What do users want?

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OhioDIG, 11/19/2014

The challenge

“Librarians are great at building things that nobody uses.” — Gwen Evans
American Memory, memory.loc.gov/bgi-bin/query, retrieved 11/17/24

Founders Online, http://founders.archives.gov/index之星q=Author%3A%22Hamilton%2C+Alexander%22+Recipient%2522Jefferson%2522+%26states%3A%5B%22PA%22%5D, retrieved 11/18/2014
Universal requirements

Accessibility
Web-standards compliant
Device agnostic
Every use/r is different

close reading ↔ distant reading
solitary ↔ social

consumption ↔ collaboration
investigation ↔ exploration

onsite use ↔ offsite use
casual ↔ intense

qualitative ↔ quantitative
You can’t do everything, but you can offer...

Documentation (internal and external)
API
The whole enchilada (or bites thereof)
Contact/help