- 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 . . .
  o Journals section contains articles, not journal entries
  o Database section also refers to electronic journals
  o Also there are journal accounts
  o Technological terminology (VPN)

● No HELP or Documentation Sections on the site
  o Lacks "How To", "FAQ" or "Ask a Librarian" section
  o No user-focused help and documentation listing concrete steps to be carried out
    ■ "How to reserve a study room?"
    ■ "How can I order a book from another campus library?"

● How do we find users??
Plan Summary

Deliverables:

Final Usability Report
Documenting usability problems and giving recommendations for the website.

Rough Draft Mock-ups
Visual representation of the recommendations

Our Methods:
- semi-formal Heuristic Evaluation
- small Usability Study
- 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:

<table>
<thead>
<tr>
<th>HCI Guideline Compliance (INF 131)</th>
<th>Recognition rather than Recall</th>
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<tbody>
<tr>
<td>Visibility of System Status</td>
<td>Flexibility and Efficiency of Use</td>
</tr>
<tr>
<td>Match between System and Real World</td>
<td>Aesthetic and Minimalist Design</td>
</tr>
<tr>
<td>User Control and Freedom</td>
<td>Help users recognize, diagnose and recover from errors</td>
</tr>
<tr>
<td>Consistency and Standards</td>
<td>Help and documentation</td>
</tr>
<tr>
<td>Error Prevention</td>
<td></td>
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</tbody>
</table>

- 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**
  - Not possible within scope of this class
  - Future class team could follow-up on changes made
The Users

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

We hope to have the participation of
- 3 - 5 First Year (1L) Law Students
- 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
- 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
  o Use the website to suggest that the Law Library purchase a book.
  o Say you want to make a comment about the Library online. Describe how you would do that.

● Starting research projects
  o 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.
  o 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?
<table>
<thead>
<tr>
<th>Milestone</th>
<th>Resources</th>
<th>Date Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial client presentation</td>
<td>Team 3 Members Librarian Client</td>
<td>3/30/2011</td>
</tr>
<tr>
<td>Initial client meeting</td>
<td>Team 3 Members Ellen Augustiniak</td>
<td>4/11/2011</td>
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<tr>
<td>Pilot Experimental Study</td>
<td>Marcel, Julie</td>
<td>Week 5 (4/24/2011 - 4/30/2011)</td>
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<tr>
<td>Interim Presentation</td>
<td>Team 3 Members</td>
<td>Week 7 (5/8/2011 - 5/14/2011)</td>
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<tr>
<td>Usability testing of library web site</td>
<td>Groups of Team 3 Members 1Ls: Ryan, Michelle 2Ls: Marcel, Julie</td>
<td>Week 7 (5/15/2011 - 5/14/2011)</td>
</tr>
<tr>
<td>Create library web site redesign mockups</td>
<td>Marcel, Julie</td>
<td>Week 8 (5/15/2011 - 5/21/2011)</td>
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