

Contents

Preface	ix
Tom Wilson	
Acknowledgements.....	xiii
Abbreviations	xv
Glossary	xix
1 Introduction: user studies for digital library development	1
Milena Dobreva, Andy O'Dwyer and Pierluigi Feliciati	
PART 1: SETTING THE SCENE	19
2 Models that inform digital library design	21
Elaine G. Toms	
3 User-centric studies.....	33
Sudatta Chowdhury	
4 Design issues and user needs	43
Petar Mihaylov	
5 Users within the evaluation of digital libraries	51
Giannis Tsakonas	
PART 2: METHODS EXPLAINED AND ILLUSTRATED	63
6 Questionnaires, interviews and focus groups as means for user engagement with evaluation of digital libraries.....	65
Jillian R. Griffiths	
7 Expert evaluation methods.....	75
Claus-Peter Klas	
8 Evidence of user behaviour: deep log analysis	85
David Nicholas and David Clark	

9 An eye-tracking approach to the evaluation of digital libraries	95
Panos Balatsoukas	
10 Personas.....	105
Katja Guldbaek Rasmussen and Gitte Petersen	
PART 3: USER STUDIES IN THE DIGITAL LIBRARY UNIVERSE:	
WHAT ELSE NEEDS TO BE CONSIDERED?	
11 User-related issues in multilingual access to multimedia collections	117
Paul Clough	
12 Children and digital libraries.....	127
Ian Ruthven, Monica Landoni and Andreas Lingnau	
13 User engagement and social media	137
Jeffery K. Guin	
14 Significant others: user studies and digital preservation.....	149
Kathleen Menzies and Duncan Birrell	
15 The shift to mobile devices	159
Lina Petrakieva	
16 Resource discovery for research and course design	167
Zsuzsanna Varga	
17 Support for users within an educational or e-learning context.....	179
Nicola Osborne	
PART 4: USER STUDIES ACROSS THE CULTURAL HERITAGE SECTOR.....	
18 User studies in libraries	191
Derek Law	
19 User studies in archives	199
Wendy M. Duff	
20 User studies in museums: holding the museum in the palm of your hand.....	207
Susan Hazan	

CONTENTS

21 Digital art online: perspectives on user needs, access, documentation and retrieval	217
Leo Konstantelos	
22 User studies for digital libraries' development: audiovisual collections	225
Andy O'Dwyer	
23 A business-model perspective on end-users and open metadata.....	235
Harry Verwayen and Martijn Arnoldus	
PART 5: PUTTING IT ALL TOGETHER.....	245
24 And now ... to the brave real world.....	247
Milena Dobreva, Andy O'Dwyer and Pierluigi Feliciati	
Index.....	255