



Hearing Voices: introduction and overview

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Why are we here?

- The role of the RLG Partnership
- Models of collaboration to facilitate resource sharing, collection building, addressing metadata issues...
- Why not user studies?

User studies

- Adopting a user centered approach
- A variety of approaches... log analysis, focus groups, “ethnographic studies,” card sorting exercises, usability testing, etc.
- User-based evaluation of existing systems
- Understanding motivations, processes

User studies are...

- Expensive
- Time consuming
- Special skills

- Valuable
- Transformative

Sharing information? Sharing problems?

- Does this work lend itself to collaboration?
- Similar user groups? Segmentation?
- Similar research questions?
- Can we share data?
- Can we at least share instruments?

Our day

- Presentations: hard won knowledge from the field
- Discussion

- Summing up
- Next step? Where can we go?