UX testing April 6, 2018
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SUMMARY

This study tested the RULA website on a number of tasks noted here and developed by members of the web committee.

- What is the first thing you noticed (or looked at) when you launched the RULA website?
- What's the second?
- You are researching an essay at home and you need some assistance from the Library on how to find a particular article. What would you click on?
- What other type of help would be useful in terms of Library website support?
- Where would you find articles on Sociology? Where is the list of Sociology databases? (perhaps not a great question)
- You have an assignment that requires you find peer-reviewed articles on the topic of homelessness in Canada. Find two peer-reviewed articles using the Library’s website.
- You have some books checked out of the Library that are due back soon and you would like to keep them longer. How would you do this using the Library's website?
- Is this website is easy to use? Does the website use too much jargon? Are there words or terms you don’t understand?
- What are your top three things that you use the RULA website for?

We prescreened for RULA website familiarity. Subjects were recruited in the Learning Commons and the testing was done on a laptop at the idesk. Audio recording of each interview/task session was undertaken. Weina Wang text recorded the sessions on a laptop; Diane conducted the tests. Students were given a $10 Starbucks card for their participation. It should be noted for future testing to consider the variation in screen size. We might have a flaw in the methodology due to the fact that users could not see the whole page when we were asking questions (used laptop from Circulation). That said, this will be the case for a number of our users.

The fact that students mostly did not get help from the library and their main use of the library is Search Everything, it further supports proactive chat and working on how to more prominently develop our help services online. We might surmise from this study that “experts” was not resonating? Search Everything is the top reason students use the website. Three of the four students only had two things they use the website for. One student could only answer one thing (search everything).

Quick summaries of the responses are noted below. Full transcripts are appended.

4 students:
- Male, 4th year, Entrepreneurship program
- Male, 1st year, Computer Engineering
- Female, 2nd year, Nutrition
- Female, 2nd year, Business Management

All students use Chrome as their preferred browser.
Accessing RULA: my.ryerson/D2L; typed in URL; 2X Google: RULA and Ryerson Library

1st thing they see (in their language):
- Searcheverything X 2
- Search bar
- Search box

2nd thing they see:
- Book banner
- Opening hours X3

Getting assistance from the website (none of the students have used help):
- Has not used help (4th year student) and did not see the point in answering
- Research Help tab
- Ask a Librarian icon is “obvious”
- Email professor; prompted: Ask a Librarian icon

Suggestions for help?
- Research help tab is helpful; would probably go to a workshop; drop-in real person

Articles on sociology
- Would use search everything but Databases tab is where they would go for Soc dbs X2
- Database tab X2

Homelessness in Canada
- Search box/searcheverything X 3
- Advanced Search

Book renewal
- Renew borrowed books (top right corner) X 2
- Catalogue link and renew books (knew of this because of email alerts he receives to renew)
- One fail

Easy to use/jargon?
- This could be a leading question but all of the respondents were fine with the ease of use. See below for their suggestions on design.

Top three things they use:
- Searcheverything X4
- Book rooms X2
- Renewals
- Computer availability
- Subjects only had one or two things they use the website for (one was prompted for a third)

**Suggestions:**

Student 1:
- Lay out differently
- Move Quick Picks up
- Move Land Message out of the way (I don’t want to know about this)
- Make "Ask Librarian" smaller
- Everything laid out by relevance, usefulness
- The problem with this website is the layout

Student 2:
- Book banner is a distraction.
- More available tabs/quick picks, more prominent

Student 3:
- Miss a lot of important things if not on the first page/screen

Student 4:
- Book banner cluttered

**TRANSCRIPTS**

**STUDENT #1**

Entrepreneurship program
4th year
Male
Familiar with website
Singer, musician
Everything in the world is DO-IT-YOURSELF
Preferred browser: Chrome
How to get to library website:
Go to Myryerson.ca/D2L - easier to get access without being asked to login

1. **What is the first thing you noticed (or looked at) when you launched the RULA website?**

   SearchEverything, type a keyword such as music in egypt
   Also look at tabs

2. **What's the second?**

   I see those books. I notice that every month you have different books. (Scrolling book banner - realizing library every month every week has a different theme (just noticed recently)). User is a reader, and the book covers force into his eyes to represent the library. It actually became a library before my eyes.

3. **You are researching an essay at home and you need some assistance from the Library on how to find a particular article. What would you click on?**

   I would click on exactly what I did I'm usually asked for peer reviewed articles.
   SearchEverything, keyword searching (music and Egypt)
   In the search result page: Choose Peer Reviewed -filter on left
   Want something in last 3 years or 4 yrs. Entrepreneurship valids ideas by currency

4. **What other type of help would be useful in terms of Library website support?**

   Have not used ask us “help”
   Not interacted with librarian or appt,
   Interested in More literature, book club - reading opens mind, reading enhances life, proficiency, language, literature is sth. the student is very interested. Library things are open ended

5. **Where would you find articles on Sociology? Where is the list of Sociology databases? (perhaps not a great question)**

   Go to Databases tab, click drop down
   Wouldn’t go to a database, would just type keyword in searcheverything, then filter results which saves time.
   Library should optimize the search like google
6. You have an assignment that requires you find peer-reviewed articles on the topic of homelessness in Canada. Find two peer-reviewed articles using the Library’s website.

Search everything - type music in egypt

7. You have some books checked out of the Library that are due back soon and you would like to keep them longer. How would you do this using the Library’s website?

Click top right icon “Renew Borrowed Books”
Landed on the library site a lot, use search everything a lot. although haven’t checked out before

8. Is this website is easy to use? Does the website use too much jargon? Are there words or terms you don’t understand?

Yes, website is easy to understand.
Scrolling Banner is useful, free books are popular

Suggestions:
Lay out differently
Move Quick Picks up
Move Land Message out of the way (I don’t want to know about this)
Make “Ask Librarian” smaller
Everything laid out by relevance, usefulness
The problem with this website is the layout

9. What are your top three things that you use the RULA website for?

Two things:
Doing assignment (ie searcheverything)
Booking rooms

UX tasks April, 2018

Prescreen for website use and/or familiarity.

Note the time taken to complete each task. Record their “thinking out-loud”. Refresh a copy for each student/subject.

STUDENT #2
1st year Computer Engineering
Male
Familiar with library
Preferred browser: Chrome

How to get to library website:
type URL library.ryerson.ca directly

1. What is the first thing you noticed (or looked at) when you launched the RULA website?

SearchEverything

2. What’s the second?

Opening hours

3. You are researching an essay at home and you need some assistance from the Library on how to find a particular article. What would you click on?

“Research Help” tab. Browse the research help page and the links on the page. (not seeing any of the live help or research help desk)

Student has not used library staff help. From the ECN course for writing an essay, the instructor showed them how to use the library website/resources.

4. What other type of help would be useful in terms of Library website support?

Book banner is a distraction.
More available tabs/quick picks, more prominent

5. Where would you find articles on Sociology? Where is the list of Sociology databases?

Database tab, click drop-down.

6. You have an assignment that requires you find peer-reviewed articles on the topic of homelessness in Canada. Find two peer-reviewed articles using the Library’s website.

Click “Advanced Search”, type homeless in canada,
Click checkbox: Content Type
Click checkbox: Peer-reviewed

In the search result page, the student just noticed the “peer-reviewed” option on the left hand side, and found it useful

(when asked why he used the Advanced search, he said it was because he was asked to find specifically peer-reviewed articles)

7. **You have some books checked out of the Library that are due back soon and you would like to keep them longer. How would you do this using the Library’s website?**

Click “Catalogue” link. He found renew book there.
The user then described that he usually renews books through the library’s email notice. There is a link in the Courtesy Notice that goes to the renew page [https://catalogue.library.ryerson.ca/patroninfo](https://catalogue.library.ryerson.ca/patroninfo) directly.

8. **Is this website is easy to use? Does the website use too much jargon? Are there words or terms you don’t understand?**

Easy to use. Usually uses SearchEverything, and space bar

9. **What are your top three things that you use the RULA website for?**

SearchEverything to find books, textbooks
Free computers
Place holds/renew books
UX tasks April, 2018

Prescreen for website use and/or familiarity.

Note the time taken to complete each task. Record their “thinking out-loud”. Refresh a copy for each student/subject.

STUDENT #3

1st/2nd year Nutrition  
Female  
Preferred browser: Chrome

How to go to library website: In google, type RULA

1. What is the first thing you noticed (or looked at) when you launched the RULA website?

Search box

2. What’s the second?

Hours Open/ Ryerson logo on top left

3. You are researching an essay at home and you need some assistance from the Library on how to find a particular article. What would you click on?

Haven’t used library site for help, but the “Ask Librarian” icon is obvious, would use instant chat

4. What other type of help would be useful in terms of Library website support?

Only used search articles from search box. More instructions for “research help”. The student noticed the research help link during the study, and said she could check out the Workshops, book an appointment etc. on the page

5. Where would you find articles on Sociology? Where is the list of Sociology databases?

Databases tab. have not used the databases tab before but it’s obvious on the site. Would use A to Z databases list to see all options - may miss information if using a database title search
6. You have an assignment that requires you find peer-reviewed articles on the topic of homelessness in Canada. Find two peer-reviewed articles using the Library’s website.

   First response: Click Journals & Newspaper (have not used it before) - (prompted if they have used this before? She doesn't, just got thrown off.)
   Actually usually uses SearchEverything

7. You have some books checked out of the Library that are due back soon and you would like to keep them longer. How would you do this using the Library’s website?

   Click “Renew loans” on top right.

8. Is this website is easy to use? Does the website use too much jargon? Are there words or terms you don’t understand?

   No jargons, easy to use.
   Don't know will ever scroll down. Will miss a lot of important things if not on the first screen.

9. What are your top three things that you use the RULA website for?

   Search articles (especially the feature for peer-reviewed articles)
   Book rooms
UX tasks April, 2018

Prescreen for website use and/or familiarity.

Note the time taken to complete each task. Record their “thinking out-loud”. Refresh a copy for each student/subject.

STUDENT #4
2nd year Business Management
Female
Subject is more qualitative, enjoy the program and creativity aspect
Preferred browser: Chrome

How to go to library website:
Not often, in google search type ryerson library

1. What is the first thing you noticed (or looked at) when you launched the RULA website?

Search bar

2. What’s the second?

Open hours
(user said book banner first, then changed to open hours)

3. You are researching an essay at home and you need some assistance from the Library on how to find a particular article. What would you click on?

Email professor. 2nd choice, Ask Librarian chat -only knew it during the interview

4. What other type of help would be useful in terms of Library website support?

Drop in physically in person. No wait time, easier to ask all questions

5. Where would you find articles on Sociology? Where is the list of Sociology databases?

Search that topic in search bar. After Diane’s prompting, user said click “Databases” tab which is obvious to her.
6. You have an assignment that requires you find peer-reviewed articles on the topic of homelessness in Canada. Find two peer-reviewed articles using the Library’s website.

   Type homeless in canada in search box. Refine it to peer-reviewed -although haven’t used before but easily found it

7. You have some books checked out of the Library that are due back soon and you would like to keep them longer. How would you do this using the Library’s website?

   Not sure (failed search). Click “Services” then Borrowing- more options

8. Is this website is easy to use? Does the website use too much jargon? Are there words or terms you don’t understand?

   Yes, easy for articles. Wish more tabs, sub-tabs, easier to navigate, and more obvious. Book banner cluttered.

9. What are your top three things that you use the RULA website for?

   Scholarly articles.