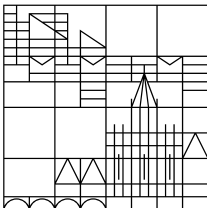


The Sketching Seminar Project

Library Service: digital & physical

Universität
Konstanz

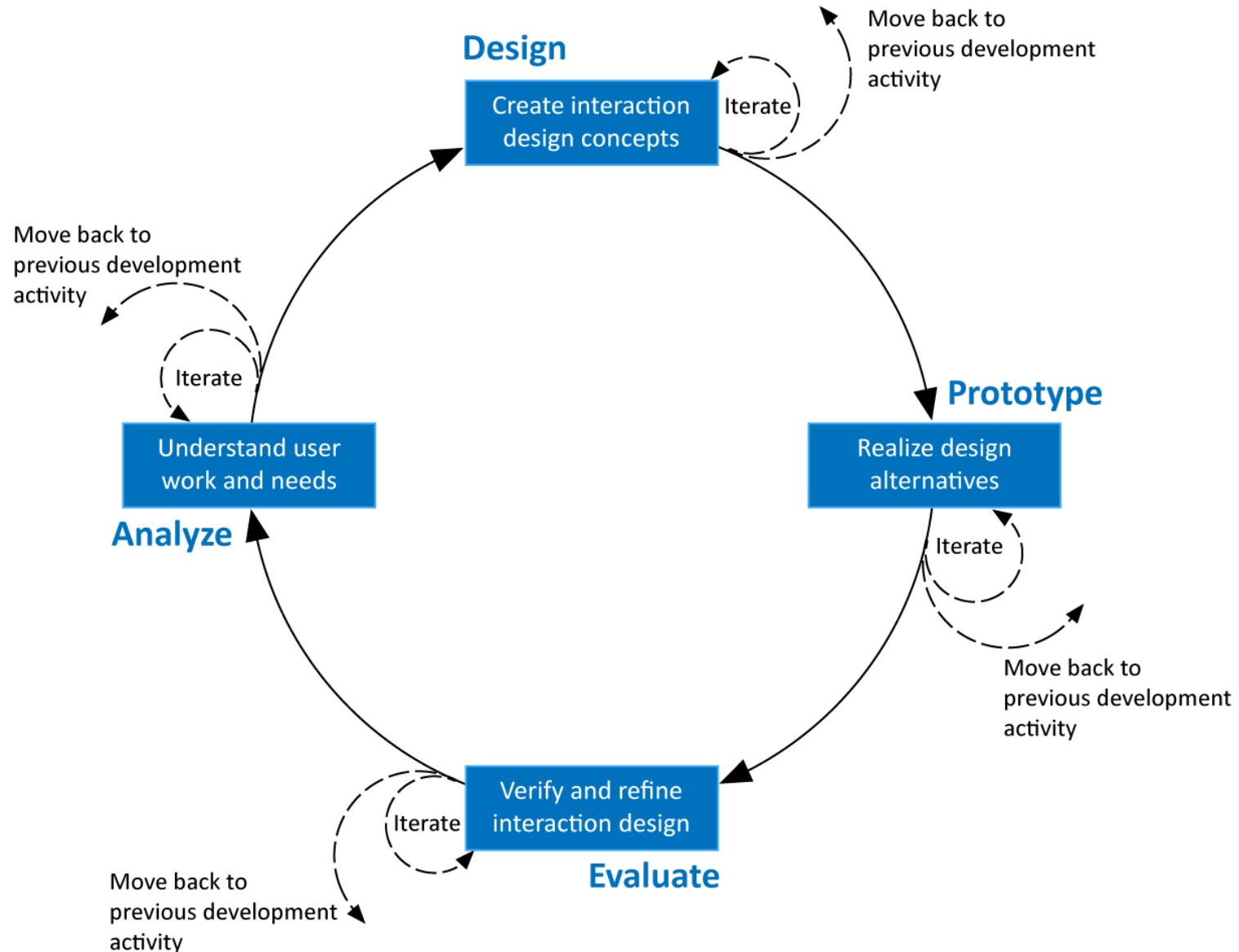


System Concept Statement

The System shall support searching and browsing activities on multitouch displays (e.g. table-, desk-, wall-based, on mobile devices or combinations) within public libraries. Here, the benefits of the search process on physical shelves shall be combined with the advantages of digital search opportunities. In addition to books other media types such as webcontent, DVDs, magazines or eBooks shall also be considered. The system has to support the browsing process by means of three kinds of information access: „purposeful, directed browsing search“, „undirected scanning“ and „serendipity“ (unexpected discoveries). Results from the browsing process have to be presented in a reusable manner. Apart from single visitor operation collaborative learning shall be supported and the system shall also function as a customer-librarian helpdesk. By using novel interaction- and display technologies the gap between the physical library environment and digital information services (OPAC, Web, Social Media, LTFL) shall be overcome and be perceived as a single unit by the visitor. The visitor shall be offered an intuitive, entertaining („playful“) experience.

Extracted features

- (Re-)search via browsing on a multi-touch-based system
- Combination of the advantages of both worlds: the search at a physical shelf and the potentials of digital services
- Integration of various media types and sources
- Support of the three search fashions „purposeful, directed browsing search“, „undirected scanning“ and „serendipity“
- Reusability of search hits that were achieved via the system
- Support of advisory librarian work and collaborative learning and (re-)searching
- Overcome gap between the digital offer of information and physical library properties
- Facilitation of an intuitive, entertaining and hands-on (re-)search experience



The UX Book – Process and guidelines for ensuring a quality user experience, Hartson und Pyla, 2012

Contextual Inquiry: Core Aspects

- Gathering of information on the structure and working practices of visitors
- Learn, how visitors would do the work that is intended be supported by the system
- Identification of “Work Activities”
 - Focusing on most important and representative activities
 - Observation of and conduction of interviews with the users
 - Within their work context
 - How they tackle their work activities
 - Directly requesting user desires or needs is not appropriate, because:

**If I had asked people what they wanted,
they would have said, faster horses”**

— Henry Ford

Contextual Inquiry

	Librarians	Visitors	Students (Method training)	Overall
Rodenkirchen	2	7		9
Mülheim	2	10		12
Zentrale	3	19	71	93
Overall	7	36	71	113



Rodenkirchen



Rodenkirchen



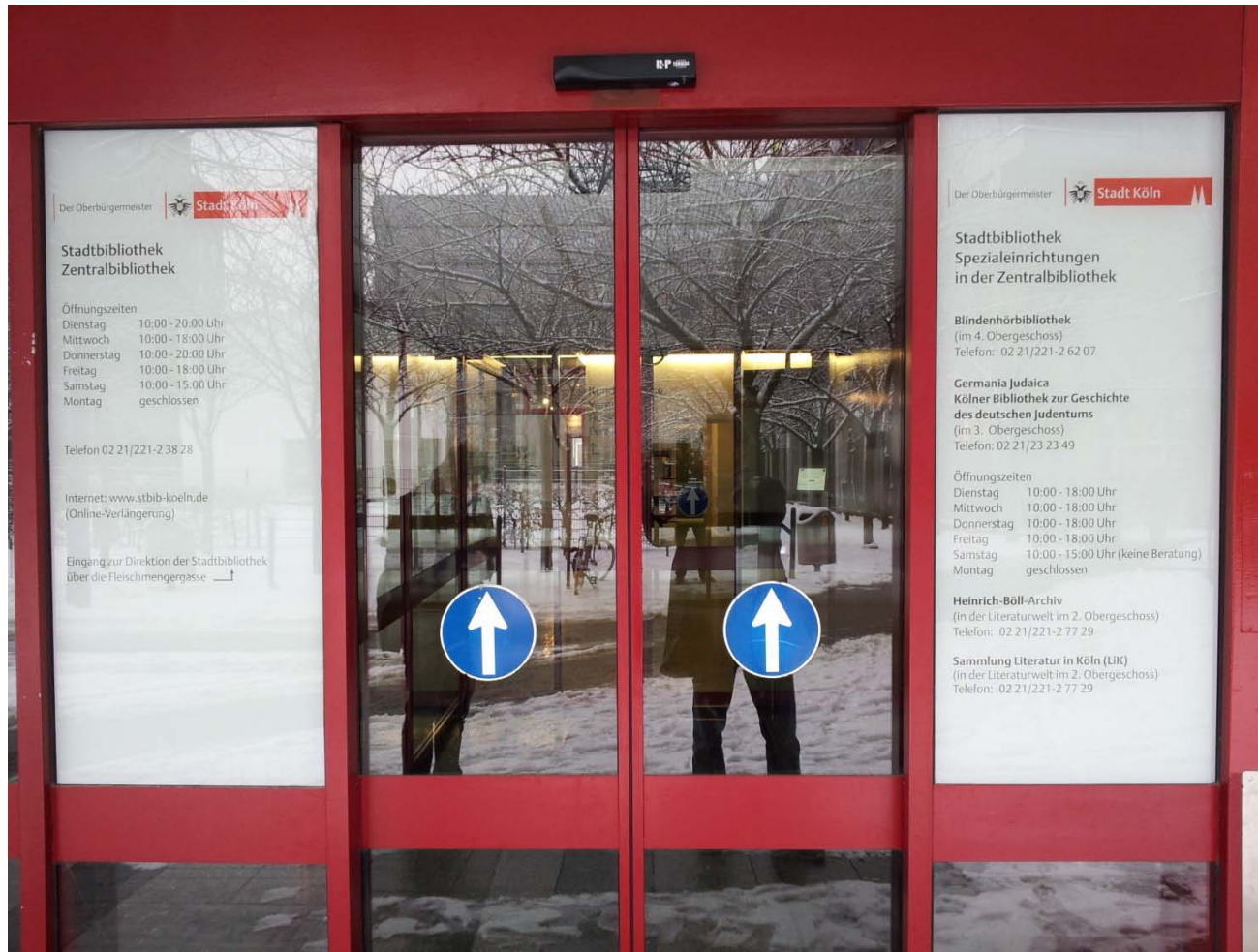


Mülheim



Mülheim





Zentrale



Zentrale



Zentrale



Zentrale



Zentrale



Interacting with web-based data in public libraries

The digitations of libraries' collections and the proceeding shift transformation from information and knowledge work into the World Wide Web (WWW) have changed the self-image of today's libraries: Libraries are no longer just media providers and archivists of physical media but to an increasing extend providers of information and communication services that base on digital media.

Libraries, however, have not spent much attention on the WWW, in particular to social media services such as Twitter. Such influential information channels provide real-time and often user-generated information. The integration of such data may hold great and unknown potentials.