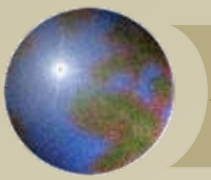


*CU @ the MTG:
Using Online Tools
for Collaboration*

February 23, 2007

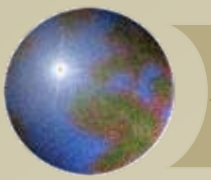
Electronic Resources in Libraries

GALILEO: Katie Gohn, Lauren Fancher, Karen Minton, and special guests



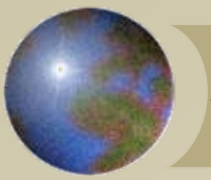
Community Customizations Project for GALILEO, Georgia's Virtual Library

- ✿ Community Customization Working Groups
- ✿ Three groups: K12, Academic, Public Library
- ✿ 44 total participants
- ✿ Began work in September with face-to-face meeting
- ✿ Have met weekly via Horizon Wimba online classroom since October with breaks for holidays; completed this phase in early February



In-Depth Discussions and Activities

- ✦ Subteams: Interface, Resources, Usability
- ✦ Topic facilitators conducted 3 meetings a week each for a total of nine meetings
- ✦ Meeting weekly allowed for research, review, reflection activities
- ✦ Learning experience for participants and facilitators

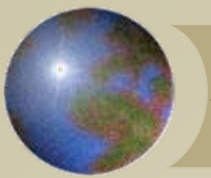


Collaboration Tools



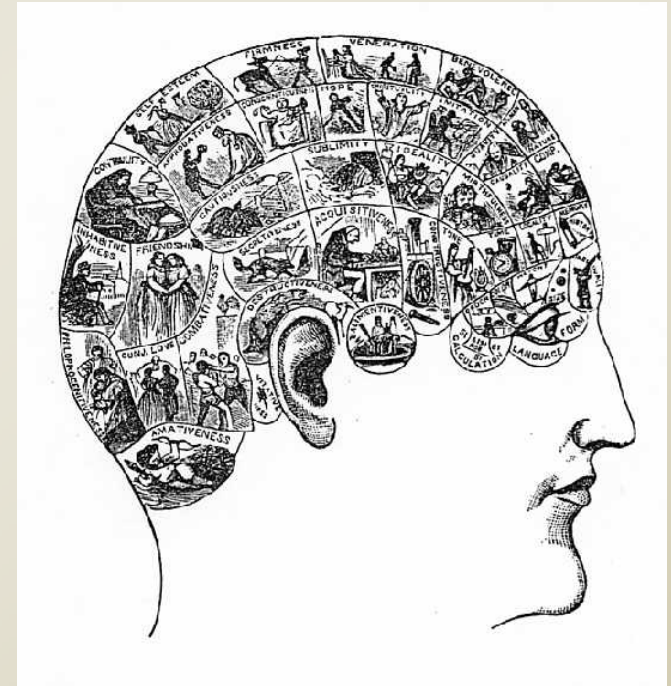
✦ Perseus Survey Software

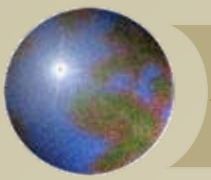
- ✦ Web-based enterprise survey system allows for ongoing creation, publication, storage, and reporting of survey data
- ✦ Used for determine optimal meeting times for participants and collecting feedback on the process
- ✦ Free alternatives include Zoomerang and SurveyMonkey



Collaboration Tools

- ✦ Online Web Discussion Forum (BaseCamp):
 - ✦ Threaded discussions, tasks, assignments
 - ✦ Document upload and storage
 - ✦ Write boards for collaboration
 - ✦ Email notifications
- ✦ Inexpensive, secure, easy to administer
- ✦ “Light” version available for free
- ✦ <http://galileoprojects.grouphub.com/projects/650211/msg/cat/6200772/3571217/comments>



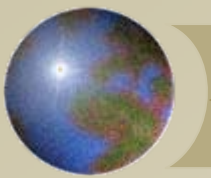


Collaboration Tools

✚ Listservs

- ✚ One for each working group
- ✚ Used for meeting reminders and agendas
- ✚ Overall project communications





Collaboration Tools

- Official Project Website (public)
 - Scope documents and other project documents
 - Status reports
 - News
 - Training
 - Communication Tools

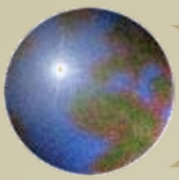




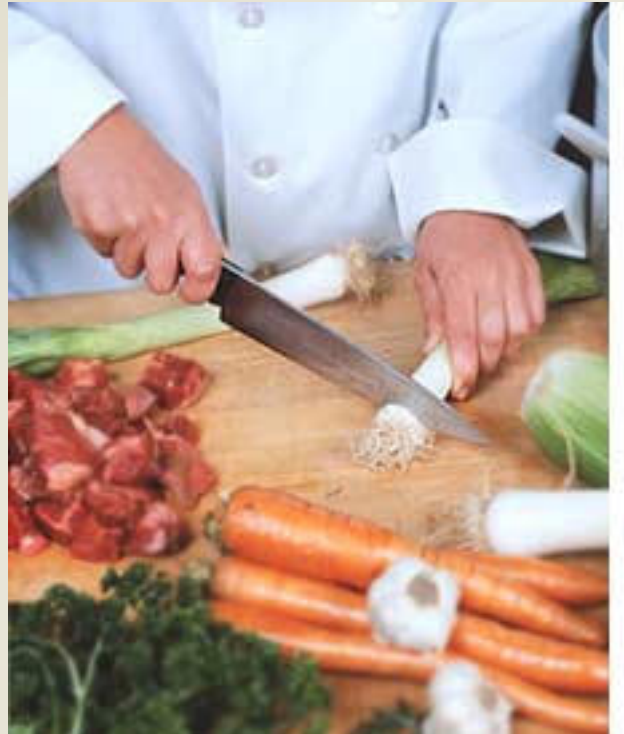
Collaboration Tools

- ☉ Horizon Wimba provides two-way, real-time communication tools through a web browser:
 - ⊠ Talking
 - ⊠ Interactive polling features
 - ⊠ Chat
 - ⊠ Slide shows
 - ⊠ Application sharing
 - ⊠ Web page sharing





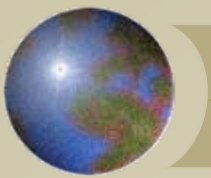
Horizon Wimba Demonstration





Online vs. Face-to-Face

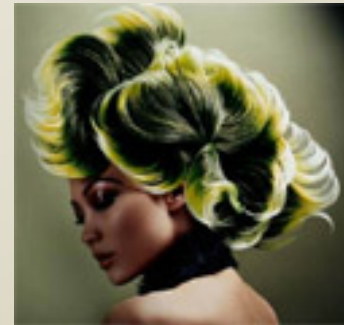
- ✦ Evaluation of this process includes surveys of participants and cost-benefit analysis
- ✦ Pros: no travel time or costs, participation from the desk-top, no exposure to winter illnesses, enhanced depth and quality of feedback (hundreds of pages of detailed information in participant's own words)
- ✦ Cons: technical problems, missed socialization, increased staff time

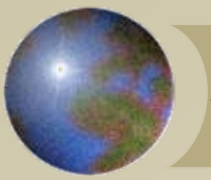


Survey Questions and Answers

✦ Rate your familiarity with online meeting software prior to this project

- ✦ 8.8% not at all familiar
- ✦ 32.4% somewhat less than familiar
- ✦ **47.1% familiar**
- ✦ 8.8% somewhat more than familiar
- ✦ 2.9% very familiar



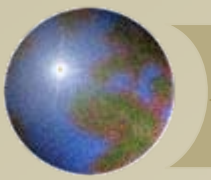


Survey Questions and Answers

☉ Rate your comfort level with online meeting software after three months of weekly meetings

- ☒ 2.9% not at all comfortable
- ☒ 8.6% somewhat less than comfortable
- ☒ **45.7% comfortable**
- ☒ 37.1%% somewhat more than comfortable
- ☒ 5.7% very comfortable



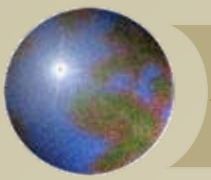


Survey Questions and Answers

🌟 Rate the effectiveness of online meeting software as a replacement for face-to-face meetings

- ❑ 2.9% not at all effective
- ❑ 28.6% somewhat less than effective
- ❑ **51.4% effective**
- ❑ 11.4% somewhat more than effective
- ❑ 5.7% very effective

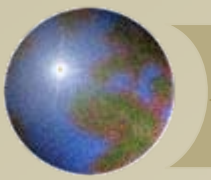




Survey Questions and Answers

- ✦ Indicate your preference for face-to-face meetings
 - ❑ 14.7% no face-to-face meetings
 - ❑ 64.7% face-to-face meetings every two months
 - ❑ 20.6 % monthly face-to-face meetings

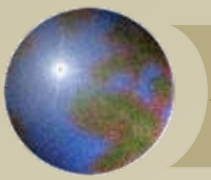




Survey Questions and Answers

- ❖ Rate your comfort level posting to the web discussion forum
 - ❖ 5.7 % not at all comfortable
 - ❖ 14.3% somewhat comfortable
 - ❖ 31.4 % comfortable
 - ❖ 28.6% somewhat more than comfortable
 - ❖ 20% very comfortable

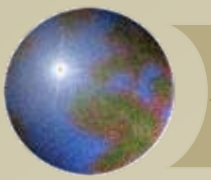




Survey Questions and Answers

- ✦ Rate the value of the web discussion forum for ongoing project discussions
 - ❑ 5.9 % not at all valuable
 - ❑ 14.7% somewhat valuable
 - ❑ **44.1 % valuable**
 - ❑ 23.5% somewhat more than valuable
 - ❑ 11.8% very valuable





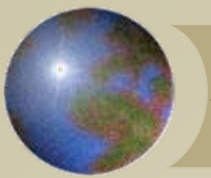
Survey Questions and Answers

- ❖ How has the experience of using online communication tools influenced your work outside the committee?
 - ❖ *This experience with online communication tools as well as the opportunity to interact with professionals that I might not otherwise have close contact with, has created a wonderful learning experience for me. Every new experience makes me/anyone less hesitant to try the "next" new tool. I will take some of our shared ideas back to my students.*



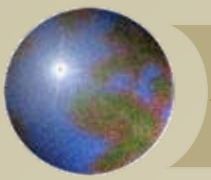
Survey Questions and Answers

- ✦ How has the experience of using online communication tools influenced your work outside the committee?
 - ✦ *I feel more computer literate and have actually looked forward to trying more new technology things.*
 - ✦ *It hasn't really.*
 - ✦ *It has been an adventure. It makes me view the process more clearly.*



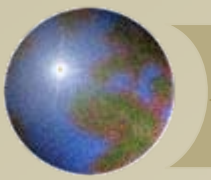
Survey Questions and Answers

- ❖ Do you have any other comments about these communication tools or the process (positive, interesting, or negative?)
 - ❖ *Viewing, listening, and speaking are easy. I find it slightly more difficult to share websites.*
 - ❖ *I would rather have longer meetings less frequently and more face-to-face meetings. Staying at my desk for a meeting seems to make my colleagues think I am available for local needs.*



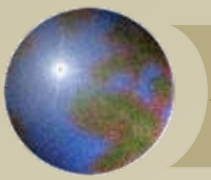
Survey Questions and Answers

- ✪ Do you have any other comments about these communication tools or the process (positive, interesting, or negative?)
 - ✪ *We really could not have such a diverse group and do the work in the same time frame without the online communication. I think face to face meetings are more productive, but in this case not really possible. It is an excellent tool to bring folks from all over the state together..*



Survey Questions and Answers

- ❖ Do you have any other comments about these communication tools or the process (positive, interesting, or negative?)
 - ❖ *It's pretty easy to use, seems to work reasonably well. I like meeting like this and I find that I am to contribute more to this than in a face-to-face. (It could be the hand-raising. I tend not to be able to get a word in edgewise in person!)*

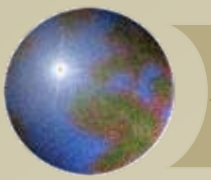


Cost-Benefit Analysis

✚ If three groups met face-to-face monthly for three hours for six months:

- 270 facilitation hours
- 792 participation hours
- 150 facilitation travel hours
- 1320 participation travel hours
- 108 preparation hours

TOTAL = 2640 hours (2.54 EFT)

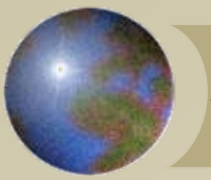


Cost-Benefit Analysis

✚ Three groups met online weekly for one hour for four months:

- 111 facilitation hours
- 616 participation hours
- 0 facilitation travel hours
- 0 participation travel hours
- 225 preparation hours

TOTAL = 952 hours (.91 EFT)

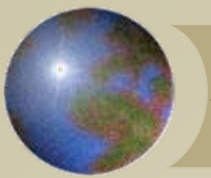


Questions?

⊕ Activities

⊕ Tools





⊕ Other

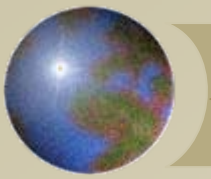


GALILEO Upgrade Project

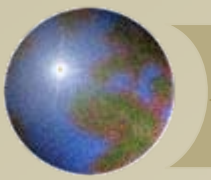
Website

 <http://www.usg.edu/GALILEO/about/planning/projects/upgrade>

-  Project Overview
-  Project Scope Documents
-  Status Reports
-  Communication Tools

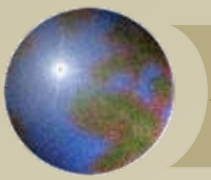


Additional Slides



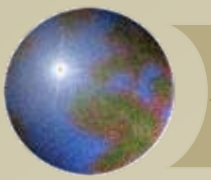
Interface Activities

- ✦ Reviewed GALILEO for critical problems
- ✦ Reviewed
 - ✦ Use of labels (terminology)
 - ✦ Functionality
 - ✦ Page design and layout
 - ✦ Organization of information
 - ✦ Navigation
 - ✦ Help text and documentation
 - ✦ Overall impressions
- ✦ Developed design guidelines for the implementation team



Resources Activities

- ✦ Drafted subject and sub-category schemas
- ✦ Recommended resources for spotlighting and recommending
- ✦ Discussed local resource integration and content management
- ✦ Discussed problem databases and offered feedback on how to manage
- ✦ Offered feedback on database assignment for Quick Search Sets



Usability Activities

- ✚ Studied usability testing methodology
- ✚ Developed evaluation plan
- ✚ Conducted card-sorting exercise to test taxonomies with users
- ✚ Will continue to work with users and usability testing through prototyping phase



Next Steps

- ✪ Draft final documents of compiled recommendations and specifications from CCWGs and CCIT
- ✪ Review with Upgrade project team and stakeholders
- ✪ Prototyping and feasibility review
- ✪ Usability testing
- ✪ Finalize designs
- ✪ Implementation
- ✪ Roll-out
- ✪ Next phase

