

Jaime Bravo

Usability Study

Holy Cross Libraries

The screenshot displays the Holy Cross Libraries website. At the top, there is a navigation bar with links for News, Calendar, Libraries, and A-Z Directory, along with a search icon. Below this is a purple header with navigation links: About Holy Cross, Academics, Admissions & Aid, Campus Life, Faith & Service, Arts & Culture, and Athletics. A sidebar on the left contains links: About the Libraries, Ask-a-Librarian, ILLiad Interlibrary Loan, Request Purchase of Library Materials, Hours, and Contact Us. The main content area features the title "Holy Cross Libraries" and a paragraph: "Our libraries support Holy Cross' rigorous curriculum and promote academic excellence. The warm and friendly environment in each of our libraries encourages study, reflection, and intellectual growth." Below this is a "CrossSearch" section with a search bar containing the text "Find Books, Journals, Articles, ..." and a "Search" button. At the bottom of the search section are links: "Advanced Search | Classic Catalog | Learn about CrossSearch | My Library Account | Feedback".

Study Goals

1. Identify ease of learnability for first time users visiting Holy Cross Library website.
2. Evaluate results and provide recommendations for improving learnability, navigation and layout of Holy Cross Library Website.

Procedure:

For this usability study the major focus is on basic information, academic library website provides which includes ease of learnability. All participants were presented with the same questions, script and subject questionnaire. Answers were recorded on paper this included two qualitative questions for patrons to express their thoughts on the navigation system and layout of the site. .

Time was not recorded because we are testing learnability as opposed to efficiency. The questions asked were set up for participants to perform basic search queries that new college students attending Holy Cross University would encounter. Answers were compiled in a spreadsheet for analysis.

Test Materials:

- Macbook pro
- Dell desktop with mouse
- Chrome Browser

Participants.

A subject questionnaire was also distributed to identify education, occupation, internet and computer experience. A total of 7 individuals participated in the user study .

- Participants identified gender as 2 Female 5 Male
- Education reported high school diploma (2), Bachelor (2) Masters (3).
- Occupation varied, Security, Public Health, Librarians and Library Associates.
- All participants reported having accessed a library website and often using computer and internet.

Key Findings.

Tasks related to searching for electronic articles, library hours, connecting to the virtual librarian and with social media have positive outcome when using Holy Cross Library website.

- 7/7 users answered Q1pt2, Q3, Q6, and Q8 correctly.

Participants had a difficult time with the navigation menu on the left of the website, the upper right hand search box also brought some confusing to participants when searching for library items, and with the button displaying College of The Holy cross in the middle of the website.

- About 71% were not able to find were not able to find the library circulation policies.
- About 85% of participants were not able to get back to the library home page.
- 44% of participants searched for library items in the wrong search box.