Library Services as if Users Mattered

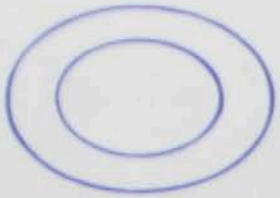
Roy Tennant, California Digital Library

What You're In For

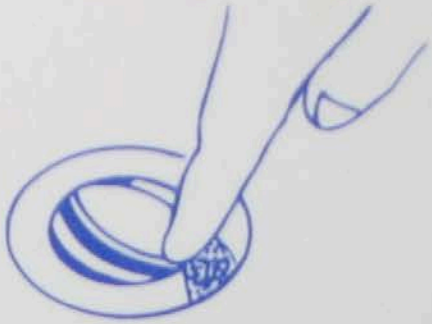
- Abject Failures and User Hostility
- What Library Users Want
- Ways We Can Give It To Them
- Signs of Life
- Where Things Stand

Abject Failures and User Hostility

BATH TUB DRAIN INSTRUCTIONS



IN CLOSED POSITION



PRESS ON EDGE TO OPEN OR CLOSE

Hilton

Salt Lake City Center

PULL
ON HANDLE TO
OPEN CLOSET.
HANDLE IS RIGID AND
DOES NOT TURN.

PULL
ON HANDLE TO
OPEN CLOSET.
HANDLE IS RIGID AND
DOES NOT TURN.

Pathfinder Home Page

http://sunsite2.berkeley.edu:8000/

Search the UCB Web Catalog

- Full Feature Search
- Recent Acquisitions

Choose a Database

News

Help

Course Reserves Information

Renewals

Inventories

UCB Logon

Use Your Library Patron ID

Use Your CalNet ID

Pathfinder

GLADIS - UCB Library Catalog

Quick Search for [ ] Submit Search

- (•) Title keyword(s) [Tips]
- ( ) Title phrase (e.g.'For whom the bell*')[Tips]
- ( ) Personal Author phrase (e.g. 'Audubon, John J')[Tips]
- ( ) Subject keyword(s)[Tips]
- ( ) Corporate Author keyword(s)[Tips]
- ( ) Conference keyword(s)[Tips]
- ( ) Call Number Phrase[Tips]

Limit by: lo: Location [keyword] and [All]

Limit by: pf: Publication Format [keyword] and All Formats

User Hostile Interfaces

Done

UCB Library Pathfinder

http://sunsite2.berkeley.edu:8000/WebZ/Authorize?sessionid=0:next=htn

UCB Library Pathfinder | Comments | Choose Database | Search | Browse | History | Show Saved | Help | E

Conditions of Use | Ask a Question

Quick Search | Full Feature | Browse | Set Limits | Clear Limits

Pathfinder (GLADIS - UCB Library Catalog)

Search for [ ] in [ti: Title [keyword]] Submit Search

[and] [ ] in [ti: Title [keyword]]

Limit by: lo: Location [keyword] [and] [[All]]

Limit by: yr: Year [and] [ ]

Limit by: la: Lang [keyword] [and] [All] [Tips]

Limit by: pf: Publication Format [keyword] [and] [All Formats]

Limit by: ad: Date Added (e.g. 990601-990630) [and] [ ]

Automatic Sort for search result count less than **500** records:

[Date] ○ Ascending ● Descending

[Author] ● Ascending ○ Descending

[Title] ● Ascending ○ Descending

Done

Netscape: UCB Library Pathfinder

Back Forward Reload Home Search

Location: http://sunsite2.berkeley.edu:8000/Web

What's Related

UCB Library Pathfinder

Show Saved Help Exit

Quick Search Full Fea

Clear Limits

Search for in

and in

Submit Search

Limit by: lo: Location [keyword]

Limit by: yr: Year

Limit by: la: Lang [keyword]

Limit by: pf: Publication Format [keyword

Limit by: ad: Date Added (e.g. 990601-99

Automatic Sort
for search result count
less than 2000 records:

Set Size: 20

- ✓ ti: Title [keyword]
- ti= Title [phrase]
- su: Subject [keyword]
- su= Subject [phrase]
- pa: Personal Author [keyword]
- pa= Personal Author [phrase]
- co: Corporate Author [keyword]
- co= Corporate Author [phrase]
- cn: Conference [keyword]
- cn= Conference [phrase]
- af: Association File [keyword]
- af= Association File [phrase]
- bf: Binder File [keyword]
- bf= Binder File [phrase]
- ci: Chronological Imprints [keyword]
- ci= Chronological Imprints [phrase]
- cs: Computer Systems [keyword]
- cs= Computer Systems [phrase]
- ed: Edition [keyword]
- ed= Edition [phrase]
- gp: Genre/Physical Charac [keyword]
- gp= Genre/Physical Charac [phrase]
- ng: Geographical Access [keyword]
- ng= Geographical Access [phrase]
- bn: ISBN Number [keyword]
- sn: ISSN Number [keyword]
- ln= Language [phrase]
- lo: Location [keyword]
- mp: Music Publisher [keyword]
- mp= Music Publisher [phrase]
- mo: Music Publisher Nos. [keyword]
- mn: Music Publisher Number [keyword]
- mn= Music Publisher Number [phrase]
- no: Notes [keyword]
- no= Notes [phrase]
- pb: Publisher [keyword]
- pb= Publisher [phrase]
- pl: Place of Publication [keyword]
- pl= Place of Publication [phrase]
- se: Series [keyword]
- se= Series [phrase]
- tf: Typographical File [keyword]
- tf= Typographical File [phrase]
- ur: Uniform Resource Locator [keyword]
- ur= Uniform Resource Locator [phrase]
- ut: Uniform Title [keyword]
- ut= Uniform Title [phrase]
- gl: GLADIS Number [keyword]
- ca= Call Number [phrase]
- ca: Call Number [keyword]
- ad: Date Added

Inexplicable Screen Displays & Indefensible Cataloging Practices

Melvyl - Search Results

Help
Databases
Other Catalogs

Basic Search Advanced

Search results: 1 Item(s) Modify Search

Searched: **Title= before taliban (Phrase)**
Collection: Entire Collection

Display: Short Long Review

Sort options: Year Author Title
Sorted by:

Sorting and display limited to first 1,000 records

Print / Email Save Request
select all deselect all

Previous Next Item # Go

1 Full Record

Author Edwards, David B
Title Before Taliban [electronic resource] : genealogies of the Afghan jihad / David B. Edwards
Publisher Berkeley : University of California Press, c2002
Format Book
Computer file
Government document
Online
Library UCSB UCI UCR UCSC UCSD UCB UCLA UCD

Print / Email Save Request
select all deselect all

Previous Next

Basic Search Advanced Command Browse Most Recent Search Previous Searches Saved Items

Comments and feedback
About the Melvyl Catalog transition
Melvyl® is an initiative of the California Digital Library

Search results: 1 Item(s)

Modify Search

Display: Full MARC

Print / Email Save Save Across Sessions Request

Previous Next

Item 1 of 1 Total

Return to Search Results List

Author Edwards, David B

Title **Before Taliban** [electronic resource] : genealogies of the Afghan jihad / David B. Edwards

Publisher Berkeley : University of California Press, c2002

Description xxii, 354 p. : ill., maps ; 23 cm

Note Includes bibliographical references (p. 339-345) and index

Note Also available in print

Language English

Subject Safi, Samiullah
Amin, Qazi Muhammad
Online resources.

Added Entry eScholarship (Online service)

Format Book
Computer file
Government document
Online

Library UC Santa Barbara UC Irvine UC Riverside UC Santa Cruz UC San Diego UC Berkeley UC Los Angeles UC Davis UC Santa Cruz UC Los Angeles UC Riverside UC Davis UC Berkeley UC Irvine All

Library	Call Number	Availability	Notes

Melvyl - Full View of Record

http://melvyl.cdlib.org/F/GQ898QT179R1R5RJDJN6MXHVRBT9MBY5IP8GSDJ3JVNI3U84TH

UC Berkeley

		Available online	eScholarship.
Main	DS371.2 .E38 2002	Circ status	
Moffitt	DS371.2 .E38 2002	Circ status	
WebResrce	No call number	Circ status	

UC Davis

		Available online	eScholarship.
Shields	DS371.2 .E38 2002	Circ status	
	Internet	Circ status	Electronic Resources

UC Irvine

		Available online	eScholarship.
Internet	DS371.2	Circ status	
Langson	DS371.2 .E38 2002	Circ status	

UC Los Angeles

		Available online	eScholarship.
Internet		Circ status	Internet Resources
College	DS371.2 .E38 2002	Circ status	Stacks
YRL	DS371.2 .E38 2002	Circ status	URLSTAX-STAX Stacks

UC Riverside

		Available online	Connect to full-text Restricted to UC campuses
Internet	Electronic book	Circ status	
Rivera	DS371.2 .E38 2002	Circ status	

UC San Diego

		Available online	eScholarship.

Mishandling Added Entries

http://olc1.ohiolink.edu/search/a?SEARCH=Tennant%2C+Roy

(Search History)

AUTHOR | Tennant, Roy | Search

Result page: **1** 2 Next

Save Marked Records | Save All On Page

Num	Mark	AUTHORS (1-12 of 21)	Format	Year
Tennant, Roy.				
1	☐	Crossing the Internet threshold		c1994
2	☐	Crossing the Internet threshold		c1994
3	☐	Crossing the Internet threshold		c1994
4	☐	Crossing the Internet threshold		c1994
5	☐	Crossing the Internet threshold		c1995
6	☐	Crossing the Internet threshold		1995
7	☐	Crossing the Internet threshold		1996
8	☐	Crossing the Internet threshold.		c1994
9	☐	Crossing the Internet threshold		1996
10	☐	Crossing the Internet threshold		1995
11	☐	Crossing the Internet threshold.		1995
12	☐	Crossing the Internet threshold : an instructional handbook / Roy Tennant, John Ober, Anne G. Lipow ; foreword by Clifford A. Lynch		c1993

Save Marked Records | Save All On Page | Locate In Results | 21

Pop quiz: How many of these items were authored by Roy Tennant, and actually have the title "Crossing the Internet Threshold?"

rmation

istics and
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er Stanford
abases

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reviations

sources

se Reserves
log

ry Catalogs

ial Collections
ng Aids

y Access to
ford-Restricted
ces

A

AAPG Data Systems/Publications - electronic access to articles published by the American Association of Petroleum Geologists, including *AAPG Bulletin* (1917+) and AAPG Special Publications (all books through 1997). S
AccessScience: The Online Encyclopedia of Science & Technology S
ACD's Interactive Web Laboratory i S
ACM's Online Guide to Computing Literature S
ACS Directory of Graduate Research chemical research and researchers at universities in U.S. and Canada S
Aerospace & High Technology Database i (1962+) S
Agricola (1970+) S There is also a version of **Agricola open to all.**
Agricultural & Environmental Biotechnology Abstracts (1993+) S
Agris (1975+) S There is also a version that is open to all.
AIDSinfo i HIV/AIDS information from the U.S. Dept. of Health and Human Services
Annual Reviews in Biomedical and Physical Sciences. S
Applied Mechanics Reviews S
Applied Science & Technology Abstracts - use **Expanded Academic ASAP** for indexing and many fulltext articles in the applied sciences S
Arctic & Antarctic Regions (1800 and earlier to present) via BiblioLine. S
ASFA 1:Biological Sciences and Living Resources i (1971+) S
ASFA 2:Ocean Technology and Non-Living Resources i (1971+) S
ASFA 3: Aquatic Pollution & Environmental Quality i (1990+) S
ASFA Aquaculture Abstracts i (1984+) S
tracts i (1971+) additional help
989+) S
Astronomy and Astrophysics, Encyclopedia of S
Astrophysics Data System Abstract Service (1975+) *Open to all*

The Dangerous Alphabetic List

What Library Users Want

The User Perspective

- I want my information needs fulfilled in the easiest, fastest, and nearest way possible
- Any given bit of information is easier, faster, and nearer if it is available by computer — *no matter what the source*
- I won’t wait to fulfill trivial information needs, but I will wait to fulfill important ones (and only I know the difference)
- I want tools that are easy to use and effective, and I know it’s possible since Google does it