

Usability Test Plan

Purpose

Function of Site

The Library Website for the University of Hawaii at Manoa Hamilton Library will assist faculty, students & community to connect to the Library resources and services they need in their research and teaching endeavors. As a gateway to physical and electronic scholarly information resources, the Library Website will reflect the dynamic growth and change in the way information is produced and disseminated, in the way we use information, and the way that we interact with our public.

Guiding Principles

- Continue to experiment with different approaches
- Save the time of the user - transparency
- Enable self-sufficiency
- Educate users to the richness, diversity and uniqueness of UH Manoa library resources

Website Goals

1. Provide information about the library's core services and people
 - 1.1. Describe services through main and departmental webpages
 - 1.2. Show names and faces of people who provide services and serve as resources.
 - 1.3. Showcase projects and how they serve patrons
2. Provide a gateway to print and online information resources offered by the library.
 - 2.1. Provide pathways and links to catalogs and databases
 - 2.2. Provide pathways and links to subject guides.
3. Provide guidance on how to use a library and to conduct research.
 - 3.1. Frame access to services and resources based on tasks and research strategies and user groups.
 - 3.2. Provide information on library education such as what there is and how to use it.
 - 3.3. Provide pathways to reference services.
4. Provide information through dynamic technology for efficiency and improved availability of service and resources.
 - 4.1. Content management system
 - 4.2. Database
5. Develop Library wide Web strategy
 - 5.1. Develop Web Design standards.
 - 5.1.1. ADA/508/W3C WCAG
 - 5.1.2. UH logo or word mark consistency standards.
 - 5.1.3. Internal design standards.
 - 5.2. Provide tools and access.
 - 5.3. Provide training.

- 5.4. Provide opportunities and structure for the involvement of UHM Library Departments.
6. Establish a mechanism for maintenance and continuous improvement of Library web system.
 - 6.1. Web Advisory group.
 - 6.2. Webmaster permanent.
 - 6.3. Monitor use of Web System for statistics and redesign criteria.
7. Experiment with different approaches for making the web valuable for our users.
 - 7.1. Allow personalization
 - 7.2. Push technology (Book lists)
 - 7.3. Federated search
 - 7.4. Online communities
 - 7.4.1. Discussion groups related to Collections and research issues.
Virtual Reference.

Timeline for Testing

The initial testing of just the library's Homepage was completed on August 5, 2005. As the site develops conducting ongoing testing is essential.

Problem Statements

- Can users potentially easily follow links from the Homepage to find needed information?
- Can users easily understand the link terminology on the Homepage?

User Profiles

Target Audience

- 1) Faculty and Staff
 - Professors and instructors in the UH System
 - Librarians
- 2) Students
 - Undergraduate
 - Graduate
- 3) Community Users
 - Retired faculty
 - Alumni
 - Other college students
 - High School students
 - Lay people in the community

Sample Population

Through an online survey demographic data was gathered to characterize the sample population. (See Appendix A.) This survey reflects information gathered from only seven subjects: two undergraduate students, two faculty/staff, and three community users. However four other students were used in the formative evaluation of the tasks. Their insights and comments were recorded and are reflected in the discussion.

Generally all participants have been using a personal computer for more than five years, and all use a computer to complete daily job tasks. Almost 43% of the participants most frequently engage in research as their principal online activity. Over 70% use a Web search engine when they look for information for a research project with approximately 30% using the online resources through a library. Over 85% said they were familiar with Hamilton Library's Website but 57% reported that they only occasionally access this site. Just over 36% of the subjects reported accessing the resources in the Voyager Online Catalog, and approximately 27% reported accessing the electronic full-text journal articles and resources. The remainder of the subjects in equal proportion reported using either the general library information and research assistance or stated that they did not use the Website.

Methodology

The usability test consisted of a key task performance test designed to gather usability data via one-on-one discussion and direct observation.

The main performance test was composed of the following four sections:

1. Participant greeting and background questionnaire

Each participant was greeted by one member of the research team and taken to the testing room. The participants were asked to complete a very short online questionnaire that gathered basic background information. Participants were told that they would be anonymous and that they would be assigned a unique ID number, which was used in place of their name.

2. Orientation

The participant listened to a short, verbal script before the test. The participants were encouraged to ask questions for clarification throughout the test and to think out loud while working; however, they were advised that answers would not be provided by the research team during the task portion of the test. They were asked to comment on anything confusing and anything they particularly liked.

Orientation Script:

See Appendix B.

3. Performance test

During this section of the test, the participants will be asked to perform a series of usability tasks using a paper mock-up of the Hamilton Library Homepage and of the University of Washington Libraries' Homepage. (See <http://www.lib.washington.edu/>.)

It was decided to make this comparison because the University of Washington recently launched their redesigned site after extensive usability testing. An example of how to properly complete the task will be modeled.

For each task, the test moderator will monitor the test, and the data logger and will record the participants' actions, including time elapsed, and questions and comments about the task.

Performance Script:

See Appendix C.

4. Participant debriefing

After all tasks are completed, the test monitor debriefed each participant. This allowed the participants an opportunity to say whatever they liked; it provided important information about the participant's rationale for performing specific actions; it allowed the collection of subjective preference data about the site. The debriefing included the following:

- Participant's perceptions about usability and aesthetics of the site
- Participant's overall comments about his or her performance
- Participant's opinion about what information would fall under the "Digital Reference Shelf" link

After the debriefing session, the participants were thanked for their effort.

Test Environment and Equipment Requirements

Our testing room was simple. Since we were using paper mock-ups instead of an actual Web page, we needed only a quiet room with a table and chairs.

- Orientation Script
- Online Demographic Questionnaire
- Mock-up Homepages for Hamilton Library and U. of W. libraries for each task
- Example Task with Mock-ups
- Performance Script
- Set of written tasks
- Pens
- Paper for recording data during observation and one-on-one discussion

- Watch for recording time
- Online Preference Questionnaire

Testing Crew

- Test Monitor.** This person interacts with participants, moderates the session, reads scripts, and writes down comments and questions.
- Data Logger.** The logger writes down comments and questions participants have as they perform the tasks. This person also uses a stopwatch to measure the time participants required to complete tasks.

Evaluation Measures

The following evaluation measures will be collected and calculated:

Performance

1. The percent of task mastery
2. The average time to complete each task correctly
3. The average total time that subjects spent on each task
4. The average number of “considered locations” in the path to the correct answer, across all participants
5. The average number of total “considered locations” in the path, across all participants
6. The percentage of participants who finished each task successfully versus those who had errors
7. Error recording

Preference

1. Clarity of the navigational terminology
2. Stated Preference

Qualitative

“If I can’t find things right away, I start shutting down because I don’t know what to do.”

“I really like ‘personal services’ on UH site, rather than just ‘services’ – it seems friendlier, and more like it is talking about services for me.”

“Seems like UW really wants us to ask something because they’ve made it big and featured it separately.”

“I really like UW’s ‘Need Help with Research?’. UH should have one, too.”

“Likes UH underlined, blue & bold – things stand out.”

“Larger font!”

Task List

See Appendix D for Student Task List; Appendix E for Faculty Task List; and Appendix F for Community User Task List.

Results

Data will be forthcoming:

See Appendix G for Performance Data Summary form.

See Background Questionnaire at

<http://128.171.57.14:3128/surveyor/survey.asp?s=01078168055085060>

See Preference Survey at

<http://128.171.57.14:3128/surveyor/survey.asp?s=01093056116148234>

Discussion

General Observations for UH Page

Jumbled Layout: In spite of appreciation for more detailed choices on the main page, there was a definite dislike of the run-on links. Users had a clear preference for a “cleaner” look (meaning one hyperlink option per line).

“All these links are just jumbles. (This comment was made by the third task.) They should stand out more. Guess they’re going to change it later... would be better as a column or something.”

Content Organization: All but one person looked at the page from top left to bottom right. They missed things on the right side of the page entirely, or noticed them quite late.

“Page layout should be ordered by what people click on first or most often.”

“Voyager should have own heading – Button should stand out rather than be buried.”

Language – Still some problems with language we are using, and some suggestions were made. No one knows what “remote access” means.

“Nomenclature is confusing, Not sure what’s in each category. It seems like some of this is legacy language – not language that non-librarians use.”

“Use ‘employment’ instead of jobs on UH site.”

Digital Reference Shelf - No one knew what this is – some speculated that it might include DVDs, CDs & stuff – others thought it might be how to reserve a reference book. Two others thought it must be a special place (because of the word “shelf”).

“If I knew the reference number of a book you could see if it’s out? Or could use DRS to request it? Or find out when it would be available?”

“Digital Reference Shelf? No idea. Maybe a reference book request.”

Library Communities – no one looked at this. One response when asked specifically:

“Library communities – is this internal use? I don’t quite know what it is...The terms don’t mean much – if I were bored I might click on this section.”

That user suggested: *“Maybe a drop-down menu for this would be better... such as:
Are you a...faculty, staff, graduate student, distance education...”*

List of journals: More than one person looked for a list of journals – they very much liked the “E-Journals” link on the UW page, but worried about what that actually meant – would they find journals that were available digitally ONLY, or both print and electronic? When asked to find a specific journal title at UH, users were split in looking at the catalog or e-resources first. This points again to a need for one comprehensive listing.

“I don’t see anything that takes you to a list of the magazines the library owns.”

“Don’t know if e-journals means exclusively e-journals or other formats also.”

Site Search – not easily noticed because of placement on page, but some confusion as to what site search searches anyway. Some thought this would act as a metasearch of all our resources (which, not incidentally, is what more than one individual mentioned they wanted!) Most were fuzzy on just what this searches, and a few were hesitant to use the site search because they were afraid of getting too many results. More than one wanted to see some sort of meta-search tool.

“ Probably I’d try these searches - try to search for what I can’t find.”

Recommendations for Change

1. **Streamline the layout:** one option per line rather than run-on choices.

2. **Reorganize & pare down content:**
 - a. About Us should be moved to a more prominent position – not buried in bottom right hand corner.
 - b. Ask Us should be present on all pages, but not part of the general site navigation.
 - c. Combine ILL/ISL into one link
2. **Revisit link names:** especially Digital Reference Shelf, Hawaii Voyager Catalog. Add explanatory text in some way?
3. **Library Communities:** Change the presentation of this or get rid of it altogether
4. **Journal Information:** Find a way to easily produce a **list of journals** we subscribe to.
5. **Site Search:** Think about function of **site search** and what it can/cannot do

Appendices

Appendix A

Demographic Information

Report: Background Questionnaire

August 2005

7 responses

1 Type of Library User:		Count	Ratio
Undergraduate Student		2	28.57%
Graduate Student		0	0%
Faculty		1	14.29%
Staff		1	14.29%
Distance Education Student		0	0%
Community User		3	42.86%
		Average	3.86
		Total selections	7
		Total Responses	7

2 What is your age?		Count	Ratio
18-30		1	14.29%
31-40		2	28.57%
41-50		4	57.14%
		Average	2.43
		Total selections	7
		Total Responses	7

3 What is your sex?		Count	Ratio
Female		2	28.57%
Male		5	71.43%
		Average	1.71
		Total selections	7
		Total Responses	7

4. What is your major area of study or instruction? Please fill in NA if not applicable.

4361: human computer interaction

4362: Communication

4363: NA

4378: N/A

4389: Management Information Systems

4391: NA

4394: Asian History and Speech

5	How long have you been at the University of Hawaii?	Count	Ratio
	This is my first semester.	0	0%
	Less than 1 year	0	0%
	Between 1 to 2 years	0	0%
	More than 2 years	4	57.14%
	Not Applicable	3	42.86%
		Average	4.43
		Total selections	7
		Total Responses	7

6	How long have you been using a personal computer?	Count	Ratio
	Less than 1 year	0	0%
	Between 1 to 2 years	0	0%
	Between 2 to 5 years	0	0%
	More than 5 years	7	100%
		Average	4
		Total selections	7
		Total Responses	7

7	How often do you use a personal computer to complete your daily job tasks?	Count	Ratio
	Never	0	0%
	Rarely	0	0%
	Sometimes	0	0%
	Often	0	0%
	Very often	7	100%
		Average	5
		Total selections	7
		Total Responses	7

8	In which online activity do you most frequently engage?	Count	Ratio
	Entertainment	2	28.57%
	Business	1	14.29%
	Social	1	14.29%
	Research	3	42.86%
		Average	2.71
		Total selections	7
		Total Responses	7

8. In which online activity do you most frequently engage?


1 Entertainment
2 Business
3 Social
4 Research
5 Shopping
6 No Online Activity



4391: I spend about half my time doing business, about a quarter doing social things and about another quarter noodling around (surfing making CDs, etc.)





4394: Online shopping, general research







9	Which Internet Browser do you most often use?	Count	Ratio
	Netscape Navigator	0	0%
	Internet Explorer	5	71.43%
	Mozilla	1	14.29%
	Opera	0	0%
	Firefox	1	14.29%
		Average	2.57
		Total selections	7
		Total Responses	7

10	Where do you go to look for information for a research project?	Count	Ratio
	Using a Web search engine	5	71.43%
	Family or friends	0	0%
	Online resources through a library	2	28.57%
		Average	1.57
		Total selections	7
		Total Responses	7

11 Rate yourself satisfaction with your current research skills:		Count	Ratio
I am consistently satisfied with my research results.		0	0%
I am usually satisfied with my research results.		7	100%
	Average	2	N/A
	Total selections	7	N/A
	Total Responses	7	

12 Are you familiar with the Hamilton Library Website?		Count	Ratio
Not at all		0	0%
Somewhat familiar		6	85.71%
Familiar		1	14.29%
	Average	2.14	N/A
	Total selections	7	N/A
	Total Responses	7	

13 How often do you access the Hamilton Library Website?		Count	Ratio
Never		1	14.29%
Rarely		1	14.29%
Occasionally		4	57.14%
Quite often		1	14.29%
	Average	2.71	N/A
	Total selections	7	N/A
	Total Responses	7	

14 What do you use most frequently on the Hamilton Library Website?		Count	Ratio
General library information, such as hours		1	9.09%
Policy information, such as who can borrow items, fines and renewals		0	0%
Books, magazines, and other resources found in the Voyager Online Catalog		4	36.36%
Services provided by the library (e.g. equipment for the disabled, word processing, study rooms)		0	0%
Research assistance or answers to specific reference questions		1	9.09%
Electronic full-text journal articles and resources		3	27.27%
Digital images, such as the Trust Territories archives or Annexation papers		0	0%
Information about online library instruction		0	0%
Resources for specific subjects or topics		1	9.09%
I don't use the Hamilton Library Website.		1	9.09%
	Average	5	N/A
	Total selections	11	N/A
	Total Responses	7	

Appendix B

Orientation Script

Hi, my name is _____. I'll be working with you today. This is _____ who will be recording your comments and timing the tasks. Let me give you a little background on what we are doing here.

We're here to test how easy it is to use the Hamilton Library Homepage to its Website, and we'd like your help. We're looking for potential design flaws and usability problems within our Website.

First I am going to ask you to fill out a quick online questionnaire about you, about how you use a computer, and about how you like to do research. Then I am going to ask you to perform several tasks on both the Homepage for the Hamilton Library Website and for the University of Washington. I'd like you to carry out those tasks to the best of your ability. Try to work in the same manner that you would at work or at home; don't worry about paying special attention to details, and don't feel pressured to succeed, since much of what we are looking for is the natural ease of use of this site. Remember we are not testing your ability to do research, we are testing how logical and clear our Homepage is designed.

I'd like to assure you that none of the specific information that we gather here today will ever be released outside of our research team, and your name will never be used in conjunction with your results. For our study we have assigned you an ID number that will be used on all documentation.

Note that during the session, I will be unable to answer any questions that would help you accomplish a task; you will need to rely only on the resources on the Homepage itself for task completion. However, you may ask any questions you'd like now before we begin.

At the end of the session, I will ask you to fill out another online questionnaire but this one will be about your preferences in regards to the Homepages. Finally after the session is over, there will be a brief period when you can ask any questions you would like, even about tasks that you were unable to complete.

Do you have any questions before we begin?

Appendix C

Task Performance Script

Now that you've completed the first online survey, we are ready to begin with the Task Performance portion of today's session. On the table is a stack of papers. They are the tasks, which are clipped to a copy of the libraries' Homepages. You will perform each task with both the University of Hawaii Hamilton Library's Homepage and the University of Washington Libraries' Homepage.

If we were conducting this test live on the Internet, we would record where you clicked on the Homepage to follow a link. However, since this test is paper based, we would like to approximate that action by having you number on the paper itself the steps you would take in figuring out the answer to the task. Let me show you what I mean.

(Demonstrate here using an example on a sample paper-based Homepage.)

We would like to encourage you to "think aloud". For example if something is confusing to you, please talk about that out loud. Or if you really like some feature, please comment on that out loud. This is the only way we can know how you feel about various aspects of the Homepages.

Please take whatever time you need to complete the tasks and remember to read the task question completely before beginning.

Do you have any questions before you begin?

Appendix D

Task List for Students

TASK LIST LEGEND:

SCC = Successful completion criteria

TASK NO.	TASK DESCRIPTION	TASK DETAIL
1.	You've already found out that the library doesn't have a particular book. How would you find out about getting the book from another library?	<p>HL SCC: Navigate to <u>Intrasystem loans</u> or <u>Interlibrary loans</u> under "Borrowing".</p> <p>UWL SCC: Navigate to <u>Interlibrary Loan</u> under "Services".</p>
2.	You need to finish a project by tomorrow. Where would you find out if the library is open tonight?	<p>HL SCC: Navigate to <u>Hours</u> under "In the Library" or "About Us".</p> <p>UWL SCC: Navigate to <u>Hours & Libraries</u> under "About the Libraries".</p>
3.	Your professor suggested that the <i>Journal of Human Communication</i> might have useful information for your research paper. How would you find out if the library has it?	<p>HL SCC: Navigate to <u>Hawaii Voyager Catalog</u> or <u>Electronic Resources</u> under "Research Tools" or under "How do I find?"</p> <p>UWL SCC: Navigate to <u>UW Libraries Catalog</u> or <u>Electronic Journals</u> under "Resources".</p>
4.	You need to find journal articles about steroids and health risks. Where would you look?	<p>HL SCC: Navigate to <u>Articles</u> under "How do I find?", <u>Hawaii Voyager Catalog</u>, or <u>Electronic Resources</u> or <u>subject guides</u> under "Research tools".</p> <p>UWL SCC: Navigate to <u>Get an article</u> under "How do I..." or to <u>UW Libraries Catalog</u> or <u>Electronic Journals</u> or <u>Resources by Subject</u> under "Resources".</p>
5.	You need to read an article in the latest issue of the journal called <i>Science</i> . Using the library homepage, how do you find out if you can read this article online?	<p>HL SCC: Navigate to <u>remote access</u> under "How Do I find?" or <u>Electronic Resources</u> under "Research Tools".</p> <p>UWL SCC: Navigate to <u>Connect from Off-Campus</u> under "Services" or <u>Electronic Journals</u> under "Resources".</p>

TASK NO.	TASK DESCRIPTION	TASK DETAIL
6.	You've been assigned to write a paper for a class, and you have no idea where to begin. How would you get help from the library?	<p>HL SCC: Navigate to Information on a topic under "How do I find?" or "Ask Us" or Subject Guides under "Research Tools".</p> <p>UWL SCC: Navigate to Resources by Subject under "Resources" or "Ask Us".</p>
7.	You have a stack of books in your room from last semester. How would you find out if you have any library fines?	<p>HL SCC: Navigate to your account under "Personal services".</p> <p>UWL SCC: Navigate to Your Library Account under "Services".</p>
8.	Remember that stack of books in your room? You really want to continue reading one of them. Where do you look to find out about keeping it longer?	<p>HL SCC: Navigate to renew books under "Borrowing" or your account under "Personal Services".</p> <p>UWL SCC: Navigate to Your Library Account or More Services ... under "Services".</p>
9.	You really need to type up a paper for a class but your laptop has crashed. Where do you find out if computers in the library have word processing?	<p>HL SCC: Navigate to computing under "In the Library".</p> <p>UWL SCC: Navigate to More Services ... under "Services".</p>
10.	Your instructor has put her personal copy of a book in the library for the class to read. How would you find out where that book is located?	<p>HL SCC: Navigate to course reserves under "Borrowing".</p> <p>UWL SCC: Navigate to Course Reserves under "Services".</p>

Appendix E

Task List for Faculty

TASK LIST LEGEND:

SCC = Successful completion criteria

TASK NO.	TASK DESCRIPTION	TASK DETAIL
1.	You've already found out that the library doesn't have a particular book. How would you find out about getting the book from another library?	<p>HL SCC: Navigate to <u>Intrasystem loans</u> or <u>Interlibrary loans</u> under "Borrowing".</p> <p>UWL SCC: Navigate to <u>Interlibrary Loan</u> under "Services".</p>
2.	You're missing the page number for a quotation from a reference handbook that you are citing for a submission due to the publisher by midnight. Where would you find out if the library is open tonight?	<p>HL SCC: Navigate to <u>Hours</u> under "In the Library" or "About Us".</p> <p>UWL SCC: Navigate to <u>Hours & Libraries</u> under "About the Libraries".</p>
3.	A colleague mentioned a conference paper from last year that might be helpful for your current research. How would you find out if the library has that paper?	<p>HL SCC: Navigate to <u>Hawaii Voyager Catalog</u> or <u>Electronic Resources</u> under "Research Tools" or under "How do I find?"</p> <p>UWL SCC: Navigate to <u>UW Libraries Catalog</u> or <u>Electronic Journals</u> under "Resources".</p>
4.	You want to find journal literature about steroids and health risks. Where would you look?	<p>HL SCC: Navigate to <u>Articles</u> under "How do I find?", <u>Hawaii Voyager Catalog</u>, or <u>Electronic Resources</u> or <u>subject guides</u> under "Research tools".</p> <p>UWL SCC: Navigate to <u>Get an article</u> under "How do I..." or to <u>UW Libraries Catalog</u> or <u>Electronic Journals</u> or <u>Resources by Subject</u> under "Resources".</p>
5.	You want to read an article in the latest issue of the journal <i>Science</i> . Using the library homepage, how do you find out if you can read this article online?	<p>HL SCC: Navigate to <u>remote access</u> under "How Do I find?" or <u>Electronic Resources</u> under "Research Tools".</p> <p>UWL SCC: Navigate to <u>Connect from Off-Campus</u> under "Services" or <u>Electronic Journals</u> under "Resources".</p>
6.	You need to do become acquainted with an area of research quite different from your specialty. How would you use the library to get some help?	<p>HL SCC: Navigate to <u>Information on a topic</u> under "How do I find?" or "Ask Us" or <u>Subject Guides</u> under "Research Tools".</p> <p>UWL SCC: Navigate to <u>Resources by Subject</u> under "Resources" or "Ask Us".</p>

TASK NO.	TASK DESCRIPTION	TASK DETAIL
7.11.	You have a stack of books in your office from last semester. How would you find out if you have any library fines?	<p>HL SCC: Navigate to <u>your account</u> under “Personal services”.</p> <p>UWL SCC: Navigate to <u>Your Library Account</u> under “Services”.</p>
8.	Remember that stack of books in your office? You really want to continue reading one of them. Where do you look to find out about keeping it longer?	<p>HL SCC: Navigate to <u>renew books</u> under “Borrowing” or <u>your account</u> under “Personal Services”.</p> <p>UWL SCC: Navigate to <u>Your Library Account</u> or <u>More Services ...</u> under “Services”.</p>
9.	You would like to be able to tell your students about the different programs offered on the computers at the library. Where would you look to find out this information?	<p>HL SCC: Navigate to <u>computing</u> under “In the Library”.</p> <p>UWL SCC: Navigate to <u>More Services ...</u> under “Services”.</p>
10.	You’d like the library to scan a few articles and put up them on a web server for your students to read. Where would you find out how to do that?	<p>HL SCC: Navigate to <u>course reserves</u> under “Borrowing”.</p> <p>UWL SCC: Navigate to <u>Course Reserves</u> under “Services”.</p>

Appendix F

Task List for Community User

TASK LIST LEGEND:

SCC = Successful completion criteria

TASK NO.	TASK DESCRIPTION	TASK DETAIL
1.	You've already checked and found out that the library doesn't have a particular book. How would you find out about getting the book from another library?	<p>HL SCC: Navigate to <u>Intrasystem loans</u> or <u>Interlibrary loans</u> under "Borrowing".</p> <p>UWL SCC: Navigate to <u>Interlibrary Loan</u> under "Services".</p>
2.	You heard that the library has old local newspapers on microfilm. Where would you find out when the library will be open so you can have a look?	<p>HL SCC: Navigate to <u>Hours</u> under "In the Library" or "About Us".</p> <p>UWL SCC: Navigate to <u>Hours & Libraries</u> under "About the Libraries".</p>
3.	Your friend gave you the name of a particular magazine that has an article about her famous father. How would you find out if the library has that journal?	<p>HL SCC: Navigate to <u>Hawaii Voyager Catalog</u> or <u>Electronic Resources</u> under "Research Tools" or under "How do I find?"</p> <p>UWL SCC: Navigate to <u>UW Libraries Catalog</u> or <u>Electronic Journals</u> under "Resources".</p>
4.	You need to find journal articles about steroids and health risks. Where would you look?	<p>HL SCC: Navigate to <u>Articles</u> under "How do I find?", <u>Hawaii Voyager Catalog</u>, or <u>Electronic Resources</u> or <u>subject guides</u> under "Research tools".</p> <p>UWL SCC: Navigate to <u>Get an article</u> under "How do I..." or to <u>UW Libraries Catalog</u> or <u>Electronic Journals</u> or <u>Resources by Subject</u> under "Resources".</p>
5.	You want to read an article in the latest issue of the journal <i>Science</i> . Using the library homepage, how do you find out if you can read this article online?	<p>HL SCC: Navigate to <u>remote access</u> under "How Do I find?" or <u>Electronic Resources</u> under "Research Tools".</p> <p>UWL SCC: Navigate to <u>Connect from Off-Campus</u> under "Services" or <u>Electronic Journals</u> under "Resources".</p>
6.	You want to find some information about ecotourism business opportunities. Where would you look to get help from the library?	<p>HL SCC: Navigate to <u>Information on a topic</u> under "How do I find?" or "Ask Us" or <u>Subject Guides</u> under "Research Tools".</p> <p>UWL SCC: Navigate to <u>Resources by Subject</u> under "Resources" or "Ask Us".</p>

TASK NO.	TASK DESCRIPTION	TASK DETAIL
7.	You have been borrowing books with your community library card. Though you think you've returned most you suspect there might be one or two not yet returned. How would you find out?	<p>HL SCC: Navigate to <u>your account</u> under "Personal services".</p> <p>UWL SCC: Navigate to <u>Your Library Account</u> under "Services".</p>
8.	You found out that you still have two books checked out. Now they are due, but you really want to continue reading one of them. Where do you look to find out about keeping it longer?	<p>HL SCC: Navigate to <u>renew books</u> under "Borrowing" or <u>your account</u> under "Personal Services".</p> <p>UWL SCC: Navigate to <u>Your Library Account</u> or <u>More Services ...</u> under "Services".</p>
9.	You are not a faculty/staff member or student at the university, but want to find out if you can check your email at the library. Where do you find out if you can do this?	<p>HL SCC: Navigate to <u>computing</u> under "In the Library".</p> <p>UWL SCC: Navigate to <u>More Services ...</u> under "Services".</p>
10.	Your neighbor, a student at the university, told you about a really interesting book that is on reserve at the library. You're interested in having a look at it. Where would you look to find out how to do that?	<p>HL SCC: Navigate to <u>course reserves</u> under "Borrowing".</p> <p>UWL SCC: Navigate to <u>Course Reserves</u> under "Services".</p>

Appendix G

Performance Data Summary

Tasks	Correct Response	Correct Task Completion Time	Total Time	# Clicks for Task	# Clicks Total
1. How would you find out about getting the book from another library?					
2. Where would you find out if the library is open tonight?					
3. How would you find out if the library has it?					
4. Where would you look?					
5. Using the library homepage, how do you find out if you can read this article online?					
6. How would you get help from the library?					
7. How would you find out if you have any library fines?					
8. Where do you look to find out about keeping it longer?					
9. Where do you find out if computers in the library?					
10. How would you find out about reserves?					

Appendix H

Evaluation Summary

AVERAGE FOR TOTAL TASKS

	% Mastery	Task Time	Total Time	# Clicks for Task	Total # of Clicks	Homepage Preference
UH HAMILTON LIBRARY	92.60%	14.72	52.3	1.3	2.67	28.57%
UW LIBRARIES	86.50%	21.9	54.2	1.38	2.74	71.43%

Appendix I

Preference Summary

Usability Report: Preference Survey

August 12, 2005

7 responses

1	Was the language on the Task List that you were given easily understood?	Count	Ratio
	Strongly Agree	2	28.57%
	Agree	4	57.14%
	Neutral	1	14.29%
		Average	1.86
		Total selections	7
		Total Responses	7

2	Was the amount of information on Hamilton Library's Homepage adequate?	Count	Ratio
	Strongly Agree	2	28.57%
	Agree	4	57.14%
	Neutral	1	14.29%
		Average	1.86
		Total selections	7
		Total Responses	7

3	Was the amount of information on the University of Washington Libraries' Homepage adequate?	Count	Ratio
	Strongly Agree	0	0%
	Agree	6	85.71%
	Neutral	0	0%
	Disagree	1	14.29%
		Average	2.29
		Total selections	7
		Total Responses	7

4 Was information grouped consistently on Hamilton Library's Homepage?		Count	Ratio
Strongly Agree		3	42.86%
Agree		3	42.86%
Neutral		0	0%
Disagree		1	14.29%
		Average	1.86
		Total selections	7
		Total Responses	7

5 Was information grouped consistently on the University of Washington Libraries' Homepage?		Count	Ratio
Strongly Agree		1	14.29%
Agree		4	57.14%
Neutral		2	28.57%
		Average	2.14
		Total selections	7
		Total Responses	7

6 Was the more important information highlighted in some way on Hamilton Library's Homepage?		Count	Ratio
Strongly Agree		1	14.29%
Agree		4	57.14%
Neutral		0	0%
Disagree		2	28.57%
		Average	2.43
		Total selections	7
		Total Responses	7

7 Was the more important information highlighted in some way on the University of Washington Libraries' Homepage?		Count	Ratio
Strongly Agree		1	14.29%
Agree		3	42.86%
Neutral		2	28.57%
Disagree		0	0%
Strongly Disagree		1	14.29%
		Average	2.57
		Total selections	7
		Total Responses	7

8 Was the terminology understandable on Hamilton Library's Homepage?		Count	Ratio
Strongly Agree		0	0%
Agree		4	57.14%
Neutral		1	14.29%
Disagree		2	28.57%
		Average	2.71
		Total selections	7
		Total Responses	7

9 Was the terminology understandable on the University of Washington Libraries' Homepage?		Count	Ratio
Strongly Agree		0	0%
Agree		4	57.14%
Neutral		2	28.57%
Disagree		1	14.29%
		Average	2.57
		Total selections	7
		Total Responses	7

10 Was there an adequate use of white space on Hamilton Library's Homepage?		Count	Ratio
Strongly Agree		0	0%
Agree		3	42.86%
Neutral		4	57.14%
		Average	2.57
		Total selections	7
		Total Responses	7

11 Was there an adequate use of white space on the University of Washington Libraries' Homepage?		Count	Ratio
Strongly Agree		1	14.29%
Agree		3	42.86%
Neutral		2	28.57%
Disagree		1	14.29%
		Average	2.43
		Total selections	7
		Total Responses	7

12 How would you generally rate the Hamilton Library Homepage?		Count	Ratio
	Bad 1	0	0%
	2	0	0%
	3	3	42.86%
	4	4	57.14%
	Good 5	0	0%
		Average	3.57
		Total	7
			N/A
			100%

12. How would you generally rate the Hamilton Library Homepage?	
1 (Bad) to 5 (Good) (Drop-down list)	
<p>4354: 3 listing options like: opt1, opt2, opt 3 . . . is harder for me to read than opt1 opt2 opt3</p>	
<p>4356: 4 Visually clean with the topic headings and links below. The search site box is lacking, possibly add a drop down for subject or tabs for type of search.</p>	
<p>4390: 3 Links should be grouped in a column, not jumbled up together.</p>	
<p>4395: 4 Should have the search engine like Washington's key word search. The grouping of topics were too close together. I'd prefer the Washington's web layout because it is easier too look at and located the different buttons.</p>	

13 How would you generally rate the University of Washington Libraries' Homepage?		Count	Ratio
	Bad 1	0	0%
	2	1	14.29%
	3	1	14.29%
	4	4	57.14%
	Good 5	1	14.29%
		Average	3.71
		Total	7
			N/A
			100%

13. How would you generally rate the University of Washington Libraries' Homepage?	
1 (Bad) to 5 (Good) (Drop-down list)	
<p>4356: 2 Font is to small. Navigation area is to vague.</p>	
<p>4390: 4 Links easy to follow.</p>	
<p>4395: 5 Keyword search was good to have at the library's home page but maybe add a textbox that would specify what resource to search like the electronic journals or UW library catalog, etc. The "How do I..." makes the webpage cleaner than the UH website.</p>	

14 Disregarding color and images, which library Homepage did you generally prefer?		Count	Ratio
University of Hawaii Hamilton Library		2	28.57%
University of Washington Libraries		5	71.43%
	Average	1.71	N/A
	Total selections	7	N/A
	Total Responses	7	
14. Disregarding color and images, which library Homepage did you generally prefer?			
1 University of Hawaii Hamilton Library 2 University of Washington Libraries			
4356: University of Hawaii Hamilton Library UH site is easier to read for its large font. uw site has a good use of drop downs with its search bar.			
4390: University of Washington Libraries Simple, yet could get information that I wanted easier.			
4392: University of Hawaii Hamilton Library I like having a aliger menu that has built in FAQs in its organization.For example, How do I find...Books & Videos is just a more accesible way to get answers rather than scrolling as on the UW site. I do think because as an Alum of UH.I am already familiar with hamilton and so I am more likely to go straight to the floor for something like the PacificIslands resources whereas at UM, i might need to consult the web page first. I mention this because it presents user bias.			
4395: University of Washington Libraries The UW library homepage was much cleaner and not as crowded as the UH Hamilton's webpage. The UH webpage had too many hyperlinks with the same colors which is distracting especially the topics like "How Do I Find..." and "Research Tools". Ideally, I'd prefer to make it easy with the UW's search tool but ability to search the different resources without having to go to a new webpage for the different resources like the library's catalog or electronic resources.			