

# **UW Libraries Usability Testing Report: New Design Fall 2004**

November 14th, 2004

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# 1. Executive Summary

This report documents the findings of usability testing performed fall 2004 of the newly designed UW Libraries web site. Ten UW Library users with a range of library web site use performed tasks determined to help understand the ability of users to access resources using the libraries website.

The usability testing indicated that finding resources using the newly designed Libraries website is generally fairly easy. Many of the tasks were completed quickly and easily by participants.

Users easily found:

- Purchase requests
- Library hours
- Citations from the homepage
- The book renewal web page
- Course reserves (via myuw)
- Journals from the catalog in the e-journals page

However, users had difficulties:

- Knowing what fell under "more" on the homepage
- Distinguishing between 'major' and 'complete' databases
- Recalling introductory information provided on the resource pages
- Find services provided by departments within the library
- Understanding the need to search the catalog using the journal title, not the article title

The site received compliments from every usability test participant. These include: "I wish we had this twenty years earlier," "I like having a catalogue link on the home page", and "I love the libraries."

## 2. Introduction

The University of Washington Libraries performed a redesign based on user centered design methodologies in the academic year of 2003-2004. The goal of this current test is to follow up on the redesign and test some of the services and resources that the new Libraries web page offers.

The focus of this report is on the e-journals page, the research database page, the by-subjects section of the web site. In addition the ease of finding resources, such as image collections or account information, was tested. The goal of this test is to ensure that the web site redesign improved user's ability to find resources and that it did not cause any new difficulties.

## 3. Project Scope

This usability testing report does not directly address other services linked from the website (e.g., catalog, e-reserves, web bridge, etc.), although some of these resources were used by the users during the testing.

## 4. Usability Testing Procedures

The goal of this usability testing was to determine how well our UW Library redesigns met the resource and service needs of our user population of undergraduate students, graduate students and faculty. Tasks were created based on the main goals users need to find resources, such as journal articles, from the UW Libraries website.

### 4.1. Method

The usability study was designed using prototypes of the existing libraries website. The prototypes included minor changes to the existing e-journals and research databases pages and were designed to spotlight potential problems with the UW

Libraries web site. This testing focused on how quickly and easily users were able to complete pre-defined tasks using these prototypes.

Participants were introduced to the study when they appeared for their appointment. A script (Appendix A) was referred to in order to bring consistency to the sessions. It was emphasized that the study was in order to test the prototypes, not themselves. Participants were encouraged to be honest in their comments and told that any feedback, positive or negative was useful and greatly appreciated.

Participants were asked to 'think aloud' during the usability test. We encouraged them to describe their reactions to the new pages as well as their thoughts while completing the requested tasks. This information would help us determine what users were thinking when they clicked on a particular link or what information might be confusing to them.

Participants were scheduled in one hour time slots. Most completed the tasks and assessment within 45 minutes and were therefore allowed to leave early.

## **4.2 Approach**

### **4.2.1 Recruitment of participants**

Before participants were recruited research into the general composition of University of Washington undergraduate and graduate students was undertaken. The results indicated that (data from <http://www.washington.edu/newsroom/profile>):

- 52 percent of UW undergraduates are women
- 24 percent of UW undergraduates Asian American
- 66 percent of all graduate students are professional
- 15 percent of all graduate students are international

Based on the above information, we goals for recruiting were: (1) 50% women, (2) At least one Asian American, (3) one professional student, and (4) one international student.

In addition, our research found a break down of students by college. This information was used for recruiting. Based on the research we performed, we recruited undergraduate students in the following areas (data from <http://www.washington.edu/admin/factbook/tab4.pdf>):

- 2 Science Students
- 1 Engineering Student
- 1 Humanities Student
- 1 Social Science Student
- 1 Business Student

Participants were recruited by advertisements requesting volunteers for the study. The advertisements were placed on the UW libraries homepage ([www.lib.washington.edu](http://www.lib.washington.edu)) and on the Student Access and Computing group news page that appears in the computer labs (<http://depts.washington.edu/sacg/>).

Interested users filled out a brief survey (<http://www.lib.washington.edu/usability/recruit.html>) that asked for their UW status, year of study if undergraduate student, major or program, hours available and use of the UW libraries web site in the past month. Participants were offered a \$10 gift certificate to the UW Bookstore for completing the usability study.

Over 100 responses were received. Volunteers were contacted for appointments based on their fit with the profile, reported library web site use and availability. Six undergraduates, two graduate students and two faculty members were chosen.

### **4.3 Format**

The usability testing sessions were performed according to the following format:

1. Introduce background and purpose of usability study using script.
2. Explain release form and request signature
3. Begin tasks. Participant works through one task at a time. The tasks were written on a printed on a piece of paper.
4. Ask for any additional comments on the site they just experienced or the current library web site
5. Present participant with gift certificate, thank them for coming and re-iterate the importance of their feedback.

### **4.4. Equipment used**

The usability tests were performed in a dedicated usability room located within Suzzallo library. The room contains a desk with a computer, monitor and chair. An additional desk and chair were used by the testing facilitator, and one observer to take notes attended each session in a third chair. The tests were performed with the door to the usability room closed.

Camtasia screen capture software (<http://www.techsmith.com>) was used to record the participants' screen movements and voices.

System details: PC with 1.2GHz Athlon processor, 384 MB SDRAM, 20 GB system drive, 45 GB A/V drive, MatroxRT2500 capture card, MatroxG450 dual head DDR AGP w/ 16mb video accelerator, 52X IDE CDROM, Creative Audio PCI 128, Altec-Lansing ACS22 speakers, ViewSonic GS790 19" monitor, Microsoft Intellimouse, Keytronics 104-key keyboard, Microsoft Windows2000 Professional, Adobe Premiere6.0, Adobe Photoshop5.0 LE.

### **4.5 Test Participant Profiles**

The tests were carried out with test participants with the following profile:

Participant	Gender	Type	Department	Level of site use in past month
1	Female	Faculty	Speech and Hearing Sciences	Has used site 2-4 times in past month
2	Female	Graduate Student	Library and Information Science	Has used site more than 4 hours in past month.
3	Female	Undergraduate Student Sophomore	Drama	Has used site 1-2 times in past month.
4	Male	Undergraduate Student Freshman	Biochemistry	Has used site more than 4 hours in past month.
5	Female	Undergraduate Student Sophomore	Biochemistry	Has not used site in past month
6	Male	Graduate Student	History	Has used site more than 4 hours in past month.
7	Male	Undergraduate Student Junior	International Studies/Business	Has used site more than 4 hours in past month.
8	Male	Faculty	History	Has used site more than 4 hours in past month
9	Male	Undergraduate Student Junior	Industrial Engineering	Has used site more than 4 hours in past month
10	Female	Undergraduate Student Sophomore	Art	Has used site more than 4 hours in past month

5 men and 5 women participated in the testing.

## 5. Summary of Major Findings

The usability testing indicated that finding resources using the Libraries website is generally fairly easy. Many of the tasks were completed quickly and easily by participants.

Users easily found:

- Purchase requests

- Library hours
- Citations from the homepage
- The book renewal web page
- Course reserves (via myuw)
- Journals from the catalog in the e-journals page

However, users had difficulties:

- Knowing what fell under “more” on the homepage
  - Recommendation: Make the headings look more like links
- Distinguishing between ‘major’ and ‘complete’ databases
  - Recommendation: Remove the ‘major’ databases list
- Recalling introductory information provided on the resource pages
  - Recommendation: Introductory information is not read and is probably not useful
- Find services provided by departments within the library
  - Recommendation: Try to highlight the services offered by linking them from the Services ‘more’ page
- Understanding the need to search the catalog using the journal title, not the article title
  - Recommendation: Just above the catalog search box include a highlighted and very brief statement such as “Do not use article titles”

## 6. All Findings

### **Recognizing the “more” label on the homepage**

Can users recognize what is in the “more” pages for Resources, Services, and About on the home page?

Task 1: From the main page, can the user find the “Image Collection”

Task 2: From the main page, can the user find where to request the libraries purchase a book.

Task 3: From the main page, can the user out about libraries policies.

**Results:**

Image collections under ‘resources’ were difficult to find for users (4/10 found it from the home page). Requesting a book was easier (6/10 found it from the home page). Everyone found the hours (10/10). Some users used a site search to find the information.

**Finding accessible services**

Can users find not readily accessible services from the home page?

Scenario: The user has heard that the library has a page helping you to find newspaper articles

Task: Ask users to find a resource about “Finding Newspaper Articles” from the homepage

**Results:**

The correct navigation route for this task is a bit convoluted (see task for details) and it is not surprising that only half of the users were able to find this page (5/10). Many users found alternative pages that held similar, but not as detailed information. For example, one participant decided that the Lexis-Nexis web page was the answer to this task. Before starting the task, many users thought that it “sounds like a resource” and navigated to the resource page.

**Testing “by subjects”**

Do “by subjects” help novice researchers on the databases and e-journals pages?

Task: Ask the participant to find an article about the Mt. St. Helens eruption.

**Results:**

Most users were able to solve this problem by using the by subjects section of the e-journals page. The term on the b subjects list is "Earth and Space Sciences." However, many had a problem with this term: "Earth and Space Sciences." For example, one user said: "I think its geology... and what's that term?"

### **Testing 'major databases'**

On the databases page, does the 'major databases' list confuse users? The current databases page has both a list of major databases and complete databases.

Task 1: Ask users to find Washington State Library catalog.

Task 2: Ask users to find ABI/INFORM trade & industry

#### **Results:**

The major databases and complete databases lists seem to unnecessarily make users tasks harder and the users generally did not seem to understand the difference between the two. We received comments such as: "The major database list was the first one on the page, so I chose it for the ABI/Inform, not because I thought it was there."

### **Introductory information on web pages**

Would short introductory information help users to understand how to use the research databases pages?

Create a mock up research databases page with information about how the databases are added.

After the participant has finished issue 2, ask the participant about how the databases are added.

#### **Results:**

9/10 users did not read the text.

### **Retrieving Citations**

Can users retrieve journal citations from the main page?

Task: Ask users to find:

Wagner, Austin, and Von Korff. Organizing Care for Patients with Chronic Illness. *The Milbank Quarterly*, Vol. 74, No. 4, 1996

**Results:**

Users were generally able to find the article after some searching. Most users used the catalog search on the homepage. However, many users tried to search the catalog by article title rather than journal title. Some users also had a difficult time finding volume 74 on the journals page. Many users clicked on the call number and were confused by the call numbers list.

**Renewal of books**

Can users easily renew their books?

Scenario: The user has a book that they would like to renew before leaving for vacation.

Task: Ask the user to renew a book that has already been checked out

**Results:**

Almost all (9/10 users) completed this task with no difficulties. The only user who had difficulties did not click on the '1 item checked out' link and spent some time searching before finally clicking on the link.

**Accessing course reserves**

How do users access course reserves and the proxy?

Ask users how they typically get to the course reserves. If the participant instructs, ask the participant how he or she typically posts his or her course reserves.

**Results:**

Every participant used myuw to access course reserves.

## Feelings about the main page

How do the users feel about the main page?

Please describe to the test administrator your initial reaction to the libraries homepage. Feel free to use adjectives to describe it.

### Results:

Users were generally positive about the new website. Comments included:

- "I wish we had this twenty years earlier."
- "I like the new home page more than before."

Although, some participants felt that searching was difficult. One suggested:

- "One search that could give you all different types of resources would be very helpful"

## Using the catalog in 'e-journals'

Can users comfortably search the catalog from the e-journals page? A prototype e-journals page was created with a catalog search form on it and users were asked to use it.

Task: Find the journal "Australian Geographer" using the e-journals page.

### Results:

Users generally seemed to feel comfortable searching the catalog on the e-journals page. When asked if they found the catalog journal page comfortable and usable nearly all agreed that they felt comfortable.

## Appendix A: Usability Test Script

Hi, \_\_\_\_\_. My name is Craig, and I'm going to be walking you through this session.

Let me explain why we've asked you to come here today: We're testing the Libraries Gateway web site to see what it's like for people to use it. Specifically we are looking at the "Get It" section on the home page.

I want to make it clear that we're testing the site, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes. If something is unclear to you, that means we can learn something.

We want to hear exactly what you think, so please don't worry that you're going to hurt our feelings. We are here to gather information and are not the designers of this site. We want to improve the site, so we need to know honestly what you think.

As we go along, I'm going to ask you questions and ask you to think out loud, to tell me what's going through your mind. This will help us a lot.

If you have questions, just ask. I may not be able to answer them right away, since we're interested in your perceptions, but I will try to answer any questions you still have when we're done.

We have a lot to do, and I'm going to try to keep us moving, but we'll try to make sure that it's fun, too.

One last thing. We would like to record this session so that we can later review what happened, mostly so I can take a second look at this session and take better notes. We don't use our recordings for purposes other than helping us learn about the site. Other than your voice, you remain completely anonymous.

If you would, I'm going to ask you to sign something for us. It simply says that you are willing to take part in the study.

Do you have any questions before we move on?

## Appendix B: Task Handouts

### Student Handout

The following is the handout given to students for the test:

Please note: All tasks that you are asked to perform start from the homepage

#### Part 1

You are new to using the UW libraries and you want to find out more information.

First, does the library have a large collection of images?

Second, how do you request that the libraries purchase a book?

Third, what are the hours for the Suzzallo-Allen reference desk on November 26?

#### Part 2

You've heard from a friend that the library has a web page to help you to find newspaper articles. Please find that page.

#### Part 3

Your instructor has asked you to look at the journal Australian geographer. Please find that journal.

#### Part 4

Your instructor has asked you to write a paper on the Mt. St. Helens eruption using only articles as your sources. Your instructor recommends that you use the “e-journals” feature of the libraries website.

#### Part 5

Please use the research databases web page for the next set of tasks. It is under the “Resources” category on the homepage.

Please find the Washington State Library catalog database.

Please find the ABI/INFORM trade & industry database.

#### Part 6

Your professor has asked you to find the following article for an assignment:

Wagner, Austin, and Von Korff. Organizing Care for Patients with Chronic Illness. *The Milbank Quarterly*, Vol. 74, No. 4, 1996

#### Part 7

You have checked out a book for a research paper and you need to renew it before it is late. Using the account information provided, please renew the book.

#### Part 8

How do you typically access the course reserves? Please reenact this process for me.

#### Part 9

Please describe to the test administrator your initial reaction to the libraries website. Feel free to use adjectives to describe it.

### **Faculty Handout**

The following is the handout given to faculty for the test:

Please note: All tasks that you are asked to perform start from the homepage

#### Part 1

You are new to using the UW libraries and you want to find out more information.

First, does the library have a large collection of images?

Second, how do you request that the libraries purchase a book?

Third, what are the hours for the Suzzallo-Allen reference desk on November 26?

## Part 2

You've heard from a friend that the library has a web page to help you to find newspaper articles. Please find that page.

## Part 3

You want to learn more about the Mt. St. Helens eruption using only articles as your sources. A colleague has recommended that you use the "e-journals" feature of the libraries website. Please find an article about the eruption

## Part 4

Please use the research databases web page for the next set of tasks. It is under the "Resources" category on the homepage.

Please find the Washington State Library catalog database

Please find the ABI/INFORM trade & industry database

## Part 5

A colleague has pointed out a very pertinent and interesting article. Please find it:

Wagner, Austin, and Von Korff. Organizing Care for Patients with Chronic Illness. The Milbank Quarterly, Vol. 74, No. 4, 1996

Part 6

You have checked out a book for your research and that you want to renew it before it is late. Using the account information provided, please renew the book.

Part 7

You have decided to look at the journal Australian geographer. Please find that journal.

Part 8

How do you typically post your course reserves? Please reenact this process for me.

Part 9

Please describe to the test administrator your initial reaction to the libraries website. Feel free to use adjectives to describe it.

## Appendix C: Usability Tasks

Below is the list of tasks that all the participants were asked to complete. Each task was given to the participant on the task handout.

#### Part 1

You are new to using the UW libraries and you want to find out more information.

First, does the library have a large collection of images?

[Expect user to click on 'More' under Resources and click on 'Image collections'.]

Second, how do you request that the libraries purchase a book?

[Expect user to click on 'More' under Services and click on 'Purchase request'.]

Third, what are the hours for the Suzzallo-Allen reference desk on November 26?

[Expect user to click on 'Hours and libraries' and scroll down to Suzzallo-Allen.]

#### Part 2

You've heard from a friend that the library has a web page to help you to find newspaper articles. Please find that page.

[Expect user to search or click on 'collections', then click 'Microfilm and newspaper collections' and then click on 'finding newspaper articles']

#### Part 3

You want to learn more about the Mt. St. Helens eruption using only articles as your sources. A colleague has recommended that you use the "e-journals" feature of the libraries website. Please find an article about the eruption

[Expect user to search or click on 'e-journals', then click 'Earth and Space Sciences' and then click on any area within 'finding articles']

#### Part 4

Please use the research databases web page for the next set of tasks. It is under the "Resources" category on the homepage.

Please find the Washington State Library catalog database

[\[Expect user to click on 'W-Z' on complete databases list\]](#)

Please find the ABI/INFORM trade & industry database

[\[Expect user to click on 'A-B' on major databases list\]](#)

#### Part 5

A colleague has pointed out a very pertinent and interesting article. Please find it:

Wagner, Austin, and Von Korff. Organizing Care for Patients with Chronic Illness. The Milbank Quarterly, Vol. 74, No. 4, 1996

[\[Expect user to search the catalogue on the home page OR search the e-journals page. Either way the user must realize that the article is not available electronically.\]](#)

#### Part 6

You have checked out a book for your research and that you want to renew it before it is late. Using the account information provided, please renew the book.

[\[Expect user to click on 'Your library account', enter the account information, click on '1 item checked out', and click 'renew'.\]](#)

#### Part 7

You have decided to look at the journal Australian geographer. Please find that journal.

[Expect user to search in the prototyped e-journals catalogue search and realize that the journal is available both electronically and in paper.]

Part 8

How do you typically post your course reserves? Please reenact this process for me.

[Expect user to at least verbally explain how he or she accesses course reserves.]

Part 9

Please describe to the test administrator your initial reaction to the libraries website. Feel free to use adjectives to describe it.

[N/A.]

## Appendix C: Detailed test results by user

### User 1

#### Background:

Faculty, Hearing and Speech Sciences. Has used site 2-4 times in past month

#### Tasks:

Part 1

Task 1: Looks at 'How do I' then clicks on 'resources' and then 'reference tools.' Sees image collection link.

Task 2: Clicks on 'about' then 'collections' then finds purchase request form.

Task 3: Clicks on 'hours and libraries' then scrolls down to Suzzallo-Allen hours.

## Part 2

Comments that it sounds like a resource. Clicks on 'more' under resources. Clicks on 'reference tools' and then 'news'. Finds the 'finding news articles page.'

## Part 3

Clicks on 'by-subjects' under resources. Looks for "geology... and what's that term?" Eventually sees Earth and Space Sciences. Clicks on the EES link and then on Georef.

## Part 4

Task 1: Clicks on 'major' databases to "see if it is there." Does not find it, so clicks on complete.

Task 2: Clicks on 'complete' databases. Finds ABI/Inform.

## Part 4.5

Doesn't know the answer.

## Part 5

Clicks on 'collections' under about. Goes to HealthLinks page and then clicks on 'holdings'. Clicks on 'journals'. Can't find the search box, but then finds it. Types in "The Milbank Quarterly" but can not find the article. Looks by author "Wagner, Austin", but can not find the journal. Finally she decided to start over and then searches from the main UW libraries home page catalogue search box. After some time she discovers that she could not find the article because she was misspelling "Milbank". After finding the Milbank Quarterly's catalogue page, she says that the article is on micro-film in Tacoma.

## Part 6

Clicks on 'Your library account'. Enters the account information. Looks at the account page but doesn't see "any items." Clicks on 'renewal policies' and says "blah, don't need that." Returns to account page and clicks on '1 item currently checked out.' Says "oh, ok you have the click on that."

## Part 8

She uses myuw.

### **Summary remarks about the web site:**

- "I liked to see the home page a little bit different."
- "I liked the side panel; it lets you know you are back at the home page."
- "Resources page is convenient."
- "Maybe a spell check feature would be helpful for searching."

### **Summary remarks about the Libraries:**

- "I love the libraries"
- "E-readings are great- it used to be hassle to go to the library."

## **User 2**

### **Background:**

Graduate Student, Libraries and Information Science. Has used site more than 4 hours in past month.

### **Tasks:**

## Part 1

Task 1: Clicks on 'collections' and then 'digital collections.' Feels that she has completed the task.

Task 2: Clicks on 'how do I' and 'more'. Looks at 'Borrower Services'. Returns to home page and then searches for 'purchase book request.' Finds the link the fourth item down the list.

Task 3: Clicks on 'hours and libraries' then scrolls down to Suzzallo-Allen hours.

## Part 2

Clicks on 'how do I' 'get an article'. Clicks on 'by-subject' then returns back to the home page. Clicks on 'how do I' then 'more'. Sees the 'finding news articles page' and decides that it is the answer.

## Part 3

Clicks on 'e-journals' under resources. Says "Looking for geology." Eventually sees Earth and Space Sciences. Clicks on the EES link. Goes back to the homepage and searches the catalogue under keyword for "Mt. St. Helens." Does not get any results and gives up.

## Part 4

Task 1: Says that "WSLC is not a major database." Clicks on complete 'W-Z' database list.

Task 2: Says that "I guess its a major database." Clicks on major 'A-B'.

## Part 4.5

Doesn't know the answer.

## Part 5

Searches the catalogue from the home page for the title 'Milbank.' Sees the Milbank page and decides that the article is in health serials.

## Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

## Part 8

She uses myuw.

### **Summary remarks about the web site:**

- "I like the layout, accounts under services"
- "I like the reserve a study room feature"
- "I like having a catalogue link on the home page"
- "I'm not familiar with "how do I". It is not direct enough."

### **Summary remarks about the Libraries:**

- "I wish the libraries were open earlier on Sundays"

## **User 3**

### **Background:**

Junior, Drama. Has used site more than 2-4 times in past month.

### **Tasks:**

#### Part 1

Task 1: Clicks on 'resources' and then 'image collections.'

Task 2: Clicks on 'your library account'. Clicks on 'request multiple items', reads the instructions, and feels that she has completed the task.

Task 3: Clicks on 'hours and libraries' then scrolls down to Suzzallo-Allen hours.

#### Part 2

Says that it "sounds like a resource." Site searches for "newspaper articles." Clicks on electronic databases and feels that she has completed the task.

#### Part 3

Clicks on 'e-journals page' and says that it is "a volcano or something." Browses the A-Z list of subjects and clicks on 'Earth and Space Sciences.' Looks through the page and decides that it does not contain the information. Goes back to the home page and searches the catalogue for the keyword "Mt. St. Helens." Does not find any results and gives up.

#### Part 4

Task 1: Clicks on complete 'W-Z' database list.

Task 2: Clicks on complete 'A-B' database list.

#### Part 4.5

Doesn't know the answer.

#### Part 5

Searches the catalogue from the home page for the title 'Milbank.' Sees the Milbank page and searches for volume 74 in the search box at the bottom of the page. Clicks on the call number of the journal.

#### Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

## Part 7

She uses myuw.

### **Summary remarks about the web site:**

- "I feel like last year it was more obvious what services were offered. If you were searching it was easier to use."

### **Summary remarks about the Libraries:**

- "Libraries are open in buildings that are closed. For example, the Drama library is open on Sundays, but the building is closed."

## **User 4**

### **Background:**

Freshman, Biochemistry. Has used site more than 4 hours in past month.

### **Tasks:**

#### Part 1

Task 1: Clicks on 'e-journals' then clicks 'chemical engineering', then looks through a chemistry paper with some molecule diagrams and decides that he as completed the task.

Task 2: Searches the site for "Purchase a book" using the left search box on the home page. Finds the form in the search results.

Task 3: Searches the site for "Suzzallo hours" using the left search box on the home page. Finds the page in the search results.

#### Part 2

Clicks on 'how do I' 'get an article'. Looks at the instructions for journal articles and decides that he has answered the question.

### Part 3

Clicks on 'e-journals' under resources. Looks at the by subjects list and clicks on geography. Clicks on Geobase and feels that he has completed the task.

### Part 4

Task 1: Clicks on major database list and does not see WSLC. Site searches for 'Washington state libraries catalog' and finds it.

Task 2: Clicks on complete 'A-B' database list.

### Part 4.5

Doesn't know the answer.

### Part 5

Searches the catalogue from the home page for the title 'Milbank.' Says "I guess its not online" when he views the Milbank Quarterly page and then clicks view additional copies. Finds the article in question.

### Part 6

Clicks on 'How do I get... a book' then returns to the home page. Clicks on 'How do I...more'. Searches the resulting page for "renew" and finds the instructions. Clicks on library account and logs in. Clicks on '1 item currently checked out' and then renews it.

### Part 8

He uses myuw.

Additional part

Clicks on 'e-journals'. Then types in Australian geographer in the search box. Clicks on the third option in the Australian Geographer page- proquest.

**Summary remarks about the web site:**

- "This is my first time using the site and I feel that searching is roundabout."
- "One search that could give you all different types of resources would be very helpful"

**Summary remarks about the Libraries:**

- "I like that there are a lot of computers in Odeggard, but they are sometimes full."

**User 5**

**Background:**

Sophomore, Biochemistry. Has not used the libraries website in the past month.

**Tasks:**

Part 1

Task 1: Says "Sounds like resources not services." Clicks on 'more' under resources then clicks on 'image collections.'

Task 2: Says "Probably services." Clicks on 'more' under services and then clicks on 'purchase request.'

Task 3: Says "Sounds like About." Clicks on 'hours and libraries' and then scrolls down to Suzzallo.

## Part 2

Clicks on research databases. Goes back to the homepage. Searches the catalogue for "journal searches". Then clicks on 'reference tools.' Gives up.

## Part 3

Says that "its probably geology." Clicks on the e-journals page. Looks at the by-subjects listing and clicks on 'environmental sciences.' Can not find it there. Goes back to the home page. Looks at the libraries catalogue and says that the catalogue is "where she would go to find it." Gives up.

## Part 4

Task 1: Clicks on complete 'W-Z' database list.

Task 2: Clicks on complete 'A-B' database list.

## Part 4.5

Doesn't know the answer.

## Part 5

Says "the home page doesn't give you a place to search periodicals." Then searches the catalogue from the homepage three times for the article title. Finally decides to use the journal title in the search box. She finds the Milbank quarterly page, but then she says that she would ask someone at this point.

## Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

## Part 7

He uses myuw.

Additional part

Clicks on 'e-journals'. Clicks on 'geography' under by subjects. Returns to the home page. Searches "Australian geographer" from the catalogue on the home page.

**Summary remarks about the web site:**

- "Reminds me of other libraries web sites."
- "I didn't know there were so many research tools"
- "The headings are really broad"
- "There are a lot of different searches"

**Summary remarks about the Libraries:**

- "The hours on the weekends could be longer."

## **User 6**

**Background:**

Graduate Student, History. Has used site more than 4 hours in past month.

**Tasks:**

Part 1

Task 1: Uses the search box on the left pane of the home page to search "image collection." Finds and clicks on a link to 'collections' and then clicks on 'digital collections'. Then he says "There is no image collection."

Task 2: Clicks on 'more' under services. Clicks 'purchase request.'

Task 3: Clicks on 'hours and libraries' and then scrolls down to Suzzallo.

## Part 2

Clicks on research databases. Goes back to the homepage. Clicks on 'collections' then clicks on 'Microfilm and newspaper collections.' Clicks on 'Finding news articles.'

## Part 3

Clicks on the e-journals page. Looks at the by-subjects listing and clicks on Earth and Space sciences without hesitation. Looks in a specific journal and finds an article.

## Part 4

Task 1: Clicks on major 'W-Z' database list. Doesn't see it; looks in complete list.

Task 2: Clicks on complete 'A-B' database list.

## Part 4.5

Doesn't know the answer.

## Part 5

Clicks on 'research databases'. Looks in the expanded academic database searching on the article title. Returns to the homepage and clicks on 'by-subjects.' Then to medical and proquest. Searches for the title in proquest. No results. Goes back to the homepage and searches the catalogue for the journal title. Gets the results and says that the article is available in Tacoma Microfilms.

## Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

## Part 7

He uses myuw.

Additional part

Clicks on 'research databases'. Searches for Australian geographer. Returns to the home page. Searches "Australian geographer" from the catalogue on the home page.

**Summary remarks about the web site:**

- "I like the new home page more than before."
- "the categories have more useful stuff than I knew"

**Summary remarks about the Libraries:**

- "I wish that the hours at night and on the weekends were longer."

**User 7**

**Background:**

Junior, International Studies/Business. Has used site 1-2 times in past month

**Tasks:**

Part 1

Task 1: Clicks on 'collections' and then 'digital collections.' Says that "This is where I'd go for images."

Task 2: Clicks on 'more' under services. Clicks 'purchase request.'

Task 3: Clicks on 'hours and libraries' and then scrolls down to Suzzallo.

Part 2

Clicks on research databases. Clicks on 'resources' at the top of the page. Looks at the instructions for electronic newspapers and Lexis-Nexis.

### Part 3

Clicks on the e-journals page. Looks at the by-subjects listing and clicks on Jstor to search for "Mt. St. Helens."

### Part 4

Task 1: Hesitates between the two lists and then clicks on complete 'W-Z' database list. Task 2: Clicks on complete 'A-B' database list.

### Part 4.5

Doesn't know the answer.

### Part 5

Searches for "The Milbank Quarterly" from the home page, but it is misspelled. Clicks on 'e-journals' and searches "The Milbank Quarterly" again. This time it is spelled correctly. Gets to Milbank quarterly catalogue page and searches for Vol. 74. Finds it.

### Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

### Part 7

He uses myuw.

Additional part

Clicks on 'research databases'. Searches for Australian geographer. Returns to the home page. Searches "Australian geographer" from the catalogue on the home page.

**Summary remarks about the web site:**

- "I like that I can save books and make a record of it"
- "I don't like that it is hard to find foreign language newspapers"
- "It is hard for me to find u-world and word cat."

**User 8**

**Background:**

Faculty, History. Has used site more than 4 hours in past month.

**Tasks:**

Part 1

Task 1: Does a site search for image collection. Does not find anything. Returns to home page and clicks on 'how do I...more'. Clicks on videos and music link. Returns home. Clicks on 'more' under resources. Clicks on 'image collections.'

Task 2: Clicks on 'more' under services. Clicks 'purchase request.'

Task 3: Clicks on 'hours and libraries' and then scrolls down to Suzzallo.

Part 2

Clicks on research databases. Says "oh boy." Clicks on Proquest. Returns to the home page and clicks on 'how do I...more.' Clicks on 'find newspapers in my subject.'

Part 3

Clicks on the e-journals page. Clicks on the link 'Finding Articles.' Reads the text at the top of the page and scrolls down, sees the Expanded Academic index and clicks on it. Searches for "Mt. St. Helens" and feels that he has completed the task.

#### Part 4

Task 1: Clicks on complete 'W-Z' database list.

Task 2: Clicks on complete 'A-B' database list.

#### Part 4.5

Answers "subject specialists."

#### Part 5

Searches for "The Milbank Quarterly" from the home page. Finds the Milbank Quarterly catalogue page and describes how he would walk down to the Health Sciences Library.

#### Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

#### Part 8

He uses myuw.

#### Additional part

Searches the catalogue from the home page and finds the journal.

#### **Summary remarks about the web site:**

- "The libraries has a marvelous collection for Asian stuides on the whole"

- "I wish we had this twenty years earlier."
- "The change to the new site may be distracting."

## User 9

### Background:

Junior, Industrial Engineering. Has used the site more than 4 hours in the past month.

### Tasks:

#### Part 1

Task 1: Does a site search for "forestry images". Does not find anything. Returns to home page and searches the catalogue for "images." Does not find anything and gives up.

Task 2: Searches the site for "purchasing books." Finds the form in the results.

Task 3: Clicks on 'hours and libraries' and then scrolls down to Suzzallo.

#### Part 2

Does a site search for "newspaper articles" and finds the page in the results.

#### Part 3

Does a site search for "Mt. St. Helens", finds nothing, and starts over. Clicks on 'finding articles.' Then clicks on expanded academic journals and then goes back to JSTOR. Finds nothing and starts over. Clicks on 'environmental sciences' from the e-journals page and clicks on 'Geobase.'

#### Part 4

Task 1: Clicks on complete 'W-Z' database list.

Task 2: Clicks on major 'A-B' database list.

Comments that "The major database list was the first one on the page, so I chose it for the ABI/Inform, not because I thought it was there."

#### Part 4.5

Doesn't know the answer.

#### Part 5

Clicks on 'e-journals.' Searches for "The Milbank Quarterly". Finds the Milbank Quarterly catalogue page, searches for volume 74, and finds the article.

#### Part 6

Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

#### Part 7

He uses myuw.

#### Additional part

Clicks on 'e-journals.' Searches for 'Australian Geographer' from the search box.

#### **Summary remarks about the web site:**

- "The site is not very intuitive for the first time."
- "Looking for journals is difficult to find."

#### **Summary remarks about the Libraries:**

- "The banner advertising 24 hours access on Odeggard library is annoying because there are so many caveats."
- "I don't like holds and late emails about holds."

## User 10

### Background:

Sophomore, Art. Has used the site more than 4 hours in the past month.

### Tasks:

#### Part 1

Task 1: Says "Where am I going to go for that." Then clicks on 'collections' then 'libraries and collections.' Does not see anything and returns to the home page. Does a site search for "images"; does not find anything and returns to the home page. Clicks on 'by-subject', returns to home page and then clicks on 'e-journals.' Finally gives up.

Task 2: Clicks on 'more' under 'Services'. Scrolls down to purchase request.

Task 3: Clicks on 'hours and libraries' and then scrolls down to Suzzallo.

#### Part 2

Clicks on 'Resources by subject.' Returns to home page. Clicks on 'Reference tools' then 'news' scans the page and finally clicks on the link near the top of the page: 'Microfilm and Newspapers'. Clicks on 'finding news' and feels that she has completed the task.

#### Part 3

Clicks on 'e-journals' then clicks on 'help.' Briefly reads the page and then returns to the e-journals page. Scrolls down the page browses by subject. Sees 'Geology' near EES and clicks on that. Clicks on Geobase to find an article.

#### Part 4

Task 1: Clicks on complete 'W-Z' database list.

Task 2: Clicks on major 'A-B' database list.

Comments that "I didn't know there was difference between the two" and "my choices were just a guess."

Part 4.5

Doesn't know the answer.

Part 5

Clicks on 'e-journals.' Searches for "The Milbank Quarterly". Finds the Milbank Quarterly catalogue page, searches for volume 74, and finds the article. Clicks on the call numbers and stares intently on the resulting page. After some time, realizes that the call number is used to get the book from the library.

Part 6

Says: "I just did this yesterday." Clicks on 'Your library account'. Enters the account information. Clicks on '1 item currently checked out.'

Part 7

She uses myuw.

Additional part

Clicks on 'e-journals.' Searches for 'Australian Geographer' from the search box. Finds the journal immediately without a problem.

**Summary remarks about the web site:**

- "It's easier to figure out what I am looking for by narrowing it down by keyword."
- "It takes a little reading to finding something specific."

- "Its odd to have some many different fonts in so many different sizes."

**Summary remarks about the Libraries:**

- "I like how there are so many libraries."
- "I like how I can go to any of the libraries"
- "There are a lot of books, even for classes that I am not taking"