



# What did they say again?

## Collecting and using stories for usability

Anne Washington  
Congressional Research Service



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# Agenda

- Introduction
- Collecting & Organizing stories
- Designing with stories

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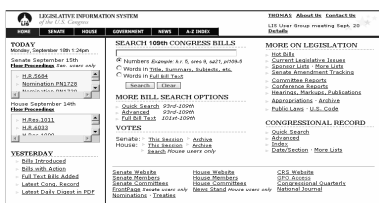
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# Introduction: The System

- LIS : Legislative Information System
- Congressional edition of [thomas.loc.gov](http://thomas.loc.gov)



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## Metadata in LIS

Who sponsored it? What happened to it?

The screenshot shows a web page titled "Bill Summary & Status" for "H.CON.RES.57". It includes a search bar with "H.CON.RES.57" entered and a "Major Actions" section with tabs for "Title", "House", and "Senate". The "Title" tab is selected, showing the text: "Title: A concurrent resolution expressing the sense of Congress respecting the designation of jazz as a rare and valuable national American treasure." Below this, it lists "Sponsor: Rep. Conyers, John, Jr. [D-MI-1] (Introduced 3/3/1987)" and "Cosponsors: 54". Other fields include "Committees: House Post Office and Civil Service" and "Related Bills: S.CON.RES.23". Two grey arrows point to the "Title" and "Sponsor" lines.

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## Text in LIS

How much money did Congress spend on that program?

### ADMINISTRATIVE EXPENSES

For administrative expenses to carry out the direct and guaranteed loan and insurance programs, including hire of passenger motor vehicles and services as authorized by 5 U.S.C. 3109, and not to exceed \$30,000 for official reception and representation expenses for

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## Introduction: The Question

What are the daily tasks, pressures and workplace goals of our searchers?

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Collecting & Organizing

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The Setting

- User group
- Regular meeting
- Introductions

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The Method

- Spoken
- Two note takers
- Suggestions on wall

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### Other narrative resources

- Email
- Meetings
- Conversations

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### Gathering similar stories

- Do they like it?
- Which system?
- What data?
- How?
- Who's talking?
- Who are they interacting with?

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### Our Story Categories

- WHEN?
  - Past / Present
- WHAT?
  - Metadata, Text, Portal
- HOW?
  - Job task descriptions
- WHY?
  - What else is going on in the workplace?

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Designing with stories

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What did we learn this year?

- Annual development retreat
- Pre-retreat User research meeting

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User Research Tools

- User tests
- Development Schedule
- Wish list
- Personas
  - Scenarios
  - Detailed description: work goals, tasks, experience and community of practice

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## Categories for User Research

PAST	User Tests
FUTURE	Development Schedule or Wish list
WHAT	Specific Database Team
HOW	Personas: Scenarios
WHY	Personas: Relationships & Work Goals

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