



Usability Testing of Library Web Site

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Introduction:

A usability test was conducted in March 2014 in order to test the layout of the planned website which was due to be launched in August 2014.

Method:

An electronic questionnaire was sent via QSIA to 45 library employees, of whom 11 responded.

Questions related to the following issues: visibility of the icons, the colors of the site, location of the links to: offprints, interlibrary loans, and Refworks, the size and location of the main search box, and the visibility and clarity of the terminology in the upper bar, and on the site map. An image of the layout of the planned web site was attached to the questionnaire.

Results:

The majority of respondents were highly satisfied with the sketch of the site.

Some comments:

"The design is much better than on the previous site and more convenient and accessible."

"Overall the new site is much more accessible and is also modern and inviting. Visually it is much easier to find information than in the past".

Suggestions for improvement:

- Highlight the most used links for quick access.
- Emphasize some services with a different color, e.g. burgundy.
- Add ILL icon on left side.
- Add an Advanced Search option to the site search box.
- Consider reducing the number of links on the map at the bottom of the site.

Conclusions:

The test results indicate a high satisfaction rate with the design and structure of the new site. It should be noted that subjects based their comments on an image of the site, and not the online site itself, and therefore additional usability testing will be conducted after the site is launched.



Questionnaire:

Please address the following issues:

1. Icons on the left: size / color / terminology
2. Colors used in the site
3. Position of the link to the Offprints database
4. Visibility and clarity of the upper blue bar
5. Search Box: location / size / brightness
6. Map at the bottom: clear / confusing
7. Visibility of link to Refworks software
8. Visibility of link to Interlibrary Loan services
9. Information of your questions
10. Additional comments

Your name: _____

Your email: _____

Thank you very much for your cooperation!