UC Irvine Law Library Website Usability Project
Interim Presentation
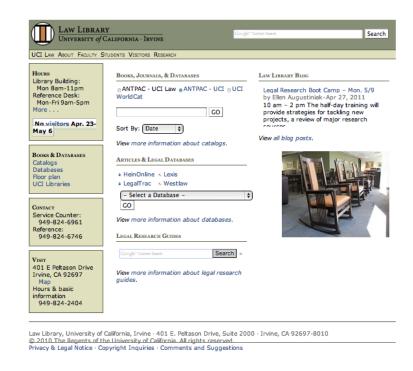
Informatics 132
Prof. Alfred Kobsa
Spring 2011
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Group Members
Julie Darwish
Michelle Houang
Marcel Pufal
Ryan Wade

Project Summary

Usability Study of Law Library Website

Our Client :

Ellen Augustiniak
Research Librarian for Web Services

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Problems to address :

Terminology Confusion
Finding any Usability Issues for Students

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Project Summary

Our Client's Viewpoint:

- No initial awareness 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.

Project Summary

Heuristic Evaluation
- Perform on Law Library website pages
- Use INF 131 guidelines

Pilot Tests
- Test experiments to detect problems
- 2-3 test subjects

Usability Study
- Tasks
  - Access library information
  - Find books and use the catalog
  - Using library databases
  - Making suggestions
  - Starting research projects

Completed Items

Heuristic Evaluations
- Redundant Information
  - Library Hours in multiple places on one page
- Bullet lists
  - Need to be in alphabetical order
- Missing help pages on multiple web pages
- Links inconsistent, some open new tabs, others switch main browser page
- Terminology issues
  - What is SSRN?
- Incorrect year labels
  - Many say 2010, need to change to 2011
- Other issues added to final report

Problems Encountered

1. Finding Participants
   - 1L (first year) and 2L (second year)
   - **It's currently exams week**
   - Willingness to participate is low
   - Acquiring incentives
2. Heuristic Evaluation
   - Team 3 members have no domain expertise
   - Local issues only
   - No global problems found
   - Around 50% of issues found with 2 evaluators
3. Pilot Study
   - See point #1
   - Maybe switch to friends and family for this?

Updated Timeline

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)
Prepare Experimental Materials	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 Pilot Experimental Study	Present: Team 3 Members Study: Marcel, Julie	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 (5/8/2011 - 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)

Thank You :)