



“Top 3 Concerns/Issues” Regarding Luna Insight

After the Luna Insight training at UCB, UCI and UCSB during July, 2003, the attendees were asked to write down their top 3 concerns/issues. The attendees at the UCB and UCI sessions were primarily library staff from northern and southern campuses, respectively; at UCSB they were Visual Resource Curators and staff (“Sliders”) representing most of the campuses.

Overall, all three groups raised similar concerns (in the table below, it is noted when issues were raised at only one campus). The exceptions were at UCB where only they included lack of search history, data inconsistency, and slow performance among their concerns. At UCSB two people expressed concern about future availability (will this content and/or tool be available in the future?) and several expressed concern about the additional staff time that would be required to support and maintain this new tool.

CDL will use this list of concerns in rolling out the service and in assessing it as part of the demonstrator project.

Concerns/Issues	Number of times raised	Percent of Total
Usability: found it hard to use; very complex tool, could be more intuitive; unsure how to use a particular feature	16	14.41%
Content: how can we recommend new content; how do we get our content in there; when will new content be added; when will we migrate existing content	15	13.51%
Faculty: they will find it hard to use; they will need training; how should we roll it out to faculty; who will train them	12	10.81%
Technology: who will support the technology issues, servers, the java client etc.; concern about the capability of campus infrastructures; lack of wired classrooms; screen resolutions on public workstations	9	8.11%
Enduser Training: how will we train users; what materials are needed; how should we present this tool to our users	8	7.21%
Costs: software, hardware, content costs, will cdl absorb some costs	7	6.31%
Search: it is hard to use; the terminology is unclear; multi-field searching is difficult	6	5.41%
Copyright: who will monitor who does what; needs to be clear what is allowed and what is not	6	5.41%
Search History: there is no search history option (ucb only)	4	3.60%
Staff: Additional time required for staff to support and maintain this new tool (3 ucsb)	4	3.60%
Metadata: inconsistency of data across and within collections (ucb only)	3	2.70%
Faculty Content: faculty will want to add their content	3	2.70%
Staff Training: staff needs more training	3	2.70%
Luna Training: comment on Luna training	3	2.70%
Access: is access restricted to uc only	2	1.80%
Future Availability: will Insight be around “tomorrow” (ucsb only)	2	1.80%



Concerns/Issues	Number of times raised	Percent of Total
Administrator/Permissions: who will control the proliferation of presentations and groups (ucb only)	2	1.80%
Performance: the system is slow (ucb only)	2	1.80%
Help: better help in Insight is needed	2	1.80%
Missing Features: print preview, image editing	2	1.80%
TOTAL	111	100.00%