

UC Irvine Law Library Website Usability Project Initial Presentation



Informatics 132
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Spring 2011
April 18, 2011

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LAW LIBRARY
UNIVERSITY of CALIFORNIA · IRVINE

UCI LAW ABOUT FACULTY STUDENTS VISITORS RESEARCH

HOURS
Library Building:
Sat 9am-6pm
Reference Desk:
Mon-Fri 9am-5pm
More . . .
No visitors Apr. 23-May 6

BOOKS & DATABASES
Catalogs
Databases
Floor plan
UCI Libraries

CONTACT
Service Counter:
949-824-6961
Reference:
949-824-6746

VISIT
401 E Petason Drive
Irvine, CA 92697
Map
Hours & basic information
949-824-2404

BOOKS, JOURNALS, & DATABASES

ANTPAC - UCI Law ANTPAC - UCI UCI WorldCat

Sort By: Date

ARTICLES & LEGAL DATABASES

HeinOnline Lexis
LegalTrac Westlaw

Select a Database

LEGAL RESEARCH GUIDES

NEW & NOTEWORTHY

How legal citators could suck less.
by Jason Wilson - Apr 12, 2011
By Jason Wilson As legal researchers, we value citators. When I was in law school, you had to "shepardize" your cases to ...

View all shared news items.

Law Library Website

law.uci.edu/library

- Re-designed at the beginning of the 2010-2011 school year.
- The physical library is quite small, but the website has access to tens of thousands of additional resources.
 - ex : research databases, online publications, cite-checking articles, research tips
- Access to the library and the website's resources is limited to UCI law students, faculty and staff members and certain non UCI law students.

Usability Problems : Client View

Our Client :

Ellen Augustiniak

Research Librarian for Web Services

- Not aware of any usability problems, but assumes they exist.
- Concerned about confusing terminology
 - Do users know the difference between an Article, a Catalog, and a Journal?
- Wants to focus on usability issues for law students and finding ways to make the site easier to use
- Not interested in site re-design and plans to continue to use the site's Content Management System.

Usability Problems : Our Initial Thoughts

- The site's terminology is confusing . . .
 - Journals section contains articles, not journal entries
 - Database section also refers to electronic journals
 - Also there are journal accounts
 - Technological terminology (VPN)
- No HELP or Documentation Sections on the site
 - Lacks "How To", "FAQ" or "Ask a Librarian" section
 - No user-focused help and documentation listing concrete steps to be carried out
 - "How to reserve a study room?"
 - "How can I order a book from another campus library?"
- How do we find users??

Plan Summary

Deliverables :

Final Usability Report

Documenting usability problems and giving recommendations for the website.

Rough Draft Mock-ups

Visual representation of the recommendations

Our Methods :

- semi-formal **Heuristic Evaluation**
- small **Usability Study**
- semi-formal **Interviews**

Heuristic Evaluation

- Performed by Team 3 Experts
- Team 3 will individually rate the tasks given by the client referencing the Law Library Website's UI design by the following heuristics:

<ul style="list-style-type: none">● HCI Guideline Compliance (INF 131)● Visibility of System Status● Match between System and Real World● User Control and Freedom● Consistency and Standards● Error Prevention	<ul style="list-style-type: none">● Recognition rather than Recall● Flexibility and Efficiency of Use● Aesthetic and Minimalist Design● Help users recognize, diagnose and recover from errors● Help and documentation
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- After forming a team consensus, findings will be presented to client in final report

Usability Study : Overview

- **Create User Profiles**

- Target Audience : UCI Law Students

- **Create Task-Based Scenarios**

- Create realistic scenarios for specific tasks
- Use same scenarios for all participants to see patterns or problems

- **Use a "Think Aloud" Process**

- Users will verbalize why they do something and what they were thinking when they did it using screen and audio capture

- **Testing Proposed Changes**

- Not possible within scope of this class
- Future class team could follow-up on changes made

The Users

User Profile

- UC Irvine Law Students
 - Subgroups :
 - First Year (1L) Law Students
 - Second Year (2L) Law Students
 - May have different usage and research needs
 - 2Ls research for Law Review

Finding Participants

- Need proper incentives
 - Gift Card, Library Credit
- Client has list of potential participants
- Plan to ask students spontaneously in the library

We hope to have the participation of

- 3 - 5 First Year (1L) Law Students
- 3 - 5 Second Year (2L) Law Students

Testing Setting

- Usability Testing to be held in the Law Library Study Rooms
- Each user's session should last between 15 to 20 minutes
- Think aloud protocol will be implemented

Materials :

- Printed task-based scenarios
- Printed pre and post interview questions
- Laptop to capture audio and screen capture video of test subject performing tasks

Sample Tasks

- Library Access Information

Use the website to find :

- When the Library is open during Finals.
- How to check out a group study room

- Finding Books and Using the Catalog

Use the website to find :

- "Study Aid" for the "private ordering" class.
- A treatise on Employment law.
- How to borrow material from other libraries and have it sent to the UCI Law Library.
- How to get a book that is in another campus library.

- Using Databases

- A professor told you about something called the "BNA Daily Labor Report." Find out how to access that resource.

Sample Tasks

- Making Suggestions

- Use the website to suggest that the Law Library purchase a book.
- Say you want to make a comment about the Library on-line. Describe how you would do that.

- Starting research projects

- You are given a research assignment from a professor that involves compiling a legislative history. Find a starting point for your research that will provide advice and links to resources.
- What kind of information is available from this page [</research/index.html>]? When would you use it?

Interview Questions

Open ended questions :

- What are some things you'd like to see on the library website?
- What have you had trouble with on the website?
- If we were to add a FAQ page, what questions/answers should be on this page?
- Do you understand the terminology presented on the site?
- Do you know how to access the site off campus?

Time Plan

Milestone	Resources	Date Due Highlighted Milestone is Complete
Initial client presentation	Team 3 Members Librarian Client	3/30/2011
Initial client meeting	Team 3 Members Ellen Augustiniak	4/11/2011
Heuristic evaluation of library web Site	Ryan, Michelle	Week 4 (4/17/2011 - 4/23/2011)
Pilot Experimental Study	Marcel, Julie	Week 5 (4/24/2011 - 4/30/2011)
Compile and evaluate heuristic evaluation report	Ryan, Michelle	Week 6 (5/1/2011 - 5/7/2011)
Interim Presentation	Team 3 Members	Week 7 (5/8/2011 - 5/14/2011)
Usability testing of library web site	Groups of Team 3 Members 1Ls: Ryan, Michelle 2Ls: Marcel, Julie	Week 7 (5/15/2011 - 5/14/2011)
Create library web site redesign mockups	Marcel, Julie	Week 8 (5/15/2011 - 5/21/2011)
Final Presentation	Team 3 Members	Week 9 (5/22/2011 - 5/28/2011)
Write and edit final report and prepare DVD	Team 3 Members DVD - Marcel, Ryan	Week 10-11 (5/29/2011 - 6/11/2011)