Library Gateway - New Gateway Design Paper
Mockup Test

Lu, Cathy; Sant, Natasha

http://hdl.handle.net/2027.42/107017
<table>
<thead>
<tr>
<th>Participant</th>
<th>1. How would you label the four groups of sub-headings?</th>
<th>2. Labels for search boxes, 'Shortcuts,' and 'Campus Quick Link'</th>
<th>3 a. 'Ask Us' section Link Labels b. Contact a reference librarian question</th>
<th>4 Order the search boxes and middle area sections</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. undergrad, engineering</td>
<td>(1) Resources (2) For People / Affiliations (3) Lib Tools / Services (4) General Info</td>
<td>Okay. Campus Quick Link would link to Mirlyn or Eng Schools, etc.</td>
<td>a: pretty straightforward</td>
<td>G --&gt; F# (3)--&gt; (1) --&gt; (2) --&gt; (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.)</td>
</tr>
<tr>
<td>2. undergrad</td>
<td>(1) Tools (2) Affiliation (3) Advanced (4) Info</td>
<td>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.</td>
<td>b: 'Help' section or Subject Specialist link in the middle</td>
<td>F --&gt; G (Find Articles is quick -- look here first) (4) --&gt; (1) --&gt; (3) --&gt; (2) (Quick things to things that take more time)</td>
</tr>
<tr>
<td>3. Staff</td>
<td>(1) Search the Library (2) Which Type of User are You (3) Library Dept (4) General Lib Info</td>
<td>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.</td>
<td>a: This is like 'Customer Service' -- communicating w/t librarians. Email -- web form; chat -- interactive interface; phone -- web page w/t phone Nr.</td>
<td>G --&gt; F (4) --&gt; (2) --&gt; (1) --&gt; (3)</td>
</tr>
<tr>
<td>4. grad, history</td>
<td>(1) Resources (2) Affiliation (Status) Information for is better.' (3) Research Tools</td>
<td>I do think they work.' Shortcuts section should have a link to ILL. Quick Campus Links are quick</td>
<td>a: Ask reference questions.</td>
<td>G --&gt; F (2) --&gt; (4) --&gt; (1) --&gt; (3) (From broad to library specific)</td>
</tr>
</tbody>
</table>
(4) General Info

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.

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.

6. undergrad
(1) Search
(4) Library Info
Note: She is not able to label the other two groups they might be different library locations.

6. undergrad
(1) Search
(4) Library Info
Note: She is not able to label the other two groups they might be different library locations.

(4) Library Info
Links is not a good label for her -- she would think they might be different library locations.

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.

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.

(3) Searching
Librarian link
If I didn't work here, I probably would not realize (what Ask Us is).

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
If I didn't work here, I probably would not realize (what Ask Us is).

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
If I didn't work here, I probably would not realize (what Ask Us is).

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.

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.

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)

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)

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)
9. lecturer, statistics

(1) Resources
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 -- the conventional help info spot.

b: Subject Specialist Librarian
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)

(2) Basic Info
(3) What do you want to do ...
(4) Are you a ...

10. grad, engineering

(1) Resources
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 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.)

(2) Patrons
(3) Library Services
(4) About

11. grad

(1) Resources
Shortcuts makes sense. Campus Quick Links is Librarian. She looked at Ask Us much later but noted that (4) --> (1) --> (2) --> (3) (4 and 1 are like the most frequently used links. Also, 1 and 3 kind of go together.)

b: Subject Specialist Librarian
F --> G (Just because it makes more sense that way.)
(3) Services
(4) Not sure
different academic depts. etc)

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