

Gateway Usability Testing Notes

Participant	1. How would you label the four groups of sub-headings?	2. Labels for search boxes, 'Shortcuts,' and 'Campus Quick Link'	3 a. 'Ask Us' section Link Labels b. Contact a reference librarian question	4 Order the search boxes and middle area sections
1. undergrad, engineering	(1) Resources (2) For People / Affiliations (3) Lib Tools / Services (4) General Info	Okay. Campus Quick Link would link to Mirlyn or Eng Schools, etc.	a: pretty straightforward	G --> F# (3)-->(1)-->(2)-->(4) * ('Find database' option is annoying because it lists databases, not full-texts. Find articles should be merged with General Search. Should have a toggle listing all the affiliations instead of displaying a list of audience links.)
2. undergrad	(1) Tools (2) Affiliation (3) Advanced (4) Info	Shortcuts is good. 'I like the way categories are broken down.' Campus Quick Links would be CTools, email, ... Likes the General Search and Find Articles labels.	b: 'Help' section or Subject Specialist link in the middle	F --> G (Find Articles is quick -- look here first) (4) --> (1) --> (3) --> (2) (Quick things to things that take more time)
3. Staff	(1) Search the Library (2) Which Type of User are You (3) Library Dept (4) General Lib Info	Okay. For Shortcuts section, I am not sure what page those links go but the name is enticing if I am a first-time user. Campus Quick Links would go to U-M sites.	a: This is like 'Customer Service' -- communicating w/t librarians. Email -- web form; chat -- interactive interface; phone -- web page w/t phone Nr.	G --> F (4)--> (2) --> (1) --> (3)
4. grad, history	(1) Resources (2) Affiliation (Status) Information for is better.' (3) Research Tools	I do think they work.' Shortcuts section should have a link to ILL. Quick Campus Links are quick	a: Ask reference questions.	G --> F (2) --> (4) --> (1) --> (3) (From broad to library specific)

	(4) General Info	links to Ctool, webmail, etc...		
5. undergrad, economics	(1) Research (2) Affiliations (3) Find (4) Operations	I know.' In General Search box, there remarks, help for research. should be (Books, etc.) marked next to Library Catalog: Mirlyn.	a: It is for concerns,	G --> F (because F is more specific) (2)--> (1) --> (4) --> (3) (from audience to search to specific)
6. undergrad	(1) Search (4) Library Info Note: She is not able to label the other two groups	Good but Campus Quick Links is not a good label for her -- she would think they might be different library locations.	a: She thinks that she understands well.	G --> F (4) --> (2) --> (1) --> (3) (General to groups to search oriented tools)
7. librarian	(1) Searching (2) Library Users (3) Searching (4) Services	Shortcuts -- I guess... Campus Quick Links would be Wolverine Access and etc Find Articles (connected to Search Tools) is horrible. General Search: if I don't know the name of the db, I would be out of luck (with Find Databases) -- I'd like to get to individual databases.	b: Subject Specialist Librarian link If I didn't work here, I probably would not realize (what Ask Us is).	G --> F (4) --> (1) --> (3) --> (2) People always want to know hours, phone Nrs, then (there should be) Mirlyn and ejournals stuff, then the browsing circulation things (not knowing what they are though), and then the whole other list of stuff
8. faculty, physics	(1) Search Tools (2) Audience / Patrons (3) Other (4) Basics	Shortcuts -- a good idea, specific Campus Quick Links -- University gateway & other links relating to the university. more' (in the headings) is pretty useless. Find Articles should add keyword' in the search field to help the user understand what they should do with it.	b: Subject Specialist Librarian (When told what Ask Us was, his comment) Ask Us could be in the lower navigation area.	F --> G (Because Find Articles is more useful) (3) --> (1) --> (4) --> (2) (Because (3) and (1) are needed more often) Shortcuts should go in the middle also -- it needs to be emphasized.

General Search box might be confusing to the user.

9. lecturer, statistics	(1) Resources (2) Basic Info (3) What do you want to do ... (4) Are you a ...	General Search -- makes sense; Find Articles -- not the best title. Find Articles should provide examples for search as well and should add 'keyword' in the search field. Shortcuts is good. Campus Quick Links should include the U-M gateway quick links. Question: What does the 'General Interest' category include? Does it look through all other categories	b: Subject Specialist Librarian (When told what Ask Us was, her comment) For basic info, I would like to find it (on my own) with one click or two. I wouldn't ask a librarian. Ask Us isn't very intuitive and that would probably be my last option (when I can't find info myself). Ask Us' could be placed in the upper right corner with 'Campus Quick Links' -- the conventional help info spot.	G --> F (3) --> (2) --> (1) --> (4) (Because (3) and (1) are more prominent, (2) and (4) are less prominent so they go together with each other; It is also from a 'what-you-can-do' perspective to other secondary info)
10. grad, engineering	(1) Resources (2) Patrons (3) Library Services (4) About	Shortcuts is okay. Campus Links would take me to the different UM libraries. It doesn't make sense to have links to Ctools, Webmail etc on a Library website.	b: He would look in the 'Help Subjects Librarian'.	G --> F (Since I expect to use the G section more often) (1) --> (2) --> (3) --> (4) (1 consists of the most imp links. 3 is like an extension of 1. 2 and 4 are secondary information.)
11. grad	(1) Resources (2) [She knows they're grouped by audience , but couldn't think of a good label. (3) Services (4) Not sure	Shortcuts makes sense. Campus Quick Links is expected to take you to other UM sites (like umich.edu, the different academic depts. etc)	b: Subject Specialist Librarian. She looked at Ask Us much later but noted that its too tiny and not obvious enough.	F --> G (Just because it makes more sense that way.) (4) --> (1) --> (2) --> (3) (4 and 1 are like the most frequently used links. Also, 1 and 3 kind of go together.)
12. grad	(1) Resources	Shortcuts is a good label but	b: In the Help section.	G --> F

- (2) People
- (3) Services
- (4) About the Library

the links under it need to be more specific. (Eg. 'Book' is too general). Campus Quick Links should take you to Wolverine Access, Ctools etc.

(3) --> (1) --> (2) --> (4) (Most important to least important.)

Annotation:

(1): current 'Research Tools'

(2): current 'Information for'

(3): current 'Library Services'

(4): current 'About the Library'

G: General Search search box

F: Find Articles search box

The viewing order for the left column search boxes is top --> down

* The viewing order for the center section lists is top-left --> top-right --> bottom-left --> bottom-right