7-2016

Western Libraries Website Re-Design Update (July 2016)

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Goals for today's Listening Session:

+ To share identified action items drawn from the Libraries' May 2016 Website Re-design Survey.
+ To outline the future activities affiliated with this project.
To design an effective website, you need to use data from multiple sources. To this end, the Libraries Website Redesign Team sent out a survey to all Libraries / LC personnel in order to get feedback about website needs.

Here are some details:

+ Goal was to elicit feedback from Libraries and Learning Commons personnel about what they want their users to experience through the new Libraries website.
+ Seven questions total.
+ Vetted, and revised, by Library Council.
+ Closed on Friday, May 13th, 2016
Survey Methodology

Platform: Electronic survey through Google Forms. Seven questions were provided to participants, one at a time (to allow mental space for thoughtful responses).

Intended Audience(s): All Libraries and Learning Commons personnel.

Questions: The questions were written in order to have personnel identify the following...

+ Which patrons needs are served in the participant's work.*
+ The three most common patron populations served at that specific point.
+ To outline how patrons contact the Libraries for services and tasks.
+ Which activities are most commonly requested.
+ To listen to common patron frustrations.
+ Recognize gaps in our online presence that need to be addressed in the future website.
+ Provide space for creative brainstorming (e.g., 'What's on your wish list?)

*Note: Nearly every person, place, or thing can be a service point in the Libraries and Learning Commons. Furthermore, many individuals perform multiple duties and work at different locations. Therefore, based upon feedback gathered at Library Council, the survey inquired about known patron needs (rather than inquiring about specific service points).
The survey closed on Friday, May 13th; we received twenty-one responses.

**Patron Populations?**

*Which patron population do you work with the most? Choose the top three, please.*

(21 responses)

- Faculty, Instr.: 20 (95.2%)
- Graduate St.: 8 (38.1%)
- Undergradu.: 19 (90.5%)
- Community...: 10 (47.6%)
- Visiting Sch.: 0 (0%)
- Alumni: 0 (0%)
- Regional Co.: 1 (4.8%)
- Other: 0 (0%)
Contact Methods?

How do patrons contact you for help or questions? (Please select all that apply)
(21 responses)

- Phone Call: 18 (85.7%)
- Text: 4 (19%)
- Email: 20 (95.2%)
- Chat: 6 (28.6%)
- In Person: 19 (90.5%)
- Other: 5 (23.8%)

Examples found in the 'Other' category included web submission forms, Canvas, and referrals from the Circulation Desk.
Most commonly requested services (by patrons)?

- Research, quick reference, and writing support: 10 respondents
- Using the Libraries (e.g., Reserves, Study Rooms, Pay Fines): 6 respondents
- Access to collections (e.g., CEDAR or ILLiad): 2 respondents
- Teaching and learning workshops: 2 respondents
- Records access and / or management: 1 respondent
Common frustrations expressed by patrons?

Not being able to locate key services from the homepage. Examples include...
- Posting retention schedules online.
- Finding research and writing help.
- Locating and using InterLibrary Loan.
- Cannot find CEDAR.
- Cannot find information about course reserves (and accompanying services).
- Program vs. services offered paradigm.

Navigation is not intuitive. Examples include...
- Navigation across the entire website is difficult.
- Too much and / or cluttered.
- Library maps should be updated and featured on the homepage.

Difficulty in accessing library accounts or request services. Examples include...
- Outdated web forms.
- Paying fines process is difficult and not intuitive.

Unaware of teaching and learning resources. Examples include...
- Cannot find, or are completely unaware of, subject and research guides.
- Cannot find information about workshops or events.
Wish List Items?

Discovery of Services, Staff, Spaces, and Collections:
- Take a Tour Feature
- Teaching and learning "portal"
- Instructional services menu.
- Make subject-based searching easier across the website.

Author Support (for Libraries personnel):
- Improved authoring capabilities for webpage managers.
- Improved capability to post PDF templates and forms.
- Intuitive navigation and clean appearance.
- Improved exhibits and displays functionality.

Service-related:
- Better / step-by-step instructions for use of key services such as InterLibrary Loan and course reserves.

Miscellaneous:
- Make OneSearch stand out more.
- Make Chat with Us! more obvious, and located throughout the website.
**Action Items**

**Patron Populations:** According to the survey results, faculty, graduate students, undergraduate students, and community members were the four most commonly served patron populations. Furthermore, the IA identified a need to organize services by patron population. Thus, the Libraries Website Re-Design Team will create a feature titled "Services for..."

This feature will be located on the homepage, and will provide links to relevant services for each patron population in an easy-to-use manner.
Action Items

Contact Us: As the primary contact methods are phone calls and e-mail, we will provide the full array of contact information (and methods) in a series of quick links on the homepage.

Chat: Our chat feature will be located throughout the Libraries website in order to provide quick access to library professionals by our patrons.

Library Hours: This commonly requested feature (and according to Google Analytics, one of our most heavily visited features) will be displayed at the top of the homepage, with a visible title and relevant information.
Action Items

**Mobile Display:** With the rapid increase in use of mobile devices (i.e., tablets and smartphones), we've invested time in creating a mobile-friendly website design.

**Navigation:** In addition to creating new and renovating existing information architecture for the website, we will provide improved (secondary) navigation options.


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- Egestas Magna Mattis
- Tantimedium Portitor Gravida

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- Egestas Magna Mattis
- Donec sed metus
- Egestas Magna Mattis
- Tantimedium Portitor Gravida
Action Items

**News, Events & Exhibits:** The 'News & Events' functionality will be improved on the new Libraries' website, and in accordance with usability best practices, will be presented to users in a horizontal fashion. We hope to translate this functionality to our Exhibits, too.
**Action Items**

**Discovery:** A common theme among the survey results centered around improved discovery of library-related services, spaces, personnel, and collections. Thus, we would like to provide a discovery portal to the Libraries' three main branches: Heritage Resources, Scholarly Collections, and the Teaching & Learning.*

- Search = Task-oriented; Looking for a known item. Top half of the website.
- Discovery = Exploratory; Open-ended inquiry about a service or item. Lower half of the website.

*Note: If this feature is not intuitive to our users in the Fall 2016 user testing, we will remove it.
Revised IA

IA = Information Architecture. Information architecture is the organization and labeling of electronic content in order to help users find relevant content and complete tasks.

Based upon the card sort activity and the survey results, the following FIVE main categories have been identified:

- **Get Help**
  Patrons come here to use curricular, curricular-embedded, and co-curricular services.

- **Find**
  Patrons come here to find scholarly and research materials.

- **Use the Libraries**
  Patrons come here to use available spaces, services, and technology.

- **About the Libraries**
  Patrons come here to access general library information.

- **Access My Accounts**
  Patrons come here to access their accounts in a single location.
Current development in a Drupal 7, or "college site," environment.
Completed, and revised, IA based on data from both the card sort and the survey results.
Complete migration document for testing purposes (See below for a screenshot example).

<table>
<thead>
<tr>
<th>New IA Category (Second Level)</th>
<th>Third Level Page(s)</th>
<th>Fourth Level Page(s)</th>
<th>URL</th>
<th>Platform</th>
<th>Work Unit / Stakeholders</th>
<th>Content Type?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Directory</td>
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<td>Creative and Scholarly Works</td>
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<td>Maps of the Libraries</td>
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<td>Organizational Chart</td>
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<td>Hours &amp; Personnel</td>
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<td>Hours</td>
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<td>Code of Conduct</td>
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<td>Give to Western Libraries</td>
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<td><a href="http://library.wwu.edu/give">http://library.wwu.edu/give</a></td>
<td>Drupal</td>
<td>Libraries Admin</td>
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<td>Honor with Books Program</td>
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<td>Libraries Admin</td>
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<td>HR</td>
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<td>Give to the Map Collection</td>
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<td>Rob / Dennis</td>
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<td>Establish a Library Endowment</td>
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<td>Libraries Admin</td>
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<td>Policies &amp; Procedures</td>
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<td>Drupal</td>
<td>Mike / Circ Services</td>
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<td>Art Displays &amp; Exhibits</td>
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<td>Art Exhibits</td>
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<td>Arts Committee</td>
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<tr>
<td>Themed Exhibits</td>
<td><a href="http://library.wwu.edu/exhibits_haggard2">http://library.wwu.edu/exhibits_haggard2</a></td>
<td>Drupal</td>
<td>Pattie M.</td>
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<tr>
<td>Special Collections Exhibits</td>
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<td>Drupal</td>
<td>HR</td>
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Goal? Soft Launch in Fall 2016

- Provide a link to the new website on the current site.
- Partner with Libraries Communication to inform the campus community about the new website.
- When possible, continue to improve existing Drupal environment for all stakeholders.

User Testing in Fall 2016

- Conduct robust user testing on new Libraries website.
- Will focus on tests on our users' ability to find Library-related personnel, policies, services, news, and collections on the new site.
- Testing will occur within, and outside, the Libraries physical spaces.
- Use completed user personas to further guide website development, user testing, and future content strategy decisions.

Author Support: Update Materials

- Develop new, or improve existing, library services pages. Example? Printing and copying "How To's."
- When we have a confirmed "Go Live" date, we will inform all stakeholders so that they can update materials and webpages (if necessary).
User Testing Schedule

- Sept. 27th - Sept. 29, Red Square (Noon to 3:00 p.m.)
- Oct. 4th - Oct. 6th, Red Square (Noon to 3:00 p.m.)
- Oct. 18th - 20th, Viking Union (Noon to 3:00 p.m.)
- Nov. 8th - 10th, Libraries (Noon to 3:00 p.m.)

User Testing Process: Goals & Details

- Pilot Test: The UDWG will pilot test the tasks (with personnel) to discover any easy fixes to scripts or tasks (i.e., such as jargon).
- Quantity of Testers: As per usability best practices, the UDWG is seeking 5-7 testers per task.
- Quantity of Tasks: 3-5 tasks per "theme." Themes include:
  
  -- Find People (Goal: Contact the right personnel for service support)
  -- Find Policies (Goal: Find the appropriate policy for gifts, Circulation, and much more)
  -- Find Research or Academic Help (Goal: Find the relevant instructional service)
  -- Find Events (Goal: Find the latest news and/or events at the Libraries)
  -- Find Materials (Goal: Search for a specific collection for a paper)
- **Objectives**: What the UDWG wants to know about how users use the website.
- **Tasks**: The activity, provided in natural language, that the UDWG asks the tester to perform.
- **Metrics / Successful Completion Criteria**: How the UDWG will know that patrons are successful in navigating and retrieving information.

### Objectives, Related Tasks & Metrics

<table>
<thead>
<tr>
<th>METRICS RUBRIC</th>
<th>OBJECTIVES: Find Library Materials</th>
<th>TASKS</th>
<th>METRICS</th>
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<tbody>
<tr>
<td>SCC: Successful Completion Criteria (i.e., What does success look like?)</td>
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<th>OBJECTIVES: Find Library Materials</th>
<th>TASKS</th>
<th>METRICS</th>
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<tbody>
<tr>
<td>a. Find an item that the library owns which is available.</td>
<td>SCC: User searches the library catalog by title, and can decipher catalog record to determine status and location.</td>
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<tr>
<td>b. Find an item that the library owns but is checked out. Request the Item, using the Request Options function within the catalog.</td>
<td>SCC: User searches the library catalog by title OR author, can choose correct record, and can decipher catalog record to determine status. User is able to place a hold on the Item using the “Request WWU Copy” function, OR is able to request the item using Summit.</td>
<td>Note: Tasks have not yet been completed.</td>
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<tr>
<td>c. Find an item that the library does not own, but that is available through Summit. Request the item using Summit or ILLiad.</td>
<td>SCC: User searches the library catalog by title and determines the library does not own this item. User is then able to request the item through Summit OR ILLiad.</td>
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<tr>
<td>d. Find a peer-reviewed article on a particular topic.</td>
<td>SCC 1: User chooses an interdisciplinary index (ProQuest) or a discipline-based index from the subject drop-down under given subject. User enters topic in index search box. User filters results before or after the results display.</td>
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<td></td>
<td>SCC 2: User chooses to conduct a search in OneSearch (using the Basic or Advanced search interface). User enters topic in index search box, within the ‘Articles + More’ tab, and filters results before or after the results display.</td>
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