

Inf 113 Team 5 Interim Presentation

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Problems and Methods Summary

- First, we try to gain an understanding of people's natural conception of the tasks we were testing.
 - *How do they see it playing out in real life?*
 - *How do they imagine it happening online?*
- Secondly, we see how well the current library website facilitates these assumptions
 - *How easy are these tasks to accomplish?*
 - *Does the site resemble the real-life process?*

What we have done so far

- Split the four tasks (questions) amongst us.
- Devised an applicable interview strategy for each task.
- Completed four user interviews per question.
- Performed four user tests for each question on the UCI library website.
- Recorded and compiled the results to this document.

Insights learned

General:

- People want *"everything on the home page of the website"*
- They want the information fast

Specific:

- Often people prefer to call or go to the library in person.
- Question 1 could have been faster, but tolerable and done in about 2 minutes.
- Questions 2, 3 & 4 took twice as much time as the the subject felt it should have taken. Most subjects say they would have given up had they been doing the task from themselves. Subjects feel it should take no longer then 2-3 minutes to complete any of these tasks.

Insights into Task 1

"Imagine that you need to obtain a library card. How would you go about doing this?"

This task had the highest success rate of all four tasks given. Most users felt it was accomplishable in a satisfactory amount of time.

Insights gained from the User Interviews:

- Most initial response was to go to a person at the library rather than use the website
- Expected item to be on front page
- Would like a "New to Library" button

Insights gained from the User Tasks:

- Multiple ways to get to it, even if you go to the wrong page initially you still could get to it from many sub pages.
- Can get to it from the front page.
- When searched(top right) and keyword "library card" the first search item was the correct link.

Insights into Task 2

"Imagine that you need to find out how long you can hold onto a checked out book. How would you go about doing this?"

Insights gained from the Interviews: □

- Half of those interviewed had their first response be oriented towards talking to a librarian
- Users anticipated that finding the information would require some work
- That said, users believed the info would be in an easily accessible location, such as on the front page or in an easily found FAQ

Insights gained from the User Tasks: □

- The information was buried deeply
- Its location and the ease with which it is found is inconsistent throughout the site.
 - For example, starting from the homepage it takes 4 links if the first link clicked is "cards, PINs and renewals."
 - If the first thing clicked is "policies," it takes 3 links.
- The information needs to be browsed for too heavily
 - Users sometimes are staring at the info, but don't realize it because its buried in text
- "Ask the librarian" is only used as a last resort, and usually in a state of agitation

Insights into Task 3

"Imagine that you need to check out a book, but do not have the time to go to the library. What do you do?"

Insights gained from the Interviews:□

- Expected to send a graduate or undergraduate to get it for him physically
- Expected this information to be on the tutorial or support page
- Expected to obtain this information using the site map and clicking on a link such as: "document delivery service"
- Assumed there was no way to get a hard copy delivered
- Expected this information to appear either on the website or the phone
- They could get by without it

Insights gained from the User Tasks:□

- In order to find this information you have to know what book you want and you have to be in the process of checking it out.
- On Antpac, there were many links and you really needed to sift through them to get this information.
- In Melvyl it is combined with the "request from a library service" (task 4)

Insights into Task 4

"Imagine that there is a book that the UCI library doesn't have, but another academic library does have it. However, that library is very far away. How would you go about borrowing this book?"

Insights gained from the Interviews: □

- Most users would go to other sites first:
 - amazon.com
 - google books
 - go directly to the other library
 - call someone to have them walk you through it
- If using the UCI Library site they would expect:
 - button labeled "order from another library" while searching for a book
 - information to be obtained by clicking a "services" button

Insights gained from the User Tasks: □

- 3 users out of 4 unable to fully complete the task
- question assumes we want the book from a different library... hard to find book... books in the uci library are given preference in search rank.
- jargon on library website may be difficult for some (inter library loan)
- some search for this service directly, while others look for a book, and then expect the service to be there.

Problems we encountered so far

General:

- Difficult to find people not familiar with the UCI library.
- Minor technical difficulties.
 - Difficulty converting video formats by not purchasing the tool.
 - Problems with installing or running the agreed upon browser

Discuss any decisions that will need to be made

- **We must choose a mockup creation tool.**
 - Possibilities:
 - Macromedia Dreamweaver
 - Denim
 - Photoshop
- **Decide how to perform the Mock-up Tests**
 - 4 Grad Students, 2 Faculty Members
 - Decide on Test Procedure
 - Decide on Distribution of Labor

Detail of Final Presentation of Project

Create Mock-ups based on our findings

- **Start Date 5/14/09**
- **Completion Date 5/21/09**

Test Mock-ups with new user base

- **Start Date 5/21/09**
- **Completion Date 6/2/09**

Prepare for Final Presentation

- **Start Date 6/3/09**
- **Completion Date 6/4/09**

Final Report

- **Start Date 5/12/09**
- **Completion Date 6/4/09**

How Our Tasks Will Be Broken Up

- Design initial mockup as a team.
- David & Rubin to Implement mockup
- Chad to Work on Graphic
- Jesse to revise links, wording/jargon, review HCI principals
- Test mockups as pairs
- Write up rough drafts on individual findings
- Compile final document as a team

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Questions?