



What Library Users Want*

- To find what they want
- To find as much or as little as they need
- To experience as little pain as possible
- To not have their time wasted
- To have the option to control their experience and make informed decisions
- To be effectively advised

* And what we should be able to give to them



User Principles

- Only librarians like to *search*, everyone else likes to *find*
- All things being equal, one place to search is better than more
- “Good enough” is the sum of gain minus pain; users aren’t lazy, they’re *human*
- The size of a result set isn’t as important as how it is presented (“the

Research



Ways We Can
Give It To Them

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Are elderly drivers a road hazard?: problem definition and political impact

Cobb, Roger W.; Coughlin, Joseph F.

Journal of Aging Studies v. 12 no. 4 (Winter 1998) p. 411-27

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Assessing older drivers - Two studies

Janke, Mary K

Journal of safety research. 32, no. 1, (2001): 43

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Cognitive capacity: its relationship to safety in older drivers

Cushman, Laura A.; Cogliandro, Frank

Chronicle of the American Driver and Traffic Safety Education Association v. 45 (Spring 1997) p. 8-11

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Evaluation of critical highway safety needs of special population groups

Dissanayake, Sunanda; Lu, Jian John; Chu, Xuehao

ITE Journal v. 69 no. 9 (September 1999) p. 28-30+



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- Advice, cautions, tips, tricks, etc. *at the point of need*
- Provided in an *unobtrusive* but apparent manner
- *Integrated* as well as possible with the purpose at hand
- *Ubiquitous*
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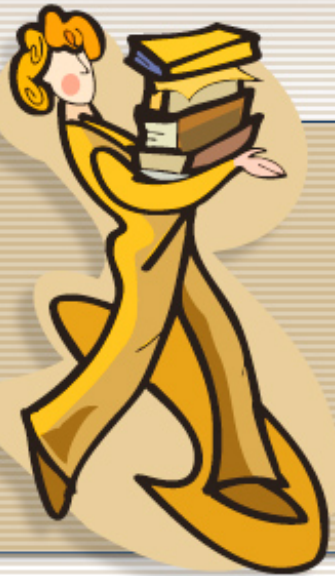
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- By: David B Edwards
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4 editions published in 1974 in English.
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