

Passports Redesign

A comprehensive redesign of the library web page began in 2004, culminating in the new design's launch on June 1, 2006. In 2004, a task force made up of representatives from various Emerson Library departments was formed. Representatives from the Luhr Library at Eden Theological Seminary also participated in many of the discussions (See: [Passports Redesign Web Committee Minutes](#)).

The Web Committee began to gather ideas from a number of sources as to improvements that could be made to the web site. Meetings with the library staff and the Webster extended campus directors yielded valuable feedback (See: [Passports Redesign Focus Groups](#)). The Web Committee also examined a number of existing sites at other universities.

Throughout the spring semester, 2005, an online survey was posted asking users to comment on the existing Passports web site (See: [Passports Survey Results June 2005](#)). Feedback from these surveys provided direction for the Committee's redesign efforts. In addition to the survey, a usability test was conducted using a small number of Webster students who worked in the library (See: [Passports Survey Usability Test Results Fall 2004](#)). Test results indicated some of the problems students had in using Passports.

A second online survey was posted in December 2006. This time users were asked to comment on prototypes for the new home page and selected other major pages (See: [Passports Survey Results Spr 2006](#)). Another usability test was conducted with a different sample of students (See: [Passports Survey Usability Test Results 2006](#)). Results indicated that students had no trouble using the new design for many of the tasks, especially those involving the library catalog, searching for videos and DVDs, and finding web sites.

The new web site went live on June 1, 2006. An online survey linked from the home page continued to gather feedback from June through early November of that year (See: [Passports Survey Results June 2006](#)).

A number of changes have been made to the web site based on user feedback. For example, links to the Journal/Magazine/Newspaper A-Z List and the Alphabetical List of Databases were moved to a more prominent location on the main database page. The Journal/Magazine/Newspaper A-Z List was removed to the home page because it was found to be confusing to students. A link to our room reservations page, one of our most requested services, was added to the home page.

The Web Committee will continue to meet in the future to revise and improve Passports to meet the needs of our users.