

UC Irvine Law Library Website Usability Project Interim Presentation



Informatics 132
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Spring 2011
May 4, 2011

Group Members
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Project Summary

The screenshot shows the Law Library website for the University of California, Irvine. The header includes the library logo, navigation links (UCI LAW, ABOUT, FACULTY, STUDENTS, VISITORS, RESEARCH), and a search bar. The main content area is divided into several sections: 'HOURS' (Library Building: Mon 8am-11pm, Reference Desk: Mon-Fri 9am-5pm), 'BOOKS, JOURNALS, & DATABASES' (with a search bar and 'GO' button), 'ARTICLES & LEGAL DATABASES' (listing HeinOnline, Lexis, LegalTrac, and Westlaw), and 'LEGAL RESEARCH GUIDES' (with a search bar and 'Search' button). A sidebar on the left contains 'CONTACT' (Service Counter: 949-824-6961, Reference: 949-824-6746) and 'VISIT' (401 E Peltason Drive, Irvine, CA 92697) information. A 'LAW LIBRARY BLOG' section on the right features a post titled 'Legal Research Boot Camp' by Ellen Augustiniak, dated April 27, 2011, with a photo of a library interior.

Usability Study of Law Library Website

Our Client :

Ellen Augustiniak

Research Librarian for Web Services

Problems to address :

Terminology Confusion

Finding any Usability Issues for Students

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 (5/8/2011 - 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 :)