

Through the Users' Looking Glass

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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

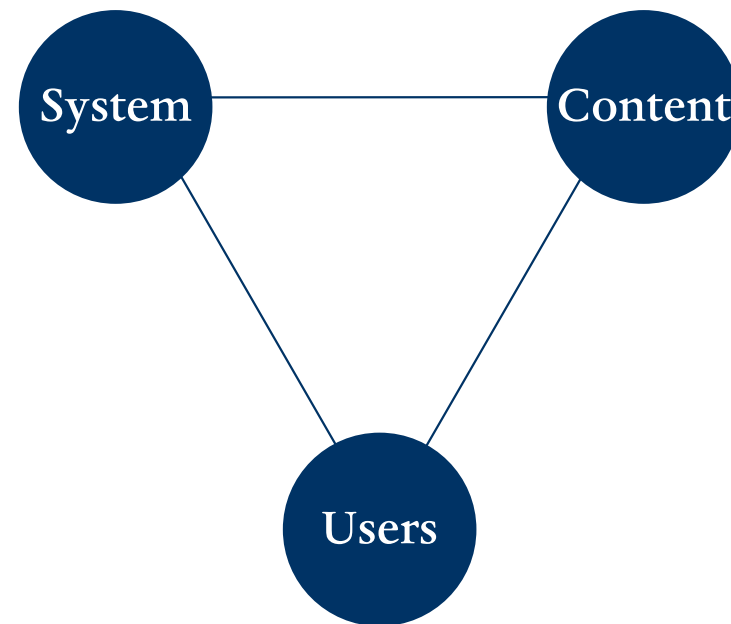
3. Acceptance[★]

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.

Limitations _{2/2}

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

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