

AAHSL IT Requirements Report

Nancy R. La Pelle, Ph.D.

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Methodology

Sample and Data Collection

This report is based on the thematic analysis of data collected from four focus groups conducted at the May 2007 MLA meeting in Philadelphia. Two focus groups were conducted with a total of ten Directors and two additional focus groups were conducted with a total of nine graduates of the Leadership Fellows Program. The focus group used a semi-structured group interview script asking first broad questions to inquire into what website enhancement needs were most significant to participants, and then proceeding to questions regarding more specific items that emerged as potentially important from a survey of directors done earlier. All focus groups were audiotaped and transcribed into a tabular Microsoft Word format for analysis. With each moderator question and each participant response entered into a separate row of the table for that focus group. Two columns were added to provide chronological sequential numbering of the responses and identification of the focus group as director vs. fellow and whether it was the first or second focus group for that segment..

Analysis

An additional column was added to the transcript tables for thematic coding. A thematic analysis was completed and numeric codes corresponding to specific themes were entered into this column. Focus groups for the two directors group were merged together as were the two focus groups for fellows. These were then each sorted by theme code. Text sorting into each theme code was read for appropriate coding. Those items that were incorrectly coded were corrected and the thematically coded tables were then resorted by theme code. A comparison of theme codes for the directors' and fellow's groups was done in a data reduction table summarizing themes discussed in each grouping. Detailed findings can be found in Table 1 which further summarizes the comparison done via the data reduction table. A synopsis of the most often mentioned findings is below, but many additional potentially significant findings are included in Table 1.

Major Findings

1. Support the Work of the Association

Five fellows and two directors indicted that AAHSL members need to be learning to use new technology to better support the work of the association even if it is a struggle at first, and implied that that new technologies would enhance the work of AAHSL committees as well as providing the capability to have more interactive sharing forums among the membership. They thought the website should be more of a participatory resource where people can make contributions to various areas of interest and find items of interest easily. Several participants in both directors' and fellows' focus groups (FG) mentioned the need for increased ease of access to current AAHSL reports, committees, rosters as well as a history of what has been done in the past.

2. Support the Work of Health Sciences Library Directors

At least twelve participants equally distributed across directors and fellows' FGs indicated the need for *standardized summary profiles of member libraries*. These profiles might include:

- links to member library websites (e.g., summary data we provide when seeking grants)
- links to useful areas on member library website
- list of library directors with embedded email
- staff listing
- links to newsletters and/or annual reports
- archive of member library newsletters that is searchable
- list of experts on our staffs (e.g., IT applications used, scholarly communications)
- statistics could be part of the profile.

It was noted, however, that this would require the ability to update library profile information frequently and notify all of updates. It was further suggested that these profiles could be organized by geography or a map and possibly combined with the directory.

Both directors (5) and fellows (4) mentioned the need for *links to organizations useful to health sciences library directors*. Directors mentioned ARL, AAMC, MLA, NLM, IMLS, RMLs; direct links to documents of current interest on these sites (e.g., AAMC statistics, GEA, GIR on AAMC and NCBI and extramural programs on NLM); and websites relevant to AHSC, Open Access, and Coalition for Network Information. Additionally the possibility of a shared web presence with partner organizations (e.g., news being pushed in RSS format from partner organizations) was suggested. Fellows also suggested links to other health professions, National League of Nursing, ACRL, SLA, ALA, sites providing standards and accreditation processes. They also suggested it might be possible to exchange content with and provide a sub-page with news from sister organizations (partners, MLA leadership management section – especially for time sensitive news, promoting librarianship as a health sciences profession via AAMC).

Six directors and two fellows noted the need for *easy access to statistics and easier methods to manipulate them*. More will be said about this topic in a later section.

Three directors and four fellows also mentioned the need for *links to tools/resources useful to directors* such as space allocation tools; websites providing information on scholarly communication – such as “createchange” and “sparc”; current documents of interest such as the NSF report; and access to bibliographies on topics of general current interest – such as charting the future, community capacity-building, leadership.

At least 5 directors mentioned the needs for *position descriptions and job postings for staff positions*.

Two fellows thought there should be a *resource area for fellows and new directors*.

3. Information Sharing, Communication and Collaboration

Many of the directors and fellows mentioned that a blog or a wiki or both would enhance both the work of the AAHSL committees as well as providing the foundation for a more interactive sharing forum for areas of special interest to members. Fellows noted that some available tools will allow for real time collaboration, but there are so many choices of tools to facilitate communication and information sharing that the choice is overwhelming. Additionally, these tools overlap a lot making selection more difficult. However, selection of the appropriate collaboration tools depends on:

- the work of each committee and what the user group wants to use
- the content they are using it for
- each individual's preferred communication style – one size won't fit all.

Both fellows and directors thought that each group should decide for itself which tools were appropriate. Fellows also noted that reporting and searching functions would have to work across different tools for collaboration and ease of use to occur.

a. Sharing of IT Expertise

Three directors and three fellows questioned whether the role of AAHSL should include sharing of IT expertise since systems people already had other venues for communication. Two directors thought the website should be an exemplar for IT innovation, demonstrating or educating about how new medical library information technology can work and perhaps pointing the way to free tools of interest.

b. Promoting Collaboration between Member Libraries

Due to time constraints only one directors' FG was asked about promoting collaboration between member libraries. Two of these directors thought it would be nice to have on the website a listing of grants people have or research projects currently in progress that have not been published in the literature. They thought that there also might be a listing of current non-research projects underway or current areas of interest for each member library (in the directory?) so you could identify possible partnerships that way.

c. Comments Re: Using a Blog

Three directors noted that the scholarly publishing committee has a blog for committee communications and that one can currently sign up for email notification, but it will have RSS capability at some point. Three fellows said a blog would be good for publishing and getting reactions to things like the president's report; they also said it should have an RSS feed. However, two fellows wondered if people would really feel comfortable commenting publicly on a blog. Two directors thought a blog would be appropriate for discussion of major areas of interest not assigned to a committee or task force (e.g., scholarly communication, space planning, clinical information resources, and open access publishing). They thought a blog with an RSS feed would be appropriate for direct posting and notification to all who are interested.

d. Comments re: Using a Wiki

Two directors and two fellows described a wiki as more document-oriented for joint report-writing and updating, but that a wiki is also more complex, powerful and more formalized in terms of organization and oversight needed than a blog. Five directors thought that perhaps one of the member institutions with the needed technical expertise should mount and maintain a wiki for the association, as with the statistics, but that it should still look seamless and transparent. Three directors thought that the wiki did not need to be on the AAHSL server if everyone just used the same wiki tool with an AAHSL link to it.

e. Comments re: Using a Listserv

Three directors and three fellows said that AAHSL members need a better way to archive and search for information that gets distributed via the listserv. Two fellows said they were not sure if information that gets distributed via listserv is saved on the website for future reference. While two fellows thought the listserv works pretty well now as a sharing forum, two directors said the listserv doesn't seem to function any more as a discussion environment and is more often used for announcements. Two fellows thought that many members still just want information in an email, but they added that there is a news reader in Outlook that could be used, but they thought most AAHSL members don't know about this feature.

f. Specific Collaboration Tools Suggested

Three directors mentioned that Skype can be used to collaborate within committees although it doesn't provide an archive. Two fellows and one director mentioned Sharepoint and Google desktop tools as mechanisms for sharing documents and work effectively. They suggested that AAHSL could link to these tools. Two fellows also mentioned tools for providing social networking for AAHSL members such as Facebook, My Space, Friendster, and LinkedIn that provide profiling of interests, discussion and notification of new postings.

g. Electronic Polling Capability that Compiles Results

Five directors and two fellows thought a tool like SurveyMonkey, Catalyst, or Zoomerang would be very useful to allow members to do an automated survey and consistent analysis of results from the membership instead of directors each having to compile results from emailed minisurveys on their own. Three directors additionally thought linking the survey findings to the annual statistics would be useful so members could see what other information is out there for libraries they use for comparison to their own. Fellows also noted that Yahoo Groups, Webpaint and Ideoscope could be used to provide this capability.

4. Organization and Format of Information on the AAHSL Website and Navigation

Seven directors agreed that there's no sense of a mental model behind how the current website was constructed and where information is stored. They said that the membership needs to agree on an organizing principle – perhaps topical and not just using an artificial organizational

structural model. These seven directors as well as four fellows said the categorization should be intuitive so you don't necessarily have to go to a search engine. Two directors suggested that the website could also use a role-based approach where roles (e.g., community nurse, health sciences/medical school dean, health sciences and library staff, health sciences library director, administrator of health sciences center, chair of the liaison committee of AAMC) are listed down the left-hand side of the page and link users to the appropriate features available for those in each role. Two fellows noted that there are only 35-40 choices currently on the pull down menus and that everything on the site could just be a link on the home page and be directly clickable rather than in menus. This would reduce the number of clicks currently needed to get where you want to go. Whatever the organization selected, two directors said it needs to be user-centered so that it is easy to get to things that are most often accessed like committee work and statistics. Three directors emphasized that the website design needs to follow basic usability guidelines and it does not currently.

Two directors thought the *home page* should highlight hot or timely topics (like what is being planned for the fall meeting) rather than a spotlighted library, and that these topics should change every week. Two directors said there ought to be a better *directory* on the site that links to all the member websites. This needs to be kept current and should be organized by state. They thought members should be able to update their own information. They also thought osteopathic libraries should not be a separate category in the directory.

Two directors thought there should be one *password* used to access the whole website, that these passwords should not be distributed via unsecure email, and that there should be a mechanism that remembers these passwords for you if this option is selected that is automatically updated when the password changes.

Several directors wondered if the current contractor WordWare is capable of designing the next generation of the AAHSL website. And multiple directors suggested that a *content/knowledge management system* like Plone that is intuitive for librarians should be considered as the basis for redesign.

Several directors mentioned the *portal* notion in relation to "My AAHSL", access to statistics, and the ability to do financial transactions and manage the directory of the association's members. Several said they did not think the "My AAHSL" personalization piece was needed.

Two fellows thought *compatibility* issues needed to be considered such as compatibility with the Firefox browser and possible use of the .pdf format for documents instead of Word documents.

a. Searching Function

Three directors and three fellows were not sure if the current website provided a searching function, some saying it must not work very well or they would be able to find what they were looking for more easily. Three fellows noted that the search function should search the whole website including the statistics and any wikis or blogs in use. Three fellows also wanted a sitemap that could aid in searching. Several directors and fellows noted that a good searching function required the entry of metadata with documents. At least 3 directors said

that information resulting from a search should be displayed chronologically and that everything needs to be dated. Three directors thought there should be an archive separate from the current information, perhaps using the D Space application, but that the interface and searching capability for this would have to be seamless.

b. Automatic Notification of Updates to AAHSL Website

At least two directors and three fellows said explicitly that they would like to be alerted when new or updated information was available on the website. At least two directors and four fellows thought members should be able to select the topics they want automatic notification for so as not to be inundated with alerts. Five fellows thought both a listserv and RSS feed should be used for this purpose based on user preference. At least 2 directors thought this should be done via RSS feed.

5. Use and Manipulate Statistics More Easily

Six fellows thought members should be able to select statistical data for a single institution or a set of peer institutions and be able to easily export these to spreadsheets for different types of comparisons. Three other fellows said they should be able to query the data and get customized statistical reports directly from the website. Two fellows said it would be helpful to be able to set up and save the comparison peer group for future use. Three directors wanted to be able to easily pull data from the statistics to create a profile for their own library on their own websites. Two directors wanted the statistical data to be available in a more timely fashion so it was not too late to be used for budget hearings. Two directors suggested that including salary information in the website statistics would get the information used more frequently.

Two fellows thought that the “special survey” that is done every five years needs to be done more frequently because institutions change rapidly in terms of number of students, faculty, etc. Two fellows also suggested that ARL and AAHSL collaborate on creating one survey so they do not have to fill out two slightly different surveys.

6. Capability to do Online Education

Two directors and one fellow said explicitly that continuing education on general topics was outside the scope of the AAHSL website. One director and 4 fellows thought a discussion needs to happen regarding whether it is a goal of AAHSL to provide online education. At a minimum, four directors and four fellows thought major memorable events sponsored by AAHSL should be captured for subsequent viewing such as the endowed Matheson lectures, the Saturday workshop on statistics, etc. Also needed would be online education regarding the use of new technologies used such as RSS including how it can be used with an internet browser or email account. Two fellows and one director pointed out this need for training on using new tools AAHSL adopts to enhance communication and information sharing. Two directors suggested a tutorial on what can be done with the AAHSL statistics. Multiple directors also suggested specific topics that are currently receiving the most interest: space planning, scholarly communications, institutional repositories, clinical information resources, innovations in educational technologies (e.g.,

simulators), how to integrate new stuff into the curriculum, and effective outreach to unaffiliated off-campus health professionals.

Two directors suggested archiving good educational articles so they will remain available to members.

7. Promoting AAHSL

Multiple directors and two fellows thought more should be said about AAHSL, its members and its purpose – to advocate for and move health science libraries forward. This could be done in an “About Us” page. It might include a brief history, the president’s message, what AAHSL does as an association, the number of member institutions. The website should promote not only AAHSL, but also the individual member libraries. One new director and one fellow noted that this information is especially important for new directors, fellows or others interested in becoming involved so they know more about what AAHSL is all about and its past accomplishments. Three directors and one fellow thought that if this were well done, it could be used to inform their deans about the association.

Two directors and one fellow either thought promoting AAHSL was not needed or might not be a strategic goal. These directors thought there were too many other things needed first to support the membership itself effectively.

8. Providing Access to Broader Audience

Multiple directors thought that some information should be accessible to their staff and to the administrative people to whom the directors report, by the academic health centers of the nation, and to other associations who look to academic health center libraries to provide scholarly information. Two fellows thought that AAHSL needs to decide who it will serve. They thought that it now serves people at the director and administrative level but is not interested in reaching the constituency further down in the organization. They thought this reflected a division in the organization between those members who want to invite more people in and those who want to keep the organization small.

Multiple directors thought the deans and administrative staff might have access only to a subset of the website that includes basic useful information such as what might be included in a grant application and how to recruit for library directors. Three directors thought that administrators would be interested in summary statistics related to peer libraries used for comparison. Multiple fellows thought the “About Us” information would be more realistic to show to deans than giving them access to the statistics. Three directors thought deans could be provided a list of information that was available on the website, but these directors wanted to be the conduit for providing this information to their deans for discussion.

Multiple directors thought the website could be promoted as a center of expertise for the best services that libraries provide. This could include collections, charting the future, the annual lecture and maybe the LCME recommendations and commentary. Additionally directors thought non-members would be interested in space, facility, consultants, what’s going on with building,

square footage per human, and other space issues. Several directors also thought public information from accreditation site visits could be put on the website to share with others trying to prepare. Two fellows thought non-members would be most interested in guidelines on hiring new library directors and charting the future. Two fellows also thought non-members might go to other websites such as MLA or NLM first for information on topics like scholarly communication. These two wanted the website to primarily serve its members, be password protected, and be about the organization and its programs, with others having access to only a few promotional things on the main page.

Conclusion

As was mentioned earlier, many other ideas that were not mentioned by multiple people are included in the findings table below. While these findings may not have been voiced by many during the focus groups, they may prove to be significant and might be included in a subsequent more detailed survey of the entire membership along with those findings described above.

Table 1. AAHSL website enhancement needs

Numbers in parentheses after themes indicate the approximate number of participants who voiced each theme. It is approximate only because there was no note taker available at the MLA to identify the speakers on the audiotapes so the transcriber was unable to exactly identify who was making each comment in one of the director’s focus groups so there was no way for the analyst to determine whether ideas in this group were being expressed by multiple individuals or if one individual was expressing the idea multiple times.

Responses from 2 Directors’ Focus Groups (n=10)	Responses from 2 Fellows’ Focus Groups (n=9)
1. Support the Work of the Association	
<ul style="list-style-type: none"> ◦ We need to be using current technology to make our work easier and we are not (2) ◦ The website should be more of a participatory resource where people can make contributions to various areas of interest and find items of interest easily (2) ◦ Ease of access to AAHSL reports, committees, rosters (1) ◦ Ability to suggest topics during the planning cycle (1) ◦ Way to know earlier what is planned for the fall meeting & to get more info re: speaker names with links to their articles/websites (1) ◦ Make it easier for people applying for scholarships or fellowships to find information/apply in a timely way (1) ◦ Ability to update information related to your AAHSL project yourself (1) ◦ Be able to do financial transactions such as paying your dues and registering for programs on the website (1) 	<ul style="list-style-type: none"> ◦ Even if it is a struggle at first, directors need to be learning to use new technology (5) ◦ There should be a capability for multiple people to post (and unpost) news items of general interest to the website directly (and notify members that it is there), but some committees need/want to control their final product more (3) ◦ Ease of access to minutes reports, history of what’s been done (2) ◦ Ability to document what AAHSL is doing quickly, thoroughly and easily (1)
2. Support the Work of Health Sciences Library Directors	
<ul style="list-style-type: none"> ◦ Links to member library websites(6+) or resident standardized profiles of each (eg, summary data we provide when seeking grants) with links to useful areas on member library website (4); links to newsletters and/or annual reports (3); archive of member library newsletters that is searchable (2); list of experts on our staffs (eg, Iliad) (1); statistics would be part of that (1); 	<ul style="list-style-type: none"> ◦ Find info re: other member libraries (6): staffs (2); former spotlighted libraries (1); list of library directors with embedded email links (2); library profile info with ability to update it frequently and notify all of updates (5+); newsletters (1); consultancy directory – staff who have expertise in current topics of interest – IT applications used, scholarly

<p>could organize by geography or a map (1); combine with directory (1)</p> <ul style="list-style-type: none"> ◦ Links to organizations useful to health sciences library directors (ARL, AAMC, MLA, NLM, IMLS, RMLs,) and direct links to documents of current interest on these sites (eg, AAMC statistics, GEA, GIR on AAMC and NCBI and extramural programs on NLM); websites relevant to AHSC, Open Access, Coalition for Network Information (5+); Shared web presence with partner organizations (eg, news being pushed in RSS format from partner orgs) ◦ Ease of access to the statistics (6) ◦ Position descriptions and job postings for staff positions (5+) ◦ Links to tools/resources useful to Directors: space allocation tools (1); website providing info on scholarly communication – “createchange” and “sparc” (1); current documents of interest such as the NSF report (1); ◦ Anecdotes and tidbits – really good stories about things we’ve done, that have caught fire in our institutions – eg, Spencer Marsh throwing things out (1) ◦ Get rid of past focus on just directors and make the website useful to our staff, eg, access to survey results – get their input (1) 	<p>communication (1)</p> <ul style="list-style-type: none"> ◦ Links to AAMC. Other library organizations, AMEA?, other health professions, National League of Nursing, ACRL, SLA, ALA, standards and accreditation processes (4); exchange content with and provide sub-page with news from sister organizations (Partners, MLA leadership management section – esp. time sensitive news, promoting librarianship as a health sciences profession via AAMC)(3) ◦ Links to tools/resources useful to Directors: space allocation tools (1); access to bibliographies on topics of general current interest – charting the future, community capacity-building, leadership (3) ◦ Easy access to statistics and easier methods to manipulate them (2) ◦ Resource area for fellows and new directors (2) ◦ Easy to access/search informal survey results (1) ◦ Outline of activities you do when you are a fellow (1)
<p>3. Information Sharing, communication and collaboration</p>	
<ul style="list-style-type: none"> ◦ Depending on the work of each committee, we probably need both a blog and a wiki (2) ◦ A blog or a wiki would be good for information sharing on IT-related topics (1) ◦ There are lots of different ways to share info but each constituency ought to be able to decide what they want to use (1) ◦ Committees should be reminded that they can use multiple tools (eg, Skype as well as web-based) (1) 	<ul style="list-style-type: none"> ◦ Reporting and searching functions would have to work across different tools for collaboration (5) ◦ There are so many choices of tools to facilitate communication and information sharing that it is overwhelming and they overlap a lot (3) ◦ Some of these tools will allow for real time collaboration (2) ◦ Selection of the appropriate tool depends on <i>what the user group wants to use</i>. Each group should decide for itself. (2) Also on each individual’s preferred communication style – one size won’t fit all (1)

	<ul style="list-style-type: none"> ◦ Selection of collaboration tools depends on the <i>content</i> they are using it for. (1) ◦ We should explore multiple venues at first until we see what works (1) ◦ AAHSL should develop more sharing forums, not just on IT (1) ◦ Maybe we could have our own intranet, or even have it open to the world (1)
3.a. Sharing of IT Expertise	
<ul style="list-style-type: none"> ◦ I don't think that is the role of the AAHSL website (several in FG 3) – our systems people already communicate with each other in various ways –AAHSL is supposed to be about academic medical centers – this is the role of the GIR at AAMC ◦ The website should be an exemplar for IT innovation – how new medical library information technology can work (eg, Web 2.0 tool, free video conferencing tools) (2) 	<ul style="list-style-type: none"> ◦ Is this the role of AAHSL? Overlap with MLA? Why would we limit sharing of expertise to just IT? (3) ◦ Concept is nebulous, might attract gadflies who think they are innovating (2) ◦ Leadership fellows could be given this role to look for innovation and post it in categories of innovation – Web 2.0 might be too big but examples of its use could be posted (1)
3.b. Promoting Collaboration Between Member Libraries	
<ul style="list-style-type: none"> ◦ Maybe there could be a listing of current projects or current areas of interest for each member library (in the directory?) so you could identify possible partnerships that way (1) ◦ It would be nice to have a listing of grants people have or research projects currently in progress that have not been published in the literature (2) <p>(Not asked in 2nd FG – ran out of time)</p>	(Ran out of time - Not asked in fellows' FGs)
3.c. Comments Re: Using a Blog	
<ul style="list-style-type: none"> ◦ The scholarly publishing committee has a blog for committee communications (designed by Bill Clintwork?) and you can sign up for email notification but it will have RSS at some point (3) ◦ For major areas of interest not assigned to a committee or task force (eg, scholarly communication, space planning, clinical information resources, open access publishing), we could have a blog with an RSS feed to for direct posting and notification to 	<ul style="list-style-type: none"> ◦ A blog would be good for things like the president's report with an RSS feed (3) Also for survey results(1) ◦ Will people really go comment on a blog and use it as an interactive sharing forum or just use it as an archive? Some might not want to comment publicly (2) ◦ A blog will archive things but not in any particular order (1)

<ul style="list-style-type: none"> all who are interested (2) ◦ A blog isn't searchable like a wiki (1) ◦ Both wikis and blogs are searchable to some extent (1) ◦ A blog is a simpler technology than a wiki, is more chronological and is used for exchange of points of view (1) ◦ A blog is more communication-focused (1) 	
3.d. Comments re: Using a Wiki	
<ul style="list-style-type: none"> ◦ Maybe one of our member institutions with the technical expertise should be responsible for mounting and maintaining the wiki for the association like the statistics but it should still look seamless and transparent (5) ◦ We don't have to put a wiki up on the AAHSL server if we just all use the same wiki tool or link to it from AAHSL (3) ◦ A wiki is more document-oriented, complex, powerful and more formalized in terms of organization, oversight needed (3); for joint report-writing, updating (2) ◦ A wiki is searchable but a blog isn't (1) 	<ul style="list-style-type: none"> ◦ A wiki is more typically used for shared document posting and editing (2)
3.e. Comments re: Using a Listserv	
<ul style="list-style-type: none"> ◦ We need to be able to archive and search for information better that has been put out on the listserv (3) ◦ The listserv doesn't seem to function any more as a discussion environment, just for announcements (2) ◦ The current listserv doesn't help with committee work at all (1) 	<ul style="list-style-type: none"> ◦ We need a better way to archive and search for information that gets distributed via the listserv (3) ◦ The listserv works pretty well now as a sharing forum (2 +) ◦ Not sure the info that gets distributed via email gets saved on the website (2) ◦ There is a news reader in Outlook, but I don't think people know about it (2) ◦ Many people still just want information in an email (2)
3.f. Specific Collaboration Tools Suggested	
<ul style="list-style-type: none"> ◦ Skype can also be used to communicate within committees. Doesn't archive but you can share powerpoint slides and take notes to share (3) ◦ We could just use Google desktop tools for exchanging documents easily, sharing revisions – we could link to these tools on the website (1) 	<ul style="list-style-type: none"> ◦ Windows Sharepoint and Google Documents allow people to share documents and work collectively (2) ◦ We could use tools to provide social networking for members like Facebook, My Space, Friendster, LinkedIn – these provide profiling of interests, discussion, notification of new postings (2)

<ul style="list-style-type: none"> ◦ We have been using Sharepoint on campus for our collaborative software and are transitioning to wikis for task forces and committee work (1) 	
3.g. Electronic polling capability that compiles results	
<ul style="list-style-type: none"> ◦ We need a tool like surveymonkey, catalyst or zoomerang that allows you to put up questions and it does the analysis for you. We would need to figure out which is best (5) ◦ It would be great if we could link this survey info to our annual statistics so people could see easily see what other info (re: ILLs, space, etc) is out there for libraries they use for comparison (3) ◦ Mini-surveys done now via listserv and compilation of results by originator is not state of the art (1) We all do our own thing as to how we analyze the data (1) 	<ul style="list-style-type: none"> ◦ This would be very useful (2) ◦ You can import RSS feeds and polls using the wiki service Webpaint and it tabulates the results (1) and it can announce the new poll to wiki members (1) ◦ I don't always know where to find the info I am looking for – there is a long list of mini-surveys (1) Instead of just compiling the results and sending them out, build a body of knowledge from these surveys on the website (1) ◦ That's really a good idea – maybe not just survey monkey but a couple of tools (1). ◦ Yahoo groups has a polling mechanism built into it (1) ◦ We use Ideoscope – respondents can add questions to it. It also makes it easy to rate the ideas on the survey with a slide bar rating scale (1) ◦ There should be some consistency in the reporting of results for those surveys (1)
4.0. Organization and format of information on the AAHSL website and navigation	
<p>Organization</p> <ul style="list-style-type: none"> ◦ There's no sense of a mental model behind how it was constructed and where information is stored. We need to agree on an organizing principle – topical not just artificial organizational structural way. The categorization should be intuitive so you don't necessarily have to go to a search engine (7) (although we probably need both) ◦ It needs to follow basic usability guidelines and it does not now (3) ◦ Organization is not intuitive and it's a very static site, with hardly any new info about what is currently going on (3) ◦ We could use a role-based approach for organization (eg, 	<p>Organization</p> <ul style="list-style-type: none"> ◦ It's difficult to find specific reports with the categories that we now have. They are not intuitive (4) ◦ There are only 35-40 choices in the pull down menus. Other websites have more than that on their home page. Everything on the site should just be a link on the home page. It would just be more dense not sloppier. Take them out of the menus and have theme directly clickable. You could use mouse-overs for more description with links but some people don't like mouse-overs, especially if they are too big (2) ◦ It takes too many clicks to get to where you want to be. There is an overgenerous use of real estate for no purpose (1)

<p>community nurse, health sciences/medical school dean, health sciences and library staff, health sciences library director, administrator of health sciences center, chair of the liaison committee of AAMC). These could be down the left and then across the top, topics like statistics (2)</p> <ul style="list-style-type: none"> ◦ It needs to be user-centered – easy to get to the things we go there for most often – statistics, committee work (2) ◦ We could look at other associations’ websites and mimic the best ones. (1) Jim Shedlock has already done that (2) <p>Home Page</p> <ul style="list-style-type: none"> ◦ Need to highlight hot topics like what is being planned for the fall meeting (2) ◦ Library spotlight on home page is a waste of prime real estate. Home page ought to be current topics and it should change every week (2) <p>Directory</p> <ul style="list-style-type: none"> ◦ There ought to be a better directory on the site that links to all the member websites It needs to be kept current and should be organized by state. We should be able to update our own information. Osteopathic libraries should not be a separate category (2) <p>Password Access</p> <ul style="list-style-type: none"> ◦ There should be one password for the whole website (multiple) ◦ The new passwords should not be sent out via email when they change – no security (2) ◦ It’s hard to remember which sections of the website are password protected and which aren’t (1) ◦ It’s hard to remember the password since you don’t set it up yourself. It ought to ask you if you want it to remember the password for you and that should be updated whenever the password is changed (1) <p>Website Redesign</p> <ul style="list-style-type: none"> ◦ Who will do the website redesign? Is WordWare capable of 	<p>Compatibility</p> <ul style="list-style-type: none"> ◦ Many of us use the Firefox browser and the menus that are used now cut off the words in the browser. It should be compatible with all the browsers we use (1) ◦ It might be better to keep documents in .pdf format than as Word documents on the site. Has this been explored? (1)
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<p>designing the next generation? (several)</p> <ul style="list-style-type: none"> ◦ Jim needs to be considering content/knowledge management systems - things like Plone – a monumentally flexible system. It’s free and open source. It uses a mental model that is intuitive for librarians and anyone can add content (multiple) ◦ We’re using Stellent and is incredibly complex (1) ◦ We invested in Red Dot and it has been a nightmare (1) <p>Portal-related comments</p> <ul style="list-style-type: none"> ◦ Do we want to go to the personalization piece “My AAHSL”? I don’t think we need it (several) ◦ Portal included more than just “My AAHSL” like ability to do financial transactions (pay dues, register for educational programs, manage the directory and roster of your members, get to the statistics in a transparent way) (several) 	
<p>4.a. Searching Function</p>	
<ul style="list-style-type: none"> ◦ It must not work very well or I’d be able to find what I am looking for (3) ◦ The website needs a good searching function and documents need to be entered with metadata for searching like author, title , date, when it’s going to expire (2) ◦ I’m not sure if it has a searching function (1) ◦ I think it has a searching function (1) ◦ The website does not provide any way to follow a thread of information from the membership on topics like institutional repositories or scholarly communications (1) ◦ The information is displayed chronologically which is how you want it. Everything needs to be dated (3+) ◦ There should be an archive separate from the current information, like a repository – maybe the D Space application of Kansas but the interface has to be seamless (3) ◦ Now, if you want to find out what was done for the Matheson lecture in the past, I have to go to annual reports and look at the programs (2) 	<ul style="list-style-type: none"> ◦ The search function should search the whole website; now it doesn’t access any of the password protected stuff. It would have to search wikis and blogs too if we use them (3) ◦ I’m not sure if we have a site map but that would help (3) ◦ I’m not sure if there is a searching function now (2) ◦ There is a searching function but it doesn’t find things quickly (1) ◦ A good robust search function would get around the navigation and organization issues (1) ◦ Sometimes the dates on things are a little off. Was searching for 2006 bit it started out at something that said 2005 (1) ◦ I never got to see the survey that the directors did about the website (1)

4.b. Automatic Notification of Updates to AAHSL Website	
<ul style="list-style-type: none"> ◦ We should be alerted when important new information or updates are put there (1); mini-survey results available (1); info on selected topics like institutional repositories ◦ Need ability to select which topics you will be notified about (2+) ◦ Use RSS feed (2+) 	<ul style="list-style-type: none"> ◦ We should be alerted about news items of interest and when important new information or updates are put there (3); a committee has posted something (3); links to interesting articles/reports people have found (2); news items (2) ◦ Use both RSS feed and listserv (5) ◦ Ability to select if you want information pushed and what topics you want (4) ◦ This function would motivate people to keep committee communications more current (1)
5. Use and manipulate statistics more easily	
<ul style="list-style-type: none"> ◦ We should be able to easily pull data from the statistics to create a profile of our own library on our own website (3) ◦ Make statistics current and timely enough to be used for my budget hearings. They are always too late so I don't even know how to get into and manipulate the statistics online – please make the compiled info more accessible more quickly – we submit in November and they are not available until March. Why can't we see them via real-time reporting electronically? (2) ◦ Identifying salaries in the website statistics would get it used more frequently (2) ◦ It should be easier to find the statistical information you are looking for – now it is like paging through paper (1) ◦ I keep the statistics on my own computer and never use them on the website (1) ◦ I would like to see the submissions for the 16 libraries that I need to do my budget (1) 	<ul style="list-style-type: none"> ◦ We should be able to select an institution or 5 peer institutions and be able to export them in spreadsheets, be able to do different types of comparisons (6) ◦ We need to be able to get customized reports as well as files that we can manipulate ourselves (2); We should be able to query the data (1) ◦ Be able to set up a peer group that you could save and use whenever you need to (2) ◦ We need to do that special survey that is now done every 5 years more frequently because institutions change rapidly in size - number of students, faculty, Etc. (2) ◦ Create one master survey for ARL and AAHSL so we don't have to complete several similar but different ones (2) ◦ Reporting on professional staff has categories that are too broad – need to be able to identify how many MLSs we have (1) ◦ It would be nice to be able to do longitudinal reporting (across eg, 7 years) for selected institutions (1) ◦ We should be able to do more with the statistics more easily than we can now (1)
6. Capability to do online education	
<ul style="list-style-type: none"> ◦ We should video our endowed lectures (eg, the Matheson lecturers) and major events (eg, the Saturday workshop on 	<ul style="list-style-type: none"> ◦ It might be useful to capture and refer back to and share the really good presentations, plenary sessions from the annual

<p>statistics, monthly current discussions on new technologies) and make them available on the website (4). It would present new issues re: obtaining permission (Matheson is joint with AAMC/GIR) (3)</p> <ul style="list-style-type: none"> ◦ There needs to be a discussion by an AAHSL education committee on what we want to do re: online education (1) ◦ We should capture the educational events we do do but not do new educational videos. I wouldn't go to AAHSL for that (2) ◦ We should archive good educational articles and make them available (eg, article by the interagency group looking at requiring repositories for federal agencies) (2) ◦ Topics of most interest currently are space planning, scholarly communications, institutional repositories, clinical information resources, innovations in educational technologies (eg, simulators), how to integrate new stuff into the curriculum, outreach to unaffiliated off-campus health professionals (multiple) ◦ I'd also like the documentation of the presentations from the annual meeting and special events (1) ◦ We could use a tutorial on what you can do with the AAHSL statistics (2) ◦ We need education on the use of new tools we adopt to enhance communication and information sharing (1) 	<p>meeting, but not the whole conference (4) – would have to get speaker's permission; could use polling software to rate the presentations to see which ones should be made available</p> <ul style="list-style-type: none"> ◦ It depends on what the AAHSL website wants to be – what is the goal of the organization (4) ◦ It could be used for training in the use of new technologies like RSS or even show them how they can use it with their internet browser or email account – demonstrate it (2) ◦ I think the issue of CE is outside the scope of the AAHSL website (1)
<p>7. Promoting AAHSL</p>	
<p>Pro</p> <ul style="list-style-type: none"> ◦ There should be an “about us” feature (brief history, president's message, what we collectively do, the directory could be included, number of member institutions). It should promote not only AAHSL but the individual members (multiple) ◦ If our deans and administrators go there, we want them to be impressed – see the value we provide collectively to medical and health sciences education – now I wouldn't send them there (3) 	<p>Pro</p> <ul style="list-style-type: none"> ◦ I really like the idea of saying more about AAHSL, its members and purpose since AAHSL's purpose is to advocate for and move forward in the academic health sciences libraries (1) ◦ It would be nice to showcase AAHSL in an About Us thing that you could take to your dean and say this is what it's all about and why its important to be a leader in this organization (1)

<ul style="list-style-type: none"> ◦ As a new member, I would like more information on what AAHSL is all about – its accomplishments and past outcomes(1) <p>Con</p> <ul style="list-style-type: none"> ◦ We don't need to do promotional or marketing stuff. Nobody but us will want to go there. There are too many things we need to do for us first. The website should serve its members first and foremost(2) 	<ul style="list-style-type: none"> ◦ This is really important for people who are new directors, fellows or just someone who is potentially interested in becoming involved with that (1) <p>Con</p> <ul style="list-style-type: none"> ◦ I don't know if this is a goal in the strategic plan, but if promoting academic health science libraries is not, why worry about it? (1)
<p>8. Providing Access to broader Audience</p>	
<p>What Current Content should be Accessible and to Whom</p> <ul style="list-style-type: none"> ◦ It should be accessible by our staff and by administrative people we report to (eg, deans), and by the academic health centers of the nation, other associations (AAMC, AHC, the nurses association who look to our academic health center libraries to provide scholarly information (multiple) ◦ Deans and administrative staff would have access only to a table of possibilities (a section for them) that includes basic useful information such as what we would include in a grant, how to recruit library directors (multiple) ◦ Administrators would be interested in summary statistics related to other peer libraries we compare ourselves with (3) ◦ We could provide a list of information that is available on the website but they would have to ask a director to get it for them so it can be a dialogue (3) ◦ I like to feed my administrators information selectively (2) ◦ Libraries who are not members should not have access to statistics (1) ◦ Some things should still be password protected (1) <p>New Content for Non Members and Members</p> <ul style="list-style-type: none"> ◦ It could be promoted as a center of expertise for the best services that libraries do. Collections, charting the future, our annual lecture. Maybe the LCME recommendations and commentary. (multiple) 	<p>What Current Content should be Accessible and to Whom</p> <ul style="list-style-type: none"> ◦ The “About Us” thing would be more realistic to show to deans than the dean actually going in and looking at statistics (multiple) ◦ AAHSL needs to decide who it wants to serve. It now serves people at the director and administrative levels but does not go further down in the organizations – is not interested in reaching that constituency. There is a division in the existing members that has carried over to this – those who want to invite more people into the association and those who want to keep it small (2) ◦ Summary statistics could be kept in a public area so they could be shared with library staff (1) ◦ AHSL has been increasing the budget to do more than just serve the membership. You can use the G Visit website now to embed code to see who is visiting your site. The website represents leadership in academic medical libraries and other groups might be visiting it (1) ◦ Maybe some of the summary reports would be of interest to those administrators who want to do their own due diligence (1) <p>New Content for Non Members and Members</p> <ul style="list-style-type: none"> ◦ The things that would be most interesting to the outside world would be the guidelines on hiring a new library director and charting the future (2)

<ul style="list-style-type: none">° They would also be interested in facility, consultants, what's going on with building, square footage per human, and other space issues (multiple)° We could deposit the public information from accreditation site visits to be shared with others trying to prepare (several)° If we are providing access to executive level people, it would be useful to have links to journals – Academic Medicine, other medical education journals, JMLA (1)	<ul style="list-style-type: none">° There may be some things of interest to others but for topics like scholarly communication, they would probably go to MLA or NLM first. I wouldn't want others to have access to more than a few promotional things on the main page, the rest should be password protected and to serve members – be about the organization and its programs (2)
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