Have:

* Handouts
* Laptop

# Intro

Current home page

* New library website: long overdue
* Made in Drupal: open source CMS
* Continuing project, will note things that aren’t in paper since environment has changed
* Presenting things in different order than were in the paper
* Casual – ask questions
* Github: March 9 turn-in paper. On March 31: Changed path to match header structure, which caused two links in the paper to change.

# User-Centered Design

## User Personas

* Some of the earliest work done
* Created from several interviews done in the Fall of 2012, long and short.
* Note handout
* Came up with a casual user and a more focused user.
* Helps keep users in mind (posted in my office)
* Architecture student: busy but does not necessarily write a lot of papers, not “lazy researcher”
* Users think our current site is far too busy, and they want a more Google-like experience

## User Experience and Testing

* COM525 (User Experience Research and Evaluation)
* Paper prototypes only. Had no environment to test

Hawkeye slides

* Single search box with prompts so users could see what they were searching
  + Search would pick up database name, description, or associated subjects (MMAE)
  + Sample task: You have an assignment to write a 4-page paper on animal physiology for your biology class…
  + Error page was more complex and had more directions
* Almost a complete failure – users don’t read directions, even when being observed
  + Sample tasks: find db by name, by subject, by content type, and by course number
* New sample home page, browse options with a search
* *Don't make it look like Google if you can't make it act like Google*

# Highlight Electronic Resources

Implemented suggestions from the user testing process

New home page

The majority of the work for this project: took months to learn enough about Drupal to create the data structures and present the information in the way I wanted to

Database finder:

* Using top 3 majors on campus for subject search
* Librarian input for content types.

## Database Quick Search

Rather than include a database search, will try a search of three EBSCO databases

## Custom database sort

* Libs tend to think of our resources as a whole
* Students concentrate on the thing right in front of them: one assignment, one class.
* This is another feature for the new site that does not exist now: the ability to sort databases by relevance, by subject area

Psychology vs Business. psycINFO in a different position.

Another way to highlight is by linking content type to databases

“by content type” on old and new sites– difficult to find

<http://216.47.136.104/find/databases/535>

# Content Strategy

## Content Inventory

* Must know what you have
* Created by RHO student: title, URL, summary
* Added analytics for Fall 2013-Spring 2014 school year

Content inventory Living document – now columns mapping current content to new headers

Current home page Analytics not helpful – so many links on home page. Student interview comment: different landing pages for all links (Banner).

Show pie chart

## Increase Readability

Our practicum student, has been working on this

# Content Structure

* Not in paper: Current library page is organized by departments, “designed by committee,” makes sense to us, but not to students
* New structure is shown in the header
  + The header – approval from M&C dept to own. Used stats to show that their users are not my users

“Research” from web.iit.edu

* + The structure used has two types of focus: by item type and user type
  + Many of the header links go to a dummy page: Python script for easy updating
  + Simple header at first, then
  + **Not mentioned in the document**, but new custom breadcrumb trail that will mirror header.

Not in the paper**,** but here is current approach to implementing the header

* Started by creating post-it notes for each page on the current site from the inventory (orange)

Post-it photos

* Then started thinking about Libguides – have useful content that’s on a separate domain: creating library accounts, finding articles, etc.
* Don’t ignore content that has been

## Micro interactions

“point of sale” feedback opportunities: like our Facebook page, email form. Keeps user from having to look up our contact information

Not in paper**,** Explain LibGuides and how they have hijacked content strategy by default

* Now: use to create quick guides
* After every xx months, review and determine what should go and what should be folded into site.
* Example: tutorials

# Summary

* Working with Max
* Keeping the users in mind
* Beta launch for Fall 2015
* Questions?