15:01:17 From Jeremy Willette : Hello from Shanghai!
15:01:30 From Atakan Aydin : Hi everyone, Atakan from İstanbul
15:02:01 From Anthony Tilke : Hello from American School of The
Hague, NL
15:02:04 From Anju Dutt : Hi Anju from New Delhi ,India
15:02:07 From Cara Keyman : And hi from Cara in Istanbul
15:02:24 From Helle Kirstein : Hello from Amsterdam
15:03:44 From Zakir.ICS Zurich : Greetings from Zakir based in
Zurich
15:04:20 From ktyo-dickerson : Hello all from Kim T-D in The Hague.
15:04:51 From Rebecca Leonhard : Greetings from Beijing!
15:05:20 From Nadine Bailey : Evening from Beijing
15:06:42 From Julie Muir To All Panelists : TGIF from Amsterdam
15:07:00 From Nadine Bailey : lol – we've just been through these
months and months of design on our libguides involving our design /
marketing dept
15:07:00 From Graeme Boyd To All Panelists : so cool, I hope
'sharing' libguides can be mentioned
15:09:26 From Kimbra : Kimbra in Shanghai, who needs to work on
maintenance of lib guides!
15:10:15 From ktyo-dickerson : My LibGuide mantra "Less IS more.
Less IS more."
15:10:53 From Nadine Bailey : We've just relooked at all guides and
it's a huge process of consolidation, weeding, re-jigging … like
painting a ship!
15:11:08 From Katrina Lehman : Q: I subscribed to LibGuides, but I
didn't have the technical expertise to set one up. I was so
disappointed! We don't have the technical help to make one. What
advise could you give? I would update CONTANTLY, but I couldn't
create the base web guide.
15:12:06 From Nadine Bailey : Katrina the Springshare springy camps
and help site is amazing for self-paced learning – I use it all the
time on a "just in time basis"
15:12:49 From Nadine Bailey : Has anyone done any focus group
usabiity?
15:13:03 From Jeremy Willette : Is there a recommendation for how
many pages deep you should go when managing content? How many clicks
is too many to get to the content?
15:14:28 From Nadine Bailey : Jeremy I found this article today
which was very useful as we're debating all sorts of "best practice"
https://www.webfx.com/blog/web-design/10-usability-tips-based-on-
research-studies/
15:14:48 From ktyo-dickerson : We have used customised colours for
our guides, chose a color for each library from the school style
guide: EC Library fancy official orange, LS Library fancy official
blue, US Library fancy official purple, All Libraries fancy official
burgundy
15:14:56 From Nadine Bailey : I was surprised as it debunked things
that I'd believed in like "no more than 3 clicks"
15:15:04 From Jeremy Willette : Thanks @Nadine!
15:15:07 From Graeme Boyd To All Panelists : Katrina – you can
share someone elses libguide. make copy of and then edit. if they
allow u access. I've never started from scratch making one
15:15:32 From ktyo-dickerson : @Nadine HERESY!

15:15:40 From Nadine Bailey : can you pop that link in please?
15:15:48 From ktyo-dickerson : 3 Clicks is sacrosanct ;-)…
15:16:20 From ktyo-dickerson : But I am willing to listen to
evidence, thus I will be reading that blog post.
15:16:28 From Nadine Bailey : as an old palm pilot person I also
thought so, but apparently not true anymore for millennials and post
millennials — we're just old ...
15:17:30 From ktyo-dickerson : But…the 3 clicks…but the "above the
fold"…but...
15:17:47 From Nadine Bailey : I get the best feedback ever from our
learning support teacher who LOVES libguides and always tells me
what is working with her kiddos and what isn't and then I can tweak
things
15:18:31 From Nadine Bailey : If left nav is the best then why
doesn't libguides make it more flexible for us …
15:18:31 From Zakir.ICS Zurich : Agreed about left Nav
15:19:29 From Nadine Bailey : bubble burst ...
15:19:31 From Cara Keyman : Interesting — I didn't know that about
Left Nav — better for user.
15:21:28 From Nadine Bailey : so where would you put the search
box? on the left as well>
15:21:30 From Kimbra : Good article you shared @nadine. Thank you.
https://www.webfx.com/blog/web-design/10-usability-tips-based-on-
research-studies/
15:21:53 From Kimbra : Ahhhhh, the tabbed box!!! I knew we'd get to
this….listening!
15:22:04 From Nadine Bailey : also stuff in tabbed boxes doesn't
get counted in stats right?
15:22:23 From Jeremy Willette : Can you share the link for your LIB
1000 Best Practices page?
15:25:54 From ktyo-dickerson : Yeah, consistency in images and
descriptions is really important, less transition, less tune out.
15:26:17 From Kimbra : Great ideas. I know I've made mistakes and
done some photos portrait, some landscape, looks TERRIBLE!
15:29:22 From Graeme Boyd : customer service from springshare has
always been spot on, in my experience. I also find them affordable,
surprisingly so.
15:30:59 From Katrina Lehman : This is so helpful…. So many good
tips that can apply to all sorts of online content: Newsletters,
Blog entries, and others. Fantastic!
15:31:01 From ktyo-dickerson : Scaffolding, scaffolding,
scaffolding.
15:31:58 From ktyo-dickerson : Worked examples/exemplars are
mission critical. Trying to help students learn HOW to interact with
information and ideas. Need to demonstrate as often as possible...
15:32:31 From ktyo-dickerson : During COVID19, really using
annotations of screenshot…
15:32:43 From Kimbra : What is example theory?
The worked example effect occurs when learning is enhanced by
studying worked examples to problems rather than by trying to solve
the original problems. It is a form of direct instruction. In
learning new material learners are shown fully worked examples to
study instead of trying to work out the solution steps.
15:32:59 From ktyo-dickerson : @Kimbra!±

15:33:45 From Kimbra : https://link.springer.com/
referenceworkentry/
10.1007%2F978-1-4419-1428-6_20#:~:text=The%20worked%20example%20effe
ct%20occurs,work%20out%20the%20solution%20steps.
15:34:02 From Jeremy Willette : Do you have any school libraries
that you think are amazing examples? It's useful to see some models.
15:34:38 From Kimbra : of course it is
15:34:39 From Nadine Bailey : scotch
15:34:42 From Kimbra : aussie aussie aussie
15:34:43 From Nadine Bailey : and their sister
15:34:46 From Kimbra : YEAH @nadine!
15:34:56 From Sunita Malekar : Examples will help the beginners, so
please share it.
15:35:16 From Jeremy Willette : Thanks @Nadine! (Again :)))))
15:35:25 From Nadine Bailey : https://library.plc.wa.edu.au/year7/
visualarts/popart
15:35:56 From Nadine Bailey : I like how they label their resource
difficulty
15:36:05 From ktyo-dickerson : One row…gulp!
15:36:30 From ktyo-dickerson : I think I knew this, and completely
bypassed my instincts...
15:36:34 From Nadine Bailey : mine are too dense I agree ...
15:37:37 From Kimbra : oh dear
15:37:38 From ktyo-dickerson : GAH!
15:37:53 From Kimbra : always open in new… oops
15:38:09 From Zakir.ICS Zurich : Me too mostly open NW
15:38:12 From Atakan Aydin : Surprised me too
15:38:55 From Kimbra : oooohhhh a link is a promise…i like that!
Talia, do you have a twitter handle pls?
15:39:01 From ktyo-dickerson : This is exactly what I have needed
to hear!
15:39:14 From Nadine Bailey : We've just had a big discussion on
this – interesting
15:39:32 From Jeremy Willette : We always have too many windows
open!
15:39:33 From Jeremy Willette : :)
15:39:43 From Nadine Bailey : is this applicable for all age
groups? we wondered about elementary level students
15:40:04 From Helle Kirstein : @Nadine exactly my thoughts
15:40:31 From Nadine Bailey : I notice my students with 1000s of
tabs open
15:40:39 From Nadine Bailey : they tell me they're scared of
getting lost
15:40:46 From Nadine Bailey : losing where they started
15:41:09 From Kimbra : multiple tabs, and multiple screens…
15:41:13 From ktyo-dickerson : YAY! I at least do this…
15:41:45 From Cara Keyman : Me too. But we have so much work to do…
15:42:00 From ktyo-dickerson : @Helle, we got some work to do…
really cool areas to develop and refine.
15:42:09 From Nadine Bailey : can you talk about sub-pages – any UX
research . advice?
15:42:19 From Helle Kirstein : @Kim – I know, so exciting
15:42:53 From ktyo-dickerson : OK, less is less, less is less...
15:44:16 From Jeremy Willette : I wonder how cultural that is

15:44:18 From ktyo–dickerson : I wonder about this, is this the left to right reading culture?
15:44:33 From Jeremy Willette : If you are a right to left reader (your language), do you notice the right side more?
15:44:37 From ktyo–dickerson : @Jeremy!
15:44:54 From Nadine Bailey : that article I put up says both for Left to Right and Right to left
15:44:56 From ktyo–dickerson : Action verbs, true. Much better to use.
15:46:25 From Jeremy Willette : Friendly tone feels more inviting, less intimidating.
15:48:13 From Kimbra : OMG I am constantly ALL CAPPING, BOLDING AND DON'T EVEN get me started on the ………
15:48:23 From ktyo–dickerson : LOL
15:48:43 From ktyo–dickerson : Fantastic. Not bolded.
15:48:52 From Susan Merrick : I am clapping!
15:48:52 From ktyo–dickerson : But I mean FANTASTIC!
15:48:55 From Talia Richards : talia@springshare.com
15:49:02 From Cara Keyman : Wish we had more time. That was great. Thank you!
15:49:03 From ktyo–dickerson : Thank you so much Talia!
15:49:05 From Nadine Bailey : yay
15:49:06 From Helle Kirstein : So useful – thank you!
15:49:07 From Jeremy Willette : GREAT job! Thanks so much!
15:49:12 From Anthony Tilke : Jolly good. Excellent
15:49:14 From ckonkwo : Thank you very muvh for this nice presentation!
15:49:15 From Ruchika N S To All Panelists : Wow
15:49:16 From Katrina Lehman : Fantastic. Great learning session…. Thanks!
15:49:17 From ktyo–dickerson : I would love to have another session. Thanks again!