# Appendix E: End User Scenarios

8/21/15 Melvyl Configuration and Electronic Resources Project Team

The first four end user scenarios were posed to different groups of campus librarians – their responses can be found in Appendix F: User Report. The user scenario descriptions are excerpted here for reference, as well as adding issues (See #5) that were identified after the User Report was drafted.

Many of these scenarios exist today (See 2, 3, 4 below). For further information about how Central Index works and how it impacts end users, see the "Central Index" page on the CDL website: <http://www.cdlib.org/services/d2d/melvyl/centralindex.html>

End user = staff, students, faculty, alumni, general public, etc. Scenarios should consider all end user types.

1. **Is more (search results) better or is it more frustrating?**

Scenario: How do additional items in search results impact known-item searching? Is more search results better or just more frustrating? For example, with an increased number of databases activated, users will see more articles in search results.

1. **Authentication (off campus access):**

Scenario: If a user is not authenticated, what's the impact/user experience? If the link doesn't go through UC-eLinks, where the user gets a warning to login, a user may hit a resource paywall and may not realize that the content is available, because they are not authenticated. The user may think the library doesn't license that resource.

1. **No Discovery system will ever have 100%:**

Scenario: Melvyl will never have all the licensed resource that CDL and campuses license, but as we add more licensed resources from campuses, what is the impact of gaps in coverage? For example, say we license 55 STEM databases, but can only activate 35 in Melvyl. How do users know about the missing databases? How do they know what's missing? And where to find it?

1. **Activate at package level but only license some titles of the package:**

Scenario: We license a journal package selectively but we can only activate the whole package in Melvyl Central Index. Should we activate it? Should we have a policy that n% must be licensed before activating in Central Index? Users will discover articles that we don't license so what's the impact to the user? frustration? increase in use of Request?

1. **Search results would be different for each campus: [scenario was added later]**

Scenario: For 24x7 digital reference, librarians would need to be in the same instance of Melvyl as the user so they see the same search results.

Scenario: A UC user visiting a different campus (in person or on the WorldCat Discovery Melvyl website) would see different search results.