Crime in the Community Impact Analysis Report

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1. Background

1.1 This report charts and evaluates usage of the *The Old Bailey Proceedings Online* (OBPO) (www.oldbaileyonline.org) in order to assess how this website has been and is currently being used by both academics and the general public. This analysis is intended to inform our plans for new tools and functionality that will encourage more effective use of the 120,000,000 words of highly tagged and accurately transcribed historical text available through the site. In particular, this report underpins our efforts to embed this resource more fully into university teaching and research. While the site has received more than fifteen million visits since its launch in 2003, a proper user analysis has never been carried out, and as a result we do not know precisely who is using it, and how. This study is intended to provide fill this gap, and in the process shed light on patterns of user engagement in the digital humanities more generally.

2. Choice of methodologies

2.1 A mixture of qualitative and quantitative methodologies have been employed in order to gain both a broad understanding of patterns of use and an in-depth understanding of user experiences.

2.2. Analytics

Between the site launch in 2003 and mid-October 2009, and since mid-September 2010, full logfiles for the site are available for analysis and these have been used to survey general user trends. Unfortunately, due to a technical oversight, the logs between mid-October 2009 and mid-September 2010 have been lost. Because of this, we have used data from Google Adsense to fill in some basic traffic statistics for the missing period. It was not feasible to analyse the entirety of the logs from 2003, so two months of each year (May and October) were selected for analysis with the program AWStats.

Google Analytics was installed on the site in mid-October 2010. The statistics it generates are not quite comparable with those of the logfile analysis, but as it produces much more flexible reports (and export functionality) than AWStats it has been used to examine current use in more detail.

Thirdly, we carried out a link analysis using LexiURL Searcher to compare linking activity with the OBPO to three other digital primary source collections that are frequently used by researchers who also use OBPO.

2.3. Bibliometrics

Additionally, a bibliometric analysis was undertaken. This developed in two ways. First, Scopus was used to analyse the impact of OBPO on scholars' use of the *Proceedings* in their writings. However, it soon became apparent that Scopus has limited utility as a measure of scholarly citations in historical research because it only covers journals (and its coverage of arts and humanities journals still lags behind its sciences coverage). Its advantages are that it indexes the full text of references in many of its journals, and it has good facilities for exporting the results of searches for external analysis. It was therefore useful as a systematic sample of citations before and after digitization, but it does not give a comprehensive picture of scholarly usage.

Because of the limitations of the Scopus analysis, we went on to search more online resources for citations, particularly Google Scholar and Google Books. We used Zotero to save the results of these searches, and created a public bibliography for them at zotero.org. While these searches were less systematic than those undertaken with Scopus, they have enabled us to gain a broader picture of the variety of research and ways in which *OBPO* has been used. It also provides an

ongoing resource allowing us to record scholarship citing *OBPO*.
(https://www.zotero.org/groups/old_bailey_proceedings_online)

2.4. Online survey

We posted a short online survey on our project server, which was publicised by means of messages on the site itself, and via Twitter, blogs and discussion lists. It focused in particular on users' experiences of the search facilities, but also asked questions about use of background material and the wiki, and assessed user views on proposed improvements to the site.

2.5. Interviews and focus groups

We conducted 10 interviews of academics who use OBPO in their research and/or teaching, and two student focus groups: third-year History students currently using OBPO in a special subject module at Sheffield, and third-year History students at the University of Northampton who used OBPO in a module in their second year.

3. Findings
3.1. Analytics

Figure 1: Basic Traffic Patterns, 2003-2010
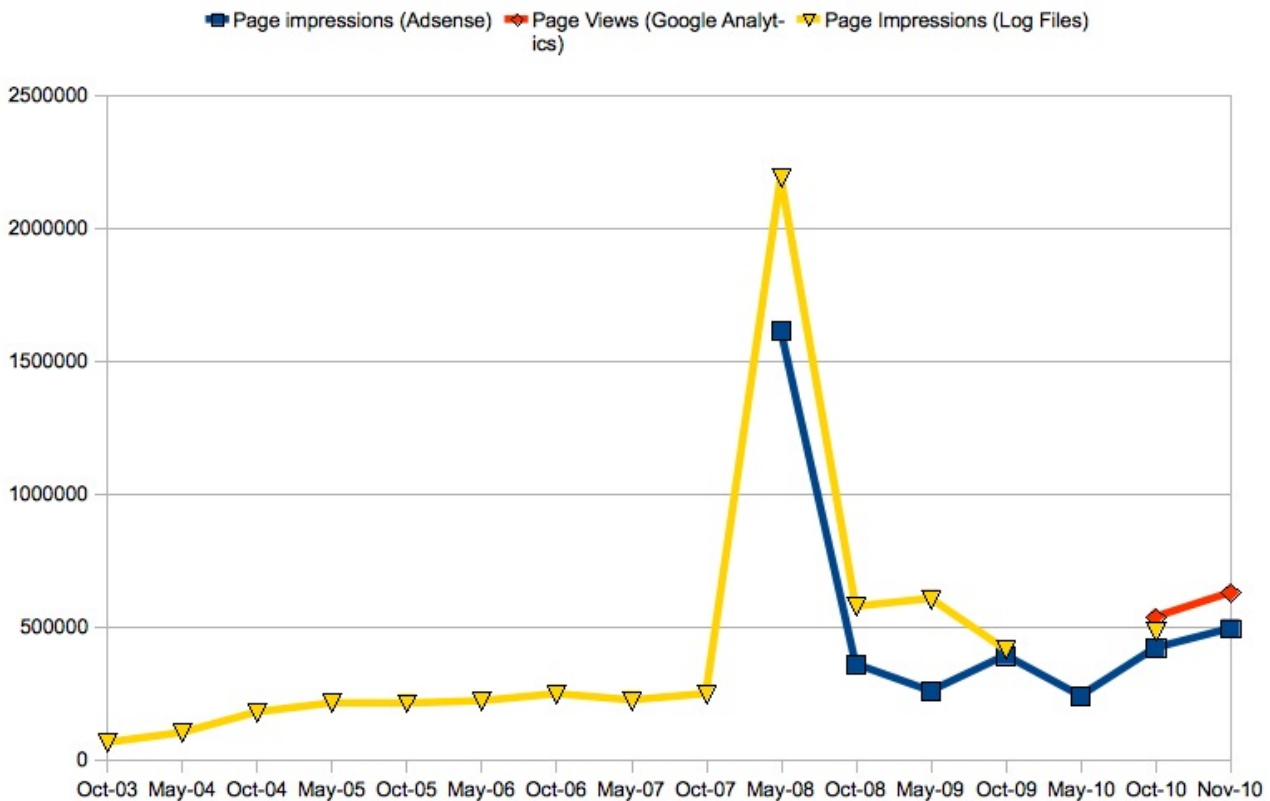
There are variations between the statistics series provided, but they are broadly congruent. The Adsense numbers are lower because advertisements are not displayed on all pages on the site. However, they still fill an important gap for the period in 2010 when other data is unavailable. Page impressions are used as the most comparable unit of data available from all three sources.

The immediate popularity of OBPO can be seen from the fact that within a few months of the original launch in June 2003 - and at a stage when only a limited amount of material had been posted on the site - it was already logging 2000 page impressions per day. The traffic grew steadily until it levelled off from 2005, averaging 7500-8000 page impressions per day, until the second launch in 2008. The dramatic spike in visits in May 2008 testifies to the success of the publicity strategy for this event, which was widely reported well beyond the academic world (including an

editorial in the *Guardian* and a long feature article on the BBC website). Site usage then levelled off between late 2008 and early 2010 at around 12,000 page impressions per day. The growth in traffic in recent months may reflect the considerable publicity the site has received via radio and television, from the drama series *Garrow's Law*, which aired in November 2009 and November 2010 and drew heavily on *OBPO* sources, and *Voices from the Old Bailey*, a Radio 4 series which aired in July 2010.

3.1.1 Wiki traffic

The site wiki was launched in December 2008. Usage statistics are not easily available before the installation of Google Analytics in November 2010 and therefore we have concentrated on these. They show low levels of traffic (3502 pageviews in November), overwhelmingly concentrated on pages created by project staff. Beyond the homepage, the top pages consulted were the Corrections page (228 page views), two of the Schools pages (216 and 203), and the Bibliography page (211). Referrer data shows very little traffic coming from external sites other than search engines. Within the last 12 months only two new pages have been created by non-project staff.

3.1.2 Google Analytics

Google Analytics was used to carry out a more detailed analysis of site activity during November 2010. Overall, it recorded 83,201 visits (2,773 per day) and 628,032 pageviews during the month. Visitors were located in a total of 153 territories, but the overwhelming majority were from four countries: UK (51445), USA (12531), Canada (6495) and Australia (6071).

72.7% of visits were by new visitors and 27.3% were by returning visitors. Returning visitors spent more than twice as long on the site as did new ones (average duration 8:51 minutes to 4:02; overall average 5:21), and although the majority of visits were of 3 minutes or less, significant numbers of visits were much more substantial than this - almost 5% lasted more than 30 minutes.

Table 1: Types of page viewed

Page type	Pageviews	% of Total
Homepage	59751	9.51
Other static background pages	45942	7.32
Search forms	77494	12.34
Search results pages	267745	42.63
Documents	164301	26.16
Page images	12763	2.03
Unknown	36	
Total	628032	

Beyond the home page, the most commonly viewed were the main search form, search results, and documents pages. Only 7.3% of the pages viewed were the static background pages. Other than the main search page, the most popular search pages were Personal Details (7.3%), Statistics (6.2%), and Custom Search (5.4%).

3.1.3 Where visitors come from

The referrer analysis and links analysis highlight the broad appeal of *OBPO* beyond academia. According to the weblogs, the majority of referrers have always been non-university domains, but the proportion of non-academic domains has *increased* since the early stages of the project when academic domains accounted for 20.4% of the total. The impact of the publicity associated with the second launch in 2008 can be seen in the pronounced dip in May 2008 (to 7.6% academic users). Since then the proportion of academic users has increased to its pre-2008 level of around 12%.

For the link analysis *OBPO* was compared with three other sites: *Parliamentary Papers* (parlipapers.chadwyck.co.uk), *British History Online* (british-history.ac.uk) and *19th-Century Newspapers* (newspapers.bl.uk). *Parliamentary Papers* and *19th-Century Newspapers* are subscription sites but free to access for UK HE institutions. *British History Online* (*BHO*) is mainly

free-to-access but with some 'premium' subscription-only content, and covers a much longer time period and diverse range of sources than the other three sites (including some secondary sources).

Reflecting the nature of its content, *Parliamentary Papers* has the highest proportion of links from academia of the four sites, with almost 70% of its links coming from academic domains; the *OBPO* comes a distant second at 17.7%. Both *Parliamentary Papers* and *British History Online* are more heavily linked from UK domains than *OBPO* and the *19th-Century Newspapers*. *OBPO* has a much higher proportion of links from Australian domains than any of the other sites, reflecting its importance to Australian family historians.

Overall, the *OBPO* has a wide range of both academic and non-academic users. Although the vast majority come from across the English-speaking world, a small minority come from other countries, notably Germany, Japan, and Sweden.

Table 2: LexiURL Searcher Link Impact (analysis of first 1000 inlinks only)
Top Level Domains (top 5)

OBPO 38,857*	No.	%	*PP* 1215*	No.	%	*BHO* 78,203*	No.	%	*C19 Newspapers* 8858*	No.	%
com	289	34.6	uk	114	40.3	uk	285	33.8	com	247	36.6
uk	187	22.4	jp	87	30.7	com	271	32.1	uk	130	19.3
org	96	11.5	com	21	7.4	org	99	11.7	org	56	8.3
edu	79	9.5	de	17	6.0	edu	55	6.5	net	37	5.5
au	49	5.9	cn	9	3.2	net	46	5.5	edu	35	5.2
others	*135*	*16.2*		*35*	*12.4*		*87*	*10.3*		*170*	*25.2*
Total	835			283			843			675	
Educational domains	**148**	**17.7**		**196**	**69.3**		**97**	**11.5**		**67**	**9.9**

*Yahoo Site Explorer count of all inlinks (excluding links from within domain)

3.2. Bibliometrics
3.2.1 Scopus Citations of Old Bailey Proceedings 1995-2010

Before digitisation, significant barriers to access meant that the *Old Bailey Proceedings* were used by few researchers, although they were widely recognised as a rich source for the history of crime and law in the eighteenth century. Surviving early volumes in particular were scattered across libraries on different continents, often in very poor condition. Volumes for the period between 1714 and 1834 were available in a microfilm collection, but at 38 reels this was cumbersome to use. A second microfilm collection covering the period from 1834 to 1913 was little known and rarely consulted. For any period, systematic and quantitative use of the source was an extremely intensive and time-consuming process. The small number of citations to this source before the publication of *OBPO* reflects these difficulties.

OBPO was published in several stages: the first main stage (1674-1834) was itself a phased launch from March 2003 to July 2005 (although all trials were available by December 2004). The second stage (1834-1913) brought the project to completion in April 2008. The relatively leisurely pace of scholarly publishing in the historical disciplines (compared to sciences) means that a lag between digitisation and academic publication would be expected. Thus, 2005 is the first year in which the impact of the digital version is clearly visible, and the dramatic leap in citations in that year demonstrates its immediate importance to the academic community. The pattern is repeated again in 2010 after the material for 1834-1913 was made available to researchers.

Table 3: Articles Citing the Proceedings in Scopus

year	Search results*	year	Search results*
1995	1	**2003**	6
1996	2	2004	7
1997	1	2005	17
1998	4	2006	8
1999	5	2007	10
2000	4	**2008**	7
2001	3	2009	16
2002	0	2010	26

[*Search: (("old bailey" AND proceedings) OR ("old bailey" AND sessions) OR "old bailey online" OR oldbailey*) (All fields, All document types, All subject areas), 1995-2010. False positives have not been eliminated.]

Closer examination of the references indicates that even when verifiable citations to *OBPO* appear in appreciable numbers from 2005, there continued to be some citations to the printed version (with no way of knowing whether any of these were in fact based on unacknowledged consultation of the online *Proceedings*). Nonetheless, the majority of references (61 of 70) have cited the online version (discounting false positives).

The impact of *OBPO* may also be inferred from a significant shift in the popularity of specific terms of reference in Scopus searches. The title pages of the printed volumes, especially in their early years, bore a number of varying titles before settling on the term 'Proceedings', but 'Old Bailey Sessions Papers' was the title adopted by most researchers using the printed source from the late 1970s onwards. The overwhelming shift to the use of the term 'Proceedings' once the *OBPO* was established can therefore be seen as a significant indicator of the success of the website as a 'brand', and the effectiveness of the project's efforts to ensure a consistent identity and terminology.

Table 4: Titles used in Articles in Scopus

Search term	1991-2003	2005-2010
"old bailey sessions papers"	9	3
"old bailey proceedings"	2	27

3.2.2 Publications Citing the Proceedings

The Zotero bibliography, although still far from complete, gives a more varied picture of publications involving research in *OBPO* than was possible through Scopus. It currently contains more than 150 works, and will continue to be expanded in the future to provide as complete a record as possible of citations to the *OBPO*.

Most publications are, unsurprisingly, concerned with the history of crime and justice. However, this is not the only use being made of *OBPO*. Many facets of London life were documented in the *Proceedings* and its easy searchability has opened the source up to research into, for example, gender, sexuality, material culture, ethnic minorities, medicine and science. *OBPO* is also being cited by legal and criminological scholars whose main interests are contemporary but who use it as a historical and comparative source. There is also a significant strand of work in historical linguistics.

The sophistication (and extent) of scholars' engagement is variable. The site facilitates opportunistic and shallow searching as much as intensive and systematic enquiry. Some historians use keyword searches more or less rigorously to explore the development of terms and concepts of interest to their research, and some exploit the statistical functions to create tables and graphs.

Nonetheless it seems that much work by historians uses quite traditional approaches to textual scholarship, which is simply made more convenient by the ease of keyword searching and searches for specific offences and punishments.

4. Online survey
4.1 The respondents
There were in total 136 completed responses when the statistical analysis was carried out. Respondents covered a broad cross section of users in terms of familiarity with the site and frequency of use. The largest single group had been using OBPO for 2-5 years (31.6%), with 6 months-2 years slightly behind (27.9%). Most respondents visit OBPO quite regularly: 36.8% estimated 'monthly' and 22% 'weekly'. Types of use of the site were also diverse. Academic (postdoctoral) research (39%) and family history research (36%) were the most mentioned. A further 14.7% had used the site for PhD dissertation research. Tied in third place were university teaching and reading for personal learning/leisure (28%). Taught university students and non-academic researchers were also well-represented. However there were fewer mentions of school teaching (just 1 respondent) and study (5 respondents, 3.6% of responses) than we expected.

4.2 Searching
Unsurprisingly, respondents do not often go beyond the most easily accessed search options, most frequently using the quick search box on the site homepage ('often' 44.9%; 'never' 6.6%) and the default search form ('often' 41.9%; 'never' 4.4%). Not far behind in popularity is the option to Browse complete sessions of the *Proceedings*, which implies that a substantial proportion of users continue to read the source in the form closest to the printed originals.

Nonetheless, there is a significant minority who use the more complex search facilities offered by the site; for example, the Personal Details and Custom Search forms are both 'often' used by at least a quarter of respondents. The statistics search is among the less frequently used of the search options among respondents: only 14% use it 'often' and one third never use it at all. When it comes to advanced search options such as wildcards, phrase searching and Boolean operators, respondents were divided evenly at 47.1% each for yes and no.

While the representativeness of such a small sample is always an issue, these patterns are broadly corroborated by those provided by Google Analytics but diverge somewhat in the details (eg, according to GA, during November the Statistics search was the second most popular search form, and the Browse page was less popular).

The most commonly used search features are also, generally speaking, those that are most easily accessed: the keyword and name searches are both used 'often' by more than 50% of respondents, and the offence/verdict/punishment search is used 'often' by 39%. In contrast, search features that are displayed only on the less popular search forms, such as Age range, Occupation and Location, are used much less frequently. The most commonly used of the options not directly available in the default search form is the Gender search ('often' 22.1%). A few of the comments on the search facilities showed a lack of awareness of existing search options beyond the main search page.

Levels of user satisfaction with the search facilities were high, particularly on speed (excellent/good 90%) and reliability (86%). However, there was slightly lower satisfaction on the categories 'ease of use' (76.5%), 'options fulfil needs' (71%) and 'appropriate results' (80%), and a number of comments focused on these issues. A few users complained strongly of problems using Boolean operators to narrow searches that returned hundreds of results, and felt that there should be more help provided for these issues. While the majority of users are satisfied with the search facilities (and support) provided on the site, when users do encounter problems to which they cannot find a solution it clearly causes considerable frustration.

4.3 Beyond the core search facilities
About 45% of respondents reported using the background information pages on the site at least occasionally, but slightly more than half (51.5%) rarely or never use them. Very few use the Old Bailey wiki at all: 72% never use it, and only 12.5% use it at least 'occasionally'. Only a handful commented further on the wiki: several of those who did said that they did not know what a wiki

was, or were not aware of its presence. Some felt that it was too complicated or needed clearer explanations. One felt 'a bit wary of the "wiki" label because of wikipedia being so inaccurate'.

4.4 Enhancements to site functionality

Of the suggested enhancements, three came out clearly ahead of the rest: Saving searches (75.7% very/quite useful); bookmarking/linking documents in *OBPO* (73.5%); and bookmarking/linking documents in other online sources (70.6%). Interfunctionality with other online tools such as Google Maps was next, though some way behind (53.7%), though comments were enthusiastic about this type of addition to the site. Integration with notetaking/reference management tools such as Delicious/Endnote/Zotero (49.3%) was less popular.

4.5 Tutorials and study guides

Of the proposed additions to the site, by far the most popular was 'How to read a criminal trial' (76.5% 'very/quite useful'). Also attracting interest were: 'How to generate valid statistical measures of change in patterns of prosecution and sentencing' (57.4%) and 'Organising research and using *OBPO* with reference tools such as Zotero and Endnote' (53.7% - more than thought closer functional integration would be helpful). Slightly behind these came 'Using the *OBPO* to measure and interpret linguistic change'. There was clear indifference to a tutorial on using the site with social media (only 20% thought it very/quite useful).

5. Interviews and focus groups

Our ten academic interviewees covered a range of fields and approaches, as well as varying degrees of engagement with *OBPO*. A considerable variety of research topics was mentioned, a good illustration of how effectively the site has opened up the wealth of information about London history contained in the *Proceedings*.

   Most of the interviewees have used *OBPO* in published research, including both articles and books, and all told us that they cite the website in publications (or would do so), and advise their students to do so in assessed work. Most follow the citation guide closely; some using slightly modified versions. Some did not include the date consulted, commenting that they didn't 'see the point'. One interviewee mentioned that her only access to this source is through the digital version, in contrast to collections such as *ECCO* for which she might often also have access to the books in her research library - implying that where she could consult both the original and the digital source she would not cite the digital version.

   As with research, teaching with *OBPO* was not confined to courses on crime and criminal justice, although this was unsurprisingly the main focus. The site is frequently used in courses that centre on the use of primary sources such as special subjects, as well as methods and skills courses. Use also extends beyond History cources, being taught to students in historical geography and criminology. It is often assigned as a key source for pieces of assessed work including long essays and presentations. In one second-year course, rather than conventional presentations, a central assignment is the reconstruction and re-enactment of a trial (or amalgam of trials), in character. Several interviewees mentioned that students largely enjoy using *OBPO*, find it easy to work with, and that they often go on to choose it as a major source for their dissertations.

   The students in the focus groups concurred with this view. Both groups were very positive about their experience with *OBPO*. For all of them, it had been their first real opportunity to engage with a substantial set of primary sources that had not been pre-selected by a teacher. This was something they found exciting and stimulating because it allowed them to find and interpret material for themselves. The innovative teaching possibilities allowed by *OBPO* were particularly highlighted by the Northampton group, who had undertaken the trial reconstruction mentioned above.

   Almost all the interviewees use either keyword searching and/or offence/ verdict/ punishment searches; most also use the advanced search features (phrase searching, wildcards, Boolean operators) in some way. Keyword search was the most frequently mentioned, and used in a variety of ways. A few use keyword searches with other criteria on the Custom search and Statistics search pages. Some interviewees felt that the ability to refine searches would be extremely useful. A small

number of more advanced users missed a proximity search function, which was available on the site before 2008 when the search engine switched from Lucene to MySQL.

Most of the interviewees had used the statistical functions on the site in their research and/or teaching, and some were very enthusiastic, especially because it provides an 'unscary' way of introducing students to quantification. At the same time, several expressed reservations about their use for research, indicating specific concerns about how they function. Some interviewees did not feel confident about working with statistics, and worried about their accuracy and credibility.

Overall, the students in the two focus groups agreed that the site search facilities were easy to use, although they raised some problem areas that were not mentioned by the more experienced academic users. The students made extensive use of keyword searching but not more advanced functions. Some noted that they felt rather daunted by the offence search due to their inexperience with the categories. The main area that caused difficulties was the statistics search. Some of this, echoing some of the academics, seemed to be partly an issue of confidence in the face of the complexity of the search, as well as uncertainty about the reliability of the results. Students in both groups mentioned grappling with uncertainty about choosing what to put in rows and columns.

Although the overall emphasis was on the ease of using *OBPO* (especially compared to some other resources such as *Parliamentary Papers*), several interviewees mentioned that using the advanced operators had taken some time to get used to, and one said that he did not use them because he did not have time to learn how.

Time, or more precisely the shortage of it, was a concern in some way for almost all the interviewees at various points. Several commented that part of the appeal of *OBPO* for both them and their students was that it was very easy to use, and stressed that new additions to the site needed to be quick and straightforward to learn. Lack of time was also cited as a major reason for not using the site wiki, but this was clearly only one of several barriers to its adoption, even though most of the interviewees were positive about the facility in principle (a number mentioned the Bibliography as a useful resource) and no one expressed outright hostility.

Several interviewees thought that integration with Google Maps or other mapping tools would be very useful, especially for students. Very little interest was expressed in any other online tools, although one or two thought that TAPor Tools might be useful. Very few of the interviewees use reference managers such as Endnote or Zotero, but again, some did feel that a tutorial on using reference managers might be useful for students more than their own work. Again, however, the need for these facilities to be easy to learn and use was stressed. This was also true of personal workspaces. There was some interest in these, particularly for saving search results, but several interviewees did not think they would find it very useful for their own research.

The focus groups expressed interest in workspaces that would offer the ability to save and bookmark searches, particularly complex statistics searches. Several in both groups felt that a citation tool would be useful and would save time when writing essays, as would the ability to compile a list of references in a suitable format for essays and other written work. A number mentioned that using text from OBPO into essays was made fiddly by having to remove unwanted formatting after copy/pasting into Word, and it would be useful if there was an option to download text without formatting. Facilities to ease citation and downloading text were also mentioned by a number of academics.

6. Challenges and other observations

The first challenge we encountered in carrying out this analysis was the time scheduled for it. It was simply not possible to carry out data collection in one month. In particular, the process of gathering *new* data from users was more time-consuming than this allowed. It took, for example, more than two weeks simply to complete the University of Sheffield's ethics review procedures (it would have been helpful to have had a reminder from JISC about the necessity of doing this at the very beginning of the project), and once this was done we had to make arrangements for interviews and focus groups with people who were often extremely busy. Installing and designing the survey also took several days, and then needed a full month to obtain a sufficient number of responses for a meaningful analysis.

Compilation and analysis of pre-existing data - such as citations in Scopus, links analysis, logfiles - was less time-consuming. However, the loss of logfile data for the past year entailed a further delay as we could not proceed until we had a full calendar month's worth of data retrieved from the university's central computing services. This was an inconvenient and far from ideal process and we were still left with a gap for an important period in site activity. In addition, installing the software for retrospective logfile processing turned out to be quite a challenge in itself. Given the increasing importance of measuring 'impact', the planning of any digital project should include ensuring that technical staff responsible for hosting and site management understand the importance of collecting this data from the start and retaining it in the long term, and that they need to ensure that the software available for its analysis will meet the project's needs. Projects should *not* assume that any standard central webstats service provided by their institution will be adequate. Having compared logfiles and Google Analytics, it is clear to us that the latter offers far more user-friendly and flexible data analysis options.

7. Interpretation of Results

This analysis confirms our previous impressions that the *OBPO* is used by a wide range of both academic and non-academic users, that academics have used it extensively in their teaching and research, and that a significant proportion of users do not take full advantage of the search facilities offered. But the results of this study add considerable detail to our understanding of *how* the site has been used. It appears that there are several different communities of users, with very different levels of skill and ambition. There has been a less than ideal take-up of some advanced functions, and some users who could clearly benefit from these features are not doing so. Their comments have also identified some difficulties with the search engine which we had not anticipated. Overall, these findings suggest that we need to move away from our 'one size fits all' approach to providing guidance for searching and using the site and seek instead to provide different types of users with more targeted support, with the goal of helping all users get more out of the site.

However, our presumption that academics who use the site were failing to cite it correctly was wrong. Some did question and modify our recommended citation practice (notably with respect to date consulted), but most used it, and many thought a citation generator would be helpful to make this process more straightforward.

The wiki was a matter of considerable concern to us going into the user analysis as it never fulfilled our initial hopes for it. It has seen almost no active input for at least the past year. In the hope of exploring why, and determining whether it would be possible to turn this around, we posed a number of questions about the wiki to interviewees and survey respondents. The results were not particularly encouraging. We still feel strongly that user input and collaboration should be encouraged on digital projects, but it appears that a wiki is not necessarily the best approach. In particular, academic users are clearly put off by the investment in time needed, firstly to learn how to use a wiki and then to write material and engage with a wiki community. They are unwilling to share rough drafts of work with all comers (and in any case would probably not post anything they may want to publish in a more formal context later on). If a wiki is to be used it needs to be kept very simple and clearly focused (for example, we have created the *London Lives* wiki largely for writing biographies), and projects still need to be prepared to invest staff time and resources in writing, editing, administration and especially community-building.

We have come to the conclusion that simple-to-use structured facilities for activities such as bookmarking, annotation, correction, transcription, and tagging may well offer better Web2.0 models for user engagement. Users seem to prefer these features to be integrated into the resource itself, but some would also like to share and export the information they create.

8. Outline of solutions

On the basis of these findings, we have revised our plans for improvements to the website. The core changes we will now make are:

- **Search improvements**

In response to several requests, we will add the ability to refine searches and improve the usability of advanced search operators on keyword searches. We have identified a technical problem with these which will be fixed, and will add radio buttons to keyword searches (for the options AND / OR / PHRASE / ADVANCED) to make this function easier to use.

- **User registration/workspace**

Users will be able to register for user accounts that will provide them with a workspace and the ability to bookmark trials and other *OBPO* documents; save searches; and organise them in folders. User registration for *London Lives* and *Old Bailey* will be integrated so that only one login will be needed for both sites.

- **Extracting information from the site into other formats**

We will create a citation generator for both trials and static webpages, and implement a 'print page' function (with citation) for trials and Ordinary's Accounts. We will also introduce functionality for exporting raw data from the statistics search results to CSV format, and exporting search results from folders in a workspace to a choice of formats (including Zotero).

- **Research and Teaching Guides**

We will introduce a range of guides and tutorials for different levels and types of user. Some will be video walkthroughs (with text versions) where this is appropriate, while others will be more conventional static text articles.

For new users, we will create a **Getting Started** video walkthrough; and a **Search Help** tutorial as a basic guide to refining searches.

For research users, we will create a series of research guides as video walkthroughs, including: **Using the Workspace**, **Doing Statistics**, **Exporting Results to Zotero and Endnote**, and **Using the API to Measure Linguistic Change**.

For university teaching, we will create a series of teaching and study guides, including **Using the Proceedings in University Teaching**, **How to Read an Eighteenth-Century Trial**, and **Understanding the Online Proceedings as Mediated Texts**.

- **Wiki**

The wiki will be withdrawn. The clear lack of interest evident in the user survey, interviews and visitor statistics means that it is simply not a good use of project resources. We will endeavour to warn users who have contributed material and all their contributions will be backed up for future retrieval. The Schools material (which gets some traffic, but has produced no new user generated material) will be returned to static HTML pages on the main site, as it was before 2008. The Bibliography will be transferred to Zotero and turned into a group library. We will use the Zotero export function to produce a static HTML version on the main site, which will be updated annually as part of site updates.

User generated content will take a new form. Logged-in users will be able to report Corrections by means of a direct link to a form for every trial. The resulting corrections database will be reviewed annually as part of site updates. Similarly, a comment facility will allow users to send suggestions about material on the static pages, and users will be encouraged to suggest new additions to the bibliography by contributing directly to the Zotero group library.

- **Other Changes**

Certain advanced features that were requested by some respondents, such as the proximity search, cannot be included within the current site without work far beyond the scope of this project. However, the Old Bailey API will be launched in 2011 and will satisfy some of these issues. The API will also make available more sophisticated facilities for extracting and downloading data for external analysis.

There was also a clearly expressed desire among many respondents for improved mapping features, but again this would involve far more substantial work than is possible within this project. However, this is a future priority for the site and we have applied for funding for a mapping project which would address the issues raised.