

# Usability Report for MSU Library Web Site Progress Report 2019

Date of Initial Report: February 2017

Date of Progress Report: October 2019

Prepared by: Scott Young, User Experience & Assessment Librarian  
Stephen Hunts, Web Content Strategist  
David Swedman, Grants & Assessment Coordinator

## Summary

The aim of this usability test was to determine how we could improve our site by making it easier to use for undergraduate students, a primary user population. To understand usability problems, participants were asked to complete a series of eight tasks using the Library Web site. Research findings and recommendations for improvement were drawn from the observed performance of test participants. This report outlines progress towards improvements, based on the six recommendations outlined in the initial usability report.

## Recommendations as Outlined in the 2017 Usability Report

1. CatSearch
  - a. Redesign homepage search box to more clearly communicate CatSearch index.
  - b. Expand CatSearch index
  - c. Refine default CatSearch results interface, or develop a custom CatSearch results interface, e.g. Bento Box
2. Design new login pages and landing pages for ILL, Reserves, and Room Booking that provide context for the service.
3. Reorganize and revise the information architecture of site pages. This recommendation can be informed by a follow-up card sorting and tree testing exercises. Revised organization could more clearly reflect the library personas.
4. Review and redesign *Journals by Title* results interface.
5. Continue to replace library jargon with the nomenclature of users. Continue to refine and streamline library web interfaces.
6. Conduct follow-up studies to investigate factors related to Net Promoter Score.

## Progress and Updates

1. CatSearch
  - Following the usability report recommendations, a new homepage design was launched in Fall 2018 that more clearly communicates search functionality.
  - The Library launched the new Primo search tool in Fall 2017 that addresses concerns about the CatSearch results interface.
  - The CatSearch LibGuide (<http://guides.lib.montana.edu/catsearch-help>) is maintained by the Electronic Resources and Discovery Services Librarian.
  - An information icon and tooltip was added to the search box on the homepage.
2. Login Pages and Landing Pages
  - New Landing Pages were created for Reserves (Fall 2017), Spaces (Fall 2018), and ILL (Spring 2019) that provide greater context for these services.
  - New login pages were deemed to be unfeasible by the Digital Library Initiatives department.
  - Further, a new Library Accounts page was created that features links to Primo and ILL. A link to this new page was added in two key locations: in the footer and/or sidebar of all pages, and in the blue banner on the homepage beneath the search box.
3. Information Architecture
  - To provide an easier pathway through the site, we launched a new Spaces page (Fall 2018), About Page (Spring 2018) linked to a new Policies Pages (Fall 2018), and a new Services Page (Fall 2018).
4. Journals by Title
  - The new Primo tool offers a redesigned Journals by Title interface that addresses this issue.
  - Vendor databases were also added to the resource recommender tool within Primo.
5. Jargon and Interfaces
  - The User Experience & Assessment Librarian and the Content Strategist continue to develop content guidelines and staff trainings to ensure user-appropriate language throughout the website.
  - The Events and Promo Coordinator has created a communication guide that includes consistent and appropriate language for communicating with users.
6. Net Promoter Score
  - The Net Promoter Score is no longer considered a valid metric, and so future tests will reduce the importance of this measure.<sup>1</sup>

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<sup>1</sup> Net Promoter Score Considered Harmful (and What UX Professionals Can Do About It), <https://web.archive.org/web/20191007054939/https://articles.uie.com/net-promoter-score-considered-harmful-and-what-ux-professionals-can-do-about-it/>

## Next Steps

- Reconduct usability tests with SAM and SUPR-Q in the Spring 2020 semester.
- Cross-reference LibQUAL+ results from 2004, 2008, 2012, 2016

## Related Resources

- [2017 Usability Test](#) [login required]
- [2009 Usability Test](#) [login required]

## Appendix

This section provides screenshots of new webpages designed and launched since the initial report.

## Course Reserves Service

### Course Reserve Service

The Library's Course Reserves Service allows instructors to set aside books, films, sound recordings and other physical items for class use. Items can be identified online via [CatSearch](#), and checked out at the [Service Desk](#). The lending period for all Course Reserves is currently 4 hours.

### Students

Access your instructor's physical course reserve items using the [Course Reserve tab search option in CatSearch](#).

- In the search box, type in the 4 letter abbreviation (ex: BMGT 205 for Business Management) to bring up all items for that class.
- Or, if you know the title of the item, simply type that in the search box and click on the yellow search button.
- Once you find the item, look for the ORR number (ex: ORR 180). That is the number you'll use when requesting the item at the [Service Desk](#).
- Be sure to have your CatCard with you to ensure a speedy checkout process.

### Faculty

Faculty may place library owned items on Reserve, or may use personal copies of items. An online form for reserve requests is coming. In the interim, please contact your library reserve specialists to place items on reserve.

- Contact: Dave Michael - [dmichael@montana.edu](mailto:dmichael@montana.edu) - or phone 406-994-3139
- Contact: Stephanie Breen - [sbreen@montana.edu](mailto:sbreen@montana.edu) - or phone 406-994-3139

Screenshot showing new Course Reserves page

## Services



### Research and Instruction

Meet with a librarian to get research help, find information, or ask about any topic



### Technology Services

Support for your tech! We offer help with software like Microsoft Office and Adobe Photoshop



### Publication Services

ScholarWorks, Scholarly Communication, and Intellectual Property Consultation



### Data Services

Management, storage, and publication of research data

#### Ask the Library

Sorry, chat is currently offline, but you can still get help.

[Search our FAQ](#)

[Book an Appointment or Email Us](#)



### Spaces

Library Spaces for studying, working, relaxing, and socializing.

Screenshot showing new Services page

## Spaces in the Library



Quiet Study Space on 3rd Floor

We strive to make all of our spaces welcoming and inclusive. Please [let us know how we can do better](#).

## Reservable Spaces



### CyberDiscovery

Immersive visualization environment for instruction, hi-res images & videos, collaborating around the world, & more.

**Reservable by:**  
MSU Students, Faculty & Staff



### Group Study Rooms

Book one of our library group study spaces. Rooms are on the 1st & 3rd floors of the library.

**Reservable by:**  
1st Floor; Anyone  
3rd Floor: MSU Students, Faculty & Staff



### Heathcote Classroom

Library computer lab classroom with 28 networked workstations.

**Reservable by:**  
Instructors & MSU Affiliated Groups



### Innovative Learning Studio

Schedule this flexible space when you want to integrate technology into your instruction.

**Reservable by:** Instructors

Screenshot showing new Spaces page



# About Us

Explore with an Expert

**EXPLORE WITH AN EXPERT**

Research got you down? Get help! Consult with your subject librarian to discuss research topics, subject databases, search strategies, citation management, and more! [READ MORE](#)

## About the Library

- Organization Chart
- Staff Directory & Departments
- Mission, Vision, & Values
- Strategic Plan
- Library Policies
- Statistical Profile

## Visit the Library

- Collections
- Floor and Location Guide
- Hours
- Parking & Directions

## Library Opportunities

- Research Grants & Sponsored Programs
- Tribal College Librarians
- Job Opportunities

## Connect with the Library

- Library News & Events
- Friends of MSU Library
- Give to the Library
- Social Media
- Displays & Exhibits

Screenshot showing new About Us page

# Library Policies

In order to assure a positive user experience, maintain high collections standards, and remain relevant in the ever-evolving library landscape, the MSU Library has developed the following policies. Please contact library administration, (406) 994-3119, if you have questions.

- **Materials**

- [Borrowing](#)
- [Collection Development](#)
- [Gifts](#)
- [Textbooks](#)

- **Services**

- [New Faculty Funds](#)
- [Data Publishing](#)
- [Digital Preservation](#)
- [Open Access](#)

- **Legalities**

- [Photography](#)
- [Privacy](#)

Screenshot showing new Library Policies page



## Library Account Sign-Ins

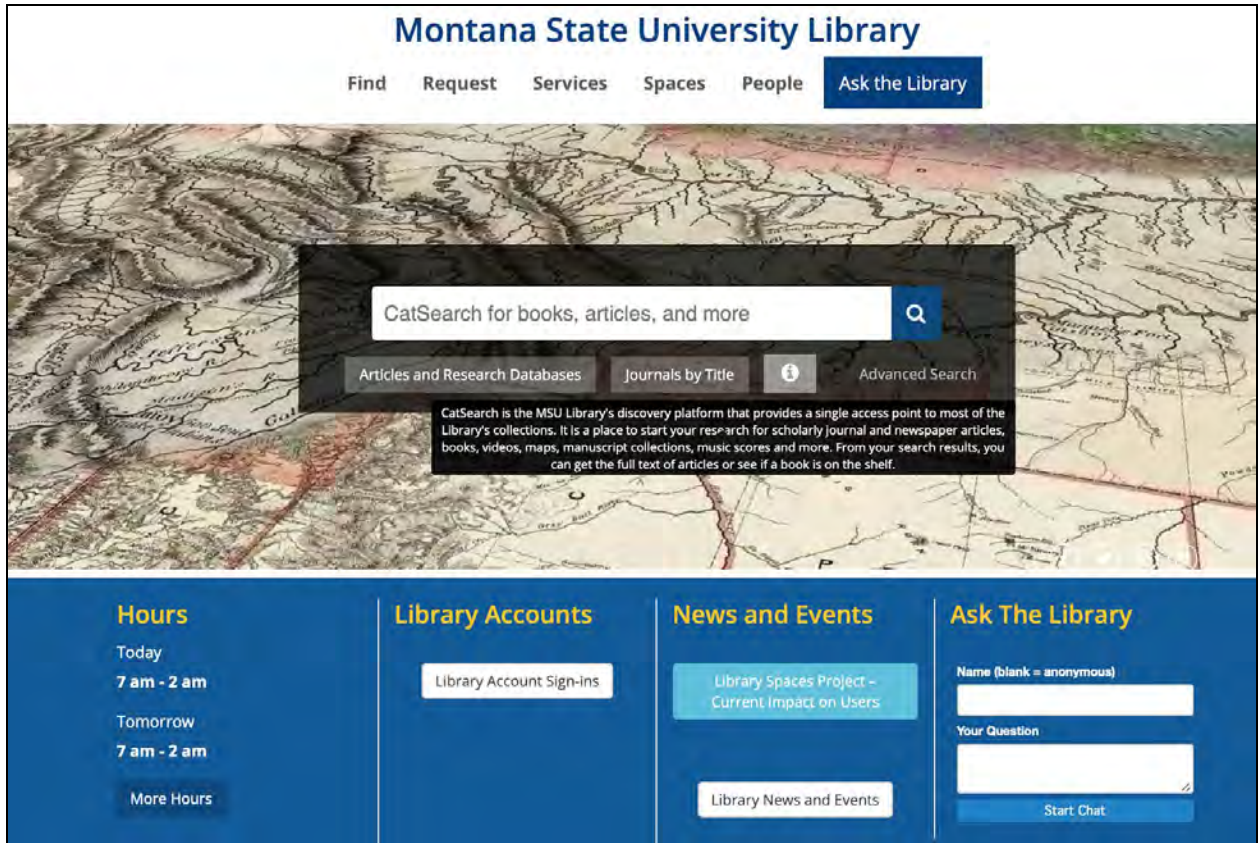
### Sign in to your Library account

- Check due dates
- Renew books

### Sign in to *Request It!*

- Request books, articles, and more
- Check request progress
- Request renewals
- Get your full text requests
- [FAQs](#)

Screenshot showing new Accounts page



Screenshot showing new CatSearch tooltip and new button link to Library Accounts page