INF 2173, University of Toronto Information Professional Practicum Written Report

Knowledge Ontario (Our Ontario Project)

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Executive Summary

I spent most of my time analyzing the Our Ontario Toolkit Network (OOTN), which is a virtual collaboration space currently hosted by Strategy-Nets (SN). Some of the staff members at Knowledge Ontario (KO) have felt that perhaps SN is not quite sufficient as a host, and so FirstClass (FC) is being considered as a possible alternate host. A major component of my job, then, was also to analyze FC and determine whether or not it would be a viable substitute. Our Ontario (OO) is one of the many side projects under the KO umbrella. The objective of Our Ontario is to make Ontario's "digital content discoverable to a global audience." (OurOntario.ca) Fellow student Brandon Weigel spent his time analyzing askON, another KO project. Brandon and I worked together along the way to integrate our research wherever possible. The initial hope for the two projects was that we could recommend one single solution for both, but it eventually became apparent that the objectives and user bases of the two projects are just too dissimilar to make one recommendation. Nevertheless, Brandon and I were able to generate better research results by working together.

My final determinations have been made based on data collected from a user survey that I designed, with input from KO staff members Loren Fantin and Jess Posgate. To supplement this data, I also conducted and recorded three interviews with selected users who responded to the survey. Based on all of this information, I have determined that sticking with Strategy-Nets would be the best decision, but making certain alterations and amendments to the SN space. FC has some functionality that would likely benefit OOTN users, and it is certainly a more powerful tool than SN. But there are also many superfluous elements to FC that would not be of much use to OOTN users. Additionally, users are for the most part more satisfied with the current SN space than anyone at KO expected (87.5% of respondents said that they are "satisfied with my overall experience with the OOTN.") This figure alone should signify that a change as drastic as switching entirely to another host – and an expensive one at that – is relatively unnecessary. The rest of this report will further explain the rationale behind sticking with SN and make specific recommendations on how to improve the current space.

Description of the institutional context of the project

A report entitled "Choosing Collaborative Software – A Recommended Approach" by Kathryn Klages with input from David Thornley, Loren Fantin and Virginia Roy was given to me as a reference point. This report was done while KO was attempting to determine which host to go with. Strategy-Nets was once known as Near-Time (NT), and the report includes an extensive analysis of NT, giving the product a score of 63 out of 78 overall.

I used this report in conjunction with my analysis of SN. The primary cons that are mentioned about NT are that it offers 1) limited content organization capabilities, 2) can't define user access by content items, 3) buggy task management, 4) limited event management, 5) poor performance, 6) no versioning. Nevertheless, KO eventually decided on NT, which then became SN.

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While some of these issues remain, most users did indicate that they find the speed of the Strategy-Nets OOTN to be either excellent, good or adequate with only three users saying poor or terrible. It should be noted here that the question was initially phrased "I find the response time of the OOTN to be…" and this was interpreted, it seems, by some users to refer to human response time. We later rephrased the question to: "I find the speed of the OOTN site to be..." Therefore, the results of this survey question may not be entirely reliable. However, few comments were made about poor overall performance and none of the interviewees indicated frustrations with slowness. Poor performance, then, does not seem to be a big issue with OOTN users. In any case, some simple changes could be made to the current interface design to facilitate faster performance. (See requirements shells, page 29)

Goals and objectives

The objectives from the original practicum application were: *"assess efficacy of current network and report on if and how the First Class web client functionality compares to the current solution."* This goal was completed and is detailed in this report.

"Uncover additional functionality potentially offered by First Class, investigate the addition of new communication tools such as a chat window, assess First Class for enhanced training opportunities." It was determined that FC offers some additional functionality that may be of use to the OOTN community, e.g. a robust chat tool. However, only 45% of respondents indicated that they would use a chat tool. This is a decent number and perhaps enough to warrant trying a chat function, but hardly reason enough to switch hosts entirely. It therefore seems reasonable to experiment with embedding a chat function within the SN space. Brandon determined through his research for askON that Meebo is the best embeddable chat module out there. It would be good, then, to experiment with Meebo for the OOTN community, too.

"Conduct surveys of Toolkit Partners to assess needs. Make recommendations on migrating and training users on a new portal. Ideally design a framework for a new toolkit partner network portal in First Class based on identified needs." The survey was designed and conducted through SurveyMonkey.com. Recommendations on migrating and training users on a new portal will not be made, nor will a framework be designed, as based on user feedback the determination has been made that moving to a new portal is not necessary.

"Make recommendations and implement solutions that enable greater collaboration amongst toolkit partners via the network space." Recommendations that should facilitate greater collaboration and user engagement have been made in this report; however, nothing has been implemented at the time of this writing.

Analysis of the issues that arose during the project

Integrating the analyses of the two projects was stated by our supervisors as a desirable goal, but the more Brandon and I conducted our own research and analyzed our survey results, the more we realized that recommending just one solution for both projects was not a feasible goal. The two projects are just too dissimilar. Users of the OOTN have very different needs than users of askON. The integration of our final recommendations, then, emerged as an issue but we were able to make integrations in other areas of our research, such as the idea regarding the chat functionality. It should also be considered a positive step that – through our research – we have identified that the needs of the two communities are too dissimilar for just one integrated solution.

Eliciting user feedback was another issue, although we received 57 responses out of 223 – a 26% response rate. This is a decent response rate, enough to conduct a meaningful analysis, but it could have been better. However, 23 of these e-mails turned out to be defunct and were returned, 2 were unnecessary and 7 came back with out-of-office replies. Therefore, the total number was more like 191, making this about a 30% response rate. But not all of those 57 users actually completed the survey – 14 did not, meaning that only 43 solid responses were gathered, resulting in a complete response rate of 23%.

"The rate of return will depend on three major factors: how important the survey is to the people who receive it; how well the survey has been designed; and how long it is." (Towler 2003) The survey should have been considered important to users of the OOTN community. The survey was designed well, using a popular tool that most people are already familiar with. (SurveyMonkey) The survey was relatively short and should have taken 10 minutes to complete, on average. The one missing element here, though, seems to be incentives. Towler writes, "our experience has shown that offering a worthwhile incentive can entice 50% of the people who would not normally complete the survey, to finish it and send it in." He offers these ideas for incentives: money, dinner for two, tickets, something tangible e.g. a DVD, trips, coupons. Most of these are no doubt impractical from the perspective of Knowledge Ontario, but the idea itself seems valid. One possibility would be to offer a prize of some sort, and ask each user if they would like to be considered for the prize that will be drawn at the end of the survey from the batch of respondents. KO would not even have to reveal what this prize is – it could remain a mystery, and this alone would probably engender a better response rate. The prize might even be something fairly inexpensive but that the user would still appreciate, e.g. gift card to a certain store. A **major recommendation** for the next mass survey, then, would be to create an incentive for the users to answer the survey. Additionally, only 3 of the 5 users who were e-mailed about participating in a phone interview responded. This same principle of finding an incentive may be applied to interviews.

Lastly, money remained a fairly nebulous issue throughout the research process. I was never entirely certain about the budgetary constraints. It was mentioned that FC might be too expensive a solution to go with in any case, even if it turned out to be exactly what Our Ontario needed. But this was never made very clear. Future practicum

students might benefit from a more clear-cut definition of the budget so that they do not end up outstepping the bounds of the project and conducting research that is not feasible for the organization on a financial level.

Lessons derived from the experience

Practical work-related lessons have been: 1) when designing a survey, think about all possible interpretations of the way that a question is worded before sending it out. I tried to do this to the best of my abilities, but found that there was still obvious ambiguity in one question in particular (question 18 about response time/speed) and this no doubt affected the integrity of the results for that question adversely. 2) when attempting to elicit responses to surveys or interview requests, create an incentive to dramatically increase your chances of receiving a high response rate.

I learned about the challenges associated with attempting to integrate two disparate projects in any way. I learned about the value of consulting users before making any decisions, as some of the results were quite surprising and many at KO were likely expecting OOTN users to be less happy with SN than they seem to be. I also learned about the work environment at Knowledge Ontario and got a sense of the organizational culture there, which has been valuable for me.

Reflection on whether or not your courses prepared you for the project

A few of my courses were helpful in preparing me for this practicum, namely Information Management in Organizations with Chun Wei Choo. For this course I obtained the book "Intranets for Info Pros", which includes sections on designing user surveys and conducting interviews that were helpful. The course Knowledge Media Design: Fundamental Concepts with Megan Boler involved a similar project, in which I worked with members of the Green Party of Ontario to recommend a social network solution for their community. Designing Information Systems with Eric Yu was helpful, as I have appropriated the requirements shells used in that class to clearly lay out requirements for the OOTN project. Finally, Authority and Credibility in Online Communities with Steve Hockema provided me with a sense of how people use online communities that has informed my work on the OOTN project.

Recommendations for the project

See requirements shells, page 29 for specific recommendations.

Rather than scattering the requirements all throughout this report, I decided that aggregating them all in one section is important. The requirements that I've recommended for the OOTN project are laid out starting on page 29, using Volere requirements shells that are traditionally used in information systems design.

Work process followed

Most of the work was done from my PC at home, with periodic check-ups at the Knowledge Ontario offices. After an initial training session on FirstClass, I began analyzing Strategy-Nets and reading about Knowledge Ontario and their various projects. I studied the "Choosing Collaborative Software" report and began researching user survey creation. I met with Brandon and brainstormed with him about specific survey questions and how to integrate our results. I finished the first draft of my user survey, sent it off to Loren and Jess, and this began the process of revising the survey until we were all pleased with it.

The survey went through at least five iterations before we decided it was ready. I then received the user e-mails from Jess and began formatting them and entering them into the SurveyMonkey system. After sending out the survey, I got to work on creating the first draft of the interview questions. This went through a revision or two before deciding that it was ready. The user survey required some adjustments along the way and I changed the wording of some of the questions. Once the deadline had passed, I began analyzing the content, making inferences and creating user profiles. I began doing more in-depth comparing and contrasting of FirstClass and Strategy-Nets and creating tables to illustrate the differences. In the week before finalizing the report, I conducted three user interviews with selected respondents, two of which were recorded and transcribed and may be heard by following these mp3 links:

> Misty De Meo interview, 05/25/10:
> http://www.grpatten.com/korecordings/misty-5-25-10.mp3
>
> Kathryn Schoutsen interview, 05/26/10:
> http://www.grpatten.com/korecordings/kathryn-5-26-10.mp3

List of material consulted to resolve issues

Chin, Paul. (2004) "Designing an intranet user survey."
http://www.intranetjournal.com/articles/200412/ij_12_13_04a.html

Intranets for Info Pros by Mary Lee Kennedy and Jane Dysart

"learnmore: FirstClass Online." http://www.firstclass.com/learnmore/

Towler, John. (2003). "How to improve survey response rates."
http://www.canadaone.com/ezine/june03/surveyresponce.html

"UsabilityNet: user survey for design." http://www.usabilitynet.org/tools/surveys.htm

Watson, Steven A. (2003) "User surveys require good planning and attention to detail."
http://articles.techrepublic.com.com/5100-10878_11-5059967.html

Research that would have helped address any gaps in knowledge

None of the research that I had read in preparation for designing the survey really emphasized the importance of creating incentives. If I had found such an emphasis before beginning the survey design, I certainly would have given thought to creating an incentive for the users and relaying that idea to Loren and Jess.

• *what are the OOTN users saying?*

Generally, users say that they are satisfied with their overall experience with the OOTN.[1] However, most users also report certain technical issues. By a slim margin, most users report that they use the OOTN occasionally (29.8%) but many also use it fairly often (28.1%) or rarely. (28.1%) By a significant margin, most users are the site administrators for their organization's digital collection. (66.7%) Most users have been OOTN members for 1 year (26.4%) or less than a year. (45.3%) Overwhelmingly, most OOTN users work in public libraries. (70.2%) Most users reported that they last used the OOTN in the past month (41.5%) or past week. (32.1%) In terms of other online communities, most users reported that they use social networks and mailing lists very often – discussion boards are rarely used by OOTN members. Blogs, wikis and intranets are mostly never used. Finally, most users access the OOTN through Internet Explorer or Firefox. Most users did not indicate which version of the browser they are using, but quite a few seem to be using outdated versions (#10 David Sharron, #42 Robyn Zuck, #48 Donna Macleod) or beta versions. (#6 Diane Bedard) This leads to a **requirement**: encourage users to keep their browsers updated by providing easily accessible links to the latest version download pages. Certain bugs that occur on the OOTN may simply be due to browser conflicts, and having an updated browser will reduce the chances of problems occurring.

Of the non-users, three reported that they don't use the OOTN "because they don't understand how to use it." "I don't have the time," "I don't find the content useful," and "I didn't know about it" were also listed as reasons.

Most (60%) reported that they can find what they're looking for easily by navigating the OOTN's tabs or using the search. When asked whether the OOTN's content has direct relevance to their VITA (Video, Images, Text, Audio) software activities, most reported either yes (50%) or sometimes. (41.2%) When asked the same question about the PICA (Press Index for Community Access) software, most said either no or sometimes. (40% each)

The Home, FAQ/Manuals, and Resources page are used the most (fairly often). Forums, Training, and Sites are used occasionally by most users. Members, Help, and Search are used rarely by most users. Blog, CDP, Marketing, Press, Files and RSS are never used by most users.

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[1] See question 20 of our user needs survey, page 20

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On the home page, most users find the map "moderately useful" but are unsure about bulletin, bookmarks, tags and recent pages. Regarding the FAQ/Manuals page, most users find its content quality, currency, presentation and access all good. Most users find the OOTN digest to be moderately useful, while they are unsure about the RSS. Most users indicated that they would not (22.5%) or were unsure (32.5%) about using a chat tool in the OOTN. 45% said they would use the chat, though. Overwhelmingly, most users said that they would use a voting tool to prioritize suggested improvements to the OOTN. (67.5%) Surprisingly, most users said that they find the speed of the OOTN to be either good (47.5%) or adequate; (25%) however, keep in mind the aforementioned ambiguity that was associated with this question. Again overwhelmingly, most users said that they are satisfied with the quality of the OOTN's interface design (80%) and their overall experience with the OOTN. (87.5%)

Most users indicated that they would find all of the suggested improvements to the OOTN "moderately useful": customizability, improved search tool, improved document access, linked profiles, reorganized members page, reorganized forums. Of these, the improved search and improved document access ideas seem to be the most popular, as they also received many votes for "very useful."

 • *how can we improve the SN space in the short term?*

This has been outlined in the requirements shells starting on page 29. Most of these suggestions are short term improvements that could be implemented within the Strategy-Nets platform.

 • *what should be our approach for the long term?*

If any of the requirements that have been suggested seem impossible to implement in Strategy-Nets for the short term, then they would nevertheless be useful to implement in future iterations of the OOTN. An attempt should be made to implement each requirement in Strategy-Nets, and in cases where the requirement is deemed infeasible to execute in SN, then future procurement decisions should be based on whether or not the new host can fulfill each requirement or at least provide a viable substitute for the requirement.

 • *does the functionality of FirstClass meet the existing functionality of Strategy-Nets?*

Let us start with a comparison between the existing functionality of FirstClass and Strategy-Nets. FirstClass has 10 core applications which include:

Functionality	FirstClass	Strategy-Nets
Mail	More pronounced private email functionality. Users have personal mailbox. More functionality, e.g. attaching files.	Existing, but less pronounced and not often used. Personal mailbox not prominent.
Calendars	Robust calendar functionality. Can	Google calendar on the "training"

	merge different calendars together to see conflicts.	page is much simpler. No room for interactivity, i.e. the merging of FirstClass calendars.
Contact Management	Personal contacts folders. Also access to public contact databases, depending on privileges. More arrangement and categorization opportunities.	"Members" page is merely an alphabetized listing of everyone else on the OOTN, no other arrangement opportunities. No opportunities for connecting to other members, e.g. I'm a colleague of…, I'm an employee of…, etc.
Conferencing	Online forums generally for standard meetings that occur consistently… and for larger group discussion.	No functionality, but "forums" are generally being used for these purposes.
Instant Messaging	Real-time online chats. Pops up into new window, many options, fairly extensive chat functionality.	No functionality, but may be beneficial. User feedback on this has been somewhat mixed.[2]
WorkSpaces	Online forums for workgroups. Generally for more ad hoc purposes than conferences and for smaller groups.	No functionality, but "forums" are generally being used for these purposes.
Documents	For recording information in client and storing long-term.	No functionality; must upload documents externally for SN to save data. Likely no need for it.
Web Publishing	For building a website.	No functionality and likely no need for it.
File Storage	Long-term document storage. Better opportunities for arrangement and categorization, e.g. by media type.	"Files" page constitutes the current document repository. All news items currently categorized in alphabetical arrangement. Poorly organized. Dropdown buttons are also buggy.
Bookmarks	Can easily create bookmarks for FC pages, also bookmark web page and import your browser's bookmarks.	On home page, but not very prominent. Not clear how to utilize it. Was identified by some users as moderately useful, but most were unsure about it.[3]

FirstClass is a client-server application, whereas Strategy-Nets is entirely a web service. Both models have their pros and cons. The most marked difference identified was that Strategy-Nets is sometimes lackluster performance-wise, which is fairly common for web service applications. Note, however, that most users classified the

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[2] See question 16 of our user needs survey, page 19
[3] See question 13 of our user needs survey, page 18

OOTN performance as "good",[4] although there is the aforementioned possibility that they misinterpreted the meaning of the question.

With that said, the author's personal experience with the OOTN has left him desiring better, speedier performance. There is little doubt that a client-server application would result in speedier performance more consistently, but because of budgetary constraints KO would not be able to provide the FC client-server application to each individual OOTN user. Rather, the idea is that they would use the Social Workspace of FC and connect to the rest of the community that way. In this case, users would essentially be using a web service again and so the benefits seem negligible. Additionally, the restrictions that FC places on users who may access the Social Workspace at any one time may be undesirable for the OOTN community. Under the standard agreement, only 2 users may access the FC Social Workspace at any one time and a charge is associated with any additional users. An alternate agreement would have to be looked into for FC to be feasible at all.

The performance of SN could at least be slightly improved, though, by making certain changes, such as including the map only on the home page and not carrying it on into subsequent pages. As the design is now, the map must load on every page, and this seems entirely unnecessary.

Let us now consider the functionality of Strategy-Nets compared to FirstClass:

Functionality	Strategy-Nets	FirstClass
Home	In terms of layout, no customizability. Users indicated that they find Map, Tags, and Recent Pages moderately useful but were unsure about Bulletin and Bookmarks.[5]	More customizability here. Can drag/drop and add shortcuts relevant to you on the home page. No known function to embed a map, however.
Members	Rather unwieldy list of users, categorized alphabetically with no other categorization options.	Fulfilled through the Directory. Directory offers better sorting capability, e.g. sort by my organization, my group.
OOTNUse Blog	Not particularly well laid-out. Must click 'read more' in order to reach 'comments'. Other solutions may be more user-friendly and pleasing to the eye. Could give it more of a Knowledge Ontario branding or merely collapse the blog into the digest (see pg. 30)	Can do this through Web Publishing. It should be noted, though, that most survey respondents said that they either 'rarely' or 'never' use the OOTNUse blog.[6]
Forums	Standard forum layout, perhaps	Fulfilled through Conferencing

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[4] See question 18 of our user needs survey, page 19
[5] See question 13 of our user needs survey, page 18
[6] See question 12 of our user needs survey, page 17

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	could use a rethink in its subcategories of forums, as there seems to be no activity in some of them. There are 11 forums currently; this could probably be collapsed into 4-5 forums max.	and WorkSpaces. This actually may be more than is necessary for the Our Ontario community.
FAQ/Manuals	Much attention should be paid to this page, as it is the mostly highly used, next to Resources. Layout improvements could be made and it is annoying to have to click multiple times in order to access a document. Also, windows should not always pop out separately after clicking a link. Note, however, that users indicated general satisfaction with the page.[7]	This could be fulfilled through the Documents and/or File Storage tools. Usability made easier in terms of less clicking and windows staying in place rather than always popping out. Faster document access time.
Resources	Highly used page. Same as complaints with FAQ/Manuals.	Documents and/or File Storage.
Training	The Google Calendar is well laid-out, easy to use and access. Maybe even a little superfluous to show a whole calendar here, though, considering only 2-3 days in the month are ever booked.	Very powerful Calendars tool that can merge separate schedules to quickly reveal conflicts. May be unnecessary for OOTN, but at least incorporating the ability to indicate if you will be attending the training may be worthwhile.
Sites	Organized alphabetically in table form. Links open up in separate windows… appropriate here since these are external sites.	Documents and/or File Storage.
CDP	Poorly laid-out. Inclusion of extra map may not be necessary here.	Documents and/or File Storage.
Marketing	Lengthy page with lots of text, links. Could likely be condensed/made more succinct.	Documents and/or File Storage.
Press	" "	" "
Help	Video placed prominently, important link below it easily missed… users will not want to read top of page before scrolling down. They will want page and organization to be self-evident.	Documents and/or File Storage.
Files	Poorly organized. Links/buttons are buggy and require multiple	File Storage seems to offer more options for organization and

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[7] See question 14 of our user needs survey, page 18

	clicks. Alphabetical classification too cumbersome for list this long – need other options. Also need an ad hoc search box for these lists.	documents are more quickly accessed in FC.
Search box	'Rarely' or 'never' used by most members, but consensus said an improved search tool would be 'moderately useful'.[8] The Advanced Search page is not very intuitive. Even a standard forum-type search would be better.	"Find" function. Easier to use and clearer layout than current SN search functionality.
RSS / Atom feed	Overwhelmingly 'never' used by members,[9] perhaps not a necessary function to begin with.	FC supports RSS.

• can FC exceed the SN functionality?

FirstClass, then, exceeds the SN functionality in some areas. Their Mail, Calendar, and Contact Management tools surpass what SN offers, as noted above. For the purposes of the OOTN community, however, the more powerful Mail and Calendar tools are likely not particularly important. But the improved FC Contact Management functionality – with its opportunities for easier and better categorization – would likely be embraced by the community because most voted that a reorganized members page would be 'moderately useful.'[10]

Also, the FirstClass chat functionality is no doubt impressive and would more than meet the needs of the OOTN community. Many users said that they would use a chat tool; however, many also said that they wouldn't or were unsure.[11] Experimenting with embedding an external chat module, such as Meebo, in Strategy-Nets may suffice. If a chat is created, though, it should be considered important to find a means of archiving the chats. Important information may emerge in one chat, but when it is closed by both parties, the data may be lost forever without an automatic archiving tool in place. With a means of archiving the chats and making the text searchable, organizational memory may be retained.

The dual use of Conferencing and WorkSpaces, though potentially powerful, seems superfluous for the OOTN community. A reorganized Forums page would likely suffice. The File Storage functionality of FC, however, is definitely better than what SN offers. There are more options for file categorization and document access would likely be faster through FC.

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[8] See question 21 of our user needs survey, page 20
[9] See question 12 of our user needs survey, page 17
[10] See question 21 of our user needs survey, page 20
[11] See question 16 of our user needs survey, page 19

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• what are the recommendations based on these questions and the information you can glean?

FirstClass was noticeably built more for an academic environment, e.g. schools. Coupled with questions surrounding financial viability, switching to FC seems like an unnecessarily drastic solution. Users of the OOTN are, for the most part, pleased with their overall experience on Strategy-Nets and most of their concerns may be ameliorated simply through making adjustments and configurations to the current setup. Every effort should be made, then, to work with the current solution and amend it to the users' needs before any hosting changes are made. If efforts at meeting the suggested requirements through SN have been exhausted without any luck, then the requirements should be carried forth into considerations regarding a new host.

THE OOTN SURVEY RESULTS

QUESTION 1 I use the OOTN...

Answer Options	Response Percent	Response Count
Very often	7.0%	4
Fairly often	28.1%	16
Occasionally	29.8%	17
Rarely	28.1%	16
Never	7.0%	4
answered question		57
skipped question		0

QUESTION 2 I am the site administrator for my organization's Our Ontario Digital Collection Toolkit.

Answer Options	Response Percent	Response Count
Yes	66.7%	38
No	33.3%	19
answered question		57
skipped question		0

QUESTION 3 I have been a member of the OOTN for...

Answer Options	Response Percent	Response Count
Less than a year	45.3%	24
1 year	26.4%	14
2 years	18.9%	10
3 years	9.4%	5
Over 3 years	0.0%	0
answered question		53
skipped question		4

QUESTION 4 My organization is a...

Answer Options	Response Percent	Response Count
Public library	70.2%	40
Academic library	7.0%	4
Archive	1.8%	1
Museum	3.5%	2
Historical society	10.5%	6
Other	7.0%	4
If other, please specify...		5
answered question		57
skipped question		0

QUESTION 5 The last time I used the OOTN was...

Answer Options	Response Percent	Response Count
Today	5.7%	3
Yesterday	9.4%	5
Last week	32.1%	17
Last month	41.5%	22
Last year	11.3%	6
	answered question	53
	skipped question	4

QUESTION 6 I participate in other online communities, including...

Answer Options	Very often	Fairly often	Occasionally	Rarely	Never	Response Count
Discussion boards	3	3	11	21	14	52
Blogs	3	7	11	13	18	52
Wikis	3	2	16	14	17	52
Intranets	7	7	12	8	19	53
Social networks	16	11	9	5	13	54
Mailing lists	13	10	9	11	11	54
answered question						55
skipped question						2

QUESTION 7 To access the Our Ontario Toolkit Network (OOTN), I use... (please choose all that apply. If you selected "never" in question 1, please skip this question.)

Answer Options	Response Percent	Response Count
Firefox	56.6%	30
Internet Explorer	60.4%	32
Safari	13.2%	7
Chrome	9.4%	5
Opera	0.0%	0
Other (specify below)	3.8%	2
If known, please state which version(s) (e.g. Internet Explorer 8, Safari 4)		8
	answered question	53
	skipped question	4

QUESTION 8 I don't use the OOTN because... (please choose all that apply)

Answer Options	Response Percent	Response Count
It takes too long to access	0.0%	0
I don't understand how to use it	75.0%	3

I don't have the time	25.0%	1
I don't find the content useful	25.0%	1
I didn't know about it	25.0%	1
I didn't receive/didn't want to receive an invitation	0.0%	0
Other	0.0%	0
If other, please specify...		0
answered question		4
skipped question		53

QUESTION 9 I can find what I'm looking for easily by navigating the OOTN's tabs or using the search box.

Answer Options	Response Percent	Response Count
Yes	60.0%	24
No	5.0%	2
Sometimes	35.0%	14
answered question		40
skipped question		17

QUESTION 10 If you use the VITA toolkit, please indicate whether or not the OOTN's content has direct relevance to your VITA-related activities.

Answer Options	Response Percent	Response Count
Yes	50.0%	17
No	8.8%	3
Sometimes	41.2%	14
answered question		34
skipped question		23

QUESTION 11 If you use the PICA toolkit, please indicate whether or not the OOTN's content has direct relevance to your PICA-related activities.

Answer Options	Response Percent	Response Count
Yes	20.0%	2
No	40.0%	4
Sometimes	40.0%	4
answered question		10
skipped question		47

QUESTON 12 I use the following sections of the OOTN...						
Answer Options	Very often	Fairly often	Occasi onally	Rarely	Never	Respo nse Count
Home	9	11	9	5	2	36
Members	1	2	13	14	9	39
OOTNUse Blog	1	3	5	10	17	36

Forums	0	3	14	7	13	37
FAQs/Manuals	4	12	9	8	5	38
Resources	1	13	10	12	3	39
Training	1	8	15	11	4	39
Sites	0	2	13	11	11	37
CDP	1	2	3	12	16	34
Marketing	0	3	6	9	19	37
Press	0	2	5	10	20	37
Help	1	4	10	14	9	38
Files	1	4	8	11	12	36
Search box	4	5	6	11	11	37
RSS / Atom feed	1	3	2	5	26	37
answered question						**40**
skipped question						**17**

QUESTION 13 Which of these aspects of the OOTN home page do you find useful?

Answer Options	Very useful	Moderately useful	Not useful	Unsure	Response Count
Bulletin	6	11	3	16	36
Map	1	17	5	15	38
Bookmarks	1	14	4	18	37
Tags	4	10	8	13	35
Recent Pages	5	13	6	14	38
If anything, what else should be on the home page?					1
answered question					**40**
skipped question					**17**

QUESTION 14 Please provide your opinion regarding these aspects of the OOTN FAQs/Manuals page:

Answer Options	Excellent	Good	Adequate	Poor	Terrible	Response Count
Content quality	12	17	8	1	1	39
Currency	9	18	11	1	1	40
Presentation/layout	5	17	14	3	1	40
Access (i.e. file linking and downloads)	9	13	12	4	1	39
If any, what additional type of documentation would you like to see?						2
answered question						**40**
skipped question						**17**

QUESTION 15 Please indicate how useful you find the OOTN automatic notifications/alerts.

Answer Options	Very useful	Moderately useful	Not useful	Unsure	Response Count
Digest	7	12	8	9	36
RSS/Atom alerts	4	1	9	18	32
answered question					**37**
skipped question					**20**

QUESTION 16 If a chat tool were added to the OOTN so you could use it to contact Our Ontario staff for support issues and to communicate with fellow VITA or PICA users in real time, would you use it?

Answer Options	Response Percent	Response Count
Yes	45.0%	18
No	22.5%	9
Unsure	32.5%	13
If unsure, please explain concerns...		5
answered question		40
skipped question		17

QUESTION 17 If a functionality were added to the OOTN allowing you to prioritize suggested improvements to VITA or PICA, would you use it?

Answer Options	Response Percent	Response Count
Yes	67.5%	27
No	15.0%	6
Unsure	17.5%	7
If unsure, please explain concerns...		3
answered question		40
skipped question		17

QUESTION 18 I find the speed of the OOTN site to be...

Answer Options	Response Percent	Response Count
Excellent	20.0%	8
Good	47.5%	19
Adequate	25.0%	10
Poor	2.5%	1
Terrible	5.0%	2
answered question		40
skipped question		17

QUESTION 19 I'm satisfied with the overall quality of the OOTN's interface design.

Answer Options	Response Percent	Response Count
Yes	80.0%	32

No	20.0%	8
	answered question	**40**
	skipped question	**17**

QUESTION 20 I'm satisfied with my overall experience with the OOTN.

Answer Options	Response Percent	Response Count
Yes	87.5%	35
No	12.5%	5
	answered question	**40**
	skipped question	**17**

QUESTION 21 Which of these additions to the OOTN would you find useful, if any?					
Answer Options	**Very useful**	**Moderately useful**	**Not useful**	**Unsure**	**Response Count**
Customizability (e.g. iGoogle)	9	15	5	11	40
Improved search tool	14	15	0	10	39
Improved document access (e.g. file downloads)	15	17	1	8	41
Linked profiles (i.e. showing connections between members)	7	15	12	7	41
Reorganized members page (e.g. people categorized by job title or location)	4	18	11	8	41
Reorganized discussion forums	5	17	7	11	40
Other (specify below)	2	1	1	9	13
If other, please describe the idea...					2
answered question					**42**
skipped question					**15**

#44 Misty De Meo, Interview Transcript, 25 May 2010

Grant: Could you describe your role at your organization?

Misty: I'm the digitization assistant, I do the physical digitization work, the creation of all of our policies and workflows for doing digitization and I also handle all of the uploading of material and metadata entry to the OO VITA site.

G: Is that primarily how you use the network, to deal with metadata-related stuff?

M: Yes and in general as well looking at how other organizations have dealt with things such as marketing, which is also something I'm involved with here, seeing what other issues people may have had with software or communicating about general usage of the VITA software.

G: so it's pretty important for you to see how other users have been using the network and VITA?

M: Yes that's right.

G: Have you had any issues with that so far in terms of finding feedback from other users? Could it be better perhaps?

M: I've found that the way the forums are organized is a little unusual compared to other forums on the internet, I find that that works a little less well for organizing discussions that way.

G: Any specific ideas behind how the forums could be organized?

M: More of a traditional kind of spread view would work I think.

G: Are there perhaps too many categories right now?

M: No I don't think so… just less ability for users to create their own threads and communicate that way.

G: did you have a particular community where you do use forums a lot that you like a lot?

M: well an example is the do-it-yourself book forum… diybookscanner.org/forum

G: how much of your time is dedicated to your organization's digital collection?

M: my entire job.

G: what is it you normally go to the toolkit network to do or look for?

M: I check the main page for any updates about the software to see about any news that is there and I also use the notifications in the upper left… to see what new posts have been made since the last time I was there.

G: have you been pleased with how that's been laid out, in terms of the notifications and everything?

M: Yes I find that convenient… would be helpful if it offered a diff view within the notifications to see a little more of exactly what has changed but that's minor.

G: have you used the notifications in conjunction with the digest?

M: Yes I have I look over the digest but usually by the time it has come out I've already seen all of the updates in it, but I do skim the digest to see if there's anything that I had not seen in the what's new page.

G: Is there a particular functionality that is really important to you in a support site?

M: Just keeping track of what's new, changes to the VITA software, any notices about bugs/issues or upcoming changes…

G: have you been pleased so far with the digest, could it be laid out better?

M: no I think it's fine.

G: You indicate you use the blog fairly often… have you been pleased with that?

M: Yes.

G: Right… you never use the RSS, why?

M: I don't have RSS reader software installed.

G: Regarding question 21—how do your choices for additional features reflect your present experience with the OOTN?

M: on the search page it's simply a matter of ranking where sometimes it seemed when I'm searching through that the rankings being brought up by the search were not necessarily what I was immediately looking for… with document access, the download links don't necessarily appear straightforward but now that I know how it works it's not a big deal but for first-time users the method of downloading the documents might be confusing.

G: is that [confusion because of] the number of clicks it takes to get to the document?

M: I think so yeah.

G: you indicated you do find the map moderately useful, how do you use it?

M: I don't use it often, looked at it a few times, it's a general broad idea of where organizations using the VITA are located.

G: One of the goals of the Our Ontario staff is to encourage collaboration among our toolkit users and this is one of the objectives of the OOTN space—to share policies, experiences, questions, toolkit developments, etc. What would encourage you to participate more or share with other users?

M: I think just having more users, when I have posted there I've noticed there aren't very many active users at a given point in time. So it's not necessarily clear posts will be read or replied to fairly soon. If there were a way to encourage people to participate in the site more, then that would produce a positive feedback loop and encourage others to participate more.

Impressions re: interview with Misty De Meo

Misty emphasized the importance of seeing the history behind users' interactions with the VITA software. She thinks it's important to be able to clearly see issues that other users have encountered in the past. But when a user posts about an issue or anything for that matter, Misty says there's nothing indicating that the post will be read or replied to soon. **Requirement 1**, then, suggests a window on the home page that allows users to quickly see what has been posted in the forum. This would essentially be a "quick view" to all forum activity. Forums page already has a "Popular Topics" window but it is hidden away in the bottom right corner. Making this more prominent on the home page would likely engender more viewing/replying. This may even be made more prominent than the map, perhaps positioned above it. It could perhaps be put in place of bookmarks/tags/recent pages, as many users indicated being "unsure" about the usefulness of those 3 functions. [12] Even if buried deep in one of the forum sub-categories, new posts made can appear in this quick view on the home page. Additionally, posts may be colour-coded based on whether or not they have received replies yet. This will allow users to more easily see what is going on in the forums and facilitate more engagement.

She indicated frustrations with the organization of the Forums and said that creating a more traditional layout would be better. She provided the example of the DIY Book Scanner forum:

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[12] See question 13 of our user needs survey, page 18

Beyond a more intuitive interface, **Requirement 2**: another advantage of the DIY forum is its forum-specific search functionality, which seems to be missing from the SN forums. The search tab in the top right of the page seems to be disconnected from the forums while one is using that page, and many users will likely not think to go up and select 'forums' from that search box. The advanced functionality of selecting which specific forums to search is also beneficial and seems to be missing from SN.

Requirement 3 eliminate superfluous clicks. To create a more streamlined and less frustrating user experience, all superfluous clicks should be eliminated. E.g. on the FAQ/Manuals page, clicking Digitization Days Manual should be enough. One should not have to click twice here to access the doc. As Misty says, "the download links don't necessarily appear straightforward."

#15 Kathryn Schoutsen, Interview Transcript, 26 May 2010

Grant: Describe your role…

Kathryn: I'm a digitization assistant. Scan, edit photos, upload them to site using VITA toolkit…

G: how much of your time is dedicated to your organization's digital collection?

K: all of my time.

G: so what is it you normally go to the OOTN to do, look for?

K: normally I'm just looking for information. I use the manuals and things like that. I look for marketing that other groups have done. Training schedule to see what's coming up. If I have any problems I'll check out the forums or FAQ.

G: have you found it easy or difficult in the past looking for people who've had similar problems? Have you found it difficult finding similarities?

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K: yes but I don't know if that's just because of the problem. Normally I can supersede the whole network and just ask Jess Posgate.

G: do you find that's sufficient, the one-on-one communication or would you prefer something more organized in terms of all the issues people have had?

K: it would be good to have a list of common problems or things like "if you come across such-and-such, this has been the answer in the past…" which I don't think there really is anything like that but sometimes the problems are really specific so I don't know how useful that would be to the whole community.

G: have you found the FAQ/Manuals page OK generally?

K: Yeah for the most part… easy to use… I have them all now on my desktop… it's good that you can download the manual in sections now, that's helpful.

G: why is that helpful?

K: because some of the manuals are like 80 pages long.

G: oh OK. So you haven't had any particular frustrations that you can remember with the toolkit network?

K: I don't think so. Might have been something with the search… can't remember exactly what it was I was searching for but I used the search box and for something I knew was on the site, it didn't turn up in the results so I had to click through everything to find it again.

G: do you think maybe a more traditional kind of advanced search function would help?

K: might be useful, that way you can kind of know your results…

G: so when you think of what a support site should ideally have what's the most important functionality that comes to mind?

K: mostly the resources for actually doing your job so that's what I use the most, I use the manuals and examples of what others have done because if I'm starting a new thing like for example I haven't done much work with clippings on my site so I've gone through the manuals and then I've gone through resources, forums and others peoples' sites to see how they've worked theirs. So I need to know how everyone else has done it to make sure that I'm doing it right.

G: so in terms of the forums you mentioned, you say [in the survey] you use them occasionally… have you found any issues there or are they fine?

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K: I haven't, I've read through them but never actually posted on them. I think not many people are using them, hasn't been updated in a while…

G: so something with more user activity going on would be good?

K: yeah would be good to encourage users to have more discussion. As far as I know we're all pretty stand-alone…

G: you never use the RSS…

K: no, I just don't want an update every time something changes… I see the digest e-mail every time something is updated, but even then that's kind of good and bad. Sometimes the digest just says "table removed, etc." and you don't really know what that means so you don't know if there's anything there that's actually useful to you or not.

G: right. So you think maybe a digest more customized to your particular job would be good?

K: yeah that might be helpful… if you can pick and choose what you get updates about.

G: you find the map not useful, you said…

K: I don't really use it. It's good to see all the little bubbles where everyone is but I never had a reason to really use it.

G: Regarding Question 17 about a tool for prioritizing issues, you said "unsure: how would that be ranked?"

K: I just didn't understand how you'd work it… "a lot of people have asked for this function, so we'll make that a priority" or "these are things we're changing, what's most important to you?" kind of thing

G: the initial idea was to make it a public poll thing where it would be categorized by user votes… did you have any other ideas behind how it could be ranked?

K: not particularly… I think it's a good idea, that way you know what everyone wants and you can address that quicker so I think it's a good idea to get the input. But I don't know if we would be filling out more surveys, in which case I don't know how many people fill out the surveys…

G: so the concern is always that enough people aren't going to participate?

K: yeah… but if you're not going to participate you can't complain when your voice isn't heard.

G: One of the goals of the Our Ontario staff is to encourage collaboration among our toolkit users and this is one of the objectives of the OOTN space—to share policies, experiences, questions, toolkit developments, etc. What would encourage you to participate more or share with other users?

K: the forum is a good space for that. People should be able to go there and write about what they've had successes and what they've had problems with. It's just that I've never really had desire to do that and I'm sure not a lot of other people have either so I'm not sure how to make it more attractive but the goal of it is good. I always want to know how other people have dealt with the same things I have, did they have this problem with their scanner, things like that and I never really thought to post it on the forum because I never expected that many people to be reading.

G: any final remarks?

K: in general it's easy to navigate through the toolkit so it's just a matter of trying to get everyone using it more I think. I don't think it's used its full potential.

Impressions re: interview with Kathryn Schoutsen

Like Misty, Kathryn also really emphasized the importance of seeing how other users have done things and issues that other users have had with the VITA software. Kathryn also mentioned that she would like to see more user activity going on around the OOTN, which may encourage her to contribute more. Kathryn has been hesitant in the past to contribute her knowledge to the forums because she felt enough people wouldn't be reading. A **requirement** suggestion to address this issue would be to create a Featured Post section on the home page to give individual forum posts that have been deemed useful more exposure, thus leading to more viewership and commentary on the post. Users who have created these posts could even be openly congratulated on the OOTN page, creating some incentive for them to post more because their contribution has been noticeably appreciated.

Kathryn says, "it would be good to have a list of common problems or things like 'if you come across such-and-such, this has been the answer in the past…' which I don't think there really is anything like that…" This leads to another **requirement**: a searchable Problems/Issues page that details popular problems that users have encountered in the past with the VITA software and how they been solved. More obscure problems could also be included here, but perhaps ranked according to their popularity/obscurity. This could potentially be included within the FAQ/Manuals page as an addition.

Impressions re: interview with Anna Dundas

(problem with recorder resulted in interview not being recorded) … Anna really emphasized the importance of a reorganized FAQ/Manuals page. She said that the page is not laid out traditionally enough right now and it is not so easy to see what questions

have been asked. A more traditional and easily navigable layout for the FAQ/Manuals page, then, should be designed. E.g.:

Anna feels that the map should be made less prominent than it is on the main page, or even eliminated altogether. She said that she may have used the bookmarks and tags had they not been overshadowed so much by the map. When asked about the improvement addition that would be most useful to her in the short term, she said reorganized discussion forums.

Functional requirements: define what a system is supposed to *do* (defines specific behavior or functions)
Non-functional requirements: define how a system is supposed to *be* (specifies criteria that can be used to judge the operation of a system)

System Requirements Shells – Volere Template
Credit http://www.volere.co.uk/

Requirement Shell		
Requirement #: 1	Requirement Type: Functional	Originating User #: 44
Description: Quick view window showing Forums page activity on Home page.		
Rationale: Making this more prominent on the home page would likely engender more viewing/replying.		
Priority: Should (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Misty De Meo interview, page 21		
History: Created 26 May, 2010		

Requirement Shell		
Requirement #: 2	Requirement Type: Functional	Originating User #: 44
Description: Include a forum-specific search functionality with advanced features.		
Rationale: More traditional/intuitive layout, plus advanced functionality of selecting which specific forums to search is also beneficial and seems to be missing from SN.		
Priority: Should (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Misty De Meo interview, page 21; diybookscanner.org/forum		
History: Created 26 May, 2010		

Requirement Shell		
Requirement #: 3	Requirement Type: Non-Functional	Originating User #: 44
Description: Eliminate superfluous clicks (improving speed).		
Rationale: To create a more streamlined and less frustrating user experience, all superfluous clicks should be eliminated.		
Priority: Must (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Misty De Meo interview, page 21 ("the download links don't necessarily appear straightforward")		
History: Created 26 May, 2010		

Requirement Shell		
Requirement #: 4	Requirement Type: Functional	Originating User #: 15, 44
Description: Restrict the map to the home page and eliminate it from loading on all other pages.		
Rationale: Speed could easily be improved simply by getting rid of the map loading on		

every single page. Restrict it to the home page, as it is not necessary elsewhere.		
Priority: Must (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Misty De Meo interview, page 21; Kathryn Schoutsen interview, page 24 (both users indicated that they use the map only passingly)		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 5	Requirement Type: Non-Functional	Originating User #: Questions 13, 15
Description: Educate users on RSS/Atom, Bookmarks, Tags, Recent Pages functionalities.		
Rationale: Seems a lot of users simply don't know how these functions could be useful to them…		
Priority: Could (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Results of question 13: most users "unsure" about bulletin, bookmarks, tags, recent pages; results of question 15: 56.3% answered "unsure" about RSS.		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 6	Requirement Type: Functional	Originating User #: 15
Description: Provide more granularity in RSS alerts so that users can tailor the alerts that they receive to their particular job.		
Rationale: Users need more granularity if they are to use this function. Kathryn Schoutsen: "I just don't want an update every time something changes…"		
Priority: Could (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Kathryn Schoutsen interview, page 24		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 7	Requirement Type: Functional	Originating User #: Questions 12, 15
Description: Eliminate the blog page, instead collapsing it into the digest.		
Rationale: 47.2% of users never use the blog, but 33.3% find the digest moderately useful. The blog could easily be built into the digest and receive much more viewership that way.		
Priority: Should (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: results of questions 12 and 15.		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 8	Requirement Type: Non-Functional	Originating User #: 15, 20
Description: Be clearer about the relevance of updates in the digest and provide links directly to updated content.		
Rationale: Users have expressed concerns about the digest material being irrelevant.		
Priority: Must (Must/Should/Could)	Conflicts: n/a	

Supporting Materials: #20 Nancy Champagne-Skue: "I wish the "notice" emails I received had more information in them. Right now I find them fairly useless because I never know where to go on the toolkit site to see what's been changed." + Schoutsen interview
History: Created 27 May, 2010

Requirement Shell		
Requirement #: 9	Requirement Type: Functional	Originating User #: 10, 42, 48
Description: Provide prominent download links to latest browser versions on home page.		
Rationale: Users are accessing the OOTN with outdated browsers. Certain bugs that occur on the OOTN may simply be due to browser conflicts, and having an updated browser will reduce the chances of problems occurring.		
Priority: Should (Must/Should/Could)		Conflicts: n/a
Supporting Materials: Users 10, 42 and 48 are all using outdated browsers. See results of question 7 to determine which browsers must be supported.		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 10	Requirement Type: Functional	Originating User #: Question 17
Description: Embed a voting tool to enable users to prioritize suggested improvements to the OOTN.		
Rationale: Users overwhelmingly supported this idea. (67.5%)		
Priority: Must (Must/Should/Could)		Conflicts: n/a
Supporting Materials: results of question 17.		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 11	Requirement Type: Functional	Originating User #: Question 16
Description: Embed a chat tool to allow users to communicate with OO staff and fellow VITA/PICA users. Suggestion: Meebo.		
Rationale: 45% said they would give it a try, though may reservations were expressed.		
Priority: Could (Must/Should/Could)		Conflicts: could adversely affect performance/speed of OOTN.
Supporting Materials: results of question 16. www.meebo.com		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 12	Requirement Type: Non-Functional	Originating User #: those who did not respond
Description: Create an incentive for users to answer future surveys.		
Rationale: Towler writes, "our experience has shown that offering a worthwhile incentive can entice 50% of the people who would not normally complete the survey, to finish it and		

send it in."

Priority: Must (Must/Should/Could)	Conflicts: n/a
Supporting Materials: http://www.canadaone.com/ezine/june03/surveyresponce.html	
History: Created 27 May, 2010	

Requirement Shell		
Requirement #: 13	Requirement Type: Functional	Originating User #: 15, 44
Description: Create a Featured Post section on the home page to give individual forum posts that have been deemed useful more exposure.		
Rationale: Users have reported frustrations with a lack of user engagement. This would help to facilitate more viewership/engagement.		
Priority: Should (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: De Meo and Schoutsen interviews, pgs. 21 and 24		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 14	Requirement Type: Functional	Originating User #: 15
Description: Create a searchable Problems/Issues page that details popular problems that users have encountered in the past with VITA/PICA software and how they been solved. Could potentially be included in the FAQ/Manuals page.		
Rationale: Users have indicated that their main goal when visiting the OOTN is often to find similar issues to the ones that they are experiencing.		
Priority: Should (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: Schoutsen interview, pg. 24		
History: Created 27 May, 2010		

Requirement Shell		
Requirement #: 15	Requirement Type: Functional	Originating User #: 21
Description: Create a more traditional FAQ layout for the FAQ/Manuals page.		
Rationale: Certain users use the FAQ/Manuals page of the OOTN most often and have reported frustrations with the layout.		
Priority: Must (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: interview with Anna Dundas, page 27		
History: Created 28 May, 2010		

Requirement Shell		
Requirement #: 16	Requirement Type: Non-Functional	Originating User #: 21, Question 21
Description: Reorganize and clean-up the discussion forums. Make more succinct – eliminate unused categories e.g. Creative Commons, user interactions, and collapse them into a more "catch-all" general category.		
Rationale: This would result in a cleaner interface and facilitate more user interaction.		

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Priority: Should (Must/Should/Could)	Conflicts: n/a
Supporting Materials: interview with Anna Dundas, page 27; results of question 21: 42.5% said they would find reorganized forums "moderately useful".	
History: Created 28 May, 2010	

Requirement Shell		
Requirement #: 17	Requirement Type: Non-Functional	Originating User #: Question 21
Description: Reorganize the members page, e.g. provide a finer grain classification option so that users may view all members in public libraries, all members in archives, etc.		
Rationale: Members page is currently too unwieldy and hard to navigate through. Finer grain classification will make navigation faster.		
Priority: Could (Must/Should/Could)	Conflicts: n/a	
Supporting Materials: results of question 21: 43.9% said they would find a reorganized members page "moderately useful".		
History: Created 28 May, 2010		

Grant Patten, University of Toronto

USER PROFILES

"the structured component of user profiles is extremely important. Because we focused on extracting consistent data from the interviews, it was easier to see trends and patterns in the responses and to ensure that those patterns were captured in the profiles."

Intranets for Info Pros pg. 133

Response #1	Janet Hilliker	1091
Uses the OOTN…	Often	
Site administrator?	Yes	
Has been a member for...	No response	
Role, organization?	Archivist, museum	
Last time used OOTN…	Yesterday	
Other communities?	**Occasionally**: Wikis; **Rarely**: Discussion boards, social networks, mailing lists; **Never**: Blogs, intranets	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often**: search box; **Fairly often**: FAQ/Manuals, Files; **Occasionally**: Home, Members, Resources, Sites, Help; **Rarely**: Forums, Training, Marketing, Press; **Never**: Blog, RSS feed	
Finds these aspects of the home page useful…	**Very useful**: Bulletin, Recent Pages; **Moderately useful**: Map	
Finds these aspects of the FAQ/Manuals page…	**Excellent**: Content quality, Currency; **Adequate**: Presentation/layout, Access	
Finds the automatic notifications/alerts…	**Very useful**: Digest; **Unsure**: RSS feed	
Would use a chat tool if it were added…	Unsure: "If it is not user friendly, the time it takes to learn it will outweigh my need to use it. I have had excellent results just emailing in my concern. Help has been prompt and effective."	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Excellent	
Is satisfied with the interface design…	Yes	
Is satisfied with the overall OOTN experience…	Yes	
Would find these	**Very useful**: Customizability; **Moderately useful**:	

additions...	Improved search, linked profiles, reorganized members page; **Not useful**: Improved document access; **Unsure**: Reorganized discussion forums, other
Any comments?	"There is a lot of expertise out there and it would be nice to tap into it. The off-site info, I found my way to, on home-made scanners for large documents was very helpful but too technical for me. Who knows what else is out there that I could use - I don't have time to hunt around. I do lke the reports from digitization groups as they sometimes bring to light issues or problems I need to consider. What is going on at Library schools that may impact the way we do things? I have often wondered about that - it's been a LONG time and I am in the slow stream so am unlikely to meet anyone to shed light on what's current and new and helpful."

Response #2	Cindy Preece	1040
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	2 years	
Role, organization?	Academic library	
Last time used OOTN…	Today	
Other communities?	**Very often**: mailing lists; **Fairly often**: blogs, intranets; **Rarely**: discussion boards, social networks	
To access, uses…	Firefox, IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Fairly often**: FAQs/Manuals, Home; **Occasionally**: Forums, training; **Rarely**: Members, blog, resources, search box; **Never**: Sites, CDP, marketing, press, help, files, RSS feed	
Finds these aspects of the home page useful…	**Very useful**: Bulletin; **Moderately useful**: Map, bookmarks, tags, recent pages	
Finds these aspects of the FAQ/Manuals page…	**Excellent**: Content quality, Currency, Presentation/layout, Access	
Finds the automatic notifications/alerts…	**Moderately useful**: Digest; **Unsure**: RSS feed	
Would use a chat tool if it were added…	Yes	
Would use a functionality to	Yes	

prioritize improvements…	
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Moderately useful**: Customizability, Improved search, linked profiles, reorganized members page, Improved document access, Reorganized discussion forums
Any comments?	No response

Response #4	Annemarie Toth-Waddell	1016
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	2 years	
Role, organization?	Church	
Last time used OOTN…	Last month	
Other communities?	**Very often:** intranets; **Fairly often**: mailing lists; **Occasionally**: social networks; **Rarely**: discussion boards, wikis; **Never**: blogs	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often:** home, members; **Fairly often**: training; **Occasionally**: FAQs/Manuals, files; **Rarely**: members, resources, marketing; **Never**: blog, forums, sites, CDP, press, help, search, RSS	
Finds these aspects of the home page useful…	**Very useful**: Recent pages; **Unsure**: bulletin, map, bookmarks, tags	
Finds these aspects of the FAQs/Manuals page…	**Excellent:** content quality, access; **Good**: Currency, Presentation/layout	
Finds the automatic notifications/alerts…	**Very useful**: digest; **Unsure**: RSS	
Would use a chat tool if it were added…	Unsure	
Would use a functionality to prioritize improvements…	Unsure	
Finds the speed of the OOTN to be…	Excellent	
Is satisfied with the	Yes	

interface design…	
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Unsure**: Improved search, Improved document access, customizability, linked profiles, reorganized members page, reorganized forums
Any comments?	"My project is fairly small so I'm not a heavy or regular user of OOTN."

Response #5	Brenda Whitlock	1027
Uses the OOTN…	Never	
Site administrator?	No	
Has been a member for...	N/A	
Role, organization?	Historical society	
Last time used OOTN…	N/A	
Other communities?	No response	
To access, uses…	N/A	
Doesn't use because…	I don't understand how to use it; I don't have the time	

Response #6	Diane Bédard	1057
Uses the OOTN…	Rarely	
Site administrator?	No	
Has been a member for...	3 years	
Role, organization?	Historical society	
Last time used OOTN…	Last month	
Other communities?	**Very often:** intranets, mailing lists, social networks, discussion boards, wikis; **Fairly often**: blogs	
To access, uses…	Firefox 3.6.4 (this is the newest Firefox beta version as of 05/24/10)	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Fairly often**: home, blog, FAQs/manuals, RSS; **Occasionally**: forums, files, search; **Rarely**: members, resources, training, sites, CDP, marketing, press, help	
Finds these aspects of the home page useful…	**Very useful**: bulletin; **moderately useful**: recent pages, map, bookmarks, tags	
Finds these aspects of the FAQs/Manuals page…	**Excellent:** content quality, access, Currency, Presentation/layout	
Finds the automatic	**Very useful**: digest, RSS	

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notifications/alerts…	
Would use a chat tool if it were added…	No
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Unsure**: Improved search, Improved document access, customizability, reorganized forums, other; **Not useful**: linked profiles, reorganized members page
Any comments?	No response

Response #7	Sarah Ferencz	1199
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**Very often:** mailing lists, social networks; **Fairly often**: blogs; **Occasionally**: wikis, intranets; **Rarely**: discussion boards	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Fairly often**: home, resources, FAQs/manuals; **Occasionally**: forums, marketing, help; **Rarely**: members, blog, training, sites, CDP, press, files; **Never**: search, RSS	
Finds these aspects of the home page useful…	**Moderately useful**: bulletin, recent pages, map, bookmarks; **Not useful**: tags	
Finds these aspects of the FAQs/Manuals page…	**Good:** content quality, access; **Adequate**: currency; **Poor**: presentation/layout	
Finds the automatic notifications/alerts…	**moderately useful**: digest; **not useful**: RSS	
Would use a chat tool if it were added…	No	
Would use a functionality to prioritize improvements…	Yes	

Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	No
Would find these additions...	**Very useful:** linked profiles; **Moderately useful**: Improved document access, customizability, reorganized forums, reorganized members page; **Unsure**: improved search
Any comments?	No response

Response #8	Marcia Friginette	1144
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Very often:** mailing lists, social networks; **Fairly often**: discussion boards; **Occasionally**: wikis, blogs; **never**: intranets	
To access, uses…	IE	

Response #9	Corinne Despierre-Corporon	1046
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Very often:** blogs; **Fairly often**: intranets; **never**: wikis, discussion boards, social networks, mailing lists	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Occasionally**: home, members, forums, resources, training, help, files, search; **never:** blog, FAQs, sites, CDP, marketing, press, RSS	
Finds these aspects of the home page useful…	**Moderately useful**: bulletin, recent pages, map, bookmarks; **Not useful**: tags	

Finds these aspects of the FAQs/Manuals page…	**Good:** content quality; **Adequate**: access, currency, presentation/layout
Finds the automatic notifications/alerts…	**not useful**: digest, RSS
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** improved document access; **Moderately useful**: improved search, reorganized forums; **not useful**: customizability, linked profiles, reorganized members; **unsure**: other
Any comments?	No response

Response #10	David Sharron	1052
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	2 years	
Role, organization?	Academic library	
Last time used OOTN…	Last month	
Other communities?	**Very often:** social networks, mailing lists; **Fairly often**: discussion boards, blogs; **occasionally**: wikis, intranets	
To access, uses…	Firefox 3.5.3 (outdated); IE 7 (outdated); Safari	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Fairly often**: resources, training, help, files; **Occasionally**: home, members, forums, marketing, RSS; **rarely**: blog, press	
Finds these aspects of the home page useful…	**Moderately useful**: bulletin, map, tags; **unsure**: bookmarks, recent pages	
Finds these aspects of the FAQs/Manuals page…	**Excellent:** content quality, access; **Good**: currency, presentation/layout	
Finds the automatic notifications/alerts…	**moderately useful**: digest; **Unsure**: RSS	

Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Excellent
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** improved document access, linked profiles; **Moderately useful**: customizability, reorganized forums
Any comments?	No response

Response #11	Karina Douglas	1117
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Occasionally**: intranets, social networks; **Rarely**: discussion boards, wikis, mailing lists; **never**: blogs	
To access, uses…	Firefox, IE, Chrome	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	N/A	
OOTN is relevant to PICA-related activites…	Sometimes	
Uses these sections of the OOTN…	**Occasionally**: home, members, training, sites, help, RSS; **rarely**: FAQs, resources, files, search; **never**: blog, forums, CDP, marketing, press, RSS	
Finds these aspects of the home page useful…	**Moderately useful**: map, tags; **unsure**: bookmarks, recent pages, bulletin	
Finds these aspects of the FAQs/Manuals page…	**Good:** content quality, currency, presentation/layout; **Adequate**: access	
Finds the automatic notifications/alerts…	**Unsure**: RSS, digest	
Would use a chat tool if it were added…	Yes	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Good	
Is satisfied with the	Yes	

interface design…	
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** improved document access, improved search; **Moderately useful**: linked profiles, reorganized members; **Unsure**: customizability
Any comments?	No response

Response #12	Patrick McMaster	1187
Uses the OOTN…	Fairly often	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**Very often**: blogs, social networks; **Fairly often**: wikis, mailing lists; **occasionally**: discussion boards, intranets	
To access, uses…	Safari 4 (this is the newest version as of 05/24/10); Firefox	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often:** blog, FAQs; **Fairly often**: home, resources, training, files, search; **occasionally**: members, forums, sites, marketing; **rarely**: CDP, press, help, RSS	
Finds these aspects of the home page useful…	**Moderately useful**: map, tags, recent pages; **unsure**: bulletin, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**Good:** content quality, currency, **adequate**: presentation/layout; **poor**: access	
Finds the automatic notifications/alerts…	**Unsure**: RSS, digest	
Would use a chat tool if it were added…	Yes	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Good	
Is satisfied with the interface design…	No	
Is satisfied with the overall OOTN experience…	Yes	
Would find these additions...	**Very useful:** improved document access, reorganized discussion forums; **Moderately useful:** improved search,	

	linked profiles, reorganized members; **not useful**: customizability
Any comments?	No response

Response #13	Kristin Johnson-Perlock	1127
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	2 years	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**Very often**: mailing lists **Never**: wikis, discussion boards, intranets, blogs, social networks	
To access, uses…	Firefox, IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often:** home, FAQs, resources, RSS; **occasionally**: forums, sites; **rarely**: members, blog, training, CDP, marketing, press, help, files; **never**: search	
Finds these aspects of the home page useful…	**very useful**: bulletin, bookmarks, tags; **moderately useful**: map	
Finds these aspects of the FAQs/Manuals page…	**excellent:** content quality; **good**: currency, presentation/layout, access	
Finds the automatic notifications/alerts…	**Very useful**: RSS; **moderately useful**: digest	
Would use a chat tool if it were added…	Yes	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Excellent	
Is satisfied with the interface design…	Yes	
Is satisfied with the overall OOTN experience…	Yes	
Would find these additions...	**Very useful:** improved document access, improved search, customizability; **moderately useful**: reorganized forums; **not useful**: linked profiles, reorganized members	
Any comments?	No response	

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Response #14	Janet Sealy	1092
Uses the OOTN…	Occasionally	
Site administrator?	No	
Has been a member for...	2 years	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Rarely**: discussion board; **Never**: wikis, mailing lists, intranets, blogs, social networks	
To access, uses…	IE 8 (this is the newest version as of 05/24/10)	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**occasionally**: home, members, forums, FAQs, resources, training, sites, help, search	
Finds these aspects of the home page useful…	**not useful**: recent pages, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**good:** content quality, currency, presentation/layout, access	
Finds the automatic notifications/alerts…	**Very useful**: digest	
Would use a chat tool if it were added…	Yes	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Excellent	
Is satisfied with the interface design…	Yes	
Is satisfied with the overall OOTN experience…	Yes	
Would find these additions...	**Very useful:** improved document access, improved search, reorganized forums, linked profiles, reorganized members; **moderately useful**: customizability	
Any comments?	"Response time when I have difficulties is excellent and very helpful! Jess Posgate is terrific!"	

Response #15	Kathryn Schoutsen	1120
Uses the OOTN…	Very often	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	

Last time used OOTN…	Yesterday
Other communities?	**Very often:** social networks; **occasionally**: discussion boards, blogs, wikis; **rarely**: mailing lists, intranets
To access, uses…	Firefox
Doesn't use because…	N/A
Can find info easily…	Yes
OOTN is relevant to VITA-related activities…	Yes
OOTN is relevant to PICA-related activites…	N/A
Uses these sections of the OOTN…	**Very often:** home; **fairly often**: FAQs, resources, training; **occasionally**: blog, forums, marketing, press, help, search, files; **rarely**: sites, CDP; **never**: members, RSS
Finds these aspects of the home page useful…	**Very useful:** tags; **moderately useful**: recent pages, bookmarks, bulletins; **not useful**: map
Finds these aspects of the FAQs/Manuals page…	**excellent:** content quality, currency, presentation/layout, access
Finds the automatic notifications/alerts…	**not useful**: digest; **unsure**: RSS
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Unsure: "but how would that be ranked? by user votes?"
Finds the speed of the OOTN to be…	Excellent
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful:** improved document access, improved search, reorganized forums, linked profiles, reorganized members; **not useful**: customizability
Any comments?	No response
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Response #16	Stephanie Saunders	1210
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Museum	
Last time used OOTN…	Last month	
Other communities?	**Fairly often:** social networks, mailing lists; **rarely:** intranets; **Never:** discussion boards, blogs, wikis	
To access, uses…	IE	
Doesn't use because…	N/A	

Can find info easily…	Sometimes
OOTN is relevant to VITA-related activities…	No response
OOTN is relevant to PICA-related activites…	N/A
Uses these sections of the OOTN…	**rarely**: home, FAQs, resources, training, help; **never**: members, blog, forums, sites, CDP, marketing, press, files, search, RSS
Finds these aspects of the home page useful…	**unsure:** tags, recent pages, bookmarks, bulletins, map
Finds these aspects of the FAQs/Manuals page…	**good:** content quality, currency, presentation/layout, access
Finds the automatic notifications/alerts…	**not useful**: digest, RSS
Would use a chat tool if it were added…	Unsure: "This feature would probably be blocked by my employer, otherwise it would be useful"
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful:** improved document access, improved search, customizability; **not useful**: linked profiles, reorganized members, reorganized forums; **unsure**: other
Any comments?	No response

Response #17	Jess Posgate	1100
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**occasionally:** social networks, wikis, mailing lists; **rarely:** discussion boards, blogs; **Never:** intranets	
To access, uses…	IE	

Response #18	Diane Wales	1058
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	2 years	
Role, organization?	Historical society	
Last time used OOTN…	Last week	

Other communities?	**Fairly often:** social networks, blogs; **Never:** discussion boards, wikis, mailing lists, intranets
To access, uses…	Firefox
Doesn't use because…	N/A
Can find info easily…	Yes
OOTN is relevant to VITA-related activities…	Sometimes
OOTN is relevant to PICA-related activites…	N/A
Uses these sections of the OOTN…	**Fairly often**: home, FAQs, resources, marketing; **occasionally**: members, blog, forums, training, CDP; **rarely**: sites, help; **never**: press, search, RSS
Finds these aspects of the home page useful…	**Moderately useful:** recent pages; **not useful**: map; **unsure**: tags, bookmarks, bulletin
Finds these aspects of the FAQs/Manuals page…	**Excellent:** currency, access; **good**: content quality, presentation
Finds the automatic notifications/alerts…	**very useful**: digest, **not useful**: RSS
Would use a chat tool if it were added…	Unsure: "Just not positive I would think of it. It could take getting used to."
Would use a functionality to prioritize improvements…	No
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful:** improved document access, improved search, reorganized members, reorganized forums; **not useful**: linked profiles; **unsure**: customizability
Any comments?	No response

Response #19	Karen Miller	1115
Uses the OOTN…	Occasionally	
Site administrator?	No	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last year	
Other communities?	**Fairly often:** social networks, intranets, mailing lists	
To access, uses…	Firefox, IE, Safari	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	

OOTN is relevant to PICA-related activites…	Yes
Uses these sections of the OOTN…	**occasionally**: members, FAQs, resources
Finds these aspects of the home page useful…	**Moderately useful:** recent pages
Finds these aspects of the FAQs/Manuals page…	**Excellent:** content quality; **good**: currency, presentation, access
Finds the automatic notifications/alerts…	**moderately useful**: digest
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Poor
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful:** improved document access, improved search, customizability, reorganized forums; **not useful**: reorganized members
Any comments?	"I gave a poor rating for Response Time in #18. This does not apply to the responsiveness of the Our Ontario Staff who are very responsive and helpful. I do have concerns about the network. On two occasions my user id has become "detached" from my network profile and I was unable to access the Our Ontario Toolkit. I figured out a work-around on my own by using a different e-mail account, but never got a response from the network staff."

Response #20	Nancy Champagne-Skue	1169
Uses the OOTN…	Occasionally	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**very often:** social networks; **rarely**: discussion boards, blogs, wikis, intranets; **never**: mailing lists	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-	N/A	

related activites…	
Uses these sections of the OOTN…	**Very often:** home; **fairly often:** blogs, forums, FAQs, resources, training; **rarely**: members, sites, CDP, press; **never**: marketing, help, files, search, RSS
Finds these aspects of the home page useful…	**not useful:** bulletin; **unsure**: map, bookmarks, tags, recent pages
Finds these aspects of the FAQs/Manuals page…	**Excellent:** access; **good**: content quality, presentation; **adequate**: currency
Finds the automatic notifications/alerts…	**not useful**: digest, RSS
Would use a chat tool if it were added…	No
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful:** customizability; **moderately useful**: improved search, document access, reorganized forums, linked profiles, reorganized members, other: "I wish the "notice" emails I received had more information in them. Right now I find them fairly useless because I never know where to go on the toolkit site to see what's been changed. Also, the internet is really slow where I work and getting the information in the emails would save me a lot of time."
Any comments?	No response

Response #21	Anna Dundas	1013
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**very often:** intranets, social networks; **fairly often**: blogs; **occasionally**: wikis; **rarely**: mailing lists	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	

Uses these sections of the OOTN…	**Very often:** FAQs, search, RSS; **fairly often:** members, forums, sites; **occasionally:** resources, training; **never:** CDP, marketing, press, help, files
Finds these aspects of the home page useful…	**moderately useful:** bulletin, bookmarks, tags; **not useful:** recent pages; **unsure:** map
Finds these aspects of the FAQs/Manuals page…	**Excellent:** currency; **good:** content quality; **adequate:** presentation
Finds the automatic notifications/alerts…	**very useful:** RSS
Would use a chat tool if it were added…	Unsure: "I get quick responses via email."
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Excellent
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	No
Would find these additions...	**very useful:** improved search, document access, reorganized forums; **moderately useful:** customizability, reorganized members; **not useful:** linked profiles
Any comments?	No response
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Response #22	Pam ORielly	1183
Uses the OOTN…	Rarely	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	academic library	
Last time used OOTN…	Last month	
Other communities?	**rarely:** blogs, wikis, mailing lists; **never:** intranets, social networks	
To access, uses…	IE	

Response #23	Karen Ball-Pyatt	1113
Uses the OOTN…	Very often	
Site administrator?	Yes	
Has been a member for...	2 years	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**very often:** mailing lists; **fairly often:** social networks; **occasionally:** intranets; **rarely:** discussion boards, blogs, wikis	
To access, uses…	Firefox, IE	

Doesn't use because…	N/A
Can find info easily…	Sometimes
OOTN is relevant to VITA-related activities…	Sometimes
OOTN is relevant to PICA-related activites…	N/A
Uses these sections of the OOTN…	**Very often:** home; **fairly often:** FAQs, RSS; **occasionally:** forums, resources, training, marketing, press, help; **rarely**: members, blog, sites, files; **never**: CDP, search
Finds these aspects of the home page useful…	**Very useful:** recent pages; **moderately useful:** bulletin; **not useful:** map, bookmarks, tags
Finds these aspects of the FAQs/Manuals page…	**Excellent:** content quality, currency; **adequate**: presentation, access
Finds the automatic notifications/alerts…	**moderately useful**: digest, RSS
Would use a chat tool if it were added…	Unsure: "Due to nature of work in public library, often called away from personal/public desk by customers, technical issues, Person-In-Charge issues, phone calls, etc."
Would use a functionality to prioritize improvements…	No
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful:** improved search, document access; **moderately useful**: customizability, linked profiles, reorganized forums; **not useful**: reorganized members
Any comments?	No response

Response #24	Derek Gradner	1056
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Yesterday	
Other communities?	**fairly often**: social networks, intranets; **occasionally**: blogs, wikis, mailing lists; **rarely**: discussion boards	
To access, uses…	Firefox	

Response #25	Wayne Johnston	1229
Uses the OOTN…	Occasionally	

Site administrator?	Yes
Has been a member for...	3 years
Role, organization?	academic library
Last time used OOTN…	Last year
Other communities?	**very often:** wikis, intranets, social networks, mailing lists; **fairly often**: discussion boards, blogs
To access, uses…	Firefox, IE, Safari, Chrome
Doesn't use because…	N/A
Can find info easily…	No
OOTN is relevant to VITA-related activities…	No
OOTN is relevant to PICA-related activites…	N/A
Uses these sections of the OOTN…	**rarely**: home, forums, FAQs, resources, help, search; **never**: members, blog, training, sites, CDP, marketing, press, files, RSS
Finds these aspects of the home page useful…	**Unsure:** recent pages, bulletin, map, bookmarks
Finds these aspects of the FAQs/Manuals page…	**adequate**: presentation, access, currency
Finds the automatic notifications/alerts…	**not useful**: digest
Would use a chat tool if it were added…	Unsure
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**not useful**: customizability; **unsure**: improved search, documents, linked profiles, reorganized members, reorganized forums
Any comments?	No response

Response #26	Sergey Lobachev	1203
Uses the OOTN…	Fairly often	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Newmarket public library	
Last time used OOTN…	Last week	
Other communities?	**occasionally:** intranets, **rarely**: mailing lists; **never**: social networks, discussion boards, blogs, wiki	

To access, uses…	IE
Doesn't use because…	N/A
Can find info easily…	Sometimes
OOTN is relevant to VITA-related activities…	Sometimes
OOTN is relevant to PICA-related activites…	Yes
Uses these sections of the OOTN…	**occasionally**: home, training, sites, help, files; **rarely**: FAQs, resources, CDP, marketing, press, search, RSS; **never**: members, blog, forums
Finds these aspects of the home page useful…	**Moderately useful:** tags, recent pages, bulletin, map, bookmarks
Finds these aspects of the FAQs/Manuals page…	**adequate**: content quality, currency; **poor**: presentation, access
Finds the automatic notifications/alerts…	**unsure**: digest, RSS
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	No
Would find these additions...	**moderately useful**: customizability, improved search, documents, linked profiles, reorganized members, reorganized forums
Any comments?	No response

Response #27	Katherine Loo	1118
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	public library	
Last time used OOTN…	Last week	
Other communities?	**occasionally:** discussion boards, blogs, intranets, social networks, mailing lists; **rarely**: wiki	
To access, uses…	IE, Firefox	
Doesn't use because…	N/A	
Can find info easily…	No	
OOTN is relevant to VITA-related activities…	N/A	
OOTN is relevant to PICA-	Sometimes	

related activites…	
Uses these sections of the OOTN…	**Very often**: home; **fairly often**: search; **occasionally**: sites, CDP, files; **rarely**: FAQs, resources, training, help; **never**: members, blog, forums, marketing, press, RSS
Finds these aspects of the home page useful…	**unsure:** tags, recent pages, bulletin, map, bookmarks
Finds these aspects of the FAQs/Manuals page…	**poor**: content quality, currency, presentation, access
Finds the automatic notifications/alerts…	**unsure**: digest, RSS
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Terrible
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	No
Would find these additions...	**very useful**: improved search, document access; **moderately useful**: linked profiles, reorganized members, customizability; **not useful**: reorganized forums
Any comments?	No response

Response #28	Jesse Roberts	1102
Uses the OOTN…	Fairly often	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	public library	
Last time used OOTN…	Last week	
Other communities?	**Very often:** social networks; **fairly often**: intranets, mailing lists; **occasionally**: discussion boards; **rarely**: blogs, wikis	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often**: home, FAQs; **fairly often**: resources, training; **occasionally**: forums, files; **rarely**: members, blog, search, sites, help; **never**: CDP, marketing, press, RSS	
Finds these aspects of the	**Moderately useful:** tags, recent pages; **unsure:** bulletin,	

home page useful…	map, bookmarks
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, presentation, access
Finds the automatic notifications/alerts…	**unsure**: digest, RSS
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: improved search, customizablity; **moderately useful**: linked profiles, reorganized members, customizability, reorganized forums
Any comments?	No response

Response #29	Corey Everrett	1045
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	other	
Last time used OOTN…	Last week	
Other communities?	**fairly often**: mailing lists; **rarely**: discussion boards, intranets, blogs, wikis, social networks	
To access, uses…	Firefox, IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often**: FAQs, resources, training, help, search; **occasionally**: press; **rarely**: home, members, blog, forums, sites, CDP, marketing, files; **never**: RSS	
Finds these aspects of the home page useful…	**very useful:** bulletin, map; **moderately useful**: bookmarks, tags, recent pages	
Finds these aspects of the FAQs/Manuals page…	**excellent**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Moderately useful**: digest; **unsure**: RSS	
Would use a chat tool if it	Yes	

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were added…	
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: linked profiles, reorganized members, improved document access; **unsure**: customizability, improved search, reorganized forums, other
Any comments?	No response

Response #30	Marlene Gibson	1151
Uses the OOTN…	Rarely	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last year	
Other communities?	**fairly often**: mailing lists; **rarely**: discussion boards, intranets, blogs, wikis, social networks	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	No response	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**occasionally**: training	
Finds these aspects of the home page useful…	**moderately useful**: map	
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**very useful**: digest, RSS	
Would use a chat tool if it were added…	Unsure	
Would use a functionality to prioritize improvements…	Unsure	
Finds the speed of the OOTN to be…	Adequate	
Is satisfied with the interface design…	Yes	

Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: linked profiles, reorganized members
Any comments?	No response

Response #31	LTIPL User	1139
Uses the OOTN…	Never	
Site administrator?	No	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last year	
Other communities?	**never**: discussion boards, intranets, blogs, wikis, social networks	
To access, uses…	N/A	
Doesn't use because…	I don't find the content useful	
Would find these additions...	**unsure**: linked profiles, reorganized members, customizability, improved search, documents, reorganized forums, other	
Any comments?	No response	

Response #32	Michelle Knoll	1162
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Historical society	
Last time used OOTN…	Last month	
Other communities?	**very often**: discussion boards, mailing lists; **fairly often**: social networks; **never**: intranets, blogs, wikis	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often:** home, search; **occasionally**: members; **rarely**: FAQs, resources, training, help; **never**: blog, forums, sites, CDP, marketing, press, files, RSS	
Finds these aspects of the home page useful…	**unsure**: map, bulletin, bookmarks, tags, recent pages	
Finds these aspects of the FAQs/Manuals page…	**adequate**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**unsure**: digest, RSS	
Would use a chat tool if it	No	

were added…	
Would use a functionality to prioritize improvements…	No
Finds the speed of the OOTN to be…	Terrible
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: improved search, improved document access; **not useful**: customizability, linked profiles, reorganized members, reorganized forums, other
Any comments?	No response

Response #33	Krista McCracken	1125
Uses the OOTN…	Very often	
Site administrator?	No	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Yesterday	
Other communities?	**very often**: blogs, social networks; **occasionally**: discussion boards, wikis, mailing lists; **rarely**: intranets,	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often:** files; **fairly often**: home, FAQs, resources, training; **rarely**: FAQs, resources, training, help; **occasionally**: blog, forums, sites, search; **rarely**: members; **never**: RSS	
Finds these aspects of the home page useful…	**Moderately useful**: map, bookmarks; **not useful**: tags, recent pages	
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Moderately useful**: digest; **not useful**: RSS	
Would use a chat tool if it were added…	Unsure	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Good	

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Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful**: improved search, improved document access, customizability, linked profiles, reorganized members, reorganized forums
Any comments?	No response

Response #34	Adam Crozier	1001
Uses the OOTN…	fairly often	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**fairly often**: mailing lists, social networks; **never**: intranets, blogs, wiki, discussion boards	
To access, uses…	Safari	

Response #35	Kelly Collard	1122
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Historical society	
Last time used OOTN…	No response	
Other communities?	**very often**: mailing lists	
To access, uses…	Chrome	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	No response	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Never:** home, members, blogs, forums, FAQs, resources, training sites, CDP, marketing, press, help, files, search, RSS	
Finds these aspects of the home page useful…	**unsure**: map, bookmarks, bulletin, tags, recent pages	
Finds these aspects of the FAQs/Manuals page…	**excellent**: content quality, currency, presentation, access "I am not using yet so my answers are not right... you should have an option of can't give input"	
Finds the automatic notifications/alerts…	**unsure**: digest, RSS	
Would use a chat tool if it were added…	Yes	

Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Excellent
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: improved search, improved document access, customizability, linked profiles, reorganized members, reorganized forums, other
Any comments?	"I must admit because of current time pressures I haven't had time to devote any time to implementing the project for the Rosseau Historical Society but I am on the edge of giving it more of my attention... the tools and support provided by OurOntario are excellent... but some of your survey I couldn't reply correctly because I am not using it yet... contact me if you want more input/discussion but keep up the great work... Kelly Collard kcollard88@gmail.com"

Response #36	Brock Gerrard	1031
Uses the OOTN…	Occasionally	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Occasionally:** social networks; **rarely:** discussion boards, blogs, wikis; **never:** intranets, mailing lists	
To access, uses…	Firefox, IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	No	
Uses these sections of the OOTN…	**Very often:** CDP; **occasionally:** members, FAQs, resources, training, help, search; **rarely:** home, sites; **Never:** blog, marketing, press, files, RSS	
Finds these aspects of the home page useful…	**Moderately useful**: map, bookmarks, recent pages; **not useful**: bulletin, tags	
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Not useful**: digest, RSS	
Would use a chat tool if it	Unsure	

were added…	
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: improved search; **moderately useful:** improved document access, customizability, reorganized forums; **unsure**: linked profiles, reorganized members
Any comments?	No response

Response #37	Lynn Lockhart	1140
Uses the OOTN…	Fairly often	
Site administrator?	Yes	
Has been a member for...	3 years	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Occasionally:** intranets, social networks; **rarely:** mailing lists; **never**: discussion boards, blogs, wikis	
To access, uses…	Firefox, IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	No	
Uses these sections of the OOTN…	**fairly often:** members; **occasionally:** home; **never**: FAQs, resources, training, help, search, sites, blog, marketing, press, files, RSS	
Finds these aspects of the home page useful…	**not useful**: map, bookmarks, recent pages, bulletin, tags	
Finds these aspects of the FAQs/Manuals page…	**terrible**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Not useful**: digest, RSS	
Would use a chat tool if it were added…	No	
Would use a functionality to prioritize improvements…	No	
Finds the speed of the OOTN to be…	Adequate	
Is satisfied with the	Yes	

interface design…	
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**very useful**: customizability; **moderately useful:** improved document access, **not useful**: reorganized forums, linked profiles, reorganized members; **unsure**: improved search
Any comments?	No response

Response #38	Mark Jones	1150
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	2 years	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Very often:** social networks; **rarely:** mailing lists, discussion boards, blogs, wikis, intranets	
To access, uses…	IE	

Response #39	Lynn Lockhart	1140
Uses the OOTN…	Occasionally	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**Occasionally:** social networks; **rarely:** mailing lists, discussion boards, blogs, wikis, intranets	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**fairly often:** home, resources, training; **occasionally:** blog, manuals, sites, press; **rarely**: members, forums, CDP, marketing, help, files, search, RSS	
Finds these aspects of the home page useful…	**moderately useful**: map, bookmarks, recent pages, bulletin, tags	
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	No response	
Would use a chat tool if it were added…	Unsure	

Would use a functionality to prioritize improvements…	Unsure
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful:** improved document access, reorganized forums, linked profiles, reorganized members
Any comments?	No response

Response #40	Ayla Demiray	1020
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**never:** social networks, mailing lists, discussion boards, blogs, wikis, intranets	
To access, uses…	IE	

Response #41	James Wagner	1085
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	2 years	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Occasionally:** intranets, mailing lists; **rarely:** wikis; **never**: discussion boards, blogs, social networks	
To access, uses…	Firefox, IE	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	No	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**occasionally:** home, manuals; **rarely**: members, resources, training, help, files, search; **never**: blog, forums, sites, CDP, marketing, press, RSS	
Finds these aspects of the home page useful…	**moderately useful**: bulletin; **not useful**: map, bookmarks, recent pages, tags	
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, **adequate**: presentation; **poor**: access	
Finds the automatic	**Not useful**: digest; **unsure**: RSS	

notifications/alerts…	
Would use a chat tool if it were added…	No
Would use a functionality to prioritize improvements…	No
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	No
Would find these additions...	**Very useful:** customizability; **moderately useful:** improved document access, improved search; **not useful**: linked profiles, reorganized members, reorganized forums
Any comments?	No response

Response #42	Robyn Zuck	1192
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	3 years	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Very often:** intranets, social networks, mailing lists; **occasionally:** discussion boards, blogs, wikis	
To access, uses…	IE 7 (outdated)	

Response #43	Tetiana Senyshyn	1219
Uses the OOTN…	Fairly often	
Site administrator?	No	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**Fairly often:** intranets, social networks, mailing lists; **occasionally:** discussion boards, blogs, wikis	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	Sometimes	
Uses these sections of the OOTN…	**Fairly often:** home, sites, search box; **occasionally**: FAQs, resources, training; **never**: members, blog, forums, marketing, press, help, files, , RSS	

Finds these aspects of the home page useful…	**unsure**: bulletin, map, bookmarks, recent pages, tags
Finds these aspects of the FAQs/Manuals page…	**good**: currency; **adequate**: presentation, access, content quality
Finds the automatic notifications/alerts…	**moderately useful**: digest; **not useful**: RSS
Would use a chat tool if it were added…	No
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	No
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** improved search, other: "PICA. The interface, end user and admin side. searchability here, accessibility to images, automatic OCR, highlighted text on searching, etc."; **moderately useful:** customizablity; **not useful**: linked profiles, reorganized members, reorganized forums; **unsure**: improved document access
Any comments?	No response

Response #44	Misty De Meo	1166
Uses the OOTN…	Very often	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Today	
Other communities?	**Fairly often:** wikis, mailing lists; **occasionally:** discussion boards, blogs; **rarely:** social networks	
To access, uses…	Firefox	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Very often:** home; **fairly often**: blog, forums, FAQs, resources, marketing, press, help, files, search; **occasionally**: sites; **rarely**: members, training, CDP; **never**: RSS	
Finds these aspects of the home page useful…	**Very useful**: recent pages, tags; **moderately useful**: bulletin, map, bookmarks	

Finds these aspects of the FAQs/Manuals page…	**excellent**: content quality; **good**: currency, presentation, access
Finds the automatic notifications/alerts…	**very useful**: digest
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** customizability, improved search, document access, linked profiles, reorganized forums; **moderately useful:** reorganized members
Any comments?	No response
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Response #45	Mary Smith	1155
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Museum	
Last time used OOTN…	Last month	
Other communities?	**very often:** discussion boards, wikis; **occasionally:** blogs; **rarely**: social networks, mailing lists; **never**: intranets	
To access, uses…	Safari, Camino 2 (this is the newest version as of 05/24/10)	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	No response	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**occasionally:** home, FAQs, training; **rarely**: help, files, search; **never**: members, blog, forums, resources, sites, CDP, marketing, press, RSS	
Finds these aspects of the home page useful…	**unsure**: recent pages, tags, bulletin, map, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**adequate**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	No response	

Would use a chat tool if it were added…	No
Would use a functionality to prioritize improvements…	No
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**not useful:** linked profiles, reorganized members, reorganized forums; **unsure:** customizability, improved search, document access
Any comments?	No response

Response #46	Pat Aitchison	1184
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**never:** discussion boards, wikis, blogs, social networks, mailing lists, intranets	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**occasionally:** members, resources, sites, training; **never**: blog, forums, FAQs, CDP, marketing, press, help, files, search, RSS	
Finds these aspects of the home page useful…	**unsure**: recent pages, tags, bulletin, map, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**adequate**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Moderately useful**: digest; **unsure**: RSS	
Would use a chat tool if it were added…	Unsure	
Would use a functionality to prioritize improvements…	Unsure	
Finds the speed of the OOTN to be…	Adequate	

Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**unsure:** linked profiles, reorganized members, reorganized forums, customizability, improved search, document access, other
Any comments?	No response

Response #47	Jeannette Shields	1095
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last year	
Other communities?	**never:** discussion boards, wikis, blogs, social networks, intranets; **occasionally**: mailing lists	
To access, uses…	Other	

Response #48	Donna Macleod	1060
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**never:** discussion boards, wikis, blogs, social networks, mailing lists, intranets	
To access, uses…	Firefox 3.5.7 (outdated)	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	Yes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**occasionally:** resources, help; **never**: home, members, blog, forums, FAQs, training, sites, CDP, marketing, press, files, search, RSS	
Finds these aspects of the home page useful…	**unsure**: recent pages, tags, bulletin, map, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**adequate**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**unsure**: digest, RSS	
Would use a chat tool if it were added…	Yes	

Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** improved search, improved document access; **moderately useful:** linked profiles, reorganized members; **unsure:** reorganized forums, customizability
Any comments?	No response

Response #49	Karen Cook	1114
Uses the OOTN…	Fairly often	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Historical society	
Last time used OOTN…	Last month	
Other communities?	**never:** discussion boards, wikis, blogs, social networks, mailing lists, intranets	
To access, uses…	Firefox	

Response #50	Sumiye Sugawara	1212
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**Very often:** mailing lists; **fairly often:** social networks; **occasionally:** blogs, wikis; **never:** discussion boards, intranets	
To access, uses…	Firefox, IE, Safari, Chrome	

Response #51	Mike Russell	1165
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Public library	
Last time used OOTN…	Last week	
Other communities?	**Fairly often:** social networks; **occasionally:** wikis, mailing lists; **rarely:** discussion boards, blogs; **never:** intranets	
To access, uses…	IE, Firefox	
Doesn't use because…	N/A	

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Can find info easily…	Sometimes
OOTN is relevant to VITA-related activities…	Sometimes
OOTN is relevant to PICA-related activites…	Sometimes
Uses these sections of the OOTN…	**Fairly often:** home; **occasionally:** members; **rarely:** blog, forums, FAQs, resources, training, sites, CDP, marketing, press, help, files, search, RSS
Finds these aspects of the home page useful…	**unsure:** recent pages, tags, bulletin, map, bookmarks
Finds these aspects of the FAQs/Manuals page…	**adequate:** content quality, currency, presentation, access
Finds the automatic notifications/alerts…	**unsure:** digest, RSS
Would use a chat tool if it were added…	Yes
Would use a functionality to prioritize improvements…	Yes
Finds the speed of the OOTN to be…	Adequate
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**Very useful:** customizability, improved search, document access; **moderately useful:** linked profiles, reorganized members, reorganized forums
Any comments?	No response

Response #52	Ivars Kops	1083
Uses the OOTN…	Never	
Site administrator?	No	
Has been a member for...	No response	
Role, organization?	Public library	
Last time used OOTN…	No response	
Other communities?	**Occasionally:** intranets, social networks; **rarely:** discussion boards, blogs; **never:** wikis, mailing lists	
To access, uses…	N/A	
Doesn't use because…	I don't understand how to use it, I didn't know about it	
Would find these additions...	**Unsure:** customizability, improved search, document access, linked profiles, reorganized members, reorganized forums, other	
Any comments?	No response	

Response #53	Reference student	1189
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	3 years	
Role, organization?	Public library	
Last time used OOTN…	Last month	
Other communities?	**very often:** social networks; **fairly often:** mailing lists; **occasionally:** discussion boards, intranets; **rarely**: blogs, wikis	
To access, uses…	IE	

Response #54	Christine MacArthur	1038
Uses the OOTN…	Fairly often	
Site administrator?	Yes	
Has been a member for...	2 years	
Role, organization?	Public library	
Last time used OOTN…	Today	
Other communities?	**very often:** social networks, intranets, mailing lists; **occasionally:** discussion boards, blogs, wikis	
To access, uses…	IE, Firefox	

Response #55	Chanda Gilpin	1034
Uses the OOTN…	Rarely	
Site administrator?	Yes	
Has been a member for...	1 year	
Role, organization?	Public library	
Last time used OOTN…	Last year	
Other communities?	**occasionally:** intranets, social networks; **rarely:** discussion boards, blogs, wikis, mailing lists	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Sometimes	
OOTN is relevant to VITA-related activities…	Sometimes	
OOTN is relevant to PICA-related activites…	N/A	
Uses these sections of the OOTN…	**Rarely:** home, members, blog, forums, FAQs, resources, training, sites, CDP, marketing, press, help, files, search, RSS	
Finds these aspects of the home page useful…	**unsure**: recent pages, tags, bulletin, map, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**adequate**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Moderately useful**: digest	

Would use a chat tool if it were added…	No
Would use a functionality to prioritize improvements…	Unsure: "Don't use OOTN enough right now to know if I would bother"
Finds the speed of the OOTN to be…	Good
Is satisfied with the interface design…	Yes
Is satisfied with the overall OOTN experience…	Yes
Would find these additions...	**moderately useful:** customizability, improved search, document access; **not useful:** linked profiles; **unsure:** reorganized members, reorganized forums
Any comments?	No response

Response #56	Tracey Krause	1221
Uses the OOTN…	Occasionally	
Site administrator?	Yes	
Has been a member for...	Less than a year	
Role, organization?	Art Centre	
Last time used OOTN…	Last month	
Other communities?	**Very often:** intranets, social networks; **occasionally:** discussion boards, blogs, wikis, mailing lists	
To access, uses…	IE	
Doesn't use because…	N/A	
Can find info easily…	Yes	
OOTN is relevant to VITA-related activities…	No	
OOTN is relevant to PICA-related activites…	No	
Uses these sections of the OOTN…	**Fairly often:** home, FAQs, resources, help, search; **occasionally**: members, blog, forums, training, sites, CDP, marketing, press, files, RSS	
Finds these aspects of the home page useful…	**Very useful**: recent pages, tags; **moderately useful**: bulletin, map, bookmarks	
Finds these aspects of the FAQs/Manuals page…	**good**: content quality, currency, presentation, access	
Finds the automatic notifications/alerts…	**Moderately useful**: digest; **unsure**: RSS	
Would use a chat tool if it were added…	Unsure	
Would use a functionality to prioritize improvements…	Yes	
Finds the speed of the OOTN to be…	Good	

Is satisfied with the interface design…	Yes	
Is satisfied with the overall OOTN experience…	Yes	
Would find these additions...	**moderately useful:** customizability, improved search, document access, linked profiles, reorganized members, reorganized forums	
Any comments?	No response	

Response #57	Denise Rogers	1054
Uses the OOTN…	Never	
Site administrator?	Yes	
Has been a member for...	No response	
Role, organization?	Public library	
Last time used OOTN…	No response	
Other communities?	**rarely:** discussion boards; **never:** blogs, wikis, mailing lists, intranets, social networks	
To access, uses…	No response	
Doesn't use because…	I don't understand how to use it	

University of Toronto – Faculty of Information Practicum INF 2173
Workplan/Contract, 2010 Summer
Student: Grant Patten (992915100)

Our Ontario Toolkit Network – Needs Assessment and Functional Design

Project Description

The goal of this practicum is to plan and conduct a needs assessment and functional design evaluation of the Our Ontario Toolkit Network. The toolkit network is a virtual collaboration space where toolkit partners (organizations who use the VITA Toolkit provided by Our Ontario) can access documentation, communicate with colleagues, access and share project policies, training information and other resources.

The toolkit network is a web accessible solution hosted by Strategy-Nets and the repository for VITA documentation. Knowledge Ontario is migrating some of its internal functions (email, contact management) to a new solution called First Class. Reputedly, First Class can provide all the functionality associated with our current toolkit network site and more.

The responsibility of the student will be to familiarize themselves with the operation and structure of the current staff toolkit network space and compare and contrast that with the web functionality of First Class and determine partner needs and design for a new network space, potentially hosted by First Class.

Make recommendations and implement solutions that enable greater collaboration amongst toolkit partners via the network space

Background

Our Ontario develops innovative technologies and services designed to make Ontario content digital, discoverable and shareable by the digital services.

The goal of the Our Ontario project is **to help Ontarians of all ages discover the extraordinary stories contained in the digital collections of their culture and history organizations and communities**. To that end, Our Ontario leverages the discovery and sharing of Ontario's culture, history and stories.

Tasks

- o Research VITA Toolkit Network site, analyze functionalities and use (interview Project Coordinator, organizational profile, review network, etc…)
  April 26 – May 3 ~ 25 hours

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- Conduct survey of Toolkit Partners to assess needs – this will involve creating written questionnaires, as well as helping to conduct phone interviews with selected clients
- Assess efficacy of current network – functional needs design
  May 4 – May 10 ~ 25 hours
- Evaluate and report on the workplace/web functionality tool offered by First Class (if and how the First Class web client functionality compares to the current solution), investigate the addition of new communication tools such as a chat window, assess First Class for enhanced training opportunities, discover additional functionalities potentially offered by First Class
- Design a framework for a new toolkit partner network portal in First Class based on identified needs
  May 11 – May 24 ~ 35 hours
- *Tentative (depending on progress):* Make recommendations on content migration and training users on a new portal
  May 25 – May 31 ~ 10 hours

Outcomes/Products Produced

- Surveys
- Report on user needs
- Functional needs design analysis
- Report on First Class functionality and appropriateness as an alternate tool for the Toolkit Community Network space
- First Class framework based on user needs

Progress Meetings (subject to change)

- May 4
- May 12
- May 19
- May 26

Grant will do much of the work from home and go into the workplace when appropriate, e.g. to help conduct user interviews. Whenever a related meeting is happening, Grant will go into the workplace to participate. When analyzing First Class, Grant will go into the workplace and use their computers when possible.

Resources

- Access to the Toolkit Community Network
- Our Ontario section on KO site: http://www.knowledgeontario.ca/ourontario
- Documents:
  - http://archive.constantcontact.com/fs051/1102328835187/archive/110291 2281935.html
  - VITA FAQ
  - List of VITA partners and their sites - http://www.knowledgeontario.ca/KOSolutions/OurOntario/Partners/OurOn tarioToolkitUserSites.aspx
  - Choosing collaborative software - comparison tool chart
- Computer and workspace when required

Expectations of the Supervisor

Research and summary so as to be able to make a decision regarding effectiveness of the current toolkit network space, recommendations for improving effectiveness and knowledge to make a decision about First Class as a replacement tool.

Supervisor

Loren Fantin, Our Ontario Project Manager
647 288-0254
lfantin@knowledgeontario.ca

Expectations of the Student

Grant expects to gain more experience in eliciting user needs and determining business requirements in a professional work environment. The final report will be most useful to the company if Grant's attempts at determining user needs are supported in the workplace. In compiling the report, Grant expects to gain new knowledge about groupware such as First Class and the work practices of Knowledge Ontario.

_____

Loren Fantin, Project Manager

_____

Grant Patten, Student

<u>INF 2173 – Journal Entry One</u>
Grant Patten (992915100)

At Knowledge Ontario (KO), there are a number of different projects, including Ask Ontario (askON) and Our Ontario. Fellow student Brandon Weigel is helping with the askON project, and I am helping with the Our Ontario project. Although these are two different projects, we are working together along the way in order to integrate our final recommendations to the organization in a unified way. The worksite is an entire floor of a building on Wellington Street with narrow hallways and "open concept" offices, i.e. the offices do not have doors, thus encouraging ongoing communication between employees. They share this space with the Ontario Library Association and this makes for a rather cramped worksite. The worksite is definitely not pretty – many boxes are piled up in the hallways, giving the impression that they are planning a move, but that does not seem to be the case. Due to this shortage of space, I am actually doing most of the research and work from home. I go in a couple of times each week, generally for a few hours in order to touch base and talk about the deliverables.

The Our Ontario project is all about helping organizations digitize their collections. Libraries, for instance, have materials relating to Ontario's history that should be digitized and made available online for the public, and Our Ontario provides a streamlined service for doing this. The bulk of my work thus far has focused on analyzing their portal – the Our Ontario Toolkit Network (OOTN). This is where the Our Ontario clients go in order to discuss their digitization projects and get assistance with any issues that may arise. The OOTN could use improvements in various areas, such as performance, usability, maintainability, interface design and information architecture. I

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have thus far been tasked with analyzing these problems and designing a survey to send out to the clients in order to assess user needs before making any serious changes.

The biggest professional issue we have been dealing with so far is figuring out how to best approach these already busy clients with a survey. Although it may ultimately be in their best interests to participate in the survey, employees are often reluctant to sit down and give serious thought to something when they could be working on one of their own projects. The significant diversity of this user base also presents a challenge – Our Ontario serves not only libraries but museums, archives, historical societies, and other organizations. Employees from these institutions have different issues with the OOTN. We have therefore been discussing how to create a survey that is appropriate for the entire OOTN community but also tailored sufficiently to particular user groups. In order to achieve this delicate balance, I have been consulting theoretical literature on user needs assessment that I was introduced to during the school year and these sources have been helpful.

The issue of money has also appeared. There are a lot of alternative portal options on the market right now and I have been researching all of these options. However, I have found that certain options cannot be considered because of financial limitations at KO. FirstClass is the name of one portal system on the market that looks like it may have functionality that would benefit KO and solve some of their problems; however, I have been informed that it may be too expensive. A specific figure has not been provided to me, although it would probably help in my research if I had a budget range to keep within. As things are, though, money issues and budgets are kept fairly nebulous, thus resulting in a lot of speculation and somewhat less well-defined research.

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INF 2173 – Journal Entry Two

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The two professional issues identified in the initial journal entry were: 1) attempting to determine how to best deliver user surveys to already busy employees, and 2) attempting to work with ill-defined financial limitations. Since then, we have sent out the survey to employees and are still in the process of collecting and analyzing the responses. We decided to send the survey to 223 employees who are affiliated in various ways with the Our Ontario project. Thus far, we have received survey responses from a total of 27 of those employees. This is, admittedly, a low number and one issue right now is attempting to determine what, if anything, we could have done better to elicit more responses. I used SurveyMonkey.com to design the survey and am generally pleased with their services, so I would not blame it on the technology. The reason may be something entirely outside of my control, such as employee apathy. But with that said, 27 responses is a solid enough result to do some serious analysis and create a meaningful report, so the survey has not been a failure by any means.

My next task, then, will be to conduct some phone interviews with these employees. The idea is to get them to expand upon their survey responses. With all of this data, I will create user profiles and, finally, make some recommendations to Knowledge Ontario on how to proceed. I am currently in the process of reviewing academic literature on how to conduct an effective user interview. Like with the surveys, the issue here is about how to best approach the selected employees with an interview request. Many of them will no doubt be reluctant, and I suppose I must prepare myself for dealing appropriately with this reluctance.

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