

All-Library Meeting  
March 31, 2004

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Group Discussion Questions

### **1. What were the major things that your group liked about Passports?**

Libraries' addresses, phone numbers on home page  
Hours link on home page  
Good number of links on home page  
Home page clearly indicates that website covers two institutions  
Like the name of the website, Passports  
Good basic organization of home page, helpful for presentations  
User friendly  
Easy to search  
Clear  
Speed  
Easy to read  
Complete  
Searches are straightforward  
Color  
Rich amount of information available  
Familiarity  
Functionality  
Multi-database search  
Short/memorable URL  
Lots of links to invaluable content  
Catalog top/first link  
All pages have a home button  
"Net Resources" page  
"Learn to Use Passports" page  
Quick to get to Catalog and new books list  
Comprehensive

### **2. What were the major things that your group did not like about Passports?**

Users can't find Turnitin  
E-reserves informational material is too wordy, needs to be more user-oriented, less text-oriented  
Prefer site search box rather than current site search button  
Users don't know where to find the "View your account" link.  
Home page is static, nothing ever changes  
Need more prominent link to MOBIUS  
"Libraries Worldwide" link should be reworded to something like "Other Libraries"  
Shorten the list of libraries linked from the "Libraries Worldwide" page.  
Might be helpful to have categories for students, faculty, etc.  
Need more prominent links to most-used services  
Need a "How-to" button  
"Learn to Use Passports" link should be reworded to something like "Learn to Do Research"

Users have trouble finding information on citing sources  
Need a better sense of hierarchy on the home page  
Home page looks cluttered, dated  
Links not descriptive, too much library jargon  
Library catalog should be an instantly available link  
Increase the size of the heading fonts and reduce the size of the link fonts  
Design isn't appealing, artistic  
Too many layers to uncover information  
General information (hours, contact info, etc.) is not easy to spot because it's stuck with research information  
No graphics, bland  
Color schemes boring  
Too much up-front; drop-down menus would be better  
Confusion over Eden-Webster/Emerson/Luhr (what are these?)  
Not immediately intuitive as to how to get where you want to go  
Liaison and department information is buried  
No link to WebCT or Blackboard  
Confusion with labeling of Journal/Magazine/Newspaper list; could be called "Journal Finder"  
Confusion between Passports and Bridges  
Need a map that gives clear instruction on how to get from Emerson to Luhr and from Luhr to Emerson  
Need a "Recommend a Book for Purchase" link  
Need a Submit a Suggestion to the Library" link

### **3. What problems have you experienced when using Passports? What problems have you observed other people experiencing while using Passports?**

Users prefer common language terms (e.g. articles instead of periodicals)  
Having Bridges as the name of our catalog and the name of the cluster catalog is confusing  
Do we still need the link to Internet search engines?  
Help phone numbers aren't obvious; calls are currently going to Tech Services which should go to Rick  
Users have trouble choosing a format when searching for videos, music, etc.  
Some things are buried; for example, job opportunities, subject guides under library publications  
Users have trouble distinguishing between online databases, internet resources, and journal list  
Search function doesn't work well—gives inappropriate results; not very easy to find if you know it's there  
Most users don't use the help that's available; it gets lost in the clutter of the front page  
Get lost easily  
Need more graphics on all pages  
It's not easy to figure out how to do things  
Journal/Magazine/Newspaper list sounds like database page  
Confusion between "Help with Passports" and "Learn to Use Passports"  
Never been successful with a multidisciplinary database search  
Users prefer that "Submit Interlibrary Loan Request" not be buried under forms

### **4. What do you think of the overall visual appearance of Passports (e.g. fonts, white space, graphics, colors, layout, etc.)?**

Too much clutter  
Would like a left sidebar for navigation  
Would like rotating photos on the home page  
Confusion as to the purpose of Serials Solutions; users don't know what to do if they can't find what they want  
Colors could be changed  
Use font size to establish hierarchy  
Reduce prominence of address/phone numbers on home page

- Reduce size of bullets
- Make style cleaner, more updated
- Make buttons look round; more modern style
- Move buttons to bottom of the page
- Need greater sense of hierarchy
- Looks dated
- Needs white space
- More chi
- Boring
- Need new colors
- More graphics, photographs of actual places
- Punch it up
- Get rid of address information on left
- Bridges—what is this?
- Does the name have to be Passports?
- Need good contrast for visually impaired

**5. What do you think of the overall navigation of Passports (e.g. menu buttons at top/bottom of page, links on home page, etc.)?**

- Menu buttons on interior pages are okay
- Would like breadcrumbs at top to show users path back to home page
- No quick way to get back to Bridges without going back to the home page
- Clarify certain buttons (e.g. is “Forms” the best word?)
- Overall navigation is good
- Consistent use of buttons on every page is good
- Too many links on home page; too wordy
- Navigation buttons on subpages are never used; users always come page to home page anyway
- Too much text
- Easy to get lost
- Search engine button needs to be more visible
- Catalog search button needs clarification
- Would be good to have direct catalog search capability on home page

**6. What do you think of the content in Passports? Are there places in which there is too much or too little content? Is there content that should be added or deleted?**

- Add a page addressed to alumni
- Too much content on main page
- Content below main page is good
- Not sure how much of the content is actually used
- Need information on donating to the libraries

**7. What features or aspects of other libraries’ websites would you like to see incorporated into Passports?**

- Would like a more prominent “What’s happening at the library?” section
- Place the most frequently used items up front
- Best not to overwhelm users
- Mouseovers are good but need to offer alternatives to disabled users
- Would like a “Quick Links” section

Put catalog search on home page  
Cleaner design to coordinate with Emerson & Luhr's new look  
Make "Ask a Librarian" feature more prominent  
Make a search button (with blank field) available on each page  
Style  
University of Chicago has style, hierarchy, and division that we liked  
Small photographic space that changes automatically  
Better terminology for main page; more intuitive  
Drop-down navigation but easy to navigate; no more up-front clutter  
Tabs at the top that look like file folder tabs  
Information at the top of the screen, no scrolling necessary  
Like tabs (e.g. Georgetown)  
Like library news items (Univ. of Chicago)  
Like non-table displays (U. of Chicago)  
Prefer mouseovers to pull-down menus  
Like Georgetown's "How-to" drop down menus  
Penn State & Jesuit—very simple front page; lots of white space  
Yale: renew your books and also quick links to search catalog (Georgetown)  
Simplicity good—not too many links, large type fonts, white space around hot links  
Link to "Computers in Library" (which have zip drives, etc.)  
Like tabs, hover links (if they don't open on top of other information)  
Like fewer and more general categories, with more detail behind the scene  
Need clear indication and name for catalog search  
Georgetown's "Library A-Z Index" of whole site  
Univ. of Chicago's small area of rotating information in upper right corner

Worldwide Directors Meeting  
Group Discussion Questions  
September 21, 2004

Please select one person from your group who will write down the group's answers to the questions listed below. These surveys will be collected at the end of the meeting and used by the Web Committee in redesigning the library's website, Passports.

Questions/Topics:

1. What do you like about Passports?

- variety of databases
- extensive number of full-text and .pdf files
- easy to order/rapid response
- convenient
- user-friendly
- world resources at your desk
- easy access for students
- responsiveness of library staff to add items (e.g. San Diego libraries, security management resources)
- newsletter is great—very helpful—give at new student orientation packets
- faculty—easy to use online video request form; videos arrive in timely manner
- Sorkin's under databases—good place for job search
- e-reserves—fantastic
- accessibility
- inclusive of resource materials (one-stop shopping)—amount of material
- ease of loading pages
- complete research resource
- service from main campus—responsive and very timely
- supports all stakeholders in community
- like page set up homepage
- scope and breadth of it
- help—the campus will contact you
- ease of use
- access to different databases
- amount of full-text databases
- librarian support outstanding for students, faculty, and staff
- always available 24/7; constantly updated

2. What don't you like about Passports?

- homepage is dull; unintuitive; old-school structure
- not so many academic resources
- specific requests are denied
- if you search by subject it is not easy to find; must be very specific
- sometimes students have to go too deep into something to get to the right journal/links
- sometimes difficult to figure out where things are (i.e. drop-down menus—detail)—catalogue or database side
- fast login should be closer to top so don't have to scroll down
- more subheadings under Business & Computer (marketing, accounting)
- couldn't get into certain database. May be a user problem.
- homepage is busy; need to highlight the most important areas, such as the catalog and databases
- design Passports to address student needs

--On main database page, graphic line separating subject categories and fast login section may be inadvertently stopping users from scrolling down.

--not available to our alumni at free or reasonable cost

--use descriptor (Bridges as catalog) is high learning curve—have to learn tricks. So, need training of Passports to be mandatory for credit. Orientation to Passports needs to be required for faculty, students, and staff.

--need a narrative write up for difference between Passports and other general online search engines.

3. What problems have you experienced while using Passports? What problems have you observed other people experiencing while using Passports?

--Logging in

--because of the infrequency of use, student (and faculty) become unfamiliar with usage

--sometimes search takes personnel to commercial sites requiring a price

--speed

--multiple links to get to places

--more user-friendly so they'll come back

--students with Incomplete grades can't access Passports

--cost for alumni to access Passports is too much

--can each campus have a unique password for alumni access

--getting students to use it; need marketing piece flyer on Passports and why to use it and how it is part of UW resources for student their tuition \$\$\$ pays for)

4. What do you think of the overall visual appearance of Passports (e.g. fonts, white space, graphics, colors, layout, etc.)?

--dull, uninspiring

--better text-driven

--too many graphics make it harder to load

--consistent fonts make it easier

--need drop-down menus

--like clean & uncluttered

--very well done

--easy to understand

5. What do you think of the overall navigation of Passports (e.g. menu buttons, links on home page, etc.)?

--relatively easily navigated

--links are easy to use

6. What do you think of the content in Passports? Is there content that should be added or deleted?

--good

--academic journals full-text

--link for new faculty for "how to"

--more links for tutorial back to the home page

--put link (or sublink) by Internet Help to let users know where the tutorial info is

7. What features of other libraries' websites would you like to see incorporated into Passports?