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Library Website Review

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All data and research presented is based on research conducted in a study by:

Principal Investigator: Amy Vecchione
Co-Principal Investigator: Beth Allen
Co-Principal Investigator: Deana Brown
Key Personnel: Amanda Baschnagel
Requests from Library Staff & Faculty

- merge articles and databases tabs
- fix the left navigation menu options
- review the services navigation
- create a sitemap of all pages
- user testing of key tasks
- replace image on the index
- revolving icons to promote services
- add peer review and full text to search box
- remove duplication of links on index
- WCL chat widget
- improve circulation and borrowing pages
Things we can’t do... Yet

- connect MyBoiseState to Reserves
- single sign on to library EZProxy in MyBoiseState
Tell us...

Amy Vecchione, a professor and librarian at Boise State, is leading a study to assess use of the library website. This survey is completely voluntary, consists of two questions.

You must be at least 18 years old to take this survey. This study involves no foreseeable serious risks. Your responses are anonymous.

If you have any questions or concerns feel free to contact Amy Vecchione at (208) 426-1625 or you may contact the Institutional Review Board by calling (208) 426-5401 or by writing: Institutional Review Board, Office of Research Compliance, Boise State University, 1910 University Dr., Boise, ID 83725-1138.

If you would prefer not to participate, please do not fill out a survey and click the X symbol in the upper right of this pop-up window.

If you consent to participate, please complete the survey.

I use the library the most as a(an) *

I came to the library website to... *

- Look for historic images
- Learn more about a topic
- Looking for a group study room
- Check out some equipment
- Use Scholarworks
- Cite something
- Find an article or peer reviewed article
- Conduct a literature review
- Find a book
- Get help and talk to a librarian
February 2, 2015

I use the library the most as a (an)

- Undergraduate student: 274 (72.3%)
- Distance student: 7 (1.8%)
- Graduate student: 58 (15.3%)
- Staff member: 10 (2.6%)
- Faculty member: 19 (5%)
- Concurrent enrollment student: 2 (0.5%)
- Independent researcher: 4 (1.1%)
- Community member: 5 (1.3%)
February 2, 2015

I came to the library website to...

- Find a book [57]
- Cite something [24]
- Learn more about a topic [73]
- Find an article or peer reviewed article [144]
- Check out some equipment [12]
- Get help and talk to a librarian [9]
- Conduct a literature review [21]
- Looking for a group study room [19]
- Use Scholarworks [14]

<table>
<thead>
<tr>
<th>Activity</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Find an article or peer reviewed article</td>
<td>144</td>
<td>38%</td>
</tr>
<tr>
<td>Learn more about a topic</td>
<td>73</td>
<td>19.3%</td>
</tr>
<tr>
<td>Cite something</td>
<td>24</td>
<td>6.3%</td>
</tr>
<tr>
<td>Find a book</td>
<td>57</td>
<td>15%</td>
</tr>
<tr>
<td>Check out some equipment</td>
<td>12</td>
<td>3.2%</td>
</tr>
<tr>
<td>Look for historic images</td>
<td>6</td>
<td>1.6%</td>
</tr>
<tr>
<td>Get help and talk to a librarian</td>
<td>9</td>
<td>2.4%</td>
</tr>
<tr>
<td>Conduct a literature review</td>
<td>21</td>
<td>5.5%</td>
</tr>
<tr>
<td>Looking for a group study room</td>
<td>19</td>
<td>5%</td>
</tr>
<tr>
<td>Use Scholarworks</td>
<td>14</td>
<td>3.7%</td>
</tr>
</tbody>
</table>
Key Data

- Our users prefer the Chrome browser which accounts for 54% of browser usage.
- Desktop users make up 94% of the users while mobile users come in at 3.5%.
- Tablet usage is staying static at 2.5%.
- Boise State University is the network provider for over 60% of our users.
Microsoft sends Internet Explorer to tech's scrapheap

SAN FRANCISCO — It's the end of the line for Internet Explorer.

The much-maligned browser that battled Netscape to guide people around the World Wide Web was consigned to history this week by Microsoft, joining Palm Pilots, flip phones and MySpace as relics of a distant digital age.

A staple of the Internet for nearly two decades, the Explorer brand will be replaced by a flashier, speedier browser codenamed Project Spartan that will run on phones, tablets and personal computers but is expressly made for a new era of mobile devices.
Top Link Clicked Data

WorldCat Local All Tab 32%
Database Tab 8.5%
WCL All Search 6%
MyBoiseState Header 4%
Articles Tab 4%
Journals Tab 2%
Academic Search Premier 2%
Books Tab 1%
Finding Articles from the Library Site

- 80% can locate an article
- 20% could not, but had issues with understanding the question
Finding Peer Reviewed Articles

- 60%, left to their own choice, will use the library’s web site to find peer reviewed articles
- 40% will use Google to find a peer reviewed article
Finding Any Article on a Topic

- 80% of users will use Google to locate an article
- 20% will use the library’s web site
For Assignments

- 60% of users will use Google to find the article
- 40% of users will use the library’s web site
Finding the Library Website

40% of users cannot locate the library website
Left Menu
Changes
September 6, 1932 — February 6, 1965

**Opening of the Boise Junior College**

In 1932 Boise Junior College opened its doors. Reference: "Boise College: An Idea Grows by Eugene B. Chaffee"
Access Services pages

Borrowing Materials

- Change title to “Borrowing?”
- Add a link to Borrowing on the Books tab
- “Materials available for circulation”
  - retire page as it has redundant information
- “On-Shelf Hold” service
  - rename?
  - update
- “Course Reserves”
  - Add DIY Electronic Reserves to Reserves tab
- “Learning and Study Spaces”
  - retire this page as it has been replaced by http://library.boisestate.edu/space/index.php
- “Lockers and Study Carrels”
  - rework this page
- Loan periods chart
  - rework
Articles & Databases
Tabs Combined
Chat Widget now available in WorldCat Local
FEEDBACK
Next Steps

- Informal user testing with library staff
- LibGuides discussions and user testing
- Dean’s Page
- Technology and Innovation Lab pages
- Your Ideas!