

Usability Testing

October 19th - 26th, 2015

Demographics

Students

2 Sophomores

1 Junior

2 Seniors

All Science majors, one transferring
to English

Faculty/Staff

3 Faculty

2 Administration

Various departments: Chaplain's
Office, Nursing, Public Health,
Mathematics, Communications

First Impressions

Most first impressions were positive.

Nice website, easy to use, welcoming design, plenty of information.

Two Confusions:

- Clicking “A-Z Journal List” on Journals tab brings up Browse by Discipline, not journal titles, (clicking a discipline then brings up titles).
- Unsure what OneSearch actually searches. Finds the narrowing terms when using it to be confusing.

Searching

Book Search Rating: 4.6

- Most used the Books Tab on the main page, one used OneSearch.
- There was a little trouble with those who wanted to narrow their searches.

Article Search Rating: 4.5

- This was approached with a variety of methods: Journals Tab, OneSearch, Research Databases link, A-Z Journals link, Find Articles on the left sidebar.
- The narrowing options and facets were used with much more ease.
- There was a little confusion as to what was or was not an article for the students, two choosing an ebook, another asking if articles and journals were the same thing.

Citation Help

- Most of the students use Purdue OWL
- One simply Googled APA Style
- Other resources:
 - EasyBib
 - CitationMachine.
- When looking at our website:
 - Two suggest using the “Cite” button when they find an article
 - Those who look for information quickly find the LibGuide and rate it very helpful.

Info Grabs - Students

- **Hours:** Quickly found either in About or in the right Sidebar.
- **Renew a Book:** This caused a lot of frustration, only one student noticed the Renew Materials link in the Quick links, eventually they all realized they should login to My Account. But not before clicking through a variety of options in the left sidebar including: Student Support, Find Books, Additional Services, and Requests & Reservations.
- **Ask a Question:** Everyone went to the right sidebar and noted the contact information and Ask A Librarian links.

Info Grabs - Faculty/Staff

- **Schedule a Class Session:** Eventually, most got to Faculty Support - Schedule Library Instruction, but two went to Requests & Reservations first. One thought it might be Schedule a Research Consultation, and another suggested using Ask a Librarian, saying she just emails her Liaison about it.
- **Course Reserve:** Everyone got to Faculty Support - Course Reserves, eventually. Most went to Requests & Reservations first, and one went directly to the Quick Tool link for Course Reserves which is a lookup for students.
- **Library Liaison:** They all know who their Liaison is, and quickly find confirmation in Faculty Support - Library Liaisons. Two started elsewhere (About-Staff, Additional Services).

Likes/Dislikes

- General good feelings about the website. Easy to navigate, simple design, good information, understandable terminology, browsable, and assistance is easily acquired.
- One concern that the compactness of the site can make it hard to read, and My Account does not stand out.
- One does not like being unable to see his barcode when typing it in
- Frustration with figuring out how to access materials off campus - would not think to look under Help to find solutions

Top Suggestions

- Renew Materials/Books Link more visible (Perhaps under Student Services)
- Offline Access Information more visible (A tab in Databases, or under Student Services)
- Citation Information more visible - (A tab in the search box area, As its own subject on the LibGuides front page)
- OneSearch - Descriptive text telling what it searches
- The A-Z Journals List link should be more descriptive as it goes to a Subject List, not a Journal list.
- A page or a YouTube video that explains how to use the website/library services