constructed well, I get frustrated and lose interest.”

About Javier:
Javier doesn’t understand much about the library or how to use its resources. Not because he’s not a serious student, but because he is. The architecture program at IIT is very rigorous. Second-year “archies” are scheduled for twelve studio hours per week, but Javier spends much more time there working on his projects. He also has three other classes on his schedule.

His Research Habits:
Javier uses the library for precedent research. This involves analyzing a particular building for its unique structural and design elements. His professors stress using the Avery index, but Javier doesn’t understand how filtering can give him the specific elevations, details, and plans he needs. He usually turns to Wikipedia and other external sites to complete his research.

Javier also uses library materials for his other assignments, such as writing a paper for a Sociology class. He has trouble finding his way around the website: there are too many links on the page, and some of the terminology is confusing. What’s the difference between searching for articles and searching for journals? Aren’t they the same thing? He has a hard time finding full-text items, so he uses the catalog to just look up books instead. The books he finds are mostly out of date, but these are for major assignments so he isn’t bothered.

His Suggestion:
As an architecture student, Javier appreciates good design and thinks the website could benefit from removing a lot of extraneous material.

We Want Javier To:
- Create a library account
- Use the IIT catalog
- Understand the difference between the IIT and I-Share catalogs
- Use Research guides to find library resources
- Learn basic database concepts, such as filtering
- Reserve a study room
Understanding Users: Rebecca

- Power user
- Engage more with the library

About Rebecca:
Rebecca wants to heal people. Not by seeing patients as a physician, but by developing treatments that attack diseases at the cellular level. Her fascination with the natural world began in childhood; she once used to use a plastic magnifying glass to examine insects in her backyard but has now graduated to an electron microscope. Rebecca’s Master’s thesis involves examining the effects that differing levels of the dystrophin gene have on a cell’s cytoskeleton. The work she’s doing now might help develop a treatment for muscular dystrophy in the future.

How She Works:
Rebecca wants to be sure that she’s getting the best, most recent articles related to her topic, but she still uses basic keywords in her searches. She’ll perform a search to find a list of relevant articles, then use the articles’ bibliographies to find additional citations. She likes the simple interface of Google Scholar, and will often start a search there, then look for specific titles in the library’s citation search page. Because she’s so busy, Rebecca is a fan of anything that helps make her life easier and more productive. She stores most of her notes in Evernote because she loves the synchronization between her phone and computer; if she comes up with an idea about her project while running an errand, she can record it in her phone for later use.

What She Needs from the Library:
Rebecca uses the library site to collect data for her thesis, primarily using the Web of Science and SciTech databases. Her advisor recommended that she review other IIT theses on her topic, and she does that when she has time while on campus. She has used citation management tools in the past, but feels that there is a lot more that she could learn. Rebecca would also benefit from instruction about how to set database filters, use subject headings and create email alerts for her topic. And as knowledgeable as she is about the library’s research tools, Rebecca doesn’t know about how to optimize Google Scholar to help connect her results to IIT’s databases.
Course Reserves

Reserves allow students to use materials set aside by faculty to assist in coursework. This may include textbooks, reading materials, practice exams, problem sets, etc. For questions on reserves, contact the Reserves Specialist at course reserves@ilt.edu or 312.567.3620.

Find Textbooks Policies & Fines For Instructors

Enter the full or partial course number (ECE, CAE100, etc.)

arch

Search Clear

Courses found for “arch”:

**ARCH230** Structure and Architecture
**ARCH335**

Find Your Textbooks

Enter course, professor, or textbook information to search.

[FIND TEXTBOOKS] [TEXTBOOK POLICIES]

AAH 120-01: HIST OF WORLD ARCHITECTURE II (HAZARD)

*New York: The City and the World* author: PBS Home Video
PC4023 This book may not be available. Try a catalog search.

*World architecture* author: Richard Ingersoll, Spiro Kostof
NA200 .I54 2013 Is it checked out?
Re-Thinking the Process

Cleaning (and re-cleaning) data files

=SUBSTITUTE(trimmed1D2,“ “,“”)

* If you want to combine with the original trim command:

=REPLACE(TRIM(CLEAN(SUBSTITUTE(origUG!G2,CHAR(160),CHAR(32)))),FIND(“ ”,TRIM(CLEAN(SUBSTITUTE(origUG!G2,CHAR(160),CHAR(32)))),1,“”)

  - Set titles, instructor names and author names to Title case:

=PROPER(trimmed1C2)

  - Make opac_url field blank instead of 0 (or Null) if there is no entry:

=IF(trimmed1E2>0,trimmed1E2,“”)
=IF(trimmed1E2=“Null”,“”,trimmed1E2)
Automate as much as possible
Rethinking the Staff Interface

Add rules to ensure better data quality

Create Textbook

The ISBN field requires a unique value, and the specified value is already used. Matches are found in the following content:
- 9780195139570

ISBN field must be numbers only—no dashes or spaces.

ISBN *
9780195139570

COURSE CRN

A textbook will not display unless it is connected to a course record.

Add another item
## Our Colleagues Are Users, Too

<table>
<thead>
<tr>
<th>PUBLISHED? (TEXTBOOK)</th>
<th>BOOK TITLE</th>
<th>EDITION</th>
<th>AUTHOR</th>
<th>CALL NUMBER</th>
<th>ORDER STATUS</th>
<th>LINKED CATALOG RECORD?</th>
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<tbody>
<tr>
<td>Yes</td>
<td>New York: The City and the World</td>
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<td>PBS Home Video</td>
<td>PC4023</td>
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<td>World architecture :</td>
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<td>NA200 .I54 2013</td>
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</table>
What’s Next?

- Move General Topic Search
- Add tabs/radio buttons to switch search types
- Test before deploy!
Thank You!