

L-net Cardsorting Activity

Dear Librarians,

L-net is upgrading our website software and it is a perfect opportunity to make the site easier to use. To help with usability, findability and information architecture, we are conducting a Cardsorting Activity. The idea is to reorganize the L-net website so that you can find things more easily.

You can do this activity by yourself or with your friends. It should take you about half an hour. Please complete this activity by August 15, 2009, or convince one of your co-workers to do it.

You will need:

- Scissors or a paper cutter
- A pen or a pencil
- Yellow sticky notes, scrap paper or recycled library catalog cards
- and maybe paper clips

Instructions:

- 1** Print out the attached 10 pages and cut them along the dotted lines. Do not worry if the dotted lines seem uneven or if they are different sizes. You should end up with 60 separate slips of paper, or "cards" – we regret that we haven't figured out how to let you download actual cards. Each one has a title and description for something on the L-net site, plus a tiny number. The number is only a reference; the cards aren't in any order yet.
- 2** Sort the cards into categories. Make as many or as few categories as you like, whatever makes sense to you. There is no wrong way to do it.

As you go, think about whether or not the cards should have different titles and write them in. If a card belongs in more than one category, make a note or write the card's number on a new card. If a card doesn't belong on the site or if you can't think of a category, that is fine too.
- 3** Make up names for the categories you have created. You can write the category names on the yellow sticky notes, scrap paper or recycled library catalog cards.
- 4** Send us your results. You can either e-mail the category names along with the tiny numbers of the cards that go in each category, or paper clip each category together and send it to us by post.

Send e-mail to calebt@multcolib.org or regular mail to Caleb Tucker-Raymond, Multnomah County Library, 801 SW 10th Avenue, Portland OR 97205.

1

Minutes from the L-net quality team

Notes and decisions from the L-net quality team

2

E-mail and followup questions that need answers

A list of questions in our e-mail and followup system that need answers

3

L-net training team information and minutes

Notes and decisions from the L-net Training team

4

L-net handbook

All the documentation about staffing L-net that we have put together, in one handy PDF

5

Statistics about recent traffic on L-net

A chart showing how many questions have been asked in the past two weeks on L-net

6

chat scheduling needs

A chart showing at what times L-net needs chat coverage the most

7

Add a page to the L-net website

A form for adding information to the L-net website

8

Questions answered by specific librarians

A list of questions answered by a specific librarian

9

L-net library policy pages

The top-level list of policy pages, which gives librarians staffing L-net information about patrons' libraries that might not be otherwise available

10

Search for web resources

A Google tool that searches only the resources used by L-net librarians

11

About L-net's grant funding

A description of L-net's funding source

12

Questions my library answered

When a librarian is logged into the L-net site, this page shows questions which that the person's library has answered or worked on

13

Search statewide databases

A page that lets librarians or patrons search all of the statewide databases at once (doesn't exist yet)

14

Homework resources

Good homework help sites on the web

15

Comments from patrons

A reverse-chronological list of comments that patrons have made, viewable only by librarians

16

L-net service agreement for libraries

A formal agreement between Multnomah County Library and each L-net partner library stating the responsibilities and roles of each partner

17

L-net statistics

A page with links to current and past L-net statistical reports

18

L-net service philosophy

5 short statements librarians should embrace for better service

19

L-net fact sheet for PR purposes

A short list of things we think would be interesting to anyone writing an article or press release about L-net

20

List of L-net partner libraries

A list of the 35 partner libraries with L-net and links back to their websites.

21

How to embed L-net on your site

Instructions and ideas for Oregon libraries to make L-net a seamless part of their website

22

Reimbursement for travel to an L-net event

People participating in L-net teams can be reimbursed some travel expenses. This page lists forms and gives instructions.

23

Help for patrons

This page describes software required for L-net's chat service and lists some common problems.

24

All about partnering with Ohio

Information for patrons, L-net librarians and Oregon libraries about how and why we partner with libraries in Ohio

25

Chat with a librarian

The entry page for L-net live chat. There is a form to fill out and information about the service.

26

List of all recent questions

The Buzz lists all questions on L-net in reverse chronological order

27

Information about patron privacy

L-net's privacy policy, including what we do with information we gather and how long we keep it for, and why.

28

Information for schools to use L-net

Instructions, technical requirements and advice for using L-net in the classroom

29

Tag cloud of tags on all questions

Words from tags assigned by librarians to L-net questions, viewable only by librarians

30

Today's chat schedule

A chart showing who is assigned to L-net at what time today

31

Software to-do list

A list of features and bugs in the L-net e-mail and followup question software

32

Questions I answered

When a librarian is logged into the L-net site, this page shows questions which that the person has answered or worked on

33

E-mail a librarian a question

The form to fill out for patrons who want a reply by e-mail.

34

Video of 2008 Oregon virtual reference summit

Online video of presentations at the 2008 Oregon Virtual Reference Summit, an annual conference for librarians whether they are part of L-net or not.

35

Minutes from the L-net advisory board

Notes and decisions from L-net advisory board meetings since 2003

36

Contact L-net staff

Contact information for L-net coordinators Emily Papagni and Caleb Tucker-Raymond

37

Information for Oregon libraries

A laundry list of things that we want Oregon libraries to know about L-net

38

Use L-net software at your library for local service

L-net local lets any Oregon library offer live chat service to their community using L-net's software

39

Legal research in Oregon

A guide for patrons and librarians doing legal research in Oregon, including links to online resources, law libraries, a knowledgebase of past questions and how to find an attorney.

40

Tell L-net about a school assignment

A form for teachers and school librarians to fill out to tell L-net about an upcoming school assignment where L-net will be used.

41

Bibliography of interesting virtual reference articles

A list of articles and books that librarians interested in virtual reference might like to read.

42

L-net's hours and holidays

A statement that L-net is open 24/7 except some specific holidays. Lists which holidays.

43

How to link to L-net

Instructions and ideas for Oregon libraries to link to L-net on their website

44

L-net Notable Transcripts

The L-net quality team periodically highlights excellent work by L-net staff and gives out an award

45

How to promote L-net

Information for libraries and schools about marketing and promotion of L-net

46

L-net staff information blog

Short articles, mostly by Caleb, about virtual reference, L-net news, L-net statistics and other things maybe related to L-net somehow

47

Online help for L-net e-mail software

Documentation giving instructions for how to use the L-net e-mail and followup software

48

About L-net's history and funding

A brief history of L-net, how it works and our funding

49

Database Licensing Report, September 2003

The Answerland Database Licensing team's recommendations for how to handle different library's licensed resources in a collaborative setting.

50

Screencast of how to use Spark software

An online video about using the Spark software for answering L-net chat questions

51

All about spark software

Links to download Spark and a list of frequent technical problems

52

Search for past questions (public)

The Conversation Archive lets patrons search for and view past transcripts that have been made public.

53

How to work with licensed resources

Instructions for librarians for how to help patrons with licensed resources

54

2009 Oregon Virtual Reference Summit

Registration and program information for the 2009 Oregon Virtual Reference Summit, an annual conference for librarians whether they are part of L-net or not.

55

Recent comments on L-net questions

A reverse-chronological list of comments by librarians on L-net questions, viewable only by librarians.

56

How to Join L-net

Detailed information regarding what libraries who want to Join L-net need to know

57

Guidelines for digital reference service

Details / best practices for delivering virtual reference service, developed in 2003

58

Patron survey

Patrons fill out this survey after their chat, if they want to.

59

What to do when a patron has a crisis

Resources for patrons in a crisis, as well as instructions for how librarians handle a crisis such as a patron considering suicide or reporting that a person is in danger

60

Order promotional materials

A form for ordering pencils, brochures or L-net posters.