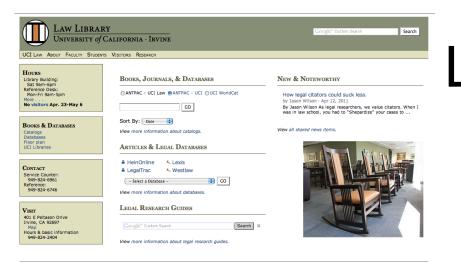
UC Irvine Law Library Website Usability Project Initial Presentation



Informatics 132 Prof. Alfred Kobsa Spring 2011 April 18, 2011

Group Members

Julie Darwish Michelle Houang Marcel Pufal Ryan Wade



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
 - \circ Database section also refers to electronic journals
 - \circ Also there are journal accounts
 - Technological terminology (VPN)
- - "How to reserve a study room?"
 - "How can I order a book from another campus library?"
- How do we find users??

Plan Summary

Deliverables :

<u>Final Usability Report</u> Documenting usability problems and giving recommendations for the website.

<u>Rough Draft Mock-ups</u> Visual representation of the recommendations

Our Methods :

- semi-formal Heuristic Evaluation
- o small Usability Study
- o 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:
 - HCI Guideline Compliance (INF 131)
 - Visibility of System Status
 - Match between System and Real World
 - User Control and Freedom
 - Consistency and Standards
 - Error Prevention

- Recognition rather than Recall
- Flexibility and Efficiency of Use
- Aesthetic and Minimalist Design
- Help users recognize, diagnose and recover from errors
- Help and documentation
- 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

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

The Users

User Profile

- \circ 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

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

We hope to have the participation of

- 3 5 First Year (1L) Law Students
- $_{\odot}$ 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
- \circ 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 online. 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	<mark>3/30/2011</mark>
Initial client meeting	Team 3 Members Ellen Augustiniak	<mark>4/11/2011</mark>
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 (5/8/22011 - 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)