

Team TRiStar (Team 3*)

**UCI Libraries Website New Search
Functionality**

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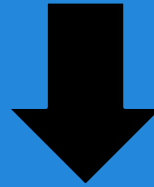
UCI Library New Search Function

Main Stakeholder: Chris Davis

Project: UCI Library implemented a new search function for students and faculty to better utilize information on the library website. Perform usability testing on this new search function.

SEARCH in Melvyl - Libraries Worldwide Go 

Original Search



TRY OUR *New* SEARCH! Go [AND GIVE US YOUR FEEDBACK!](#)

New Search



Libraries Web (0) Online Resources (0) Subject/Course Guides (0) Antpac (0) Melvyl (0)

Results Toolbar in tabs

Changes Made to Search Bar

- The UCI Libraries new search bar does not require any additional information other than a keyword.
- Results pertaining to the keyword will be organized into tabs containing the different types of results.

Usability Problems

Some Issues with the new system have been identified...

Primarily:

- **New system implemented Without Usability Testing performed**
- The result types are unclear in their meanings. (Melvyl, ANTPAC)
 - The results tabs are hard to keep track of and will wrap/disappear
- No intuitive flow for searches (Forward, Back, New Search)
- No recommended Searches (or corrected spelling)
- Search parameters will return varying results
 - Some searches return expected results, others do not.

Goals of the Project

- Perform user testing on the new search function on UCI Library website to gather data on how it could/should be improved.
- Based on the information gathered from these user testing sessions, write a set of new requirements for the UCI search function
- Re-design and polish the UCI websites search function to meet the necessary requirements.

Goals of New Design

- **Functionality**
 - Does the user find what they were searching for?
- **Efficiency**
 - How long did it take the user to find what they were looking for?
- **Design**
 - Is the search function aesthetically appealing?
- **Comprehensibility**
 - Are users able to use this search function intuitively?

Methods

In order to meet our goals for both the project and the new design, Team TRiStar is going to employ the User Testing Techniques listed to the right.

- **Cognitive Walkthrough**
- **Expert Testing**
 - Librarians / Team Members
- **Think Aloud**
 - Students / Professors
- **Questionnaires**
 - To help inform testing scenarios
- **Short Interviews**
 - 10-15 Minutes

User Groups to be Tested

- **Students (Undergrads or Grads)**
 - Tends to search for specific reference materials
- **Professionals (Professors or Librarians)**
 - Tends to search for functional information

Testing these two groups independently is essential. We will try to test both groups in locations corresponding best to their comfort and familiarity.

Usability Testing Locations

- **Scheduled User Testing:**
 - Langson Library study rooms
 - Discussion Room SSPA 1165
 - Interview remotely to test UCI VPN
- **Testing Sessions will be 15-30 Minutes**
 - 10-15 minute post-session interviews

The Roles of TRiStar in Testing

- **Interview Facilitator**
 - Greeter and pre-test briefing for the user
- **Interviewer(s)**
 - Will be coached on how to keep interview pertaining to relevant information.
 - Each interview will be constructed around the specific set of scenarios used in the session.
- **Note Takers**
 - Will manage the recording equipment
 - Take handwritten notes during the sessions
 - Will transcribe short interviews into a transcript for final report.

Responsibilities & Questions for Testing

Running the Testing Sessions:

- Run the testers through a series of pre-determined scenarios and record outcomes
- Scenarios will be recorded via video & Audio to determine feedback
- Scenarios will be based on a variety of different search options and criterium
- Take notes while observing their responses

Questions:

- Short Interviews conducted immediately after user testing
 - Will follow an open line of questioning to encourage honest and free-thinking answers.
 - Semi-structured

Research Phase/Schedule

- Week 1: Introduction
 - Met with teams and our sponsor, Chris Davis
- Week 2: Initial Evaluation
 - Tested the new search function within our team and compared it to the old one
- Week 3: Collaboration
 - Met with team 3+ and shared notes based on our initial evaluation
- Week 4 - 5: User Testing #1
 - Questionnaires, Cognitive Walkthrough, Expert testing, think-aloud, short interviews

Research Phase/Schedule

- Week 6: Re-Evaluation + Mock Up
 - Redesign UCI Library Search Function based on results from testing
- Week 7: Testing #2
 - User Test the redesigns via prototype software
- Week 8: Evaluation + Re-Design
 - Catalog findings and results
 - Make any suggestions based on the second round of testing
- Week 9: Final Report + Final Presentation