

Report on meeting with MOBIUS Help Desk. 2:30 – 3:30 p.m., April 27th, MOBIUS Consortium Office.

Present: Jenny Bossaller (SISLT), Adrienne Detwiler (MCO), Lynne Edgar (MCO), Christopher Gould (MCO), Janine Gordon (MCO), Anindita Paul (SISLT)

1. How do MCO Help Desk members identify their users? They said that there are a number of ways that they are defined, by the role that they are playing at that moment and what they're doing with the website; they might be MOBIUS committee members, cluster committee members, circulation and ILL staff, MCO staff, MCO training staff, statistics gatherers, and 'people reporting problems' (not the general 'world', though).
2. What are the main things that people call the Help Desk for in regards to the Website? Registration, changing/forgetting their password, finding statistics, and especially about where to find things; i.e., "I can't find a policy / a file / a form".
It needs more cross-references, especially in regards to documents.
3. "Unsolvable problems": needs a better site map and better search tools. It would be nice to be able to jump to another month on the calendar instead of scrolling through months. It would be good to be able to jump to another page in the listserv archives instead of just clicking on "next page"; that can take a really long time.
The webpage is very 'busy': so much text that it's hard to find what you're looking for. Document organization and navigability are the main concerns.
4. Tabs: would it be more useful to organize them by user groups, such as "circulation", etc? Circulation, ILL, and delivery should be together because they are a user group. How about combining the "news" and "about" pages? News is almost never updated. Should the main page default to the 'about' page instead of the news page, since news is never updated?
5. We discussed the tasks that users should be asked to do, from the Help Desk's perspective:
 - a. log in
 - b. change their password
 - c. report a problem, or a delivery problem
 - d. find some documents (like meeting minutes or a cataloging rule)
 - e. find the MOBIUS bylaws
 - f. Upload a document (only committee chairs will be allowed to do this though)
 - g. Find out when the next meeting is for a committee
 - h. Find the director of a school (for instance Mineral Area College).
6. We thought that it would be good to make the 'change user info' more obvious; look at Paypal and Amazon to see how they do it.
7. It should be easier to change the text size of the web page. It's very small now and it can't all be changed (the navigation buttons)
8. Maybe add a chat feature with the Help Desk?
9. Perhaps a more standard format, such as putting user info on the left side of the page, would help.
10. Idea: a "my MOBIUS" space on the left side so that they can put their commonly used documents or pages there so they don't have to find them every time
11. More visual cues rather than text
12. Make the training handouts more visible

This is a picture we drew of what could be on the left-hand side of the page:

My profile (would include “change password”, etc.)
My MOBIUS (which would indicate their committees and would give them space for their favorite documents, etc.)
People finder (people should be searchable by name, committee, school, cluster)
Conference
News