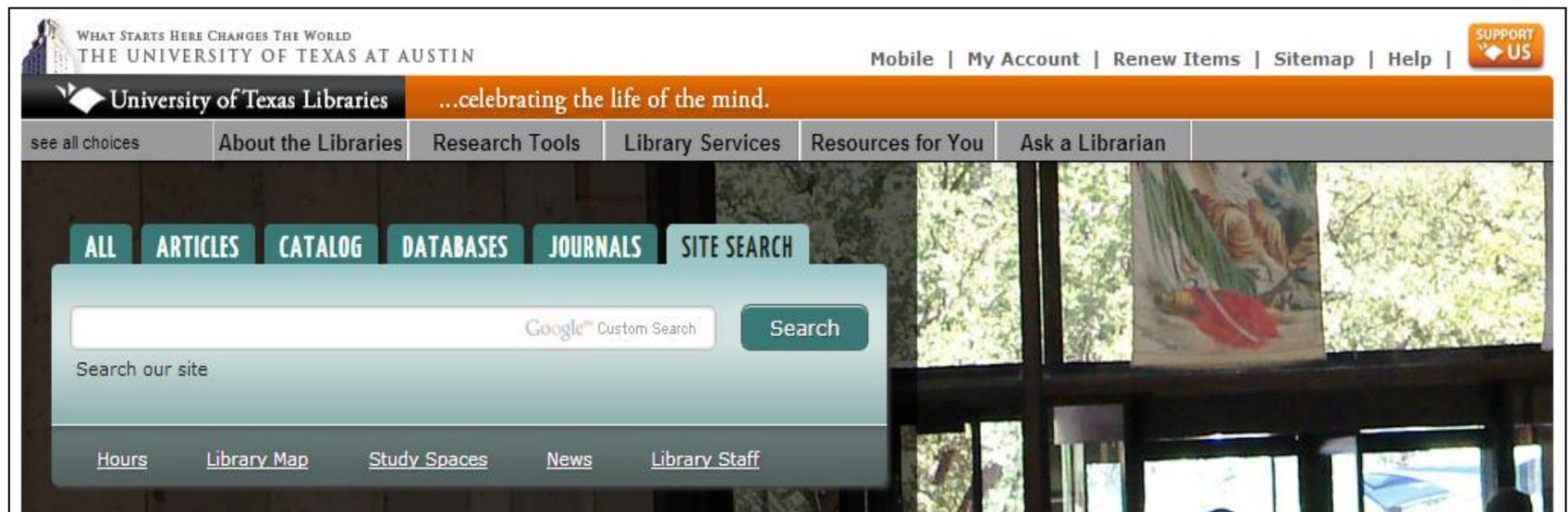


UT Libraries Usability Test Report

October 2012

Issue 1—Search

- Users missed having the site search in the upper right of all pages, including the homepage.
- Some users don't notice search.
- Most don't think of it as a starting place but more of a safety net.
- Some don't trust it.
- One participant worried that the Google icon in our site search meant it would search Google and felt nervous.



“I don't know where to go next. So I'm just going to the search bar 'cause that's what I do when I don't know.”

Suggested Solution

- ✓ Ensure we have a search in the upper right of all pages, including the home page.
- ✓ Since we've had trouble with the alignment anyway, and users don't care what's powering our site search, we should remove the Google graphic.

Your query, **organic chemistry**, found 477 documents in total.
Documents 1-10 presented here.

1. **Organic Chemistry Pathfinder** (Size: 17k)
Dec 2, 2009 ... **Organic Chemistry**. A Guide to Key Sources in Synthetic Chemistry. Bewildered by the vastness and complexity of "The Literature"? Need to ...
2. **Organic Chemistry Laboratory** (Size: 22k)
Oct 18, 2012 ... This page discusses advice and sources useful for the "Molecule Report" assignment in **organic chemistry** lab courses. But you can also use ...
3. **Handbook of organic chemistry. | University of Texas at Austin ...** (Size: 18k)
Title, Handbook of **organic chemistry**. Publisher: NY : McGraw-Hill. Year: 2004.
Abstract: Section 4 has physical property tables; Section 5 has thermodynamic ...
4. **Beilstein Handbook** (Size: 24k)
The 4th Edition was published in 503 volumes (over 440,000 pages) from 1918 to 1998, and covered the literature on **organic chemistry** fairly comprehensively ...
5. **Organic Chemistry Pathfinder** (Size: 14k)
Comprehensive **organic chemistry**. (Pergamon, 1979): print QD 245 C65, 6 vols.
All classes of organic compounds are represented. Vols. 1-3 cover various ...

- ✓ Our page titles should be clear and descriptive in order to provide helpful search results.

Issue 2—Navigation and labeling

- They expressed confusion about the vague nature of “Library Services” and “Resources for You.” They couldn’t intuit which content would be in which place.
- “Libraries, Centers, and Museums” is a lengthy label that several participants misunderstood while scanning for something simple and straightforward like “Locations.”
- They looked for jobs in the footer.
- They expected some contact information to be in the footer.
- They looked under Media Services to find laptop checkout information.

University of Texas Libraries		...celebrating the life of the mind.			
set to default	About the Libraries	Research Tools	Library Services	Resources for You	Ask a Librarian
	Libraries, Centers, and Museums	Library Catalog	Borrowing	Undergraduates	Email
	Hours	Find Articles Using Databases	Ask a Librarian	Graduate students	Chat
	Library Map	Find a Journal	Reserves	Faculty	Call/Visit
	Jobs	Find a Book	InterLibrary Services	Staff	
	Library and Staff Directory	Find a Map	Copying/Printing	Distance Learners	
	About the Collections	News and Newspapers	Study Spaces	Alumni	
	Computing Facilities	Government Information	Instruction	Visitors	
			Media Services		

“‘Services’ and ‘Resources’ are kind of very confusing for me.” “There’s a lot of information and no grouping, so I have to use the ‘find’ [feature].” (i.e., Ctrl + F)

Suggested Solution

- ✓ Revisit all navigation labeling to ensure we are labeling intuitively, grouping logically, and giving top billing to only the most important sections.
- ✓ Revisit all content on top-level pages to remove redundancies and ensure the information users want is in the places they expect.

Issue 3—Wordmark placement

- Many users accidentally clicked on UT's home-linking graphic instead of the Library's home-linking graphic. They expressed they often do this, which is frustrating. One pointed out it's especially easy to do because we have Libraries navigation on the same horizontal line with the UT graphic.

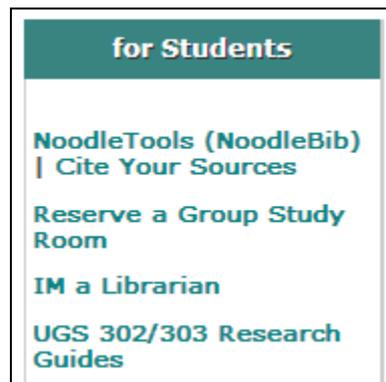
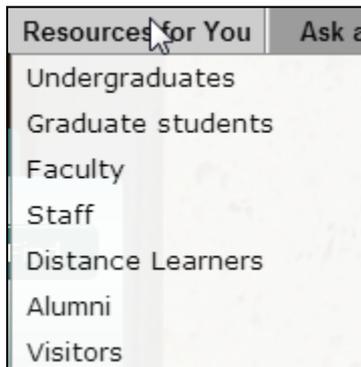


Suggested Solution

- ✓ Investigate ways to prevent users from accidentally clicking on UT home, when they want the Libraries home. Make the Libraries homepage logo distinguishable from the UT homepage logo by displaying them in distinct physical locations on the site.

Issue 4—Audience-based browsing

- Users didn't have good experiences with the audience-based browsing options (For Undergrads, For Grads, etc). They didn't expect to find audience-based options under the "Resources For You" label and then ended up guessing (incorrectly) which section things would be in. Some looked under "For Staff" to find staff contact information. None found the wealth of helpful content that lives a level down in the For Undergrads page.
- Users didn't notice the links under "For Students" nor intuitively think to look under "For Undergrads" for citation information. They most often looked under Research Tools for citation information. Often they selected "Reference Sites" and made it only as far as locating the MLA handbook.
- Users had difficulty finding Library Class information. Some are looking for the human element and equate getting research help with contacting a person or taking a class. They looked under Research Tools, Library Services, and Resources for You for class information.

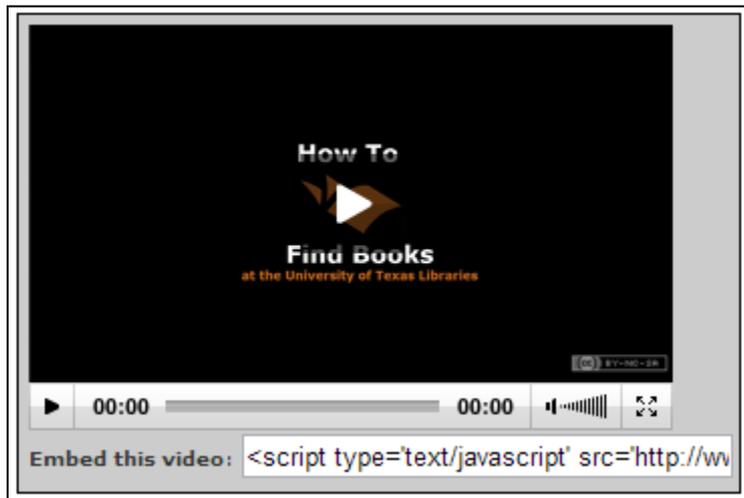


Suggested Solution

- ✓ Redesign or eliminate audience-based browsing. Integrate the useful content into the site in a different way.
- ✓ Better feature Library class information and schedule.

Issue 5—Web-appropriate content

- They expressed dismay at long paragraphs of text. They stopped as soon as they found some pertinent information and did not carefully read to the bottom to ensure they had all necessary information.
- They largely failed the task on determining where they could return items because the first sentence on a long page of text says they can be returned to the library from which they were checked out. Participants did not read further.
- One participant who ended up on the News & Newspapers page said there was “too many options, I just give up. I wouldn’t get weather here; I’d get it at weather.com. And why do they need so many [weather options]?”
- They don’t like watching videos for instructional content.



“Aw, I have to read.”

“It’s a lot to read. I’m not a reader; I’m a finder.

“Oh, that’s a video . . . Dang it.”

Weather

News Home	Texas	U.S. Local	W
------------------	--------------	-------------------	----------

Austin - National Weather Service in

- Austin Radar** National Weather Service
- Austin Radar** Intellicast
- Austin Radar** KEYE-TV
- Austin Radar** KTBC-TV
- Austin Radar** KVUE-TV
- Austin Radar** KXAN-TV
- Austin Radar [zooms to street level]**
- Austin Radar** YNN
- Austin Weather** KEYE-TV
- Austin Weather** KTBC-TV
- Austin Weather** KVUE-TV
- Austin Weather** KXAN-TV
- Austin Weather** National Weather Ser
- Austin Weather** Weather Channel

Suggested Solution

- ✓ Recognize our tendency to sacrifice succinctness and clarity for thoroughness. Recognize users want succinct and that our overall content goal is to remove unnecessary content and relegate rarely-needed content to places deeper in the site, which are still easily found via a strong “information scent.”
- ✓ Charge our web authors with reworking their sections to use the language our users recognize, avoid clunky legalese (even in policy-type sections), speak conversationally, and write appropriately for the web by chunking information and utilizing bullet points, lists, headings & sub-headings, visuals, white space, and short clear sentences with most important information shown first.
- ✓ “Returning Library Materials” section content should be reworked to eliminate long paragraphs and make less wordy.

Returning Library Materials

General Info

All University of Texas Libraries materials may be returned to the circulation desk from which they were checked out. Return receipts are available upon request. For borrowers' convenience, each of the University Libraries, except Architecture/Planning, has book returns available for use both during and after hours. Materials returned after a circulation desk closes may not be checked in until the next day the library is open. Recalled items are due by the recall due date before the circulation desk closes.

Some materials must be returned only to the desk from which they were checked out. These are:

reserve materials

materials borrowed through Interlibrary Services
non-book items

(e.g., audio/video tapes and disks, microfiche, CD-Roms, maps, DVDs, equipment)

except Fine Arts Library media, which may be deposited in the slot specifically designated for their return on the west side of the Doty Fine Arts Building, or in the AV return box inside PCL

materials on less than 7-day loan

journals

fragile materials

Tarleton Law Library materials*

Materials other than the exceptions above may be returned to any library's book return or at drive-up

Issue 6—Research guides

- Users were not aware of the concept of research guides and didn't know where to find them.
 - None of the participants thought to look on the Chemistry branch site for tips on researching organic chemistry.

“I don't even know where to start on this.” “Research guides . . . That sounds interesting.” “I don't even know what these things mean.” (Referring to the bottom boxes on the homepage) “I feel like I've gotten as far as I'm going to, but I haven't really found what I'm looking for.”

“Classics resources guide? Nooo . . . I don't think that will help.” “I . . . don't want to read all that. Find help. I want help.”

“I don't know where to go next. So I'm just going to the search bar 'cause that's what I do when I don't know.”

Suggested Solution

- ✓ Given users' unawareness and tenuous grasp of research guides, it makes little sense to relegate them to branch sites. Our research guides should be centrally located and highlighted on the homepage.
- ✓ Utilize common elements on Research Guides, using the same visual template for all. Work to constrain ourselves to featuring only the most important content, while providing the option to go more in-depth for those who want more.
- ✓ Use one consistent term for help guides.

Chemical Information Resources

Where to Find ▼	Subject Guides ▼
<ul style="list-style-type: none">• Articles• Books and Journals• Chemical Catalogs and Suppliers• Chemical Identifiers: Names, Trade Names, and Structures• Citation Indexes and Impact Factors• Conferences and Tech Reports• Historical (pre-1907) Literature• Journals (print)• MSDS• Patents• Prices of Chemicals• Registry Numbers (CAS, RNC)	<ul style="list-style-type: none">• Analytical Chemistry• Biochemical Information• Biography• Careers and Jobs• Chemical Engineering• Chemical Engineering Economics• Crystallography• Electrochemistry• General and Basic Chemistry• Inorganic Chemistry• Organic Chemistry• Polymers and Plastics

Issue 7—Room reservations

- Users had major difficulty cancelling room reservations. They looked for a “My Reservations” section, looked under “My Account,” tried searching for “cancel room reservations,” and even attempted to get cancel information via the confirmation email. They located the correct page on which to find and cancel a reservation but they couldn’t figure it out.
- There were some other minor usability issues with the Room Reservation system. These include: It can require up to 4 clicks just to access the reservation app, they wished for a date-picker, they got confused by having to uncheck the All box before unchecking other locations, and they wondered how to log out.

The screenshot shows a web interface for room reservations. At the top, there are navigation buttons: "Browse", "Search", "Room Info", "Policies", and "How To Reserve". Below these is a breadcrumb trail: "University of Texas Libraries > Perry-Castañeda Library (Group Study Rooms) > PCL 4.114". The main content area is titled "Schedule for Thursday December 13, 2012" and includes a "Go to:" section with dropdown menus for "PCL 4.114", "Dec", "13", and "2012". A table lists reservations with columns for "NetID", "Note", and "Time". Each row includes a "delete" link. At the bottom, there is a link "Add a reservation for this day".

NetID	Note	Time	
cer2423	Big gulps eh?	8:00 pm → 12:00 am	(Previous Day)
abl654	Legal Eagles	12:00 am → 2:00 am	
nt3894	Bio 365R	11:00 am → 1:00 pm	
ssm2498	Chem 301 Sut.	1:00 pm → 5:00 pm	*[delete]
rsp672	AMS 310 Final Exam	5:00 pm → 8:00 pm	*[delete]
eg24626	lions den	8:00 pm → 10:00 pm	*[delete]
tjw2262	Bio Study Group	10:00 pm → 2:00 am	*[delete]

[Add a reservation for this day](#)

“Eh. I don’t like to read.” “How do I reserve . . . I wonder if that will tell me how to cancel.” “I don’t want to browse; I don’t want to search. I just want my reservation.” “Where is my reservation? This is very frustrating.” “It really feels like it should be right here” (referring to the “Group Study Room Reservation” page). “I don’t want to fill out all that crap.” Was looking for the word “cancel” instead of “delete.”

“I’m gonna try to remember where I did this . . . Dang. Normally, there’s a thing that says, ‘View my reservations.’ (e.g., Gregory Gym) Maybe I’m just not seeing it. I can reserve it in less than two minutes . . . I don’t know how to cancel it in less than two minutes.

“I feel like I want to see a ‘My Accounts’ page.” Upon checking e-mail: “E-mail, you did not help me.” “I had never done that before, but I assumed it would be . . . as easy as it was to reserve the room.”

Suggested Solution

- ✓ Redesign Room Reservations app and integrate with “My Account.”
- ✓ It should be easier to get to the reservation screen.
- ✓ Improve a few aspects of the form.
- ✓ Include information on cancelling reservations on site and in confirmation email.
- ✓ Add location information to the room reservations app so students know where to go after reserving a room.
- ✓ Also include way-finding information in the confirmation email.

My Account

UT Libraries Items

[Renew books](#)

[What do I have checked out?](#)

[What have I recalled?](#)

[What has been recalled from me?](#)

[Pay Library bills online](#)

[Want details of what you owe?](#)

My Course Materials

[Reserves](#)

[Blackboard](#)

My Research

[Alerting Services](#)

[My Crosssearch e-shelf](#)

Issue 8—Online maps

- Participants had trouble locating a specific online map. Issues that contributed to this:
 - Online maps aren't searchable in catalog or scoUT
 - Users don't realize we have an online map collection separate from the physical map collection and don't understand why an online collection would be associated specifically with the physical location PCL.
 - No ability to search within the online maps section
 - Our ALL search does not include site search. If it did, and the results were grouped well, users may be able to locate online maps that come up via the site search.
 - Participants rarely noticed or used the left navigation on the online maps section.
 - Users also expressed they wouldn't use the library site to find online maps.

“Why would I use UT Libraries for that?” Uses Google to search.

“I'm tempted to jump off to Google, but . . . Okay!” After trying to search for “Mexican geography” in the “All” tab, participant is unsuccessful. “I'm tempted to stop and search in Google.”

Suggested Solution

- ✓ Make online maps searchable via scoUT and catalog.
- ✓ Redesign the online maps section to address the issues found in testing, make it more visual, and give us the opportunity to reuse/repurpose map content.

City Maps	Historical Maps	Historical City Maps	Park Maps	Sanborn Maps	Topographic Maps
---------------------------	---------------------------------	--------------------------------------	---------------------------	------------------------------	----------------------------------

Texas State and Thematic Maps

[A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#)

Updated 11/1/12

Texas - Shaded Relief Map
Portion of National Atlas of the United States of America, General Reference Map. U.S. Geological Survey, 2001 (838K) (University of Texas Map Collection)

Texas
1:2,500,000 U.S.G.S. 1972 limited update 1990 (1.3MB) State and county boundaries, county names and county seats, rivers and lakes. Also available in sections as **Texas (Eastern)** (672K) and **Texas (Western)** (680K) (University of Texas Map Collection)

Texas (Geology.com)
Texas (Merriam Webster)
Texas (World Sites Atlas)
Texas - Aerial Photographs, Texas Coast (Texmaps)
Texas - Airports (Texas-Map.org)
Texas - Airports [NPIAS] (Federal Aviation Administration)
Texas - Aquifer Maps (Texas Water Development Board)



ALL ARTICLES CATALOG DATABASES JOURNALS SITE SEARCH

scoUT Find articles, books, media, and more in one search

Find

scoUT Mobile scoUT Advanced Search Search Tips Feedback

Issue 9—How Do I Wiki

- They expressed confusion about the HDI wiki.
 - They didn't notice the search option.
 - They thought it was a short list of topics.
 - They didn't understand why it exposed the term “wiki.”
 - They expected it to be like a FAQ.



The screenshot shows a wiki page with a breadcrumb trail at the top: "Home > How Do I? > Find Books". The page is divided into a left sidebar and a main content area. The sidebar contains navigation links: "All Topics", "Topics by Categories", "New Topics", "Create a New Topic", and "Help", along with an "edit SideBar" link and a search box labeled "Search this wiki:" with a "Go" button. The main content area features a large orange heading "How Do I?", followed by a sub-heading "Find Books". Below this, there are three sections: "Library Catalog" (with a description: "Use the Library Catalog to find books in the University of Texas Libraries."), "Electronic Books" (with a description: "Find thousands of online books, dictionaries and reference anthologies. (Not listed in the Library Catalog.)"), and another "Find Books" section (with a description: "Step by step instructions for finding books in the library.>").

Suggested Solution

- ✓ Redesign the HDI wiki and/or determine the best way to make the content available..

“This is just not a helpful landing page.”

“I know ‘How Do I’ doesn’t have much information.”

“I’d rather see all the topics. After showing the participant all of the topics: “Oh! That’s what I was looking for!”

Issue 10—Call numbers

- Call numbers are confusing.
- It doesn't make intuitive sense that the call number is the key to the location. When they did locate stacks guides, they had trouble deciphering them.

“I never know how to translate these bad boys.”

“I'm not quite sure what those [call] numbers mean. BUT! I know that those are the letters on the shelf.” “I would probably come in and look at the maps ya'll have right when you walk in.”

“Is there some kind of map or . . . ?” (On the “Group Study Room Reservations” page) “I would just give up here and go there and just find it myself.”

“I would just go there and wing it.”

PK 6001 - ZA (PCL Stacks Level 6)	
CALL NUMBER RANGE	PCL Stacks LEVEL & SECTION
PK 6001 - PK 9999	6A
PL 1 - PL 845	6B
PL 846 - PN 662	6C
PN 663 - PQ 4862	6D
PQ 4863 - PR 4199	6E
PR 4200 - PR 6039 H52	6F
PR 6039 H53 - PS 3545 I4	6G
PS 3545 I5 - PT 1699	6H
PT 1700 - PT 5879	6L
PT 5880 - QA 76.69	6M
Books with <i>-Q-</i> bounded by hyphens before a call number example: <i>-Q- TR 146 P443</i> are shelved as follows according to call number: A – DR 59 3A DR 60 – HZ 3B	

Suggested Solution

- ✓ Redesign stack map and call number information. This information should be better integrated where users need it and easier to understand.
- ✓ When it comes to way-finding within a building, users said they would figure out which floor or general place they need to go, and then figure it out more specifically when they get there. Perhaps we need to concentrate on pointing them in the right general direction. Physical way-finding help remains important.
- ✓ In the catalog, consider making the call number link to a redesigned stack guide/way-finding help instead of to a page that shows a list of nearby call numbers. Users didn't understand that page or find it useful at all.

Nearby LC CALL NOS are:

Results Page [Prev](#) [Next](#)

 Add Marked to Clipboard  Save All to Clipboard  Add Marked to My Lists

Mark		Year	Entries
<input type="checkbox"/>	PQ 2226 A33 1910 : Comte de Monte-Cristo. English	1910	1
<input type="checkbox"/>	PQ 2226 A33 1910z : Comte de Monte-Cristo. English	191-	1
<input type="checkbox"/>	PQ 2226 A33 1910zb : Comte de Monte-Cristo. English	191-	1
<input type="checkbox"/>	PQ 2226 A33 1926 : Comte de Monte-Cristo. English	1926	1
<input type="checkbox"/>	PQ 2226 A33 1996 : Comte de Monte-Cristo. English	1996	1
<input type="checkbox"/>	PQ 2226 A34 1900z : Comte de Monte-Cristo. English. Selections	190-	1
<input type="checkbox"/>	PQ 2226 A34 1910z : Comte de Monte-Cristo. English. Selections	191-	1

Issue 11—Interlibrary Services

- Users were not familiar with the term “Interlibrary Services.” Misinterpretations included a service that allowed borrowing between UT branches or a way to get online delivery.
- Users found the registration step in Interlibrary Services confusing.
- Users had difficulty choosing between redundant links in Interlibrary Services request form. They went around in circles on the ILL task.

“It says that I can do that, but I don’t see anything specific about how I can do that.” Confused about whether she is “joining” or just wanting to use the services. (Whether she was another institution that wanted to join the service or just a user requesting a book.)

“I would for sure be quitting right now.”

“I’m not sure if it would be an online book or if it would be delivered or what.”

“Interlibrary Services!!! Nah, I bet that’s just on campus . . . Moving on.”

Suggested Solution

- ✓ Redesign to make this section clearer and shorten or eliminate the registration requirement if possible.

WHAT STARTS HERE CHANGES THE WORLD
THE UNIVERSITY OF TEXAS AT AUSTIN

University of Texas Libraries

Main Menu

[Logoff](#)

New Requests ▾
Article
Book or Loan
Audiovisual Items

View ▾
Outstanding Requests
Electronically Received Articles
Checked Out Items

 **InterLibrary Services**
Checked Out Items

Search Requests: 

Active All

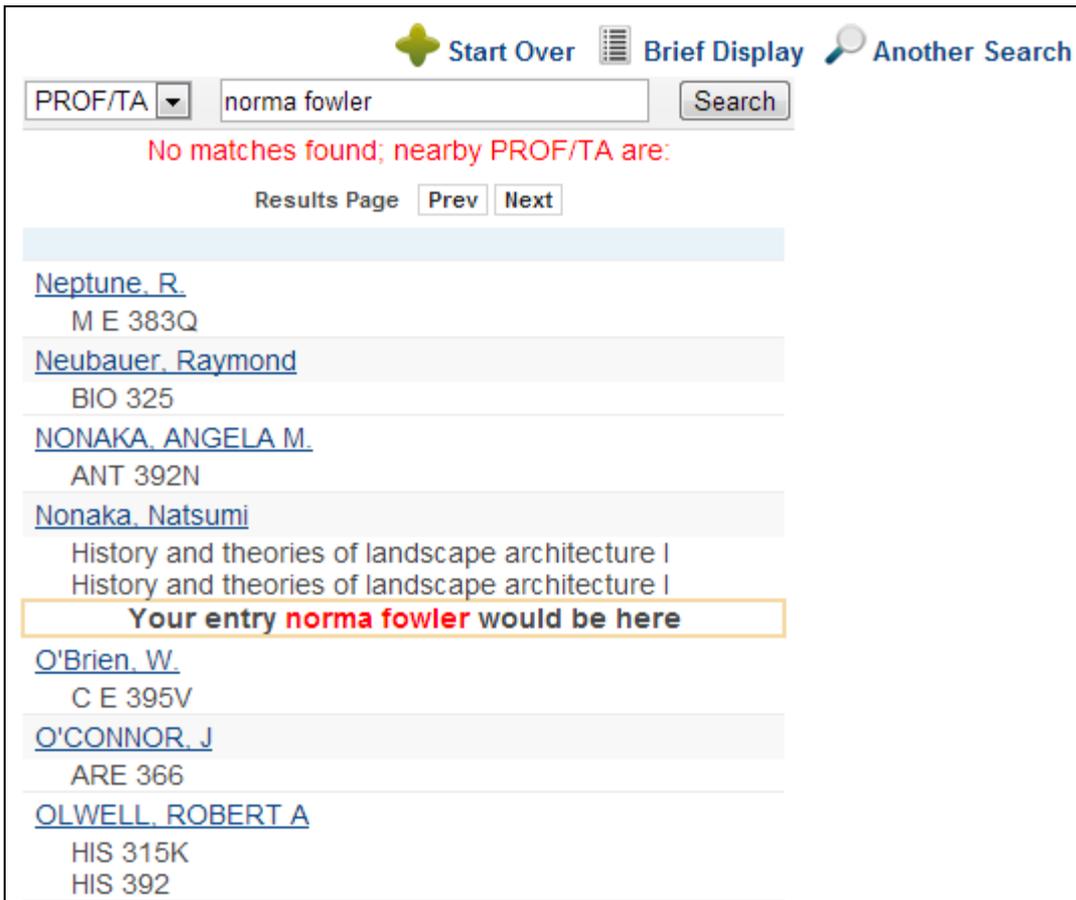
Choose a request below for detailed information.

Checked Out Items

Transaction Number	Document Type	Title	Author	Due Date	Status	Status Date
No Items						

Issue 12—Course Reserves

- They struggled to locate information on an item reserved by a professor.
 - The catalog requires professor searches to be “last name, first name” but does not indicate this.



Start Over Brief Display Another Search

PROF/TA ▼ norma fowler Search

No matches found; nearby PROF/TA are:

Results Page Prev Next

[Neptune, R.](#)
M E 383Q

[Neubauer, Raymond](#)
BIO 325

[NONAKA, ANGELA M.](#)
ANT 392N

[Nonaka, Natsumi](#)
History and theories of landscape architecture I
History and theories of landscape architecture I

Your entry **norma fowler would be here**

[O'Brien, W.](#)
C E 395V

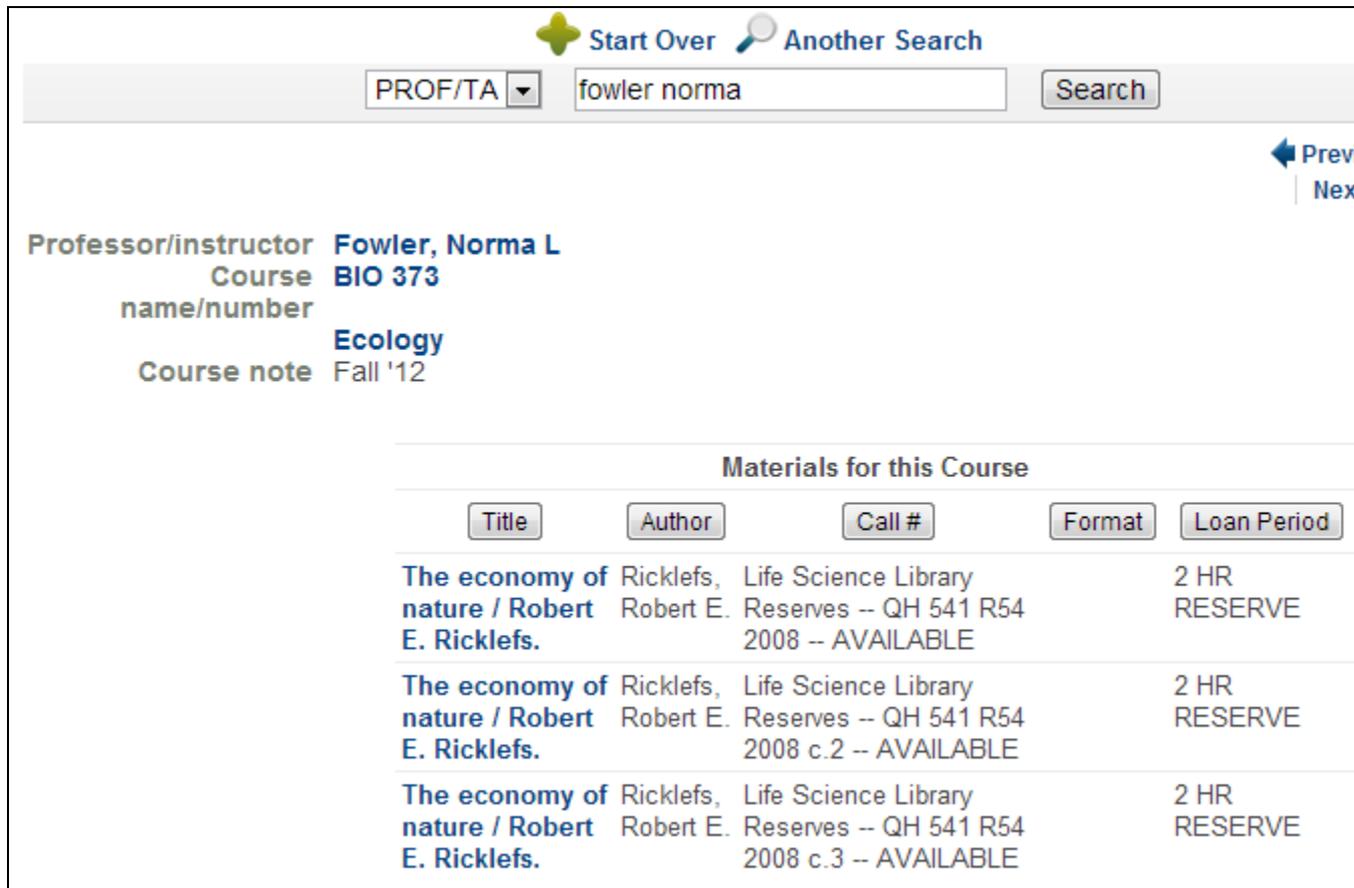
[O'CONNOR, J](#)
ARE 366

[OLWELL, ROBERT A](#)
HIS 315K
HIS 392

“I have no idea how to go about doing this.” “Where’s my search box?! That saves me every time, and it’s gone!” Goes to Life Science Library: “This is not helping me. This is not helping me at all.”

Suggested Solution

- ✓ If the Reserves search within the catalog can't be reconfigured to better handle "first name, last name," find a way to make it clear that users must type "last name, first name."



The screenshot shows a library catalog search interface. At the top, there are links for "Start Over" and "Another Search". Below that is a search bar with a dropdown menu set to "PROF/TA" and the search text "fowler norma". A "Search" button is to the right. On the right side, there are "Previous" and "Next" navigation arrows. The search results are displayed as follows:

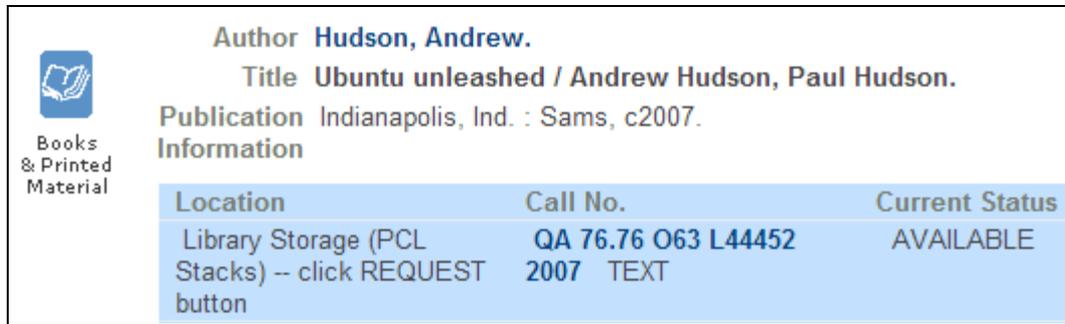
Professor/instructor Fowler, Norma L
Course BIO 373
name/number
Course note Ecology
Fall '12

Materials for this Course

Title	Author	Call #	Format	Loan Period
The economy of nature / Robert E. Ricklefs.	Ricklefs, Robert E.	Life Science Library Reserves -- QH 541 R54 2008 -- AVAILABLE		2 HR RESERVE
The economy of nature / Robert E. Ricklefs.	Ricklefs, Robert E.	Life Science Library Reserves -- QH 541 R54 2008 c.2 -- AVAILABLE		2 HR RESERVE
The economy of nature / Robert E. Ricklefs.	Ricklefs, Robert E.	Life Science Library Reserves -- QH 541 R54 2008 c.3 -- AVAILABLE		2 HR RESERVE

Issue 13—Library Storage

- Users didn't notice when books were in library storage or understand what that meant. They expected to be able to ask for books at PCL help desk and find them somewhere in PCL.



Books & Printed Material

Author **Hudson, Andrew.**
Title **Ubuntu unleashed / Andrew Hudson, Paul Hudson.**
Publication **Indianapolis, Ind. : Sams, c2007.**

Information

Location	Call No.	Current Status
Library Storage (PCL Stacks) -- click REQUEST button	QA 76.76 O63 L44452 2007 TEXT	AVAILABLE

“That’s confusing . . . I don’t really know the letter/number combinations.” “If anything, I would just go to the PCL – to the front desk – and ask around.”

Suggested Solution

- ✓ When a book is in storage, the location information should not say that it’s in PCL stacks.
- ✓ If possible, the link to Request the book from storage should be in the Location information.

Issue 14—Site integration

- Users found it odd to have to log in multiple times during the session (ILS, My Account, Room Reservations)
- They didn't like that navigation isn't persistent. (Changes in scoUT, Catalog, Find a Journal, Room Reservation App, etc, and varies from branch to branch.)
- Users expected integration of Ask a Librarian and staff contact information.
- Users expected Room Reservations to be integrated into My Account and looked under My Account to view/cancel reservations.
- Lack of integration of floor map information with study room reservation information prevented users from easily identifying where they would go on a given floor in order to find a particular study room.
- Expected other branch pages to look similar to PCL page.

“Seems like since I already entered my EID, it shouldn't ask again.”

“In my dream world, I'd want the library site to be more personal.”

- Keyword
- Advanced Search
- Title
- Journal Title
- Author
- Author + Title
- Subject Heading
- Call Number
- ISBN or Other Nos.
- Course Reserves
- Music Search

KEYWORD [Start Over](#)

3623 results

Results Page 1

Keyword (Advanced) (1-50 of 3623)

Most relevant titles entries 1-755

1  [Green organic chemistry in lecture and laborat](#)
2012
Boca Raton, FL : CRC Press, c2012.

 [Find It @ UT](#)

 University of Texas Libraries

[Search](#)

Keep

Search Results: Your search for organ

Refine your search

- Items available online
- Limit to articles from peer-reviewed publications
- Exclude Newspaper Articles
- Items in the library catalog

Organ

by Brown, William Henry, 1932
2012, 6th ed., ISBN 9780840054982, pp. xxx, 1194, A1-A
Chemistry, Organic

WHAT STARTS HERE CHANGES THE WORLD
THE UNIVERSITY OF TEXAS AT AUSTIN

University of Texas Libraries

[Main Menu](#)

[Logoff](#)

InterLibrary Services

Main Menu

Suggested Solution

- ✓ Better integrate Ask a Librarian, staff contact information, subject specialist information, and research by subject information.
- ✓ Integrate more into My Account. Room reservations, ILS, Catalog/Summon lists, Fines/fees incurred.
- ✓ Better integrate content that is related in users' mind. For example: copying/printing/prices/computer usage/laptop information and checkout/wireless information
- ✓ Integrate Research by Subject content and Databases by Subject content
- ✓ Improve consistency between branch pages.

Issue 15—Forms

- Hourly/work study application did not specify date format.

Date: _____		University of Texas Libraries		Hourly <input type="checkbox"/>
		Hourly/Work-Study Application Form		Work-Study <input type="checkbox"/>
Name	Last	First	Middle Int.	EID
Austin Address			Zip Code	Austin Telephone
Permanent Address/City/State			Zip Code	Home Telephone
E-Mail Address				
Are you a Permanent Resident of the U.S.? (check one) Yes <input type="checkbox"/> No <input type="checkbox"/>				

Suggested Solution

- ✓ All forms on the site should specify entry formats and provide helpful error messages if incorrect formats are used. All forms should allow online input & printing/saving.

Issue 16—Multiple Reservation Apps

- The multiple reservation apps on FAL present the possibility of choosing the wrong one for the task at hand. One user found the seminar room reservation form, which made him uneasy. He misinterpreted some of the design.

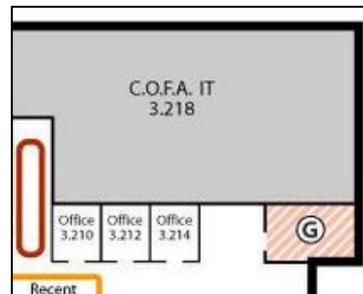
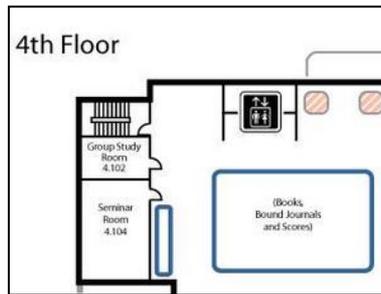
November 30, 2012									
November 2012						Friday 30		Requestor Information	
Oct	2012				Dec	Time		*Name:	<input type="checkbox"/>
<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>	<u>1</u>	<u>2</u>	<u>3</u>	08:00 AM	Phone:	<input type="checkbox"/>
<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	09:00 AM	*Email:	<input type="checkbox"/>
<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	09:30 AM	Session Information	
<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>	10:00 AM	*Purpose:	<input type="checkbox"/> Cla
<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>1</u>	10:30 AM	*Class/Group	<input type="checkbox"/>
<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	11:00 AM	Name:	<input type="checkbox"/>
December 2012							11:30 AM	*Class/Group	<input type="checkbox"/>
<u>25</u>	<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>1</u>	12:00 PM	Contact:	<input type="checkbox"/>
<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	12:30 PM	*Room:	DF
							01:00 PM	*Date:	Fri,
							01:30 PM		
							02:00 PM		

Suggested Solution

- ✓ The seminar reservation form should either live elsewhere (staffweb?) or be clearly differentiated from the group study room form.

Issue 17—Library Maps

- There are some inconsistencies between floor maps. One example: “group study area” gets a color code in the legend for FAL 3rd floor but not for FAL 4th floor.
- Our current floor maps are accessed extremely infrequently.
- All the text on the campus Libraries map is too small to read, even when enlarged on the screen.



Suggested Solution

- ✓ If we keep a page like the library maps page, redesign it so all the text is large enough to be legible.
- ✓ Keeping in mind the Google Indoor Maps pilot, determine the best way to make floor maps available in a way that assists with way-finding and meets fire code requirements. Assess how other university libraries handle floor maps.

“Finding libraries on the map wasn’t helpful at all.”

Issue 18—Ebooks

- Having a site section about locating Electronic Books as a separate task from finding other materials suggests that EBooks can't simply be located via the catalog or scoUT.
- Although Users had no difficulties pulling up an EBook on the screen once they had located it via scoUT or the catalog, those who went the Find a Book > EBook route went down a rabbit hole with no search options.
- One participant wondered about the loan period and potential for fees on the eBook download. He said he wouldn't want to forget about returning it and end up with a bunch of fines.

(After trying several options on Find an eBook page, gives up) “Not totally sure where I would go.”

Electronic Books		
What's New	Major Text Sites	Book Information
Bookstores	Publishers	Computer Books
Classics	Literature in English	Philosophy and Religion
Poetry	World Literatures	Other Subjects
eBook Collection (NetLibrary)	OED	UT Austin Books

Suggested Solution

- ✓ Consider removing the Find a Book > EBook section. If it's high traffic or deemed important, add a scoUT search widget that's been pre-filtered to EBooks.
- ✓ Reassess how we provide information on finding specific content types (books, eBooks, articles, journals) given our newer tools that search across content types.

Issue 19—Branch site inconsistency

- One user mentioned being dismayed at the absence of a search box on the Geology Find Articles page. This confusion happens when we've got a dozen different sections that talk about a topic like finding articles but each treat the content in a different way.
- We have confusing inconsistency between our branch pages.



Suggested Solution

- ✓ This is one example among many where we should centralize general information and put subject specific information in research guides, which should also live centrally.
- ✓ The branch pages should be consistent and focus on staff, hours, location, building information, etc. General research help should live centrally on the site. Subject-specific research help should also be accessible centrally and follow a recognizable template.

Issue 20—Hidden, confusing content

- Users were searching for information on “contesting” or “disputing” fines. None searched under “appealing fines.”
- None could locate the buried information on contesting a fine. Some looked under “My Account.”
- One asked how fines, fees, costs, and charges were different.

“Must be here [My Account], if it’s relevant to me.”

“Whoa, there’s a lot of information here [Paying Library Bills].” “If I can’t find the information within five minutes, I would just ask someone.” “I think I would just go to the counter and ask the person there.”

“Although I know if I want to dispute something, I’d have to talk to someone.” “At this point, I’d probably give up and talk to someone.” “Oh! Or I’d chat! Can I do that? I love chatting!” “I love chat options.” “I’m sure I could’ve gotten to the link via the chat.”

“I’d probably come in and talk to the person at the front desk. I mean, there’s only so much information. I can find online, and I’d probably have to come in anyway to show my ID or something.”

“Fines, fees, and costs . . . Are they all different?”

Suggested Solution

- ✓ Unbury information on fines, un-legalese the section, and use users' target words ("contest" or "dispute").

Lending and Use Policies

POLICIES AND GUIDELINES NO. 38

LENDING AND USE CODE

June 2007 (World Wide Web Version)

Table of Contents

- Scope
- Availability of Resources
- Eligibility and Identification
- User and Borrower Responsibility
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- Categories of Library Users
- Appendix 1: Charges for Overdue and Lost Material
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Issue 21—Confusing content

- They wondered what “networked printing” meant and generally had difficulty understanding the price list for printing and copying, due in part to the spacing between the list of services and the list of prices.

Self-Service and Full-Service Price List

Call Copier and Printing Services at 495-4239

Prices are effective July 2, 2007. 8.25% tax on all services.

Self-Service Prices (Copy Cards)	Price
Copy Card (blank)	\$ 1.00
Letter	\$.13
Ledger-size papers (not available on all copiers)	\$.20
Microfilm or microfiche prints per sheet	\$.25
Networked printing (B&W)	\$.10
Networking printing (color)	\$.80
Library Copier Services Full-Service (available only at PCL)	Price
Copy Card	\$11.00
Letter or legal size paper	\$.20
Ledger-size paper	\$.25
Reduction or enlargement	\$.30
Duplexing (two-sided copying)	\$.40
Color copies	\$1.00

Suggested Solution

- ✓ Redesign the copy/print section. Make pricing easier to understand and logically group key content.
- ✓ Clearly explain the difference between self-service and full-service copying and printing costs.

“It’s a dollar, but I don’t really think it’s a dollar because I’ve used it before, and I don’t think it was a dollar . . .”

Issue 22—Suggest a purchase

- They were leery of the Suggest A Purchase option.
- One participant assumes she'd have to make a good case for the library to purchase the book and/or that it would have to be in her subject area.

Participant would use Amazon first “cause a lot of it is free. Honestly, I would rather pay 75 cents rather than come here and pay for parking, etc.” “I would check to see if other libraries had it.”

Suggest a Purchase Form

This form is used for requesting an item(s) to be purchased by the University of Texas Libraries. If you have not done so, please check [The library catalog](#) to see if the item you need is available at the University of Texas Libraries.

If you have a reference query you would like answered, please [Ask a Librarian](#). If you would prefer to contact a subject specialist see [the Subject Specialist Directory](#).

Suggested Solution

- ✓ Add some more information about the purpose of this service, chances of approval, average turn-around time, etc.

Some Good News

- ✓ Users easily found and very much appreciate the Ask A Librarian service.
- ✓ Users easily found a list of databases by subject, mostly via the DATABASES tab.

“So I like this a lot. I think IMing is the customer service of the future.”

“I think ‘Ask a Librarian’ is very useful.”

“I like the IM thing.”

Chat with Us

Hours:
Monday - Thursday, 10am - midnight; Friday, 10am - 4pm; Sunday, 6pm - midnight.

Available

Type here to chat. Press ENTER to send.

Contact us by IM:

-  Our screen name: **BevoLibrarian**
-  Our screen name : **UT_Library**
-  Our screen name: **UT_Library@hotmail.com**
-  Our screen name: **UTLibraryChat@gmail.com**