UC Irvine Law Library
Website Usability Project
Pre-Final Presentation

Informatics 132
Prof. Alfred Kobsa
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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

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.
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!
WIN THESE!
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
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

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Resources</th>
<th>Date Due</th>
<th>Highlighted Milestone is Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial client presentation</td>
<td>Team 3 Members Librarian Client</td>
<td>3/30/2011</td>
<td></td>
</tr>
<tr>
<td>Initial client meeting</td>
<td>Team 3 Members Ellen Augustiniak</td>
<td>4/11/2011</td>
<td></td>
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<tr>
<td>Interim Presentation Pilot Experimental Study</td>
<td>Present: Team 3 Members Study: Marcel, Julie</td>
<td>Week 7 (5/8/2011 - 5/14/2011)</td>
<td></td>
</tr>
<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 (5/8/2011 - 5/14/2011)</td>
<td></td>
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</tbody>
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Thank You :)