

Usability Study

Breaking Free: Recreating Your Library Web Site from A-Z Pre-conference Sponsored by LITA ALA / CLA Annual Conference

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Web Team, University Library, CSULA

Purpose Statement

LWeb: Do the web site structure, content, and vocabulary used within the existing LWeb make it easy for you to locate the information resources and library services?

Database pages: Do the layout and structure of the existing online database pages make it easy to choose and use appropriate resources?

Problem Statements

I. END USERS

1. Can users find appropriate paths to their information using the links on the library web site? (do links on the web site lead users to useful and needed information?)

- are there too many links on the homepage?
- Is the layout of the links confusing?
- Are there ways links can be simplified?
- Are there too many layers?

2. Do patrons understand the terminology used on the library web site?

- Are we using library jargon?
- Does the language mislead patrons?
- Can they be expressed more succinctly?
- Can links be replaced with icons or symbols?

3. Does our perception of what is useful to students match the actual use pattern of our patrons?

- Are there links on the page simply never being used?
- Are there too many / few graphics on the LWeb?
- Are there missing links on some the pages that students are trying to find?

4. Do patrons find the library web site a professional design?

- Are graphics appropriate for CSULA?
- Is the color scheme ADA compliant?

5. Do patrons find the library web site an aesthetically pleasing one?

- Are pages inviting to users?
- Does the LWeb work in harmony with the campus web site?

II. INTERNAL WEB DEVELOPERS

1. What technologies can be used to make the library web site easier to maintain?

- style sheet
- templates
- database, e.g. SQL
- link checkers

2. How can we consolidate structure redundancy in the library web site?

- creating logical navigation structure
- search engine
- index
- site map

3. How can we ensure that the entire library web site is ADA compatible?

- testing the site with actual software, e.g. jaws
- testing the site with the users who use those tools

4. How can we ensure that pages through the entire library web site have consistent style and feel?

5. How do the new University standards affect the design of our library web site?

6. How can we structure the library web site to meet our users' information seeking patterns and maximize usability?

Online Survey : Call for Volunteers

1. Are you

- Undergraduate Student
- Graduate Student
- Faculty
- Staff
- Administrator
- Other

If you are a undergraduate student, please fill out the following:

Lower Division

Upper Division

Num. of Unit(s) Completed

Expected Graduation Date

2. What is your college?

- Arts & Letters
- Business & Economics
- Education
- Engineering & Technology
- Health & Human Services
- Natural & Social Science
- Undeclared / Other

3. Age

- 18 and younger
- 19-24
- 25-34
- 35-44
- 45-60
- 60 and over

4. Gender

- Female
- Male

5. Ethnic Group

- American Indian
- African American
- Asian / Pacific Islander
- Latino
- White
- Multi-ethnic

6. During academic quarters, how many times do you use the Library for research Purpose?

- 0
- 1-5
- 6-10
- Over 10

7. How many hours do you use the Internet a week?

- 0
- 1-5
- 6-10

Over 10

8. Is English your primary language?

Yes

No

If No, what other language(s) do you speak?

Spanish

Introduction Script

Hi, My name is _____ and this is _____. We are librarians here at JFK Memorial Library and will be working with you in today's session. We are glad that you have volunteered to help us.

Your experiences today and your comments are going to be really helpful to us. We have been working on the Library's web site and we want to know what works well and what needs to be improved. We want you to know that you are not being tested. We are testing the Library's web site, not you, and you are helping us.

During today's session, we are going to give you a series of tasks to do using the Library's web site. You will be staying in this room and use one of these computers. Please complete each task using the web site. At the end we will give you a short questionnaire to fill out.

During the session, _____ and I will be taking notes and watching what you do. Just ignore us. We will not be commenting on your skills but will just be recording the steps you take and how long it takes you to complete certain tasks.

The most important thing for you to keep in mind is that we need to know exactly what you're thinking as you think it. One of the key ways we can determine what does and does not work is by listening to your comments while you are trying to complete a task. If you are thinking to yourself " I don't know what to do - what I'm reading on the screen isn't helping", it is important for you to say that out loud so that we know. Good or bad - we want to hear your comments.

It is okay to ask questions during the session. We may not be able to answer them. For example, if we think the answer will give you more information than the general web user will have - but it is okay to ask.

Do you have any questions for us?

Debriefing Questions

1. Overall, finding specific information was: 1 2 3 4 5 (not effective --very effective)
2. Organization of our site was: 1 2 3 4 5 (not effective--very effective)
3. How often do you use help screen? 1 2 3 4 5 (Never--frequently)
4. As you were using this web site, what did you like? What worked well for you?
5. As you were using this web site, what didn't you like? What didn't work well for you?
6. Aesthetically, what was and was not pleasing? (text size, ease of finding links, colors, layout)
7. What would you change about this web?
8. Are any of the terms (links) unclear? What alternative wording would you suggest?