

UNIVERSITY LIBRARY

Shannon MacTaggart
Art 337R

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Research

University of Utah:

History:

The J. Willard Marriott Library serves as the flagship academic library for the Utah State System of Higher Education. We offer services and resources that students and faculty have come to expect: research assistance, group study rooms, individual study spaces, easy access to print and electronic materials, interlibrary loan, computers, printing, and scanning. The Library also offers services and resources that students and faculty may find “unexpected” in an academic library such as academic advising, an Espresso Book Machine, 3-D printing, a digital scholarship lab, a Book Arts program, one of the finest collections of Arabic papyrus collections in the world, Mom’s Café, and so much more.

We also have a helpful and knowledgeable library staff that puts meeting the needs of our faculty and students at the center of all that we do. The J. Willard Marriott Library is your library. We are here to help you be successful in your research, teaching, and learning. Please tell us how we may provide

University of Virginia Tech:

<http://www.lib.vt.edu/>

The website is easy to use, it seems to have things that work along well with the technology that is offered at the university. Some places are a little confusing.

the services and resources you need when you need them. Your academic needs are our top priority.

Brigham Young Univeristy Idaho:

History:

n/a

Website:

The website has a lot to offer, but it is really confusing. I can’t tell very well how to operate it. There are many links and the search engine seems to feel like it’s all over the place.

Research Display:

Slightly sparatic. Inside the library however it’s quite easy to find what you need to as long as you are in ther correct section of the library.

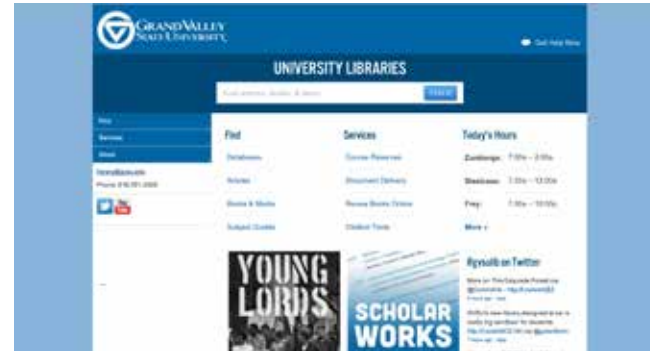
Research



Research



The screenshot shows the Plymouth State University Learning Commons website. The header includes the university logo and navigation links like 'Plymouth Home | Dir'. Below the header is a dark navigation bar with links for 'Help Desk', 'Writing Center', 'PASS Office', and 'Learning Tech & Online Ed'. A green sidebar on the left lists 'Learning Commons', 'Lamson Library', 'Collections', 'Catalog', 'Resources by Subject', 'Databases', 'Journals', 'Reference Ebooks', 'Course Reserves', 'Spinel Archives', and 'Digital Repository at PSU'. The main content area features a 'Catalog' tab, a 'Nightscapes' section with a book cover, and a 'Hot' section with the text 'Is sum used b having weath before!'.



The screenshot shows the Grand Valley State University Libraries website. The header features the university logo and 'UNIVERSITY LIBRARIES'. A search bar is prominent. The main content is organized into columns: 'Find' (with links for Databases, eBooks, Journals & Media, and Subject Guides), 'Services' (with links for Course Reserves, Placement Delivery, Reserve Books Order, and Student Tools), and 'Today's Hours' (listing hours for Zeeb, West, and Fog). There are also social media icons and a 'Sign up on Twitter' section.



The screenshot shows the BYU Library website. The header includes the 'BYU' logo and 'Library' text. A search bar is at the top. The main content area is a grid of various resources and services, including 'Digital Commons', 'OverDrive', 'Safari', 'Kanopy', and 'Hoopla'. There are also sections for 'New Books' and 'New Videos'.

Research

Technology Used

- Smartphones
- Desktop Computer
- Laptop
- Apps
- Web Browser



Interviews

Student Interviews

Megan

Major: Recreation

Do you use the school library website and database?

Yes

What do you do on the website?

I research books, and look in the database for scholar articles on parts of the human body for research or to write papers for my classes.

What classes have you done that use it?

English and some of my REC classes.

What would you do to make the library website better?

Have it be more organized and easily reachable, as well as able to research by topic easily to narrow the search of articles.

Cody

Major: English

Do you use the school library website and database?

Yes

What do you do on the website?

I research topics for my english papers that I have to write and look for scholarly information that can be used in my classes

What classes have you done that use it?

English classes

What would you do to make the library website better?

More organization, the front page is really confusing with all the links that are on the page, I wish there was some categories or ways to see exactly where I want to go.

Interviews

John

Major: Buisness

Do you use the school library website and database?

Yes

What do you do on the website?

I've used it to research for english papers as well as topics to write about in my buiness classes or articles to look for on buiness practices.

What classes have you done that use it?

Buisness and English Classes

What would you do to make the library website better?

More organization, it feels really busy and I can hardly find anything. It takes too long to see what the website has and I often get frustrated.

Will

Major: Paramedic Major

Do you use the school library website and database?

Yes

What do you do on the website?

I use it for research papers in english class. Sometimes I write papers or read articles for my parametic classes on the human body.

What classes have you done that use it?

English and Parametic classes.

What would you do to make the library website better?

It would be nice to see the search bar more promnant on the page instead of just being off to the side.

Interviews

Amy
Major: History

Do you use the school library website and database?

Yes

What do you do on the website?

Do research papers, do history projects and look up information about places that are in my history classes.

What classes have you done that use it?

English, History and other GED classes.

What would you do to make the library website better?

I really wish the school website had more organization of it to find all the links more easily.

Zach
Major: Business

Do you use the school library website and database?

Sometimes

What do you do on the website?

I've really only used it for english classes or when required in my other GED classes.

What classes have you done that use it?

Business and English Classes

What would you do to make the library website better?

Not sure, could probably use some organization and I would love to see the site have a little more design to it because it feels boring and univiting.

Librarian Interview

Interviewee: Julienne Self, Librarian with her Master's degree. Employed at BYU Library for 2 months

Question: What do you use the website for?

Answer: *Helping students get research. Looking things up in EBSCO, JSTOR, etc.*

Question: What do you think students need access to?

Answer: *Priority 1: Outside Data Bases such as EBSCO AND JSTOR*

Priority 2: Research Guides, which are tutorials by library staff on how to use the site.

Question: Is it easy?

Answer: *"NO!!" Everyone is struggling. It's missing something. Search doesn't give you what you are looking for. Students only have a few minutes. They and sometimes, I, use Google Scholar. System just takes too long to explain.*

Question: What was the old interface like when you were a freshman here?

Answer: *When I was a Freshman it was intimidating. I took the Library Research class and that helped me gain confidence using the system.*

Question: What is frustrating for you, as a librarian?

Answer: *It is really frustrating to know how many amazing resources we have here for students, and they just don't get used nearly as much as they could be. Students just don't realize what we have here because they can't figure out the system. The learning curve for me is still huge.*

Question: Why can't students find what they need in your opinion?

Answer: *Students don't know where to start. There is too much information on the home page.*

Question: Is there a part of the website that is exclusive to librarians?

Answer: *Not that I know of.*

Question: Is there a section that should be for librarians mostly/only?

Answer: She looks for a few minutes then says *"maybe the Teachers Learning Center Link on the Home Page. But it is a really great resource"*.

Librarian Interviews

Interview: Bro. Cole and Bro. Miles (

Question: Does the library keep any analytical data or hot spot maps to track user behavior?

Answer: Bro. Cole. Yes, but only basic information like page views and visitors. There is no hot spot information.

Question: How long does it take to help a student find research materials for a typical research paper in English 201?

Answer: Bro. Miles and Bro. Cole--Sometimes we can do it in just 10 or 15 min. Many times it takes an hour or more when we work one on one with a student.

Question: What is your opinion of the current web site interface?

Answer: Bro. Miles--It's Good! As you can see--pointing to the home page--we have adopted an "information dense" environment. We strongly believe in "click cost" which is the pause of the user when he has to choose to leave the home page. There is a drop in trust at that moment and the user may choose to leave the site, not trusting that moving through a navigation path will get them the information they need. We do not want to lose any users, so we keep everything a person could need on the home page. After all, users are very accustomed to information dense environments, look at Amazon.com.

We also know that English speaking people read from left to right. If you watch video of a person's eyes when they first open a web page, they always look in the top left hand corner first. This is why we place the universal search bar there.

Question: Did you do any user testing when you updated the site a few years ago?

Answer: Bro. Miles and Bro. Cole, emphatically--Oh yes, we tested users with the page and the navigation and it made sense to place the search on the top left. That is also how we came up with the left to right scroll gallery for the databases. Now it is easier to find EBSCO and JSTOR. We found the users had no problem using the website. So, we know it works.

Question: What about the search engine? Is this created by BYUI, or a third party?

Answer: Bro. Miles and Bro. Cole---There are several engines, actually. Publications like "The American Journal of Pediatrics" for example sell their content to aggregators such as JSTOR and EBSCO who store all of these publications in a database. No one aggregator has all of the publications available because they have to negotiate with them to offer their content. That is why you have to do several searches to find what we have in the library. Some are listed only on EBSCO, some are on JSTOR. There are others, of course. Then, there is a search engine company that we use on our website to perform the search functions of these separate databases. We use a company called ExLibris from Isreal. There are several. But, the search engine has to first find matches to a query within one database, then match our library catalog

Typical Problems

Problems Summary:

After interviewing students in several majors this shows a common small list of issues that are going on with the current library website.

A list of improvement goals has been made based upon what they said and their reactions with working on the site.

I also had them demonstrate looking something up on the site and explaining their process to me.

1. Hard to navigate, many different links
2. Morse like using Google Scholar
3. Different search engines that are not consistent
4. Have to click on everything, feels like there is no organization

Things to Have

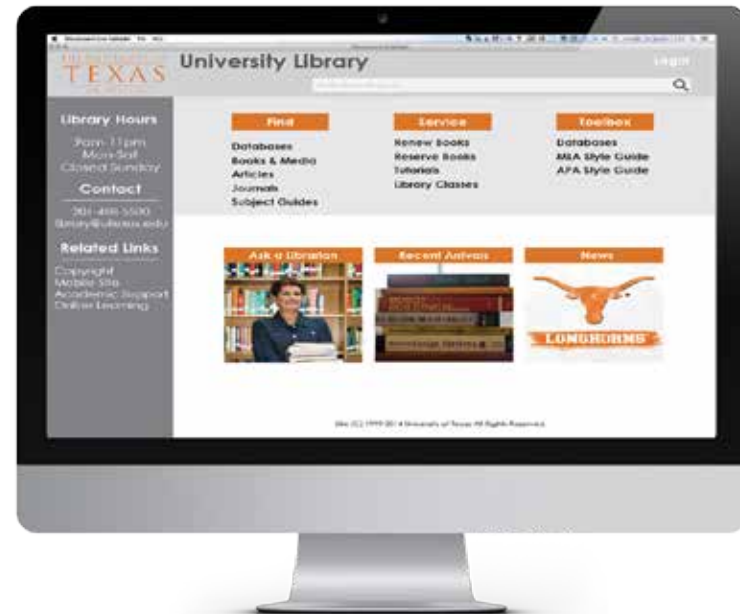
Goals Summary:

These goals are based on student/user wants and needs for the website.

Issues they are having with the current site and how they would personally like to see it improved.

Goals:

1. Clear Navigation links
2. Keep the site consistant
3. Prvide good organization of links and pages
4. Provide an interface that can log into all databases with student login



Personas

Personas:

Personas were created for three majors to get a feel for the types of students who would be interacting with the website.

Interviews were conducted with both the Librarians as well as students and how they interact with the current website, what they use it for and how they would like to see the website improved.



Name: Hailey
Major: English
Gender: Female
Class: Senior

Background:
Hailey is almost done with college, she has another year left. She is always using the school website, but even though she's taken a class on how to use the research engines on the library website she's still confused.



Name: Cody
Major: Business
Gender: Male
Class: Sophomore

Background:
Cody has to look for daily current events using the library search engines, but they are so confusing with all the different links they have.

He can never find what he's looking for in a timely manner.

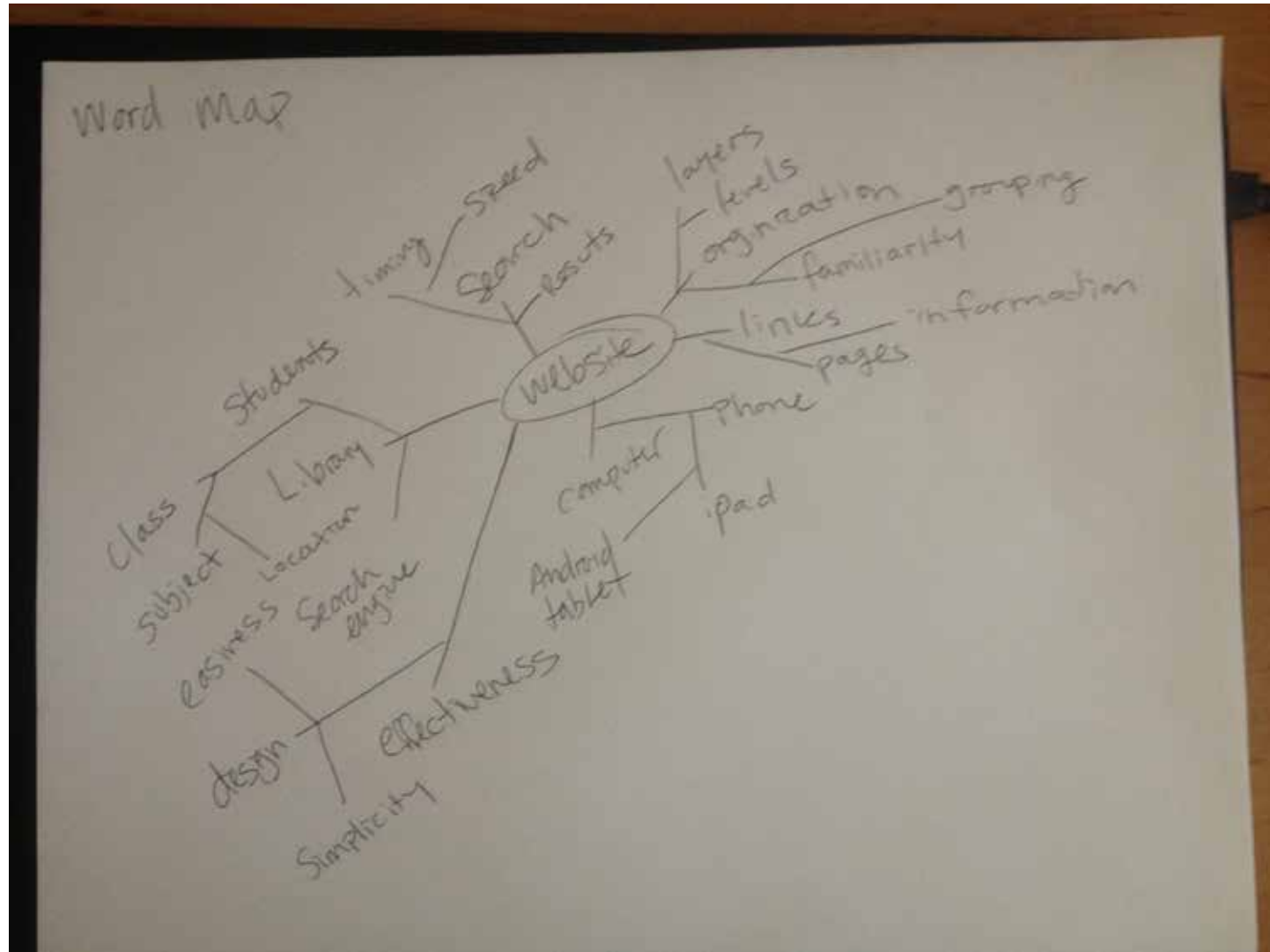


Name: Brayden
Major: Health Sciences
Gender: Male
Class: Senior

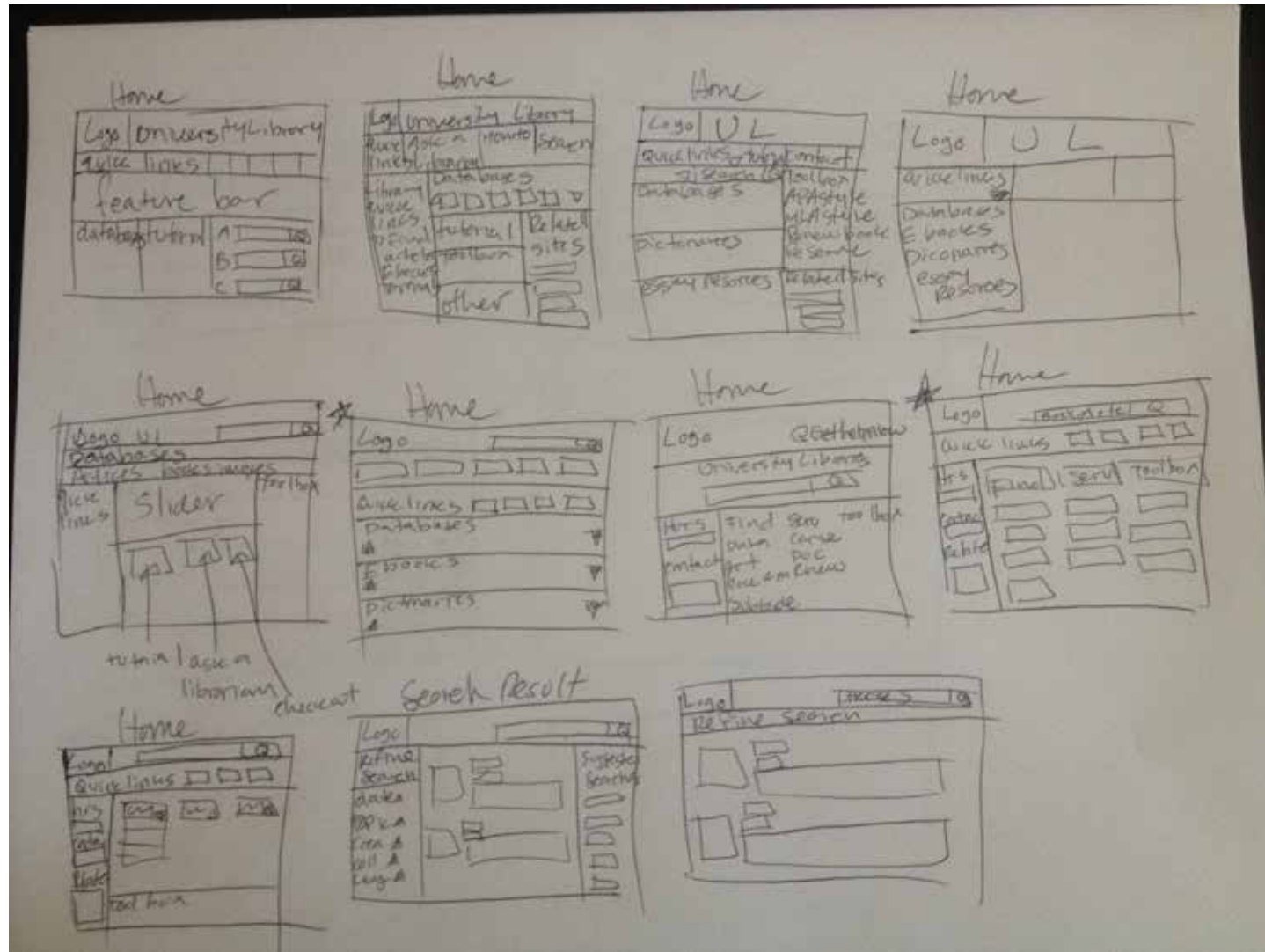
Background:
Brayden is always looking for information to support his research papers. It's hard when he can't keep the links straight there are so many of them.

He tends to go to Google Scholar instead because it is much easier for him to navigate.

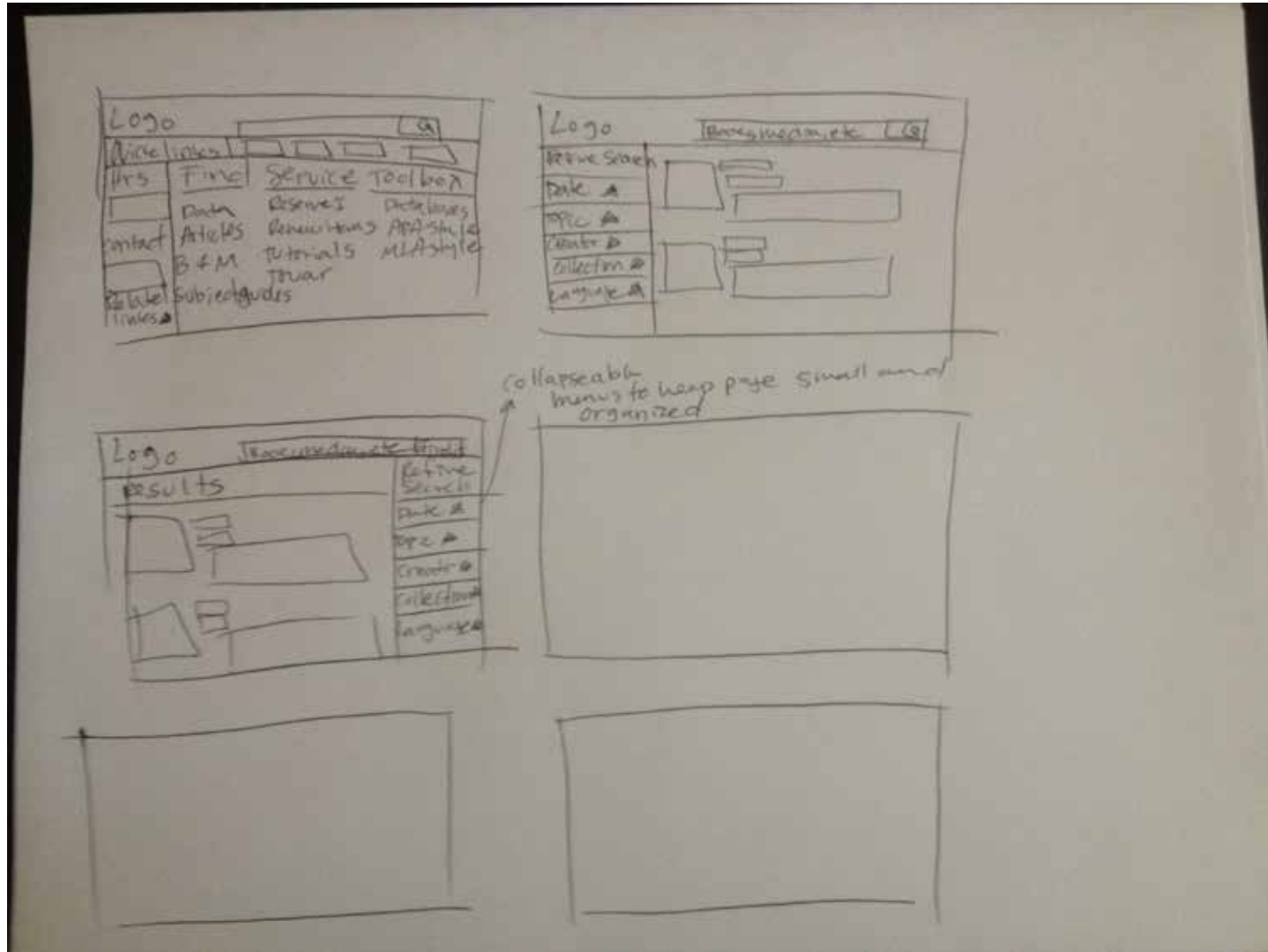
Word Map



Sketches



Sketches



Senarios 1.0

Senario 1:

You've been assigned in your class to write a paper about the foot and the different types of diseases that can happen to the foot and their cures.

Look up the book Footpedia by Jacob Smith using the general search engine.

Senario 2:

You need to write a persuasive essay for your english class. But you don't know how to use the required MLA format.

Look up on the homepage the link to find a tutorial about using the MLA format for your persuasive essay.

Senario 3:

You need to scholarly current events about the stock market tomorrow in your buisness marketing class. You have to use the school library website to do so.

Look up where you would go to research out current/news and events for your class.

User Test 1.0



User Test 1.0 Summary:

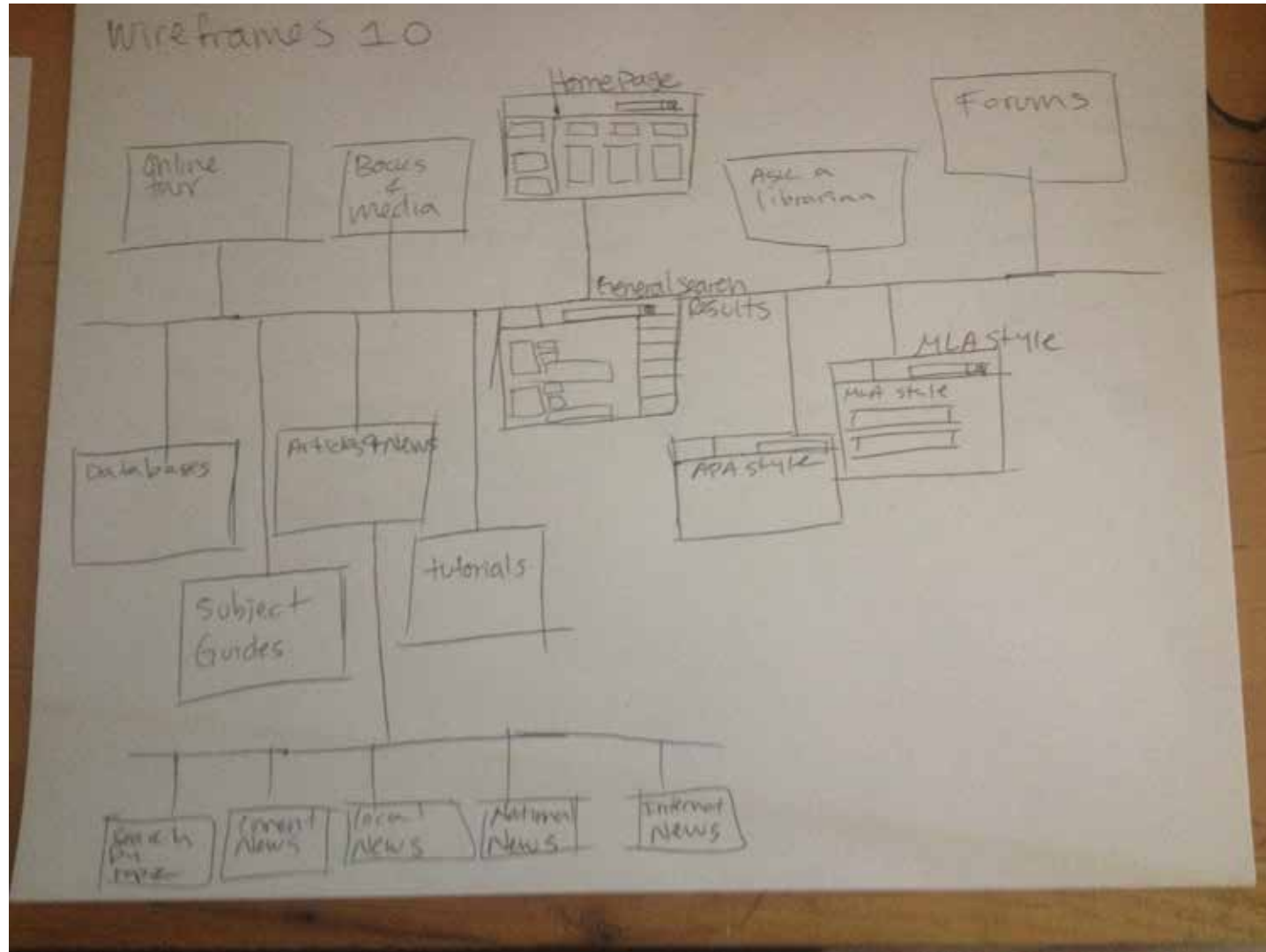
The first set of user testing went pretty well. There were a few struggles with the first scenario, as the cards were slightly confusing as to how they were to look up the book in the search engine. So that needs some refinement.

The second Scenario was pretty easy and it made a lot of sense, they liked having the style guides for the MLA and APA out on the front page that were easy to use since they are quite common to use in University Classes.

The third scenario was pretty easy too. They feel like the front page needs more detail in how it will look and try to put that into the paper prototype better, maybe put in more cards to show how to get to the end goal.

Most feel the layout feels good, just needs refinement and a digital prototype that can help explain things better than light sketches on some pieces of paper.

Wireframes 1.0



The first set of wireframes are showing the organization of the different pages that may be used, while focusing on the design aspect of the home page and the search results page.

Senarios 2.0

User Test 3.0 Summary:

Senarios 2.0 are a much more worked out. After getting some good initial feed back from professors and peers, I re-wrote some of the senarios as wel as changed some of the wording for them to make sense.

I really tried to focus on giving a small background story while keeping it clear for what the task was at hand after giving some information to the user.

I also improved wording to try and not give away words that are on the site to prove if the useability testing on the subject was effective or not or if words choices need to be improved on the website.

Senario 1:

You need to write a paper for your health class on foot diseases and their cures. The professor has assigned you a specific article to look up and read from the library website.

Look up the book Footpedia by Jacob Smith using the general search engine.

Senario 2:

You need to write a persuasive essay for your english class. But you don't know how to use the required MLA format.

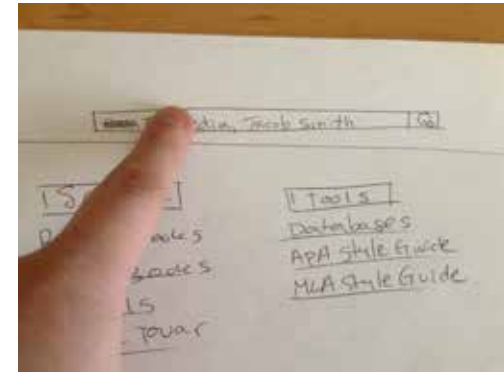
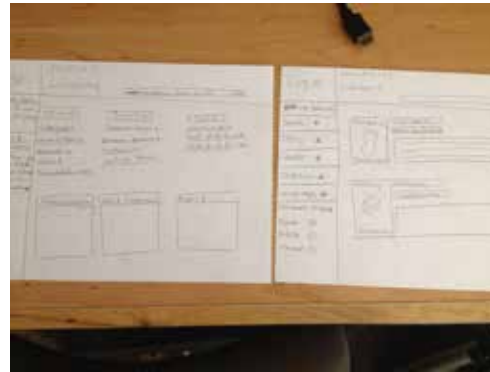
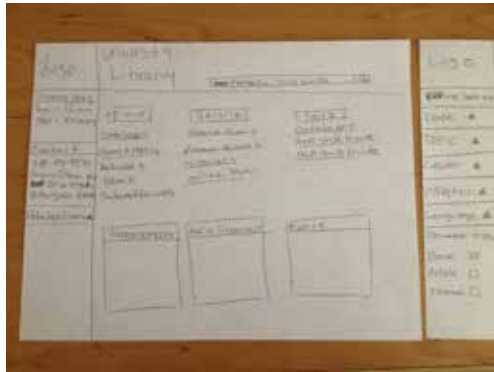
Look up and save the MLA Format article for later.

Senario 3:

You want to look at your saved searches.

Look at your saved searches on the university library.

User Test 2.0



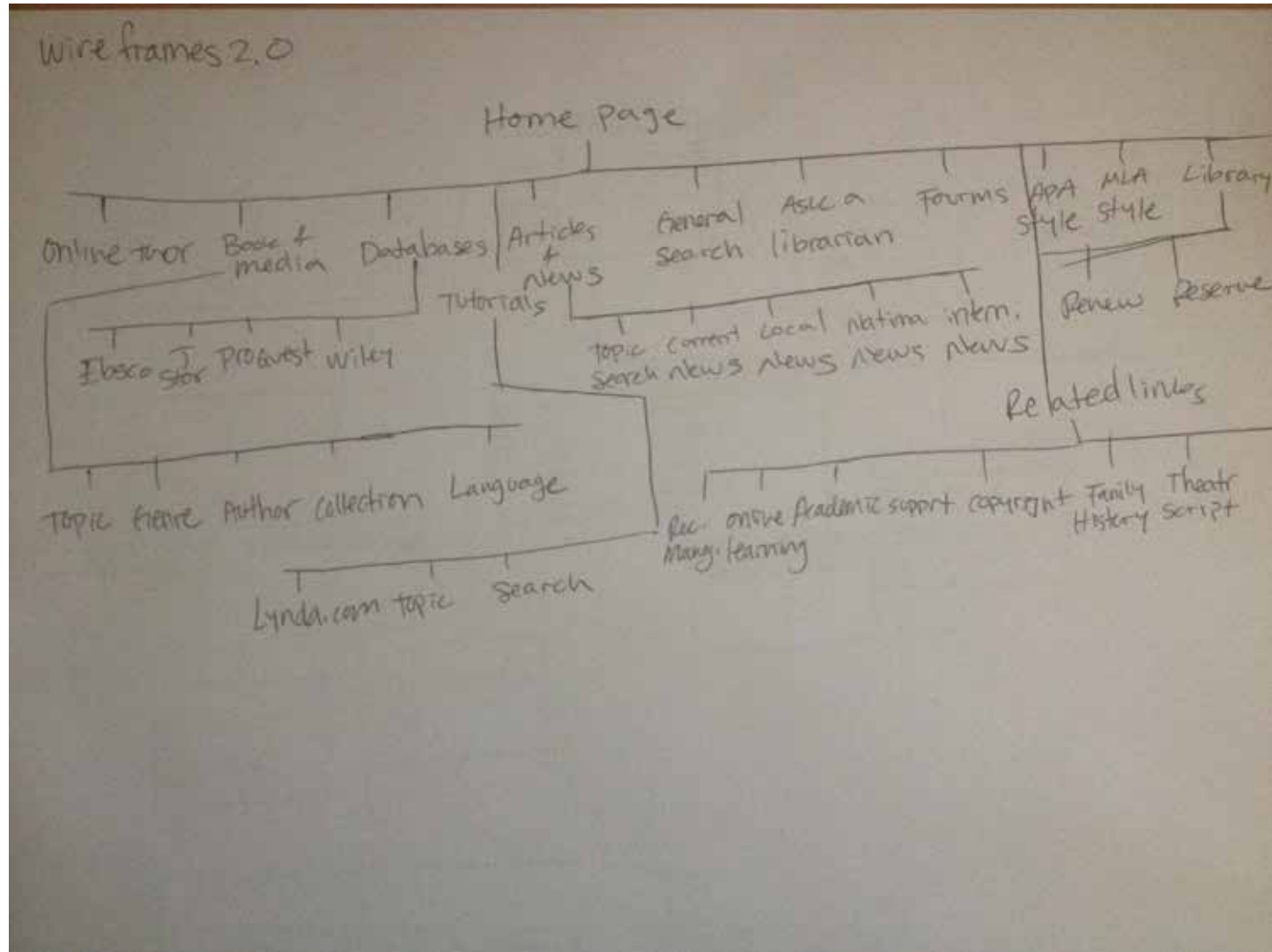
User Test 2.0 Summary:

The user test went a lot better with bigger cards to see the information. The layout changed slightly and information is much clearer. People liked that they had to log in in the second scenario and were able to save the information for later. They wished it went further showing how they would go get that information and see what it looks like.

The general search engine makes sense to them because it would be nice that logging in would log them into all 3 engines and that there is a central engine that filters through the information on all of them to give the user what they are looking for. But they also like still having the option of searching a particular engine if they so desire.

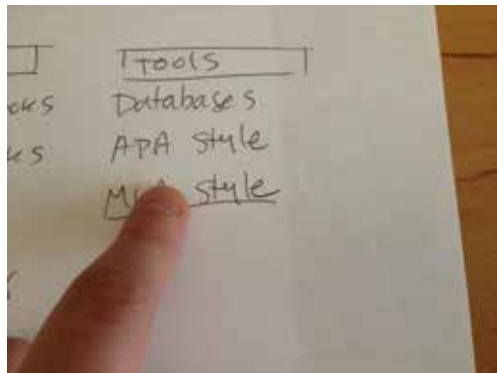
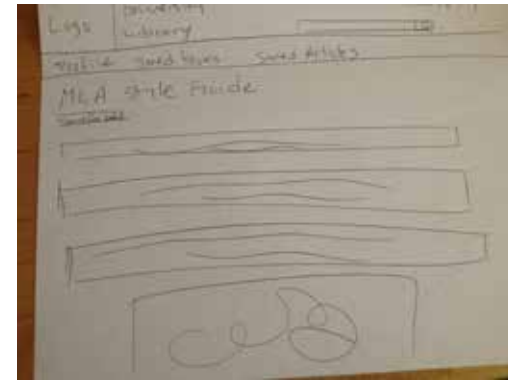
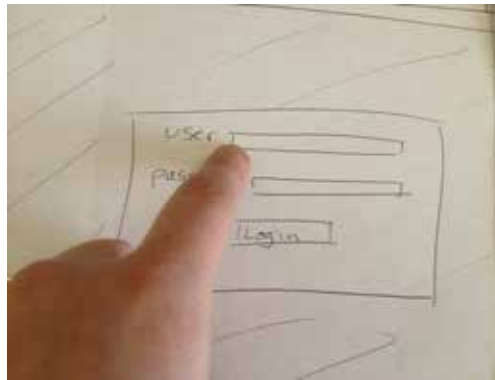
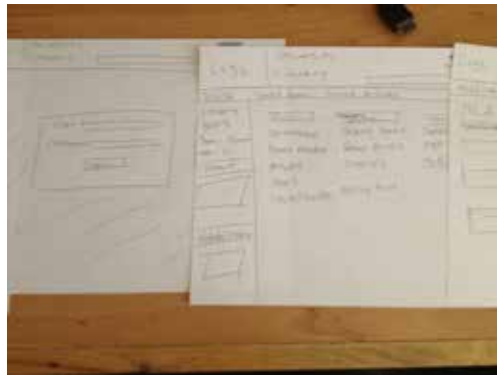
They are a lot clearer, now some people would like to see the links be a little more designed and they like the idea of the refined information being collapseable if they want to see that information or not. It makes it easier to focus.

Wireframes 2.0



After doing a small brainstorm dump of what pages would be included based on link on the first potential design of the home page, I went in and then dug a little deeper and really tried to flesh out the website because I needed to see how many searches there would be, where they would be and how they would work based upon topic, database and other factors.

User Test 3.0



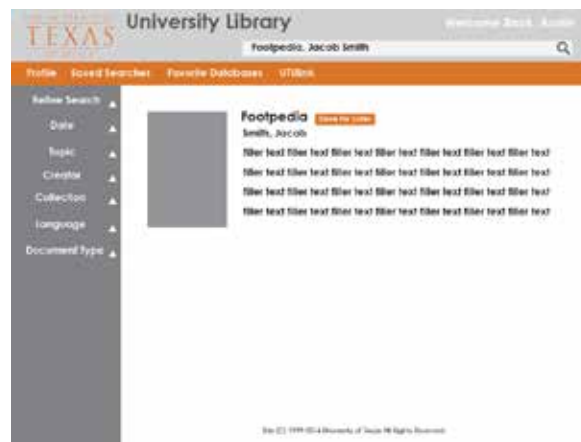
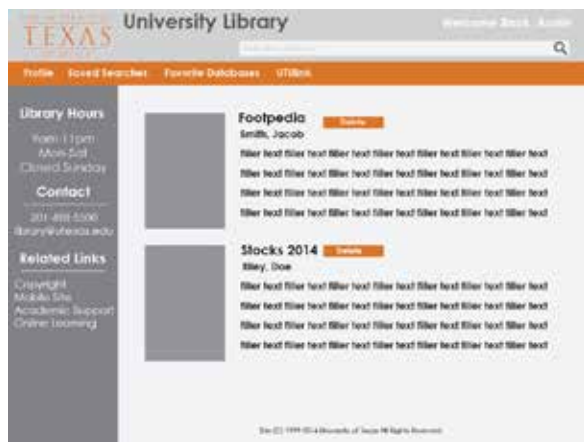
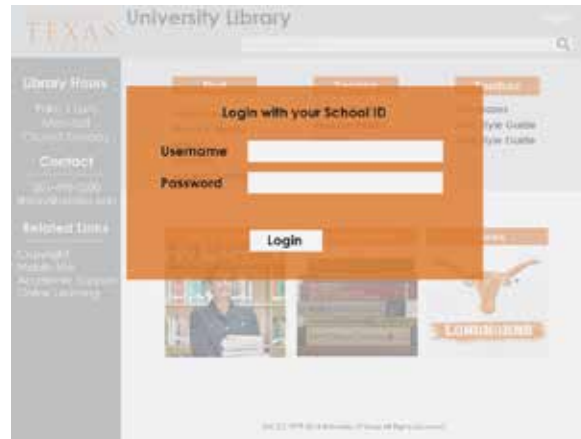
User Test 3.0 Summary:

The Test went even better. With some refinement to how the user logs in, now there is a separate bar that appears to show where they can go for the stored information that they saved from their searches that they can go back to later if they don't want to print it off or if they don't have access to a printer.

They like how the MLA and APA formats are on the front page because they are used a lot by students to write their proper essays instead of having to go and dig in the search engine for it. They like that they can use their school IDs to log in as well because it makes it a lot easier to keep everything connected with the school.

They like the clean layout of the links and how the most important information is in the center of the page, they also like how there are some boxes with pictures because it also makes the page more appealing, but those link noticeable so they know what it's talking about.

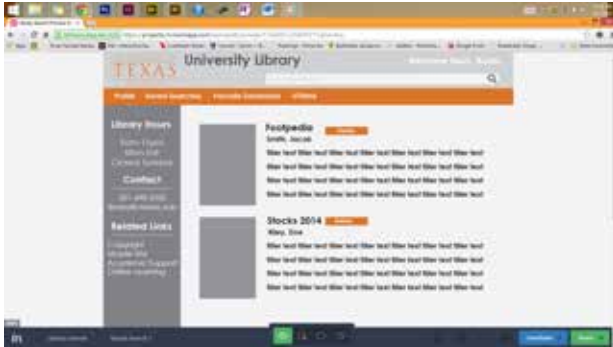
Digital Compositions 2.0



User Test 4.0 Summary:

The digital compositions here show a basic idea of the functionality of the website and how it all ties in as a whole. Giving different appearances depending on if the student or faculty is logged in or not, clear hierarchy and grouping so that information is more clearly obtainable.

User Test 4.0



User Test 4.0 Summary:

This test was quite a success now that there is digital versions are there to be tested. Everyone liked the layout and how simple it was. They liked that the second link bar appeared once they were logged in. They liked the idea that they could still search for everything on one server instead of hunting down certian databases. But they were happy there was an option to still search specific ones if needed.

The links feel smooth and they like the wording that is used. Everything is right there and feels organized. They liked the grouping of the pages. They also liked the results page and how there are tabs that can be collapsed for the information if they needed to refine their search.

They also liked the idea of having saved searches for later which makes it a lot more appealing and that they don't have to go and find their information again. The colors are a good choice and over all the page feels a lot more refined, they'd just like to see what the profile page might look like.

User Test 5.0



User Test 5.0 Summary:

The site is feeling pretty solid at this point. Most of the changes were a few word changes to make the pages clearer.

The people I user tested (5) were very happy with the idea of having saved searches, that they can delete them later, but that they can see that easily. They are excited to see the idea of logging in with school ID to get into all the databases, to keep them together in a general search, but also to have them separate as needed.

They liked seeing an idea of having a profile idea, but it wasn't the prime focus of this project.

Summary

Project Summary:

Learning UI/UX is a process that takes time and interest. I love the chance to talk to different people and get their opinions on my projects. It only gives me an opportunity to make something great into something fantastic.

This project has shown growth in my learning scenarios, but also how I have a good understanding of Web Design. People had some great word choices that helped make things stand out as well as improving the Hierarchy of the overall website idea. For the search engine it was optimized for an ideal idea of having everything into one, a database being able to log into other databases with the shared login information making it easier on students and faculty to use the school's website.

I had many wishing that this was a reality and that this project would be going one step further. It was personally rewarding after all to get an idea of different types of websites to build and even how to improve a school website that is already functioning and learning how to better organize the content already provided.

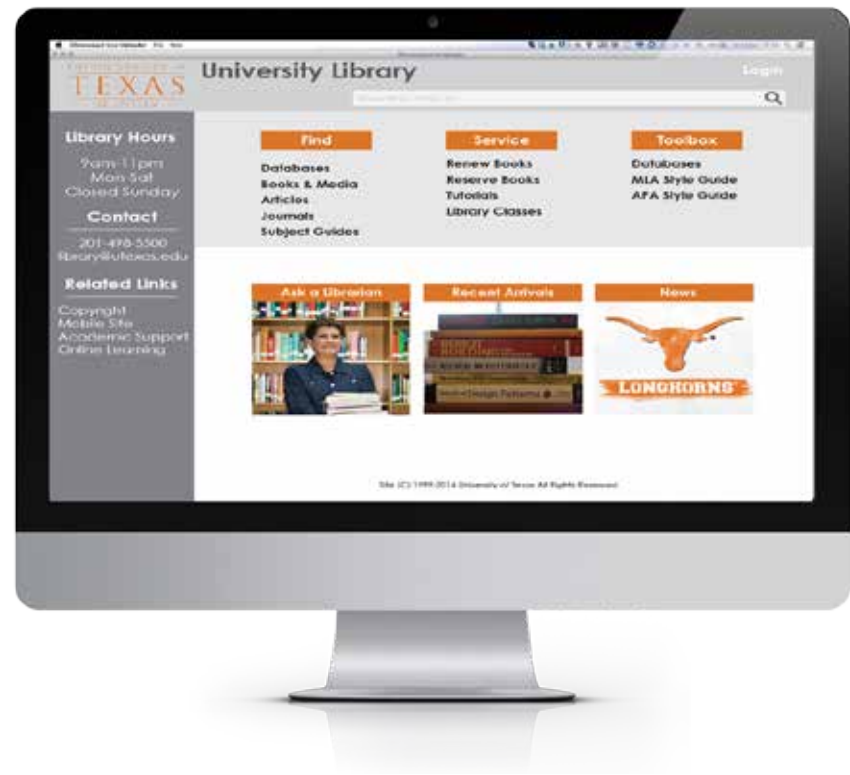
UNIVERSITY LIBRARY

Shannon MacTaggart
Art 337R

Final Product

Goals:

1. Clear Navigation links
2. Keep the site consistant
3. Prvide good organization of links and pages
4. Provide an interface that can log into all databases with student login



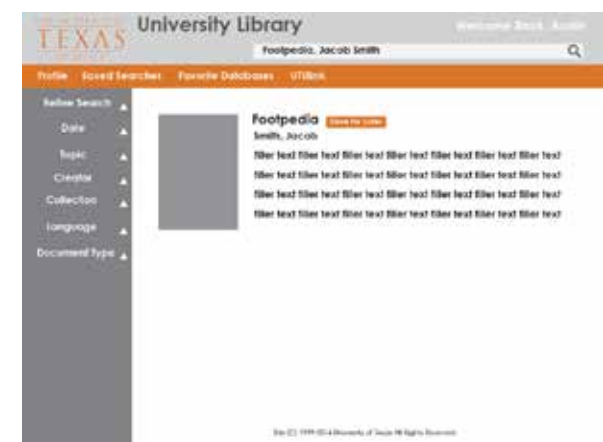
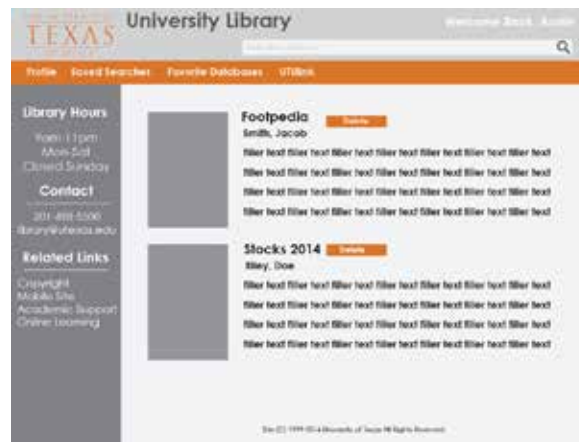
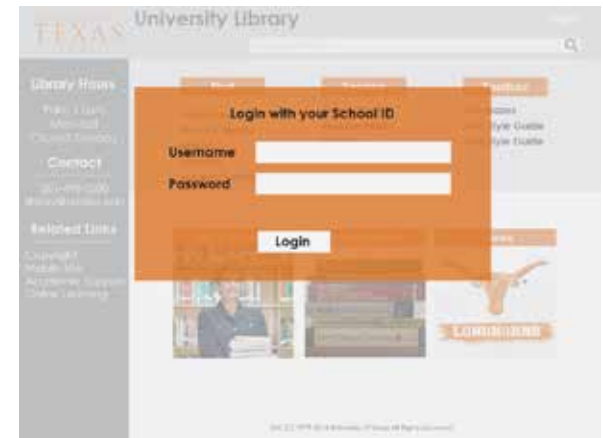
Final Product - Compositions

Compositions:

Going through five rounds of user testing showed that this layout was the most effective and that students really enjoyed how it worked.

They enjoyed the look, feel and organization of the over all site. They wished they could see more of how it works.

One of the biggest issues was having it work with multiple databases in one search engine. The biggest focus was showing an effective search engine that would optimize advanced search as well as showing results for all the databases offered by the campus.



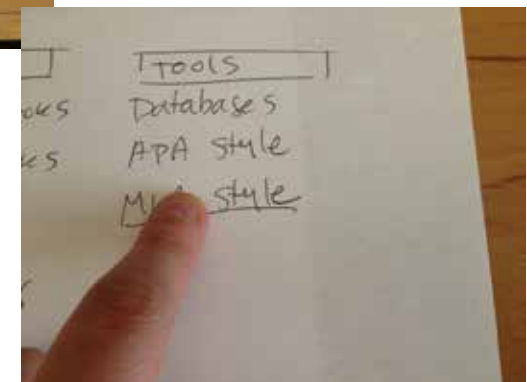
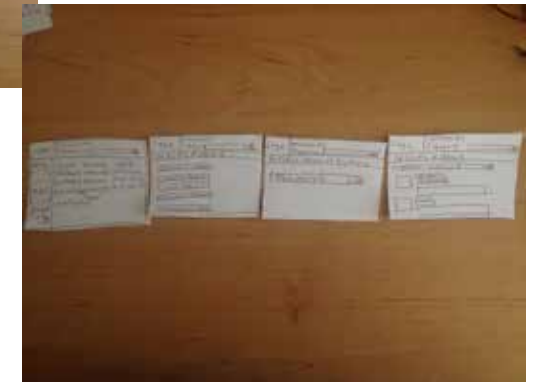
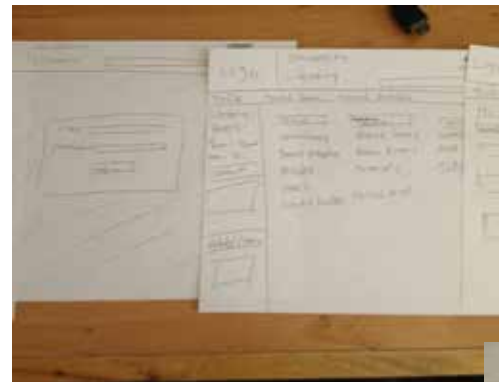
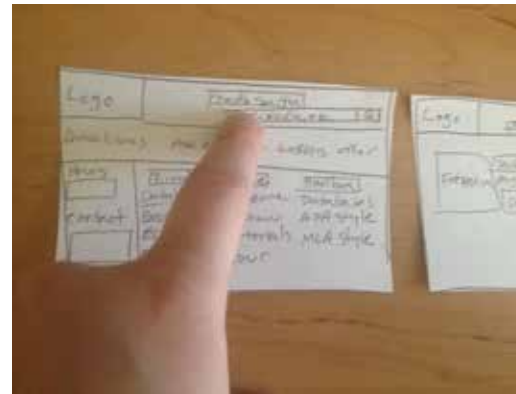
User Testing

User Testing:

Each user test consisted of 3-5 people per test who tested three different scenarios based on the goal associated with the project.

User testing went through three rounds of prototypes and ended with two rounds of paper and digital prototypes.

Most of the issues contained from the user testing was the word choices and some functionality and creating simplicity on the pages which happened over time. Such as being able to collapse parts of the advanced search, etc.



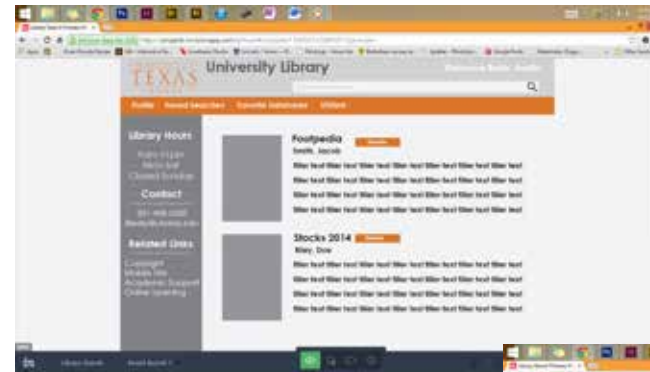
User Testing

User Testing:

Digital prototyping was next. After several tries and working with a program called invision app, I was able to go through and make the website clickable.

The scenarios were refined to better fit the users and the actions that needed to be performed to make sure the layout would work for it's intended purpose.

The final results were great (3-5 people for testing) and they all just made a few recommendations for words that could be used instead of what was used on the layout during the testing.



Personas

Personas:

Personas were created for three majors to get a feel for the types of students who would be interacting with the website.

Interviews were conducted with both the Librarians as well as students and how they interact with the current website, what they use it for and how they would like to see the website improved.



Name: Hailey
Major: English
Gender; Female
Class: Senior

Backgrkound:
Hailey is almost done with college, she has another year left. She is always using the school website, but even though she's taken a class on how to use the research engines on the library website she's still confused.



Name: Cody
Major: Buisness
Gender; Male
Class: Sophmore

Backgrkound:
Cody has to look for daily current events using the library search engines, but they are so confusing with all the different links they have.

He can never find what he's looking for in a timely manner.

Summary

Project Summary:

Learning UI/UX is a process that takes time and interest. I love the chance to talk to different people and get their opinions on my projects. It only gives me an opportunity to make something great into something fantastic.

This project has shown growth in my learning scenarios, but also how I have a good understanding of Web Design. People had some great word choices that helped make things stand out as well as improving the Hierarchy of the overall website idea. For the search engine it was optimized for an ideal idea of having everything into one, a database being able to log into other databases with the shared login information making it easier on students and faculty to use the school's website.

I had many wishes that this was a reality and that this project would be going one step further. It was personally rewarding after all to get an idea of different types of websites to build and even how to improve a school website that is already functioning and learning how to better organize the content already provided.