SAMPLE of a GOOD JOURNAL ENTRY

UTS

Principles: Mapping & Consistency

Technology: *UTS Library Website - www.lib.uts.edu.au/*

Goal: Log in to the UTS Library and find the relevant page where I can book a room.

Name & ID:	Tutorial room location:
Tutor: Jeannette Durick	Date:

Context of use: *Where you are, how you are feeling, is it crowded? Were you distracted? Etc.*
I am working at my desktop computer, located in an open plan office. I'm a bit distracted by all the conversations and activity happening around me.

[Starting from lib.uts.edu.au] I click the login button on the top right-hand side of the library home page.

1. I am auto-logged in and presented with the main page.
2. The body of this page presents a lot of content but none that seems to relate to booking a room; however,
3. On the top of the page there is a row of icons / nav items (they are labelled: **Find**, **Facilities**, **Borrow**, **Research**, **Learning**, **UTS ePress**, **Open Access**, **About Us**, and **Help**). These items demonstrate good mapping. I understand what they are because they map to commonly used symbols to represent the page/functionality they control. For example, i) **Find** uses a magnifying glass icon, ii) **Borrow** uses what looks like a stack of books, and iii) **Help** uses a question mark symbol. These are all examples of using mapping of images to their meaning in the interface, as well as their conventional meaning in 'the real world'.
   Mapping is also exemplified by the proximity of the icons to their related icon labels. For example, it is clear that **Find** relates to the magnifying glass, and that **Borrow** relates to the stack of books. Additionally, all the icons in this section are grouped together, in a row, making it clear that all the major navigation for the page is located in this row.
4. I assume that **Facilities** will allow me to book a room, as it is the most logical of all the top nav items on the page.
5. I click **Facilities** and am presented with a screen that shows the same top nav as the Dashboard page [This is an example of internal consistency].
6. The Facilities page uses the same blue as the previous Dashboard page. Additionally, the **UTS: Library** heading, as well as the position of the page title, ie. **Facilities**, are also positioned in the same places as the Dashboard page. This consistent placement of key items of information, across pages, are further examples of internal consistency which reduced my learning.
   There is a breadcrumb near the top of the page. This is an element that's also used on other sites, including uts.edu.au, and is an example of external consistency. Another example of external consistency is the placement of the search bar near the top of the page, with a 'magnifying glass' button to act as a 'submit' button.
   However, there is also an example of inconsistency, which confused me slightly. This was related to the way my username and log-in status are displayed. On the main page, my username and log in appeared near the top right of the page, all on one line: "Logged in as Jeannette – Dashboard – Log out". However, on the Facilities page—while these details are listed in the same position—their design has changed. The version on the Facilities page shows an icon of a non-descript person's head shot, my name (Jeannette) is now displayed in a larger font, and below it are the words "Dashboard – Log out". This is internally inconsistent with the previous page, but could easily be rectified by using a single formatting style for both (i.e., all) pages on lib.uts.edu.au.
7. On the Facilities page, I click on the option labelled **Room Bookings**. It is mapped in close proximity to an icon of a calendar and a text description, which reads, "Book individual and group study at UTS Library"… This mapping makes it clear that the icon and clickable heading—**Room Bookings**—will take me to pages where I can book a room.