



# DLF Website Use Cases

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## Introduction

The Digital Library Federation (DLF) relies on its website (<http://www.diglib.org>) to communicate with everyone from staff of member libraries to the public at large. The website mediates the first contact much of the world has with DLF and its mission. It serves as a communication mechanism for DLF members and working group participants. It becomes the archive and record of DLF accomplishments.

The staff of DLF recognize that the current website needs significant retooling to meet the needs of the organization. They field complaints of broken links, poor navigation, slow performance, outdated content, and unappealing design. Working groups of DLF often go to outside sites for basic workgroup services and even to share their output. Working with this consultant, the staff have developed this document to outline the services expected of the DLF website.

The use cases in this RFP envision a website with a much simpler, yet more dynamic structure. It would be a website that can distinguish between classes of users and allow them to cluster together into appropriate groups for access to specialized material. It would be a website that allows staff to manage pages more immediately during the course of fast-paced events like the DLF Forum meetings. It would be a website capable of stitching together opinions from across DLF to help everyone know more about ideas emerging across our membership.

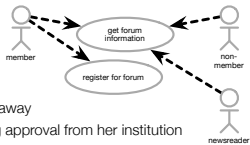
# Use Cases

A use case describes how actors interact with the DLF website to achieve certain goals. Each narrative provides a feel for how the interactions play out. The illustrations accompanying some narratives provide a more general overview of the same case.

Note that the actor “group member” covers a lot of territory. This could be a working group member, a board member, a committee member, or a member of the DLF staff sharing internal documentation.

## A. Members seek information about the forum

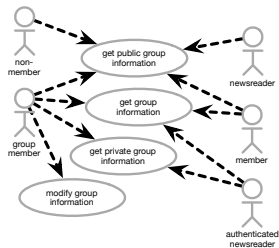
Merrill works at the University of Wisconsin libraries, a member of DLF, and wants to consider attending the upcoming DLF Forum. She visits the DLF site and looks at the papers delivered on the development of social software for libraries at the past two forums. Those look interesting, so she checks out the agenda of the upcoming forum. She finds the topic will be on the agenda and the presenter is someone she's wanted to talk with, definitely worth a go. She checks the forum logistics and makes a reservation with the hotel right away using the conference code from the DLF site. After receiving approval from her institution she returns to the DLF site to register for the forum using the DLF's online form. Merrill notices that she can subscribe to either email or RSS updates of forum agenda and logistics. She opts in to the email updates and plans on printing an agenda to review on the plane the day before she leaves for the forum.



## B. Working group member uploads draft for peers

Jason, an employee of a web 2.0 company that is not itself a DLF member, is a member of the social software working group (SSWG) of DLF. The SSWG has been developing guidelines for the use of folksonomies in library systems and Jason was pulling together the latest draft. It is ready for his colleagues in the SSWG to review and edit, so Jason logs onto the DLF website in order to upload the draft for comment. He prefers to use the DLF site for this feedback since he knows all the other members of the working group have access to the document there and can leave paragraph-level feedback for discussion. While in general he likes to keep the draft “clean” and

separate from the commentary, he does want more direct drafting help with an appendix that will list example sites with interesting folksonomies. He puts the draft of this appendix onto a new page on the SSWG wiki so that others can expand the list. Jason is relieved that these draft documents will only be seen by other working group members. He has made some pretty sensational claims which he imagines the group may dial back, but he really wanted to get their juices flowing, and releasing an aggressive draft should do that.



### C. Non-member seeks initiative information

Zee has been asked to “add tags” to her public library’s catalog, she is interested in learning more about the direction libraries may go in this regard. She does a Google search for “libraries and social tagging” which produces a link to the Social Software Working Group (SSWG) of DLF in among the top few hits. Even though Zee’s library is not a DLF member, many of the SSWG meeting notes and ideas are available for her review. She notices that one of the working group members is from her state and another works for a company that produces a web service she has used for a few months and decides to contact these two people for advice using the contact information available on the DLF website. She also notices that the group plans to have a draft of their tagging guidelines available within the next month and signs up for email notification of new documents in the working group site so that she will be notified when it actually shows up. Zee is excited about what she’s found, and embeds a link to the SSWG in her own blog that evening.

### D. Non-member seeks standards documentation

Richard works for a state historical society that is about to create an online digital archive from the resources in three of their major collections. Richard has worked with his local university on other digital initiatives in the past and has heard of a standard called MODS that might provide some guidance on how to structure the metadata of this new resource so that it is as interoperable as possible with that from other institutions. He does a Google search for MODS metadata and finds that the latest version of the DLF guidelines for implementing MODS for use in describing digital cultural heritage and humanities-based scholarly resources would, indeed, be helpful. As the weeks go by he realizes that one choice made by the DLF group with regard to dates overlooks a common case in historical data. He thinks it might be an easy fix to accommodate this date type, and returns to the DLF site to leave a comment describing his finding on the page that announced the MODS guidelines he is using. He does not have time to participate in the working group, but he is pleased that there was a way to share his insight without having to commit to further involvement.

## E. DLF staff post forum information

Everyone is getting a bit strung out around the DLF office as the date of the Forum nears. Jaime and Barrie are both getting updates for the forum schedule on an hourly basis, but Barrie is on site so it is hard to coordinate the changes. Jaime just got word that one of the presenters for a social software session at the meeting won't be able to make it, but the team has provided the name of another member who will take her place. Jaime goes to the DLF site and logs on. When she pulls up the meeting schedule she sees that it has been changed since this morning, but nobody is currently editing it. Good, that means Barrie must be busy with something else. She jumps in and makes the substitution of presenters. She does not worry about alerting Barrie to the change, because she knows that he, like she, has subscribed to the RSS feed of all changes being made to the forum information.



## F. Non-member seeks forum paper

Marc attended a presentation at ALA Midwinter where one of the speakers made reference to a talk that had been given a couple months ago at something called "DLF". Curious, but without much to go on, Marc searched Google for "images DLF presentation". That turned out to be a muddle, so he decided to just see if he could find "DLF presentations" and navigate his way there. This search brought him to a list of meetings of the "DLF Forum" from which he could easily see that the 2007 Fall Forum had been just a few months ago. Clicking on that forum's link he found the schedule of the meeting with links to each presentation. A quick scan of the schedule revealed a session about "wavelet processing of digital images" that sounded like what the ALA presenter had described. Marc went ahead and downloaded the handout and slideshow from that presentation.

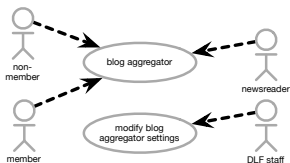
## G. Non-member seeks contact information

Alice, a reporter for National Public Radio, is putting together a guest list for a national call-in talk show about book scanning in libraries. Some hunting has revealed that the Digital Library Federation has been engaging this topic for a while. She decides that the Director of the DLF might be a good guest or at least a good source of guest names. She comes to the DLF site looking for a list of staff and contact information. She does not have much time to fumble around, given her deadline. Luckily, she finds the contact information she needs in the staff directory on the "About Us" page.

## H. Member seeks blog of DLF member

Edward, a director at a DLF member library, knows that he recently saw an email fly by mentioning a radio appearance by the DLF director discussing book scanning projects. Since his library has been working with Google on such a project, during his limited downtime he decides to listen to

the story. Of course, the email has come and gone, not to be found. No matter. Edward knows that Peter blogs about everything he sends to the DLF list, so he goes to the Opinions section of the DLF website where all DLF member blogs are spun together into an ongoing conversation. He narrows this field to just Peter with a click in the sidebar, and sees immediately the reference to the NPR story on Peter's blog. Listing to the story leaves Edward a little miffed, no mention was made of their university, which had been fairly innovative in their approach. At the DLF blog aggregation, Edward clicks on Peter's entry, revealing the entry in Peter's native blogging platform. Not that this matters to Edward, he's just happy that this version of the entry has a comments link, since he definitely wants to leave Peter a comment about this one!



### I. DLF Board member reviews prospective membership packet

Wonka University has been invited to join DLF and has submitted a packet of material for the DLF Board Membership Committee to review. DLF staff scanned and uploaded the documents into the private DLF Board Membership Committee area of the website. Suzy, a library director on the committee, logs in to her account to review the material and leave comments. It is so much easier to evaluate potential new members now that a portion of the review can be done online, supplementing phone and face to face meetings.

### J. DLF staff archive content from completed initiative

The DLF Social Software Working Group completed the tasks outlined in the scope of work defined by the DLF Board and the initiative was handed off to OCLC for further development. Resources that supported the initiative are distributed around the DLF website, including the group's work area, DLF forum presentations, and a couple press releases. Jaime gathers all the site pages which have been tagged SSWG into a DLF Social Software Working Group archive which is stored offline. She then adds appropriate links to the ongoing work at OCLC and "freezes" the group's work area. The frozen pages will still be accessible at their old URLs, but they will no longer be editable and all commentary will cease.

### K. Non-member seeks general information about DLF

DLF has applied for a grant from the Glass Elevator Foundation (GSF). In the grant application we include the URL of our public relations area on the website where the GSF will be able to find a good executive summary of DLF and links to various press releases and other material that present DLF in the best possible light.

#### **L. Temporary staff member uploads files**

It's March and Barrie and Jaime are very busy managing the DLF Forum. Barrie has hired some on-site help and hands Veruka a flash drive with two PowerPoint files to load up to the server from his WiFi-connected laptop. Veruka logs into her own account and adds the PowerPoint presentations to the appropriate sessions in the DLF Forum area of the website.