

# Student Interview – Key Findings

## General Findings Related to Langsdale Library Resources

1. Sara navigated to library by typing “langsdale” into search on home page, rather than finding and following homepage link to libraries; She assumed that the library site would be first search result returned
2. She found the left hand navigation to be clumsy, secondary links disappear if mouse cursor isn’t hovering over text
3. All library branding and logos are abandoned when you enter the database search screens. This caused uncertainty about whether she was still on Langsdale site and what the meaning of the search results would be.
4. Sara demonstrated that the Langsdale databases would not return results about graphic design resources (used by her MFA program, e.g. “Smile in the Mind”)

## Findings Related to Special Collections

1. Finding the “Special Collections” section is made difficult by inconsistent naming of Special Collections resources. Title on the navigation changed from “Special Collections” to “Collections”
2. the UB’s special collections are not in Langsdale “databases” – the pages appear to be a hard-coded html list on the special collections pages. They are not searchable in any way and to find information the user must have some prior information about what they want or what they expect to find.
3. Even when found, special collections resources are difficult to use:
  - a. Sara relied on her existing relationship with library staff to use the collections and her knowledge of what was available.
  - b. Instructional information on procedures for making requests for special collections not available on web pages, and perhaps not available online at all.
  - c. When found, she must take resources from the library to scan as the library does not have a scanner available.
  - d. There appears to be no formal protocol for checking special collections resources in/out, or they may not be routinely followed. It is not possible to find out online if the resources you need are currently available.
  - e. None of the special collections information is currently available in a digital format – online or otherwise.
  - f. There is no method available to view the collections visually – given the content of the collections (photos etc) the user considered this frustrating

## Findings Related to Image Retrieval

1. Sara must retrieve images digitally for her work.
2. She expects the following of an image search database
  - a. Ability to search by portrait vs. landscape layout, and black and white vs. color images.
  - b. Flexibility in handling search results such as the ability to show thumbnails, and to control the number of them which will be returned by search results (paging of results), to minimize scrolling