Tell Us What You Know about HathiTrust

HathiTrust User Engagement Task Force

HathiTrust Community Week

1 - 2pm EST

Code of Conduct

HathiTrust events provide an inclusive environment that welcomes inquiry, constructive criticism and debate, and candor. HathiTrust does not tolerate personal attacks, harassment of any kind, verbal or physical violence, or disruptive behavior. All attendees are expected to be respectful of our community's diversity and generous of others' views. A full Code of Conduct and a complete process for handling reports of violations is in development. Until it is available, please bring concerns to us by contacting a member of the HathiTrust staff or by emailing conduct-reports@hathitrust.org.

Technology overview

- Zoom Meeting Features
- Mute and Unmute
- Chat
- Speaker View and Gallery View
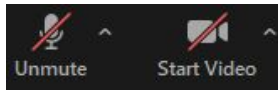- Automated Transcript/Closed Captions
- Support

Zoom Meeting Features

- Audio and Video will be muted for all Participants upon entry

- Switch between Speaker View and Gallery View

- Chat is enabled

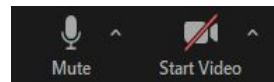- Automated Transcripts/Closed Captioning are available

Mute / Unmute

When not speaking, please keep your Microphone muted

To turn on your microphone, click the "Unmute" button in the bottom left corner

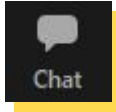Click the "Mute" button to then turn your microphone off

Picture of the Zoom layout, pointing out where the mute and start video buttons are located
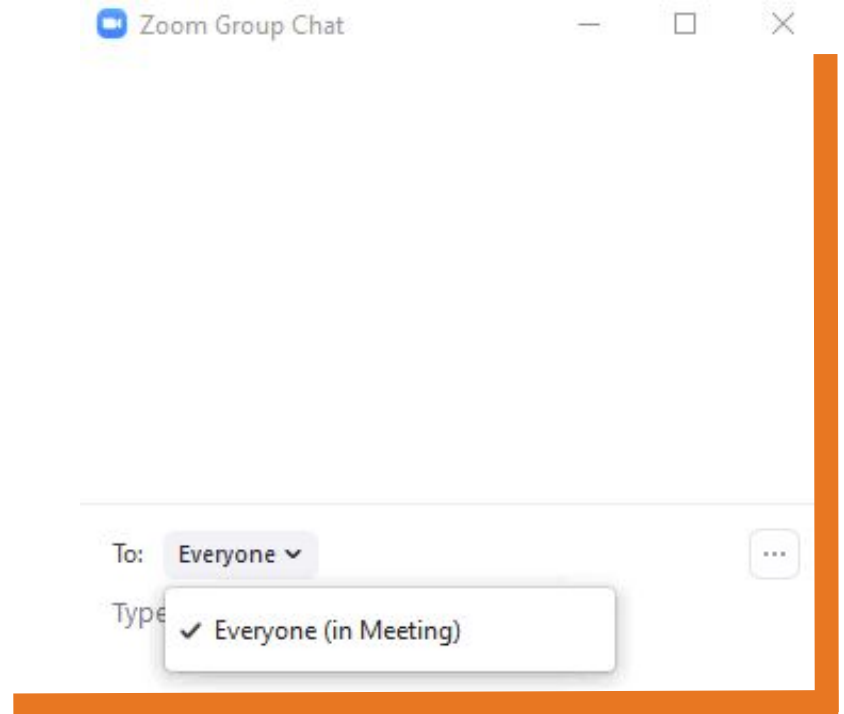
Chat

Use Chat for discussion or to ask a question

To open the Chat window, click the Chat button at the bottom of the Zoom application

By clicking the "Everyone" button in the Chat pop out window, you can select who you want to chat with

Picture of the Zoom Chat pop out window

Social Media

If you're tweeting…

#HTCW20

@hathitrust

Introduce Yourself!

Get to know your fellow adventurers. In the chat, share:

- Name
- Where you're from
- Favorite HathiTrust service

Agenda for session

- Introduction - What is this task force anyway?
- 3 Truths and a Lie
- Breakout discussions
- Polling
- Wrap up

HT User Engagement Task Force

- Understand how usage data and feedback are currently collected
- Engage HT members to understand how well informed they are about services, collections, and programs and how they could be better supported in in communicating and supporting users
- Identify potential changes to current practice and procedures to support user engagement

Membership

Christopher Cox, Clemson University, Chair

Renata Ewing, California Digital Library

Peter Fernandez, University of Tennessee, Knoxville

Megan Macken, Oklahoma State University

Ashley Maynor, New York University

Jessica Rohr, HathiTrust

Lynne Serviss, McMaster University

Angelina Zaytsev, HathiTrust

3 Truths and a Lie

Breakout Discussions

Instructions

- Each member of the group should pick one of the discussion questions to answer
- Task Force members will facilitate discussion and document responses in a shared Google Doc

Breakout Discussion #1

1. Please share one story of a success or failure of a patron/personal experience using HathiTrust?
2. What are you doing to engage users/provide outreach to users?
3. Give an example of a successful outreach campaign you have done or one you have seen related to HathiTrust?

Breakout Discussion #2

1. What barriers do you experience in promoting or teaching HathiTrust?
2. What is your perception of HathiTrust engagement/outreach activities?
3. What's the one thing you would change to improve the HathiTrust search interface?

Poll Time!

That's a wrap!

- Next steps
  - Analyze results from today
  - Look for survey from task force in January
- Join our Slack community!
  - People affiliated with a member library are welcome to join. Please submit a request by emailing feedback@issues.hathitrust.org.
  - https://www.hathitrust.org/hathitrust-community-on-slack

Thanks for joining us!

HathiTrust User Engagement Task Force

Thank you!

Christopher Cox
cnc2@clemson.edu
Jessica Rohr
jbelle@hathitrust.org

- Please complete the survey

- Jump in on the conversation on the HathiTrust Community Slack: #2020-comm-week

- On social media: #HTCW20