Building Safety Nets into the Online Library

Jerilyn, Ryan, Shane
University of Minnesota - TC
1. Fail Points & Safety Nets
2. Major Fail Points
3. Safety Nets in Libraries
Fail Points are places where users stumble &/or fail to be successful.

- Could be stumbling blocks that the user finds a work-around for
- Or deal breakers that drive users away from the site/facility/etc.
Safety Nets - techniques or systems we build to catch them if they stumble or fail.
-- can range quick & easy techniques to
-- comprehensive performance support tools
U of MN-TC’s Performance Support Project
Problems & How we Found Them
“If [using E-journals] doesn’t work, I would have a problem because I always start there.” - AgEcon Faculty

USERS SEARCH THE SAME WAY EVERY TIME, REGARDLESS OF INFORMATION NEED
“The [library] search feature is very unforgiving.” - Faculty in Computer Science

SEARCH FEATURES DO NOT ACCOMMODATE USER INPUT ERROR.
“I always know what I'm looking for. I know the books I want, I know the articles I want...I have a stack of how-to sheets at home.”

**USERS TEND TO SEARCH FOR KNOWN ITEMS**
“My peers didn't read the article. It's not because they're lazy, it's because they don't know.”

AWARENESS OF WHAT THE LIBRARIES HAVE
“It would be nice to search for journal articles.”

**USERS STRUGGLED WITH OUR INTERFACE**
Big Lessons
Make Search Smarter

Google

bing

WolframAlpha
computational knowledge engine
Seal the Deal

Amazon Prime

Zappos.com
the web's most popular shoe store!®
All Paths Lead to Success

Image from Mark Miller’s DevExpress blog post “Why is a great UI so hard to achieve?”
Focus on How the Item Comes to the User (Not How the User Can Come to the Item)
Solutions
Library Performance Support Systems
(aka Safety Nets)

Small-Scale

Large-Scale

Finding Primary Source Material
Primary source materials are original materials, created during the time period you are interested in.

Books:
- Search by author, title, or keyword.

Articles:
- Use indexes and databases for finding scholarly articles.

MNCAT Plus
Use MNCAT Plus to find books, videos, maps, music, and more.

Did you mean: mistake proofing

Title begins... (omit initial article, e.g. a, an, the, I.e)
Author begins... (last name first)
LC Subject Heading begins...
Medical Subject Heading begins...
Chinese Title begins...

Haven't found what you're looking for?
Articles or Indexes
Books or Catalogs
Dissertations and Theses
Primary Materials
Videos

Search Key Resources
Accounting resources:
Selected by librarian: Andy Weiss (a.weiss@tc.umn.edu)
- Accounting Research Manager
- AICPA Online
- American Institute of Certified Public Accountants
- Business Library Web Site
- Business Source Premier
- Business Source Premier Enhanced
- EconLit
- EDGAR: Corporate filings from the US Securities and Exchange Commission
- eStatement Studies
- Factiva
- More ...

Choose a different subject area
All E-Resources
Small Scale
Small Scale

Radiation physics and chemistry
[0146-5724]
Full Text Online Elsevier SD Backfile Physics
Available from 1977 until 1985

Radiation physics and chemistry
[0969-908X]
Full Text Online Elsevier SD Backfile Physics
Available from 1993 until 1994
Full Text Online Elsevier SD Pergamon
Available from 1985

Radiation protection series
[1448-9760]
Full Text Online Free E-Journals
Available from 2002 volume: 1

If you would like to search for articles on a particular topic:

Select an Index to search

Indexes are like search engines, usually dealing with a broad subject. They:

- Help you search for articles on a particular topic.
Small to Medium Scale
Medium Scale

WRIT 1201: Writing Studio (Stansbury)

Last updated February 9, 2010

Start with a few of these resources to quickly find sources for your papers and projects.

Maintained by
Kate Peterson katen@umn.edu

On this page:
- Getting Started on Your Research
- Finding Articles (Magazines, Newspapers and Scholarly Journals)
- Finding Books, Videos and More
- Finding Images and Media
- Evaluating Articles, Books and Websites
- Citing Your Sources
- Got Questions? <a href="http://infopoint.lib.umn.edu/"">Ask Us!</a>

Getting Started on Your Research

Assignment Calculator

Enter in the due date for your research project (paper, speech, video, poster, lab report) and get a suggested time-line for completing your project on time plus links to the resources on campus that will help you succeed in each step.

Assignment Calculator Tutorial

Undergraduate Virtual Library

Finding Background Information

CD Researcher
<table>
<thead>
<tr>
<th>Title</th>
<th>Characteristics of Sheltered Homeless Families.</th>
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<tbody>
<tr>
<td>Author(s)</td>
<td>Bassuk, Ellen L; Rubin, Lenore; Laurat, Alison S.</td>
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<tr>
<td>Language</td>
<td>English</td>
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<tr>
<td>Subject Terms</td>
<td>PUBLIC health</td>
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<td></td>
<td>HOMELESS families</td>
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<tr>
<td></td>
<td>HOMELESS persons</td>
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<tr>
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<td>SHELTERS for the homeless</td>
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<tr>
<td></td>
<td>CHILD abuse</td>
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<td>SOCIAL service</td>
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<td></td>
<td>HUMAN services</td>
</tr>
<tr>
<td></td>
<td>EDUCATIONAL evaluation</td>
</tr>
<tr>
<td>Geographic Terms</td>
<td>MASSACHUSETTS</td>
</tr>
<tr>
<td>Abstract</td>
<td>Abstract: To describe the characteristics of homeless families, we interviewed 80 homeless mothers and 151 children living in M. of F. of H. for 30 minutes. Find More Like This</td>
</tr>
</tbody>
</table>
Large Scale

campus | unit | degree
--- | --- | ---
tc.grad.gs.psy.phd
role | program

E-Journals for ahc.dent.y1

1. The Journal of prosthetic dentistry
2. American journal of orthodontics and dentofacial...
3. Journal of oral and maxillofacial surgery
4. Journal of periodontology
5. Atlas of the oral and maxillofacial surgery clin...
6. Oral and maxillofacial surgery clinics of North...
7. Journal of prosthodontics
8. The Journal of family practice
9. Oral diseases
10. The International journal of oral & maxillofacia...
11. The Journal of the American Dental Association
12. JAMA
13. The Journal of orthopaedic and sports physical t...
14. Journal of clinical periodontology
15. Lancet. Neurology

Search Key Resources

Accounting resources:
Selected by librarian: Judy Wells (j-well@tc.umn.edu)

1. Accounting Research Manager
2. AICPA Online
3. American Institute of Certified Public Accountants.
4. Business Library Web Site
5. Business Source Premier
6. Business Source Premier Enhanced
7. EconLit
8. EDGAR: Corporate filings from the US Securities and Exchange Commission
9. eStatement Studies
10. Factiva
11. More ...
Performance Support Everywhere