

Faculty Interview – Key Findings

General Findings Related to Langsdale Library Website

1. Had never suggested the library as a resource to his students
2. Kevin navigated to library going to the UB homepage and first looking under the “Campus Resources” navigation link and then the “Academic” link before finding the “Libraries” link on the page
3. Within the library site, when reviewing sub-navigation drop down links on the left hand side of the page, links disappear when your mouse is not directly over them – this was frustrating.
4. Kevin did not attempt to use the library search function at all and instead spent time reviewing the different menus available in the navigation and then scanned the pages to decide if he was in the right place.
5. Was surprised to find information that was valuable to his course under the library’s “Research” section “
6. Tried unsuccessfully tries to click on the UB logo on the library stie to get back to homepage – assumed it was a home link

Findings for Book Search

1. All library branding and logos disappear on the search screens, this caused uncertainty about whether he was still on a UB site.
2. Same issue when using inter-library loan search. The page was titled USMAI – this had no immediate meaning to Kevin
3. User assumed that the search page would remember selections for search for one whole session and this was not true. When Kevin searched for a second book by author’s name and found that there were no results he discovered that the “Search by Author” field had reverted to its default of “Search by Keyword”.
4. The site offered an inter-library loan from the UB Law Library which seemed redundant
5. When trying to email a citation to a student from the library, the user received an error message after clicking “send”

Findings for Event Search

1. Was surprised to find no events listed on the home page of the library site even though he knew that the library does teach classes.
2. The library calendar has a visual list of months on the page so you can move forward and see future dates. The list shows 5 months at a time. However when you click the “forward” arrow, the list skips forward 4 months, not 1 as the user expected
3. Listings on the calendar interface are not clear.
4. Each event has a link that the user thought would provide more information, but instead it provided the same information that was already available, just in a pop-up box.