

UC Irvine Law Library Website Usability Project Pre-Final Presentation



Informatics 132
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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 & DATABASES' (with a search bar and 'GO' button), 'ARTICLES & LEGAL DATABASES' (listing HeinOnline, Lexis, LegalTrac, and Westlaw), and 'LEGAL RESEARCH GUIDES' (with another search bar). A 'LAW LIBRARY BLOG' section features a post titled 'Legal Research Boot Camp' by Ellen Augustiniak. A photograph of a library interior is also visible. The footer contains contact information, address, and copyright notices.

Usability Study of Law Library Website

Our Client :

Ellen Augustiniak

Research Librarian for Web Services

Problems to Address:

Terminology Confusion
General Usability Issues

The Plan:

Heuristic Evaluation
Pilot Experiments
Usability Studies

Heuristic Evaluations

- Redundant Information
 - Library Hours in multiple places on one page
- Bullet lists/Groupings
 - Need to be in alphabetical order
- Missing help pages on multiple web pages
- Links inconsistent, some open new tabs, others switch main browser page, others open new files/programs
- Terminology issues
 - What is SSRN?
- Drop down menu itself is a link
- Many other issues (see final report)

For each problem, we decided on possible fixes to correct the problem.



HOURS

Library Building:
Sun CLOSED
Reference Desk:
Mon-Fri 9am-5pm
More . . .

BOOKS & DATABASES

Catalogs
Databases
Floor plan
UCI Libraries

CONTACT

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

VISIT

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

RESEARCH | [RESEARCH GUIDES](#) · [STUDY AIDS](#) · [TREATISES](#)

Guides to Legal Material from the Law Library

General

- Secondary legal resources
 - Treatises at UCI Law
- Primary law - Statutes
 - Legislative History
- Primary law - Cases
- Primary law - Administrative Materials
- International law - Treaties

Subject-specific

- [Taxation Resources](#)

Subject Guides from the UCI Libraries

Browse over 150 [Subject Guides](#) tailored to the research areas and course specialties at UCI.

1. Need to change blue font
2. Sub Items under General grouping need to be in alphabetical order
3. Add icons to textual descriptions.
4. Move Comments and Suggestions link into Contact box. Many test users could not find link.
5. Need Help feature

Pilot Experiments

- Because Law students were hard to reach, the pilot experiments were done with friends and family
- Tasks were attempted with each subject
- Found that the site was difficult to use for non Law persons
 - Were able to find the normal hours of the library
 - Didn't have the context to know what terminology meant
- Ended up not being too useful

LAW STUDENTS:

DO YOU HAVE 20 MINUTES TO SPARE?

HELP THE LAW LIBRARY

by participating in a short study
designed to help us improve our website.

Contact

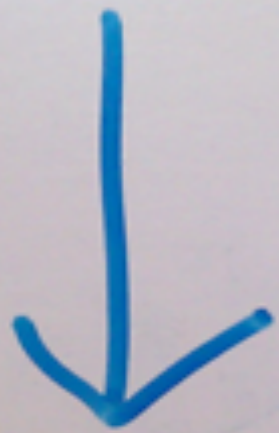
Ellen Augustiniak, Web Services Librarian

eaugustiniak@law.uci.edu

*As a thank-you, you will receive
a gift card for a treat at Peet's!*



WINNERS!
TAKES!



The Usability Study

- 4 users
 - 1 - (1L) Participant
 - 3 - (2L) Participants
 - Participation low due to summer break for law students
- Given a short pre-test questionnaire
 - Results will be compiled in a spreadsheet for analysis
- Given a set of pre-defined tasks to perform
 - Finding access information
 - Finding books using the catalog
 - Using databases
 - Making suggestions
 - Starting research projects
 - Open-ended questions
- The 1L Participant had additional tasks specific to issues potentially pertaining to them

Usability Tasks - Easily Completed

Task 1: Find library hours during reading/exam period.

Four subjects were given task and all four found the information.

Task 3: Find if and when a friend can use the law library

Two of the four subjects had no issues with this task. One subject said they would directly ask a librarian, but another one didn't think their friend would be able to use the library.

Task 5: Find information on Lexis or Westlaw (1L only)

One subject was given this task and they found answer with no problems.

Task 6: Find how a book can be sent to the law library

Three of the four subjects had no issues with this task. One subject said they would directly ask a librarian

Usability Tasks - Not As Easy

Task 2: Find how to reserve a study room

Four subjects were given the task. All of them found information on study rooms and found how to reserve a room.

Task 4: Find study aids (1L only)

One subject was given the task, but was not sure if task 4 was completed or not.

Task 7: Find if you can borrow materials and send them to the law library

After several minutes, three subjects of the four was successful. The other subject gave up.

Task 8: Access BNA Daily Labor Report

Two subjects found answer with no issues. One could not find the answer. One could not find the report but found it through Google.

Usability Tasks - Could Not Accomplish

Task 9: Find a way to suggest the Law Library purchase a book

All four subjects could not accomplish this task and gave up.

Task 10: Find a way to make a comment or suggestion

All four subjects could not accomplish this task and gave up.

Most subjects said they would ask a librarian. They could not find the Comments and Suggestions link located at the bottom of the site.

Other Problems and Thoughts

- Drop down menu is hard to use, most of them did not click the links that takes them to the main page for each section
- Subjects believe Lexis and Westlaw are much easier to use to find needed resources
- Difficult to figure out how to connect to databases when off campus
- Even when subjects had difficulty finding something, only one used the search function on the site
- No one saw the Comments and Suggestions link
- If all else fails, "Ask Someone"

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)
Organization and coding of data Preliminary data evaluation	Marcel, Julie	Week 8 (5/15/2011 - 5/21/2011)
Pre-Final Presentation	Team 3 Members	Week 9 (5/22/2011 - 5/28/2011)
Final Presentation Write and edit final report	Team 3 Members	Week 10-11 (5/29/2011 - 6/11/2011)

Thank You :)