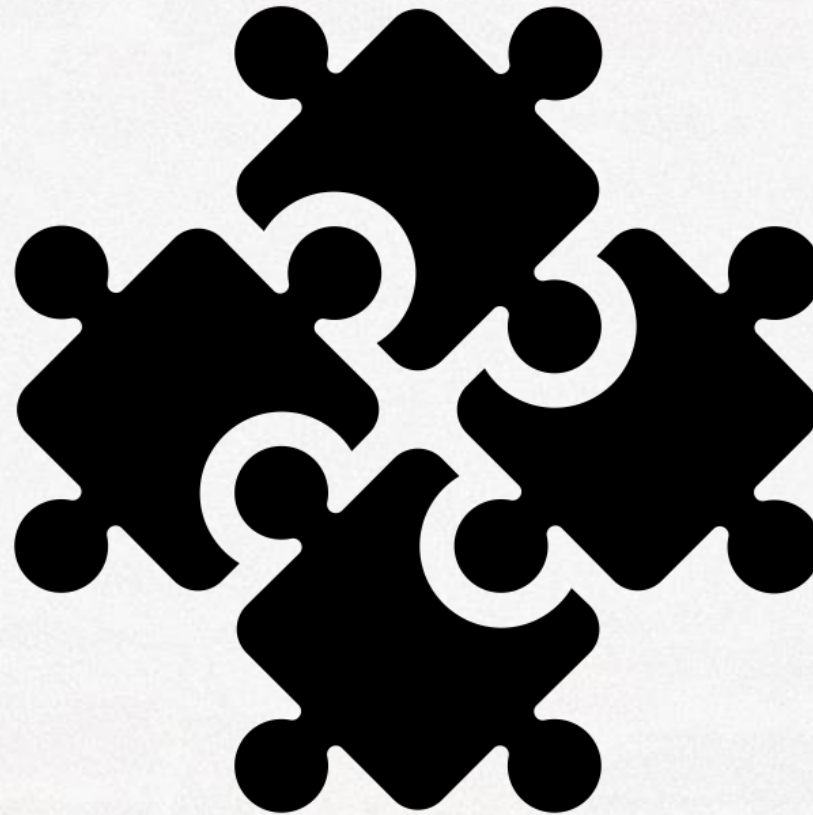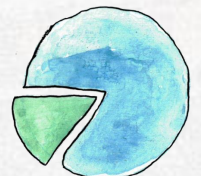# Community Efforts to Develop Best Practices in Digital Library Assessment

Joyce Chapman, Duke University

On behalf of the Digital Library Federation Assessment Interest Group

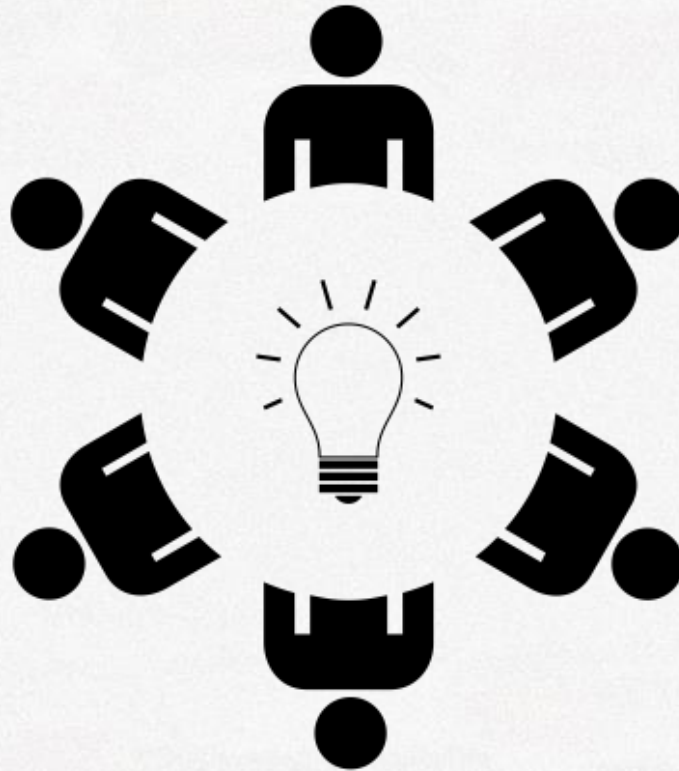# What problems are we solving?

Created by Gregor Črešnar
from Noun Project

Background on the DLF-AIG

- Find all info on our wiki page https://wiki.diglib.org/Assessment
- Founded at the end of 2013
- Began working groups in 2014
  - **2014-2015**: Citations assessment
  - **2014-present**: Web analytics, cost assessment, user studies
  - **2016-present**: Metadata assessment, cultural assessment, content reuse sub-group

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ASSESSMENT

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How our committee works

Created by Iris Roijakkers
from Noun Project

Web Analytics working group

https://wiki.diglib.org/Assessment:Analytics

Year 1: White paper, "Best Practices for Google Analytics in Digital Libraries"
https://osf.io/wr2yq/

Year 2: Annotated bibliography on resources about web analytics, how they are used, what metrics are measured, and what digital libraries do with the data

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Cost Assessment working group

https://wiki.diglib.org/Assessment:Costs

- Goal: To aggregate and make freely available a large set of data on the time it takes to perform various tasks involved in the digitization process, in order to assist organizations in digitization project planning and benchmarking

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Cost Assessment working group

Digitization Cost Calculator

- **Year 1:** Determine scope of processes included, authored guidelines to guide collection of time data for 20 digitization processes

- **Year 2:** Data collection! "Day of Data" project, collaborated with CLIR's Technical Director to build a new version of the calculator

Cost Assessment working group

User Studies working group

https://wiki.diglib.org/Assessment:User_Studies

Year 1: White paper, "Surveying the Landscape: Use and Usability Assessment of Digital Libraries"
https://osf.io/uc8b3/

– Three core areas of focus

- Usability studies

- Return on investment of digital libraries

- Reuse of digital library materials

User Studies working group

[*https://wiki.diglib.org/Assessment:User/Usability_Studies_Guidelines_and_Best_Practices*](https://wiki.diglib.org/Assessment:User/Usability_Studies_Guidelines_and_Best_Practices)

Year 2: Focused on developing best practices and guidelines for usability studies https://osf.io/zfqc3/. Work this year divided into four areas:

– Identifying users and user behavior

– Learnability

– Accessibility

– Usability

Content Reuse spin out

https://wiki.diglib.org/Assessment:User/Reuse

A new group under the umbrella of User Studies

- Conducted a needs assessment that would clarify the desired scope and functionality of a potential toolkit designed to measure digital library object reuse.

- Submitted an IMLS grant proposal for funding that would help create a toolkit to provide a roadmap, tools, techniques, and documentation to assess the reuse of materials in order to help libraries plan and deliver content to different user groups

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Citations working group

https://wiki.diglib.org/Assessment:Citations

- 2015: Producing a white paper entitled, "Guidelines for citing library-hosted, unique digital assets" https://osf.io/7tpf6/

- Creates recommended citation styles for digital library objects in the hope that this will lead to better tracking of use of these assets by hosting libraries

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Cultural Assessment working group

https://wiki.diglib.org/Assessment:Cultural_Assessment

- Inspired by 2015 DLF keynote Safiya Noble on Power, Privilege, and the Imperative to Act

- **Year 1**: Working group forms to examine our social and cultural responsibilities for information structures in digital libraries

- Goal: To understand how we can assess how well librarians are representing and delivering shared cultural heritage in our digital collections

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Cultural Assessment working group

- Working in five groups to address topics:
  - [Selection](#)
  - [Digitization and preservation](#)
  - [Metadata and description](#)
  - [Discoverability and publicizing collections](#)
  - [Annotated bibliography](#)

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Metadata Assessment working group

https://wiki.diglib.org/Assessment:Metadata

- **Year 1:** Creating guidelines, best practices, tools and workflows around the evaluation and assessment of metadata used by and for digital libraries and repositories

- The framing of their work was greatly influenced by interest, activity and discussion around metadata assessment that occurred just after DPLAfest 2015

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Metadata Assessment working group

- In year one they focused on:
  - Performing an **environmental scan** on the topic of metadata assessment and quality ([see draft](#))
  - Gathering **use cases and definitions** for metadata assessment needs and realities ([see in the draft Assessment Framework](#))
  - Creating a **preliminary framework** and set of recommendations on metadata assessment ([see draft Assessment Framework](#))

Join us!

- Will you be at DLF next week? Attend our [session](#) (11/7, 11am), followed by our lunch meet up!

- Join our (low activity) listserv
  https://groups.google.com/forum/#!forum/digital-library-assessment

- Want to join a specific working group? Contact the leader on the next slide.

- Interested in leading/starting a new area of digital library assessment? Email Santi Thompson

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Thank you!

https://wiki.diglib.org/Assessment

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Web Analytics: Molly Bragg, molly.bragg@duke.edu

Cultural Assessment: Hannah Scates Kettler hannah-s-kettler@uiowa.edu

User Studies: Jody DeRidder, jlderidder@ua.edu

Content Reuse (and general questions/interest):

Santi Thompson, sathomp3@Central.uh.edu

Metadata Assessment: Christina Harlow, cmharlow@gmail.com

Citations: Elizabeth Joan Kelly, ejkelly@loyno.edu