

# PROJECT 2

# LIBRARY WEBSITE

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# STEP 1- DEFINE THE PROBLEM

There are several difficulties when it comes to doing research on a school's library website. In this project I will create a better, more efficient way to navigate and explore research options when it comes to doing it on a school library site.

Some of the parameters for this project include but are not limited to the following:

- The amount of information to retrieve
- The size of the website
- The search options
- The display of information retrieved
- The time it takes to search for items
- The types of information from search
- The ways to navigate through the page
- Simplicity

Some Questions to ask for this assignment would be:

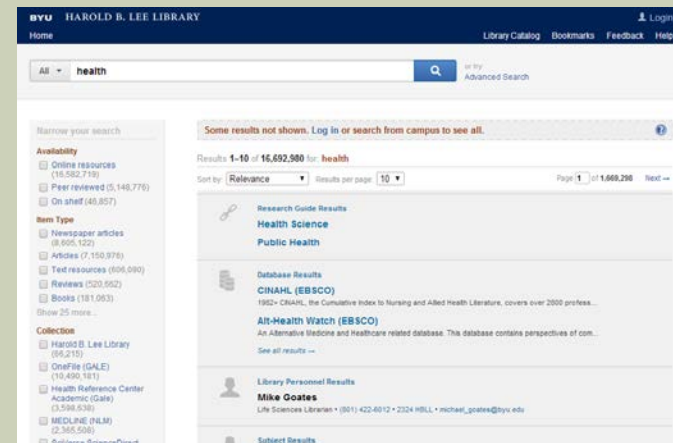
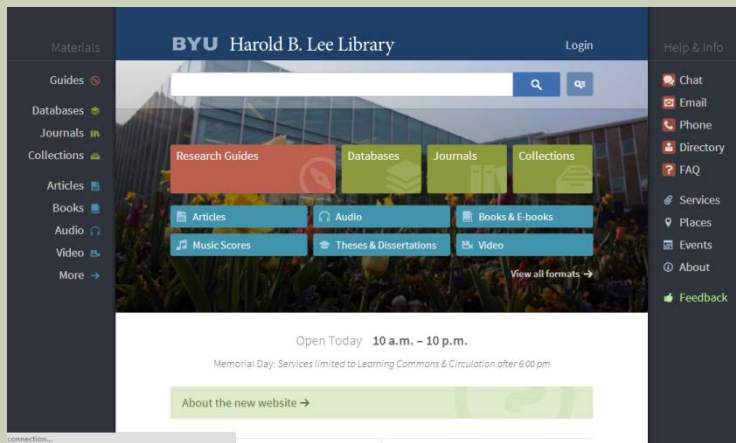
- What do students research for most often?
- How would they prefer to have for results of a search?
- What are the most important points when it comes to doing research?
- How many options can be added to research search pages?
- How effective are the library search pages and websites as of right now? What can be changed to enhance the website?
- What options are already given in the website library?
- What things can be upgraded to help research go more smoothly?

From these questions I will be able to interview and understand what will help researchers find the information that is available to help them complete what they are searching for.

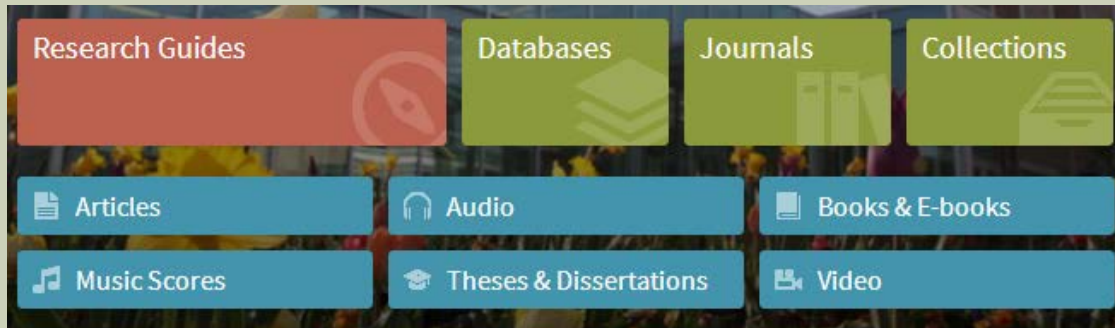
# STEP 2- CONDUCT INITIAL RESEARCH

Research included asking questions of students who typically do research on a day to day basis and looking at school library websites for research. This tended to be quite difficult due to the fact that some school's require that you be a student to have access to some of the research materials and things in their website.

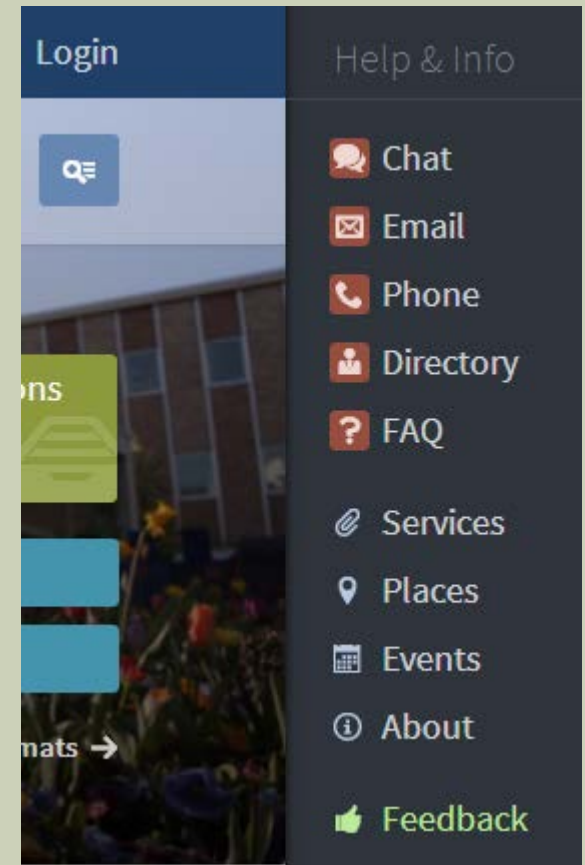
For part of my initial research I decided to talk to my brother who is studying pre-med at BYU Provo. He does his research through the Harold B. Lee library which shows numerous options for finding information in their databases that help the students find the things necessary for their research needs. They use a variety of options that include a search bar at the top and display boxes that give you categorized archives to find exactly what you want. They also include different types of media for research that has been done that include audio and visual means with images and videos.



## STEP 2- CONDUCT INITIAL RESEARCH CONT'D



Seen on this page are examples of navigation menus that help students to do research based on what they are searching for on the Harold B. Lee Website. These menus take you to useful options to help students find exactly what they are looking for to completing their assignments or studies. Shown above are options for searching for information that you would use for finding research while the menu on the right would be a help menu for students to solve their questions concerning the research.



## STEP 3A- UNDERSTAND YOUR AUDIENCE

The target audience are those students and faculty that perform research for assignments and for exploration to find answers to their what they want and need to know. Students and faculty can range from young to old and have studies in many different subjects such as English, religion, Science, Mathematics and nearly everyone who studies at a College University.

Some of those that we interviewed were on the BYU-Idaho campus studying English. In the following section we will talk about what they had to say about doing research on campus using the research libraries as well as interview my brother who does research in BYU Provo on the area of Pre-med.

## STEP 3B- UNDERSTAND YOUR AUDIENCE CONT'D

### Interviews

- Cameron Neilson- student at BYU Provo studying pre-med. Does research on articles and databases. Enjoys using the Harold B. Lee library website for research. Does research about once a week. Likes the amount of research pages and databases there are to explore. Can be overwhelming at times when it comes to basic word search. Mainly uses the main search bar for all findings and advanced options afterwards. Does not like how long it takes to produce a result when searching. Likes fewer options shown when doing searches.
- Marli Manning- student studying English at BYU-Idaho. Enjoys doing research often for assignments. Uses the resources given to her at the Library. Does research about 2-3 times a week preparing for projects to turn in. Does research in numerous online libraries including Google scholar for articles and databases. She enjoys using Google Scholar first and then looking through what BYU-Idaho has second.
- Emily Egbert- studies English at BYU-Idaho. Does research often to find resources for papers and assignments for her classes. Most research is done on grammaticism and the English language. Studies parts of latin languages as well. Mainly uses the BYU-Idaho Library website and books for doing these searches. Says the site is difficult to navigate the first few times but after that things get easier to use.

# PERSONA #1

## Persona #1

**Name:** Shary Richards

**Major:** English

**Year in College:** Seniors

**Library site use per sem.:** 12 times (weekly)

**Why they use it:** Shary likes to use the library website mainly for research papers. she also uses the website as a resource for a book she is writing.

**How they use it:** Shary uses a few specific databases to search for items rather than using the search function from the home page. she likes it this way so she can achieve more specific results.

## What they find helpful/frustrating:

### Helpful:

- Categories
- Many results to choose from
- People liked quick links, but they were badly organized

### Frustrating:

- The search bar
- The fact that the “back” button never works and you have to reload the page
- The amount of time it takes for results to show up
- Bigger search bar
- Ridiculous amount of nav bars
- The site has little to no hierarchy making it difficult to find things



# PERSONA #2

## **Persona #2:**

**Name:** John Hickabee

**Major:** Health Science

**Year in College:** Senior

**How often they use the site per semester:** John uses the online library at least once a week, for about 30 minutes.

**Why he uses the site:**

John uses the online website for class papers or projects.

**How he uses the site:**

John generally uses the main search bar or the J-stor database.

**What he finds helpful:**

John likes the large databases and number of resources that he has access to. John likes that the author citations are provided in the search results. John also likes the filters and that he can find relevant data.

**What he finds frustrating:**

John is frustrated by the amount of information that he has to search through. He also is frustrated that the search results provide results that tell him he can access certain information, but in reality he can't. John finds there is a huge learning curve to working the online website.

# PERSONA #3

## Persona #3

**Name:** Ben

**Major:** Psychology

**Year in College:** Junior

**Lib Site use (per semester):** 14 times

**Why use the site?** He uses the site to find information for papers or other assignments.

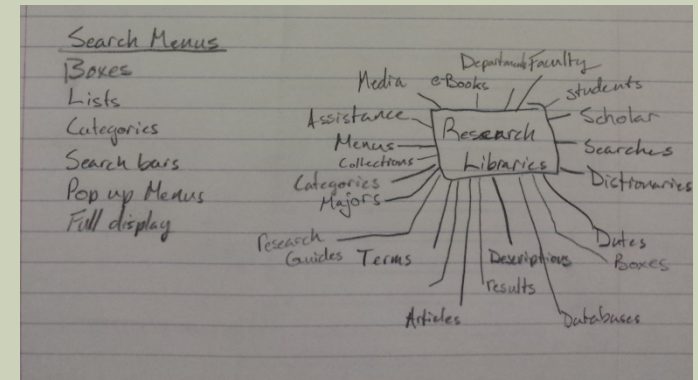
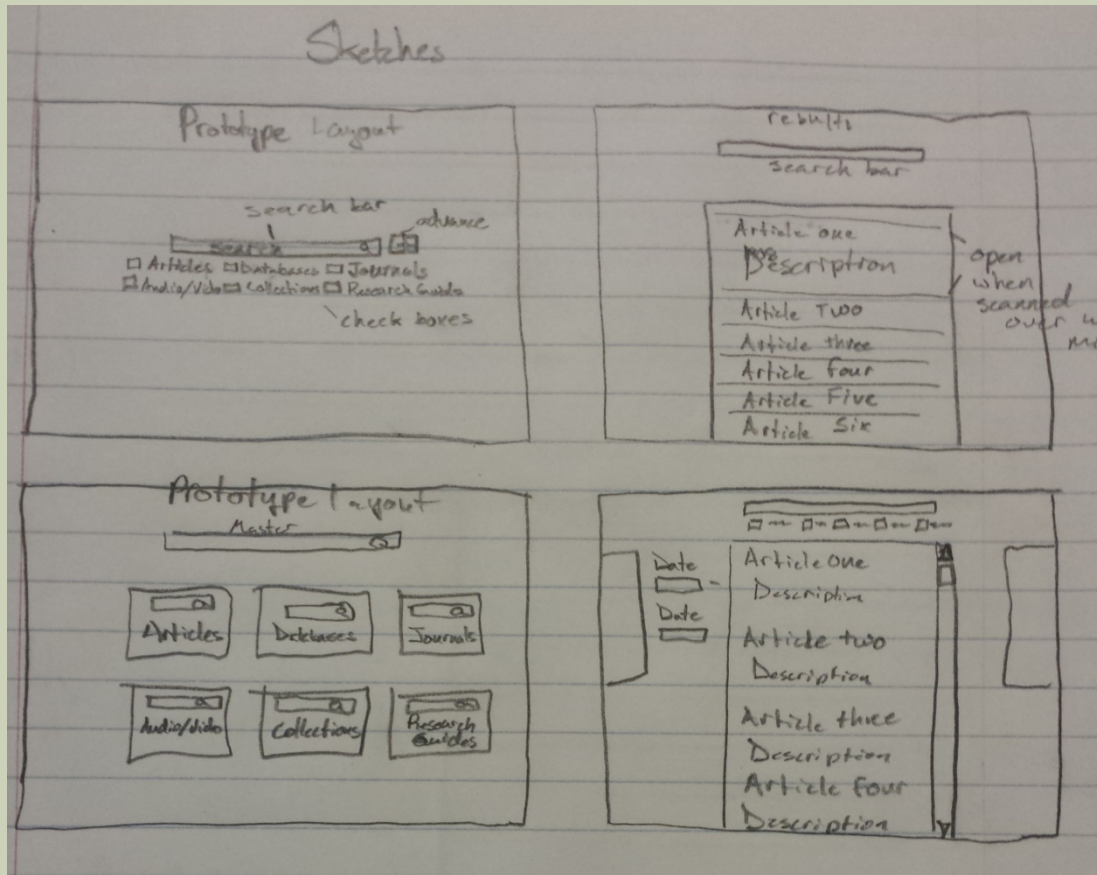
**How he uses the site:** Generally, he uses one of the popular search databases to locate peer reviewed articles that relate to the topic he is studying.

### **What's frustrating or useful about site?**

He gets overwhelmed with all of the information and search opportunities presented, and therefore is often confused. He wishes there were signifiers to help him determine which database is best for the desired results. After spending a lot more time than necessary, he finds information but is unable to get the full text. He wants to be able to search quickly and find the full text when he needs it.

# STEP 4- BRAINSTORM AND TEST CONCEPT

## Brainstorming Notes



These are a few sketches that I came up with for brainstorming Ideas to use for the layout of the design. I also brainstormed some notes as to what I think is thought about when putting together a research library on the internet for a school

# STEP 4- BRAINSTORM AND TEST CONCEPT CONT'D

## Typical Problems students face when doing research-

- Lack of information in certain categories
- Search bar is not specified to which area they want
- They dont always specify by type of media used for the research
- They can take a long time to generate a result
- Sometimes they have too many categories and hard to find certain topics
- Hard to compare articles to one another
- Results sometimes need to be exact wording
- Too many results
- Bookmarking previous research articles
- Does not have automatic fill in search bar
- Some media dont have a script to read
- Limited to student of that University

## Good Things that students like in research libraries-

- Search bar has categories to what they are looking for be it an article or book or whatever
- Gives options after search is typed in the search bar.
- Simple to find things as long as they are archived right
- Searches have relative information to other articles
- Has different types of media uses for research such as videos, recordings
- Has help information to help you find certain things on the website.

## Things to help improve the research library according to the previously mentioned lists-

- Keep the interface simple and limited on the first page and add more options on the next page
- Give options to limit amount of results per page
- Be able to flag and highlight previous viewed research articles
- Add an automatic fill in search bar
- Have an automatic word generator for media results, written script from the audio of the media, a way to have interactive screen shots of articles and things like that

# SCENARIOS

## Scenarios:

**1. Context:** You have a research paper due on Politics building society. You are required to have resources from 3 peer-reviewed articles for your paper.

**Task:** Find your first article for your research paper.

**2. Context:** You are in a hurry to find research for a group project you are working on. You need to find videos on cat behaviors on your laptop before you get to your next class.

**Task:** Find videos and email them to your group. You have a minute, go.

**3. Context:** You are doing research on Ocean Acidity. You want to compare peer-reviewed articles dating less than a year ago and those dating more than 40 years ago.

**Task:** Find two articles on ocean acidity, one published less than a year ago and one published more than 40 years ago, do a comparison and collect data for your research topic.

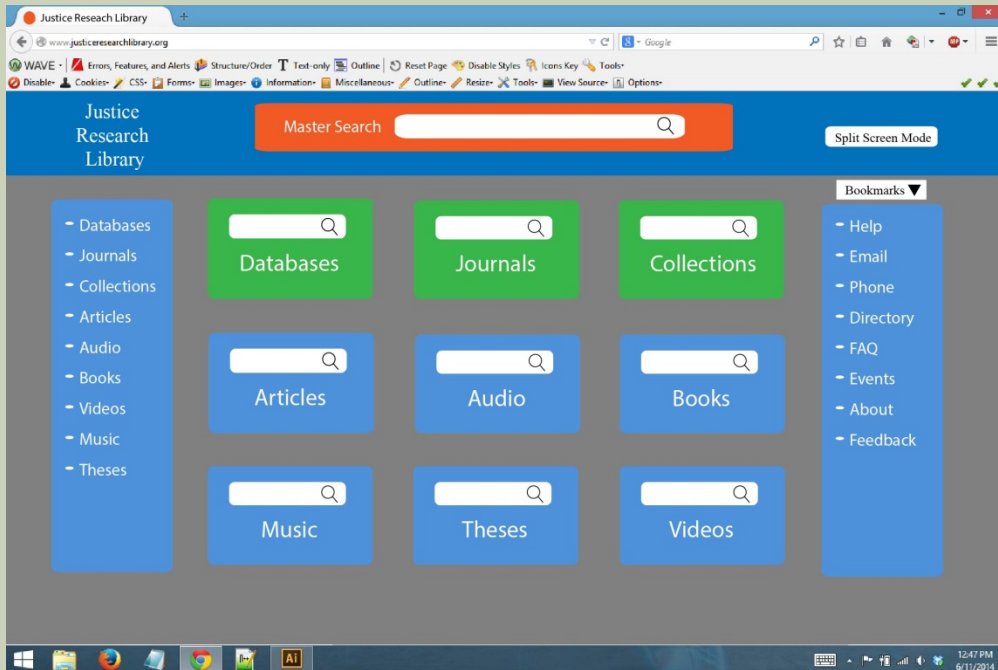
## STEP 5- DEVELOP INTERACTION AND FORM

### Development:

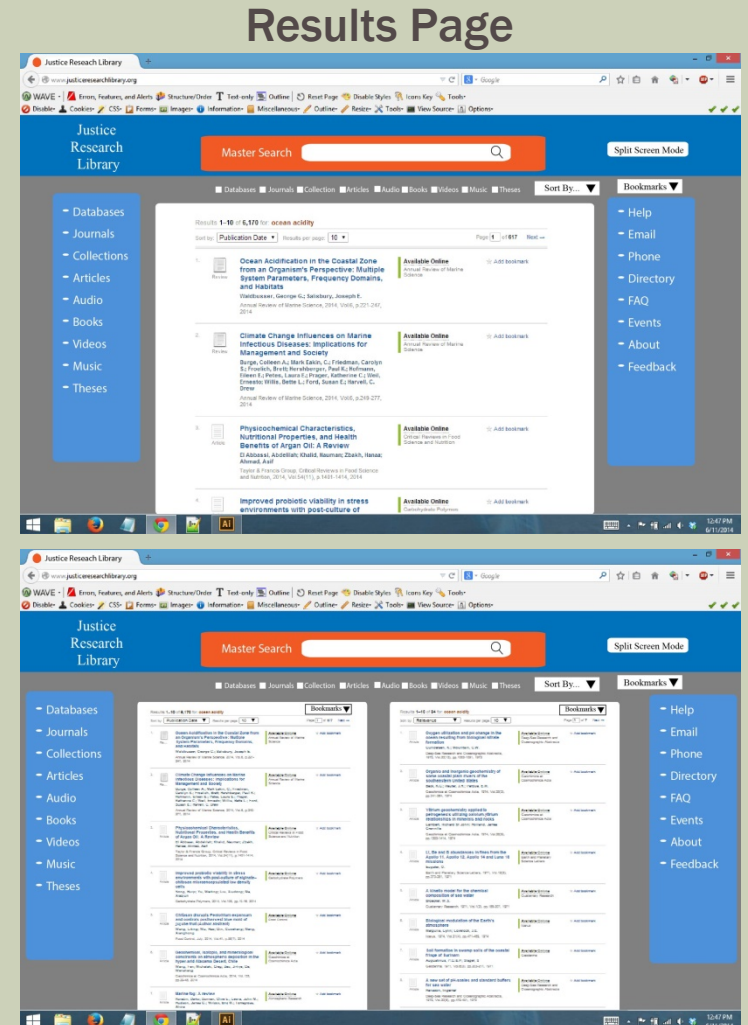
- Making sure the content was all there
- Navigation is simplified
- Allow a couple of options for searching
- Make results easily readable
- Logo goes back to home
- Categories with search bars/ Master search bar at top
- Advanced options near search bars
- Scroll down options
- Automated linking to email
- Split screen mode for comparing information
- Bookmarks for saving
- Menus for help

# STEP 5- DEVELOP INTERACTION AND FORM CONT'D

## Main Menu



## Split Screen Results Page

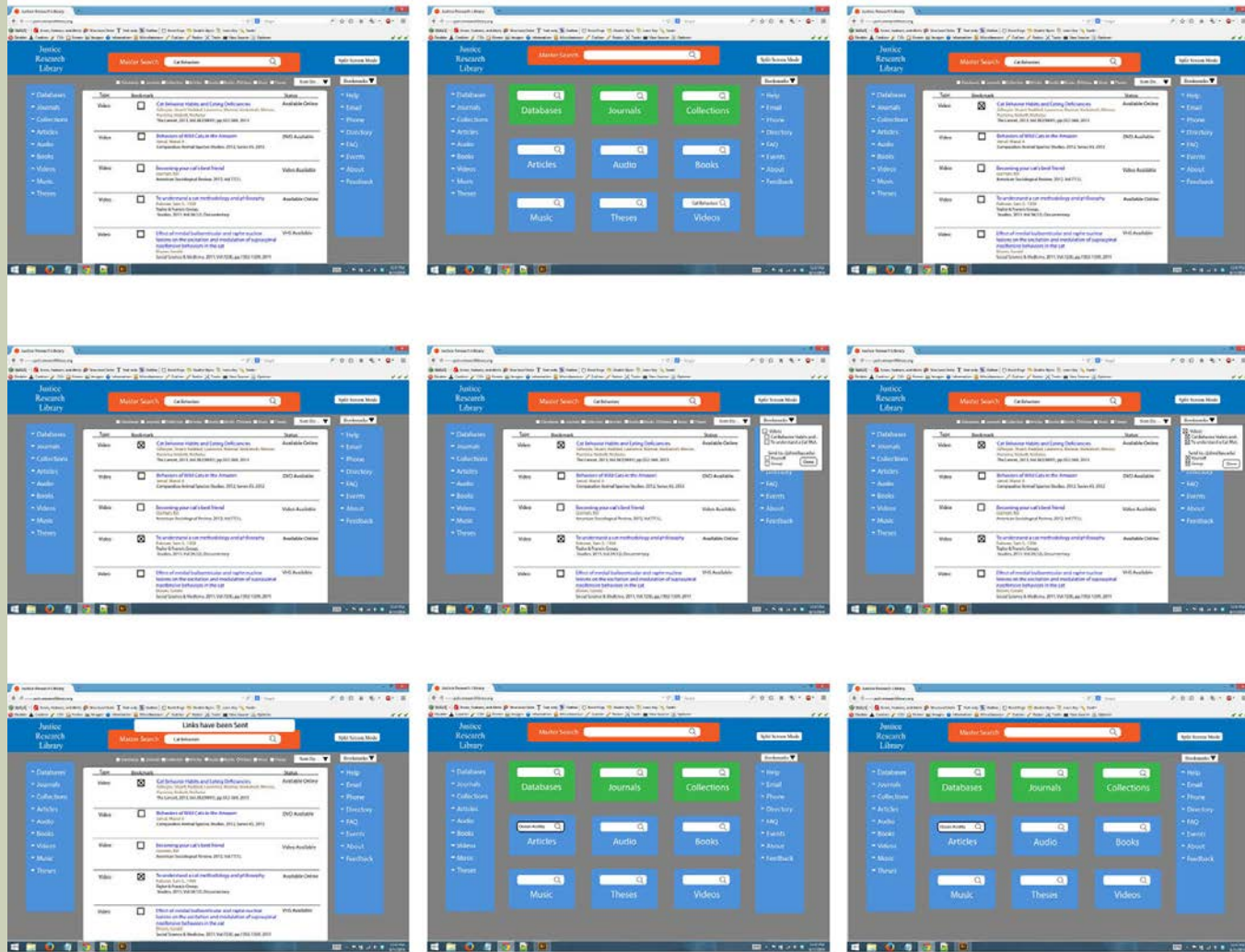


## Results Page

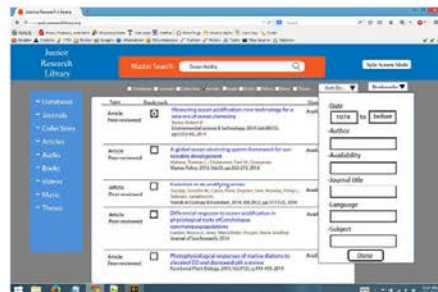
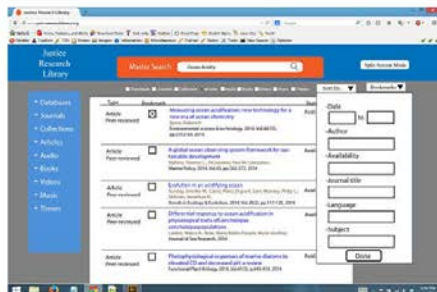
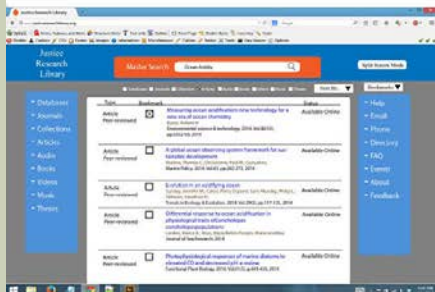
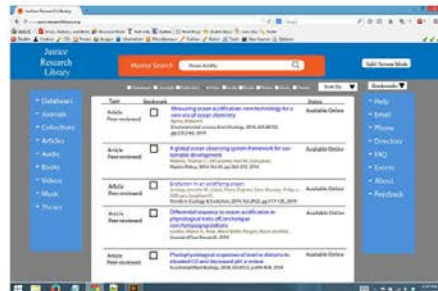
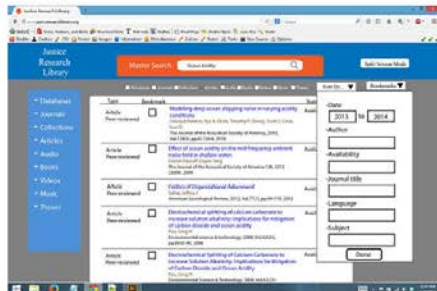
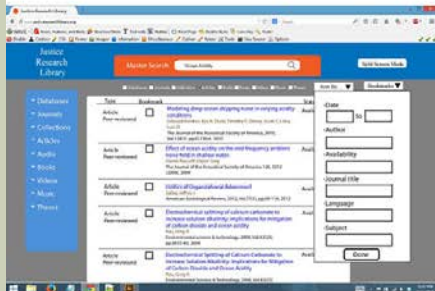
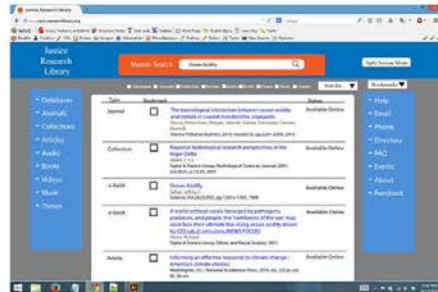
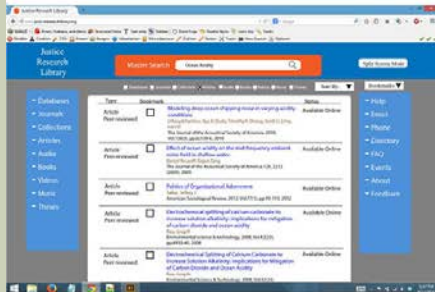




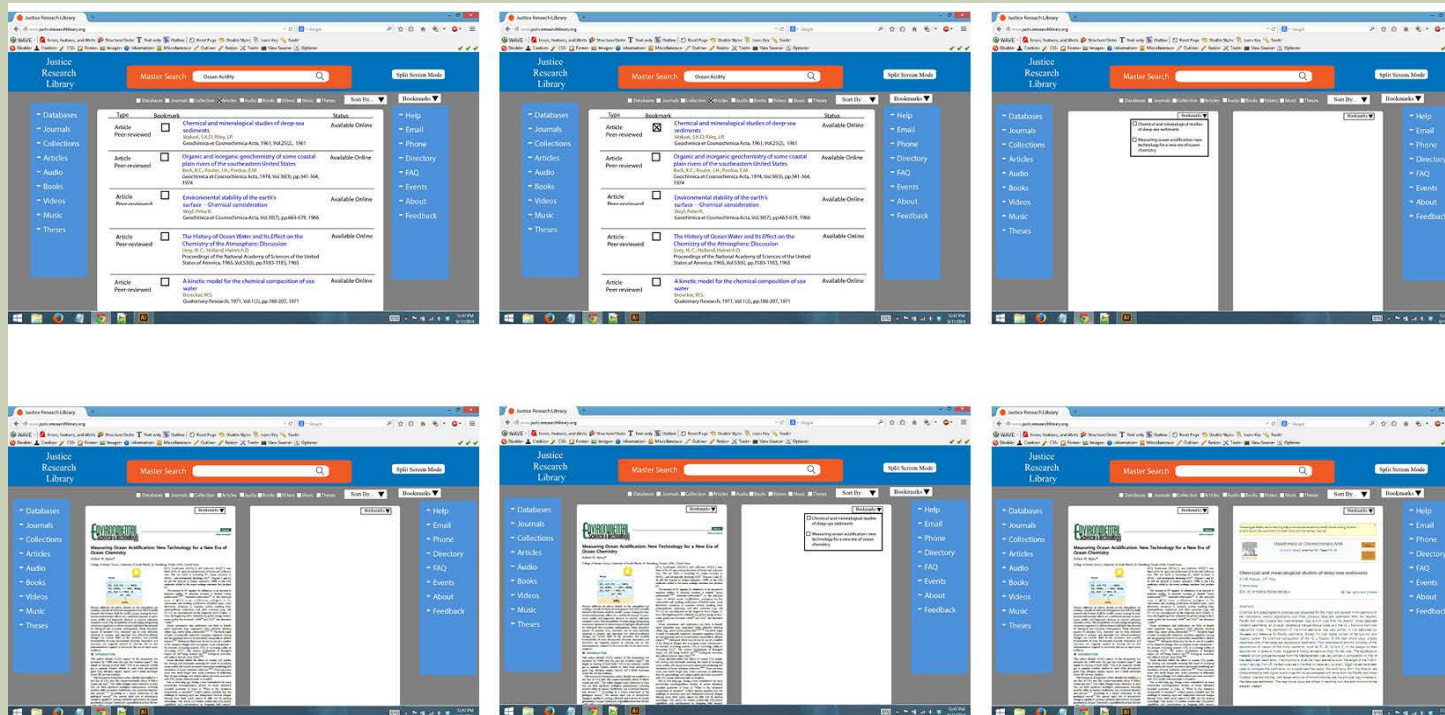
# STEP 6- REFINE INTERACTION AND FORM CONT'D



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# STEP 6- REFINE INTERACTION AND FORM CONT'D



## STEP 6- REFINE INTERACTION AND FORM CONT'D

Reflection: While developing the web pages for this project there were several things that I noticed were challenging to some users while others figured it out quite easily after a couple rounds to get it right. I think the different categories that you are able to choose from made it a little difficult for some because they are used to finding articles and journals under categories such as collections. All the users said that the layout was good except the confusion of how to email everyone which is located under the bookmarks. Somehow it got a little confused with the help menu email tab. I noticed that there were few that were more in favor of using the master search bar over the category search bars even though they had to use one or two more steps to get to the main content. Overall I felt like it was an accomplishment to me to see everyone eventually understand it. The 3<sup>rd</sup> scenario was definitely the most challenging but most everyone got it on their second try. A couple things that I revised were the immediate response to the bookmarked pages and the “done” button too. I made improvements with connecting the pages in the Invision program online. I had to add check boxes to show which items were highlighted. I changed some of the results lists that made it simple to find the Title of the item, the author, and the dates published.

# PRESENTATION

- URL link <http://invis.io/QEYTVPTK>

## Goals:

- Keep it simple
- Ease of navigation
- Options easy to find
- Stay to the Scenarios

## Changes occurred start to finish:

- Layout of the items listed
- Multiple navigations for searching
- Added Bookmarks
- Split screen option for viewing bookmarks
- Automated email linking
- Simplified Scenarios