Portland State University

From the SelectedWorks of Sherry Buchanan

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Portland State University Library Usability Testing Executive Summary

Sherry Buchanan, Portland State University

Available at: https://works.bepress.com/sherrybuchanan/21/
POSITIVE OBSERVATIONS

● Chat and Ask a Librarian were easily found by users.
● Users identified MyAccounts as the place to look for their checked-out items.
● The Services for Students page received good reviews from users, once they found it.
● The Unique Collections button was used for the Dark Horse and archives questions.
● Users found streaming media and eBooks.

TOP PROBLEMS

The Website Advisory Committee identified these issues as top priorities:

1. STUDENT PORTAL
   ○ Several users didn’t see the “For You” links.
   ○ Students went to the Visitors page, and hit a dead end.

2. MEGA MENU
   ○ The mega menu proved challenging to navigate and read for several users.
   ○ Headings were either not seen or not understood.

3. D of D LAYOUT
   ○ The D of D landing page confounded several users.
   ○ Users were overwhelmed, did not know where to click or what was important.
   ○ Two Biology majors overlooked the Biology category.

4. PRIMO
   ○ Most participants used the search box for everything, not selecting tabs or radio buttons.
   ○ Several users were unaware that articles could be found via the home page search box.
   ○ Primo is the home page for some users.
   ○ Users had trouble with the streaming media facet labels in Primo.
   ○ The facets in Primo are daunting to many users.

5. TUTORIALS
   ○ Users could not find tutorials easily and were confused on the landing page.
POTENTIAL SOLUTIONS & IDEAS

1. STUDENT PORTAL
   (Subgroup: Molly Gunderson, Allen Hauser, Sherry Buchanan)

   A subgroup was formed to identify and recommend solutions - considering ideas such as:
   ○ Add link(s) to the student portal to the Visitors page.
   ○ Add icons, or find other ways to make the “For You” pages stand out.
   ○ Investigate how other libraries are ensuring students find services.
   ○ Add a link on the home page for the Student Services page.
   ○ Consider redesigning the student services page, so it includes comics, worldwide borrowing, is more targeted to popular services and more readable: “Computers, Comics, and Cool Stuff.”

2. MEGA MENU
   (Subgroup: Molly Gunderson, Allen Hauser, Sherry Buchanan)

   A subgroup was formed to identify and recommend solutions - considering ideas such as:
   ○ Find ways to make improvements to the mega menu.
   ○ Make the headings more visible in the mega menu. (color, size)
   ○ Consider ways to reduce the number of items in the mega menu.

3. DoD LAYOUT
   (Subgroup: Kim Pendell, Kim Wilson-St. Clair, Nathan Mealey)

   A subgroup was formed to identify and recommend solutions - considering ideas such as:
   ○ Make the Database landing page less daunting to users.
   ○ Consider shifting the columns, so that SciTech databases are more visible.
   ○ Integrate the SciTech databases with the Humanities, similar to LibGuides.
   ○ Consider adding a search box.

4. PRIMO

   ○ Summer 2016: search box will default to everything; radio buttons will be removed.
   ○ Library Technologies will determine if the mega menu can be added to Primo.
   ○ The eAudio & eVideo facet was relabeled to Streaming Audio & Video.
   ○ Consider simplifying the number of facets displayed in Primo.

5. TUTORIALS

   ○ Kim P. relabeled “How to...” to “How to Guides & Tutorials.”
   ○ Relabel/change target of “Guides & Tutorials.”
   ○ Consider changes to the layout of the “How to” page.
SUGGESTIONS FROM USERS

- Show which computers are available by adding a link to the computer lab map.
- Show where things are by adding floor maps (links) to the student services page.
- On the Dark Horse page, link to the collection in Primo.
- Clearly state what you can find using the search box, with a big word, e.g.:
- Provide lists of journals by subject area.
- Make all the links more visible from the home page, such as a sitemap in the footer.

ISSUES FROM PREVIOUS USABILITY TESTING

- Users search the home page box for maps and other website content.
- Users have trouble browsing LibGuides and D of D landing page.
- Users looked for course reserves in MyAccounts.