



MSU Libraries Main Website Redesign Research

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XA 333 - Spring 2021



Goals

- Find out who uses the MSU Libraries website
- Learn about their experiences with it
- Gather more in depth data on usability, accessibility, and user thoughts and perceptions



Introduction

What we were asked to do

- Collect, analyze, and synthesize data through a variety of research methods
- Provide recommendations in redesigning the MSU Libraries main website
 - Simple, Accessible, Easy to Navigate, Easy to Find Information, and Sustainable
- Incorporate previous research and data provided by the MSU Libraries UX unit



Interviews - Background/Process

Goal

Gather initial findings about users' thoughts, perceptions, and experiences of the MSU Library website

User Profile

MSU Libraries staff

Process

Remote interview

Questions:

Frequency of use

Goals and motivations

Resources used often

Issues and helpful aspects

Interviews - Findings

- Uses website nearly every day of the week
- Search function, Ask a Librarian, library catalog, Libguides, and events are important features to the interviewees
- Frequently research in the database and edit/retrieve content
- Website is very busy and lack of direction



“It seems like there is a lot of stuff to look at...I feel like I know what I’m trying to get...but there is a lot of information to offer”



Survey - Background/Process

Goal

Obtain quantitative data about the sentiment towards the current libraries website

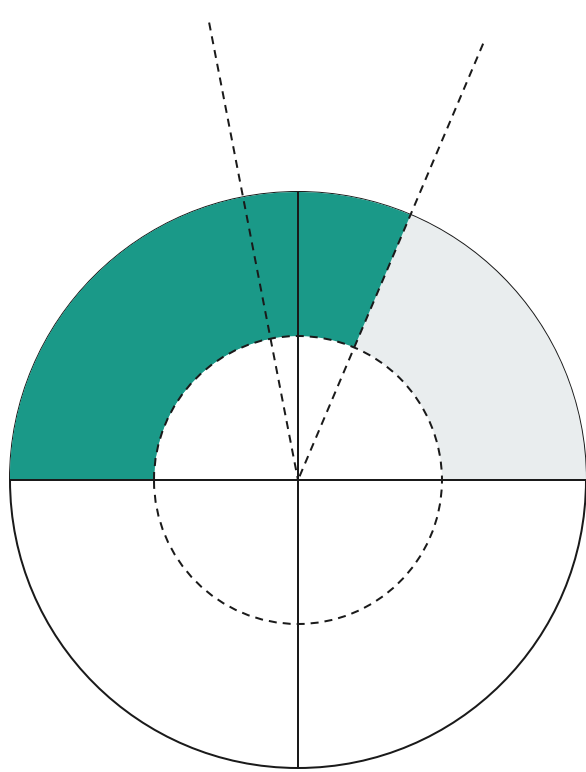
User Profile

Undergraduate students that use the libraries website

Process

Online survey with various multiple choice style questions

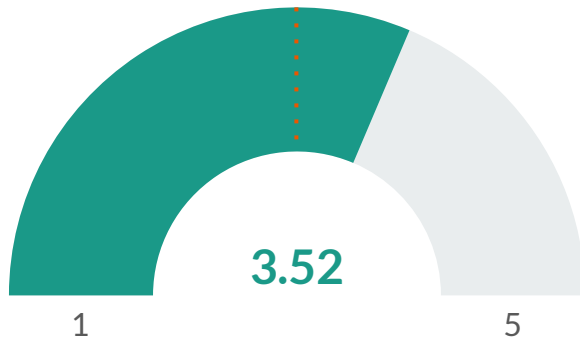
- 1 ← Search function
- 2 ← Quick Links
- 3 ← Hours
- 4 ← Ask a Librarian
- 5 ← Events
- Support the Libraries



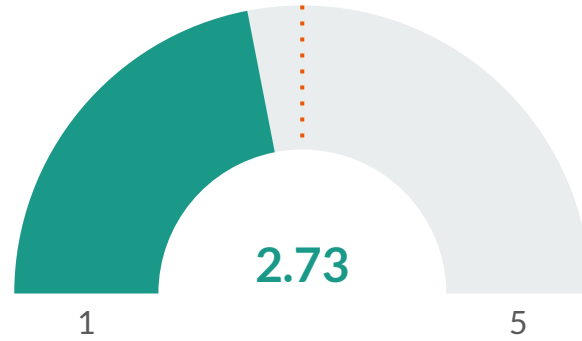


Survey - Findings

The appearance of the website rating
(on a scale of 1 to 5)



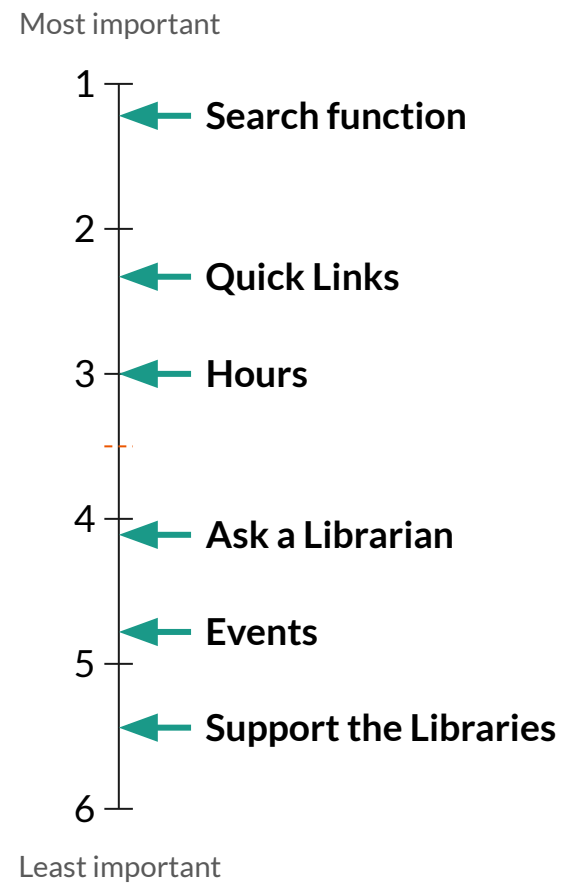
The ease to access information rating
(on a scale of 1 to 5)





Most important components of the homepage ranked by users

(lower value means more important)



48%

of undergraduate students surveyed **only** use the library as a physical space
(as a place to study, reserve a space, use a computer, print/scan, etc.)





Card Sorting - Findings

- There were topics that could fit under numerous categories
- The general consensus was that it was difficult to organize such a vast amount of topics, many of which were ambiguous
- Only 13 out of 41 topics were unanimously placed under the correct (current) category
- Some topics were put under the wrong tab by all of us
 - Find books was put under resources rather than research help
 - Research Guides was placed under Research Help rather than Resources



Usability Test - Background/Process

Goal

Observe user behaviours while using the current libraries website

User Profile

Undergraduate students

Process

User is given a task to complete and we observe their behavior in their attempt to complete the task



Usability Test - Findings

- Most time was spent browsing navigation bar searching for the appropriate link.
- Made use of the search bar, but results seemed disorganized.
- FAQ style pages were a bit difficult to navigate because of the way content was presented.
- Confusion about what kinds of questions could be answered with Ask a Librarian.



What We Recommend

- Simplify the main navigation bar, and avoid duplicate links to pages when possible
 - Request Forms
 - Addresses & Visiting - General Info
 - Research Guides - Research Help
 - Articles - Resources
 - Books - Resources
 - About Us - General Info
- Search function should be a priority on the homepage
 - Users prefer to search for the information they are looking for



What We Recommend

- Be consistent with UI elements and page layouts
 - Users were confused by the variety of ways in which info was presented
- Create more readable layout for info heavy pages
 - Add more space between topics/chunks of text, establish a more vertical flow for better readability, create visual guides such as boxes, lines, or background colors
- Website should be an extension of the physical library
 - Many undergraduate students use the Library solely as a physical space, thus the site should accommodate them

Example Pages from the current website



Hollander MakeCentral Service Desk

- Print, Plot, & Scan
- Use the Hollander MakeCentral Service Desk (Prices)
- Printing to the Hollander MakeCentral Service Desk
- MSU Print FAQ
- Poster Printing FAQ (Plotting)
- Tip Sheets for Printing to the Plotter
- Tablet (11x17) Printing
- Printing to MSU Print from Selected Resource Computers
- Hollander MakeCentral Makerspace
- Publishing Services
- Current Periodicals and Microforms FAQ
- Passport Services

Hollander MakeCentral

- Publishing Services
- Hollander Makerspace
- Hollander Service Desk
- Microforms and Current Periodicals
- Passport Services

MakeCentral Service Desk

Copy, Print, Scan Services
Hours: vary summer and breaks.
Mon-Thurs.: 8am-1am*
Fri.: 8am-8pm*

Print, Plot, & Scan

Printing options and instructions vary by account type.

The MakeCentral Service Desk is closed to the public for the Fall 2020 semester. MakeCentral is happy to offer a contactless service for Poster Prints, Color Prints and Black and White Prints! Submit a job via JobSite and we will respond to your request within 24 hours (Monday-Friday). If you would like to use our microfilm reader please use our reserve system. Scanning stations will not be available for the Fall 2020 semester.

Print:

- Printing to the MakeCentral
- Make Central - 3D Printing, Laser and Vinyl Cutting
- Publishing Services - Print your own book
- Single-sided printing from the Main Library Computers
- Tablet (11x17) Printing
- MSU Print printing FAQ
- Checking your print job status with MSU Print
- Printing from Selected Resource Computers
- Wireless/DNCP printing setup
- FAQs and information about MSU printing and services

Plot (Poster Printing):

- Plotter FAQ

Scan:

- Scanning Options at the MSU Libraries (pdf)
- Simple Scan
- Large Format

Community Users, MSU Alumni or Visitors:

- Printing to the MakeCentral

Password Advisory:

If you change your MSU NetID password you will need to follow these directions to reset the password on your Windows Print Driver before you can use MSU Print again.



Main Library Printers will now print Double-sided unless you change the settings!



Hollander MakeCentral Service Desk

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Hollander MakeCentral

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MakeCentral Service Desk

Copy, Print, Scan Services
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Passport Services

Schedule an appointment

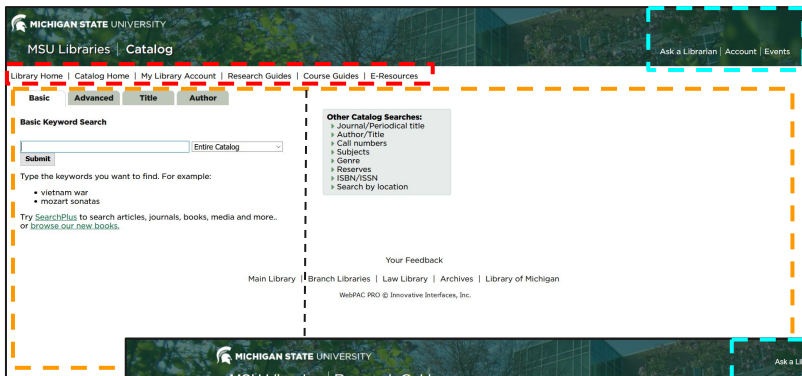
Passport Services will be open by appointment for **NEW passport applications only** beginning February 1, 2021. **Please make an appointment.** For further assistance please visit www.travel.state.gov to find an open passport acceptance facility near you.

Please Note: Full mask compliance (mask covering nose and mouth) is expected for all applicants (children under the age of 2 are exempt) throughout the entire passport appointment. Our passport acceptance agent retains the right to terminate your passport appointment at any time if you refuse to comply with this request.

The MSU Main Library has a Passport Acceptance Facility, located on the 2nd Floor West Wing. We also offer passport photo services. We provide a convenient location for MSU Students/Faculty/Staff and their families, as well as community members. Please read below for important information about applying for a new US passport or renewing one.

- Hours, Location & Parking
- Required Documentation When Applying For New Passport
- Adult Renewal
- New Adult Passport (Age 16 and Older)
- New Minor Passport (Age 15 and younger)
- Lost/Stolen Passport Replacement
- Birth Certificate
- Passport Photos
- Fees And Passport Brochure
- Frequently Asked Questions (FAQ)

More examples



MICHIGAN STATE UNIVERSITY
MSU Libraries | Catalog

Library Home | Catalog Home | My Library Account | Research Guides | Course Guides | E-Resources

Basic Keyword Search

Other Catalog Searches:

- Journal/Periodical title
- Author/Title
- Call numbers
- Subjects
- Genre
- Reserves
- ISSN/ISSN
- Search by location

Basic: Advanced Title Author

Submitt Entire Catalog

Type the keywords you want to find. For example:

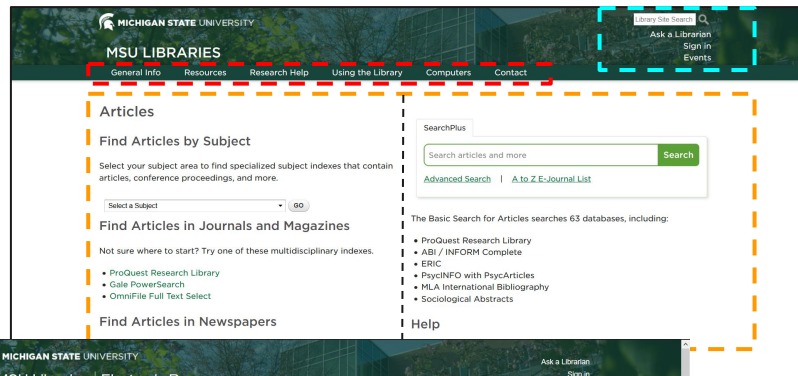
- vietnam war
- mozart sonatas

Try SearchPlus to search articles, journals, books, media and more, or browse our new books.

Your Feedback

Main Library | Branch Libraries | Law Library | Archives | Library of Michigan

WebPAC PRO © Innovative Interfaces, Inc.



MICHIGAN STATE UNIVERSITY
MSU LIBRARIES

General Info | Resources | Research Help | Using the Library | Computers | Contact

Articles

Find Articles by Subject

Select your subject area to find specialized subject indexes that contain articles, conference proceedings, and more.

Find Articles in Journals and Magazines

Not sure where to start? Try one of these multidisciplinary indexes.

- ProQuest Research Library
- Gale PowerSearch
- OmniFile Full Text Select

Find Articles in Newspapers

SearchPlus

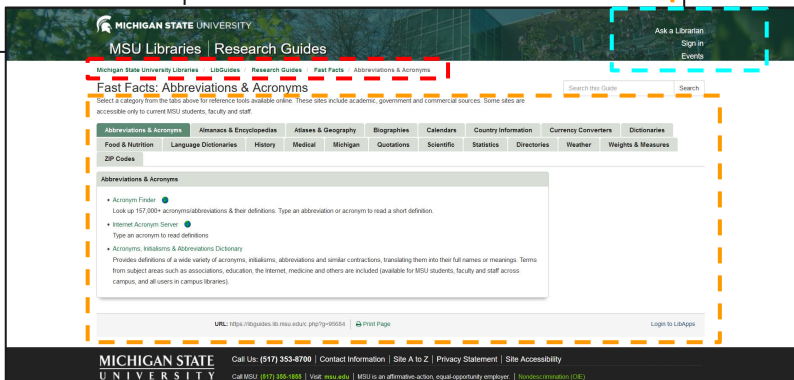
Search articles and more

Advanced Search | A to Z E-Journal List

The Basic Search for Articles searches 63 databases, including:

- ProQuest Research Library
- ABI / INFORM Complete
- ERIC
- PsycINFO with PsycArticles
- MLA International Bibliography
- Sociological Abstracts

Help



MICHIGAN STATE UNIVERSITY
MSU Libraries | Research Guides

Michigan State University Libraries | LibGuides | Research Guides | Fast Facts | Abbreviations & Acronyms

Fast Facts: Abbreviations & Acronyms

Check frequently used abbreviations for business, medicine, education, government and commercial sources. Some sites are accessible only to current MSU students, faculty and staff.

Abbreviations & Acronyms

Almanac & Encyclopedias

Address & Geography

Biographies

Calendars

Country Information

Currency Converters

Dictionaries

Food & Nutrition

Language Dictionaries

History

Medical

Michigan

Quotations

Scientific

Statistics

Directories

Weather

Weights & Measures

ZIP Codes

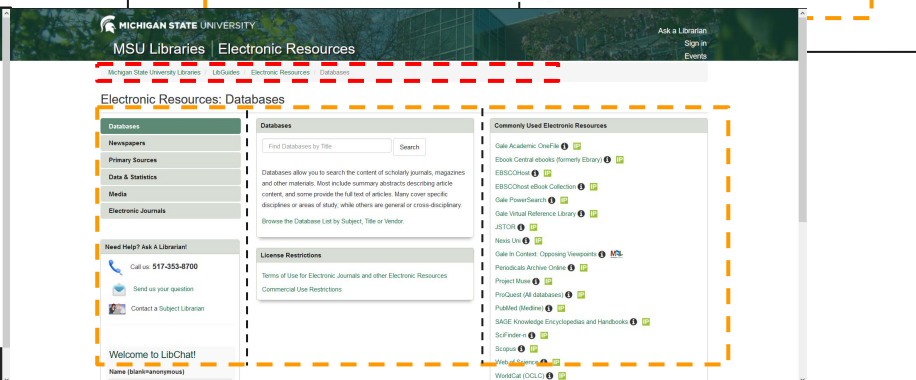
Abbreviations & Acronyms

- Acronym Finder
- Look up 127,000+ acronyms/abbreviations & their definitions. Type an abbreviation or acronym to read a short definition.
- Internet Acronym Server
- Type an acronym to read definitions
- Acronyms, Initialisms & Abbreviations Dictionary
- Provides definitions of a wide variety of acronyms, initialisms, abbreviations and similar contractions, translating them into their full names or meanings. Terms from subject areas such as associations, education, the Internet, medicine and others are included (available for MSU students, faculty and staff across campus, and all users in campus libraries).

URL: <https://libguides.lib.msu.edu/psgny-05504> | Print Page | Login to LibApps

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MICHIGAN STATE UNIVERSITY
MSU Libraries | Electronic Resources

Michigan State University Libraries | LibGuides | Electronic Resources | Databases

Electronic Resources: Databases

Databases

Find Databases by Title

Search

Databases allow you to search the content of scholarly journals, magazines and other materials. Most include summary abstracts describing article content, and some provide the full text of articles. Many cover specific disciplines or areas of study, while others are general or cross-disciplinary. Browse the Database List by Subject, Title or Vendor.

Commonly Used Electronic Resources

- Gale Academic OneFile
- Ebook Central ebooks (formerly EBrary)
- EBSCOhost
- EBSCOhost ebook Collection
- Gale PowerSearch
- Gale Virtual Reference Library
- JSTOR
- Nexis Uni
- Gale in Context: Overlapping Views
- Periodicals Archive Online
- Project M
- ProQuest (All databases)
- Pushover Solutions
- SAGE Knowledge Encyclopedias and Handbooks
- SciFinder
- Scopus
- Web of Science
- WorldCat (DCL)

Need Help? Ask A Librarian!

Call us: 517-353-8700

Send us your question

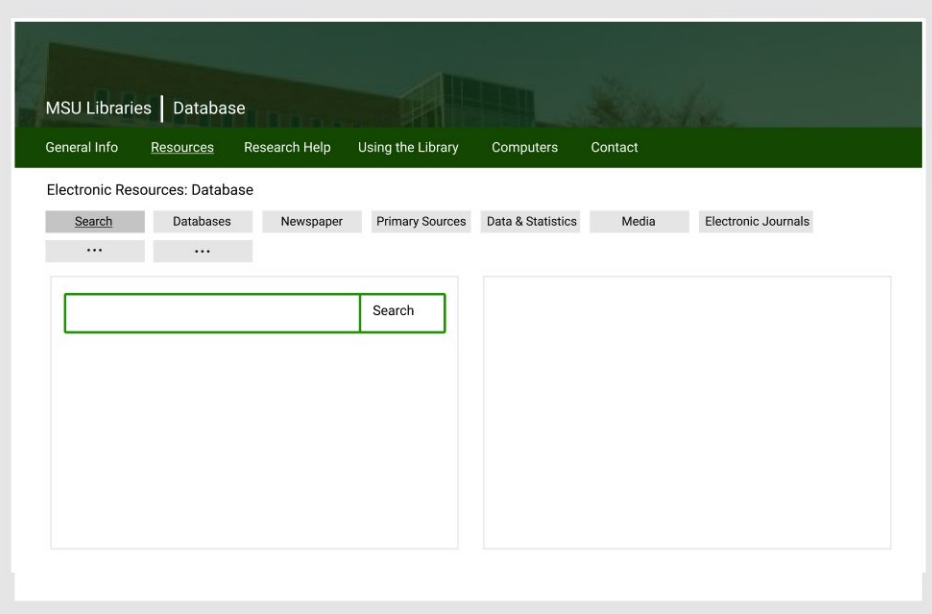
Contact a Subject Librarian

Welcome to LibChat!

Name: (blank=anonymous)



Combination of the four



The screenshot displays the MSU Libraries Database website. At the top, there is a dark green header with the text "MSU Libraries | Database". Below this, a navigation menu includes links for "General Info", "Resources", "Research Help", "Using the Library", "Computers", and "Contact". The main content area is titled "Electronic Resources: Database" and features a row of tabs: "Search", "Databases", "Newspaper", "Primary Sources", "Data & Statistics", "Media", and "Electronic Journals". Below the tabs, there are two empty rectangular boxes, one on the left and one on the right. The left box contains a search input field with a "Search" button next to it.



Medium

The screenshot displays the MSU Libraries website interface. At the top, a dark green header contains the MSU Libraries logo on the left and user account options on the right. Below the header is a white navigation bar with links for 'About', 'Using the Library', 'Research Help', and 'Resources'. The main content area features a large, dark green background image of a modern library building. Overlaid on this image is a white search box with the text 'Search the library' and a 'Search' button. At the bottom of the page, a white footer contains three columns of text: 'Today's Hours', 'Quick Links', and 'Upcoming Events'.

MSU Libraries My Library Account
Ask a Librarian

About Using the Library Research Help Resources

Search the library

Search

Today's Hours Quick Links Upcoming Events

Thank you!

