

### **UC-eLinks Assessment Report**

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http://www.cdlib.org/inside/assess/evaluation\_activities/docs/2007/elinks\_ucsd\_feb2007.pdf



## **Key Questions**

- Does the new design help users understand the various options in the UC-eLinks window?
- 2. Does the new design help users determine the best next step?
- 3. Does the new design improve the general usability of the UC-eLinks window?

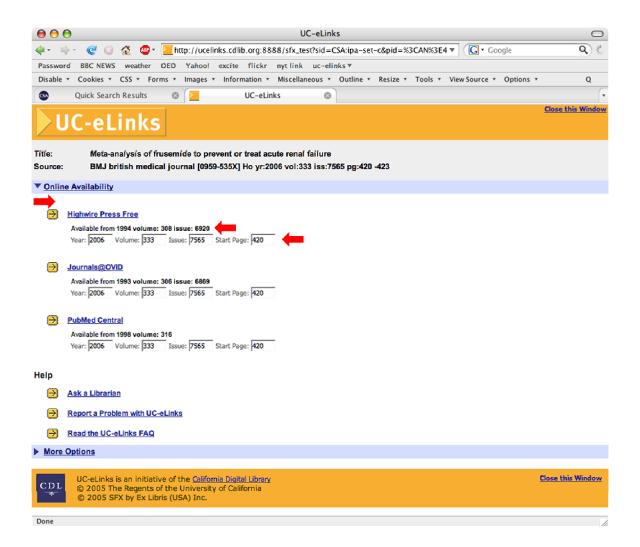


## Methodology

- Task-based user interface testing
- Interview

- Observation
- "Thinking aloud" protocol



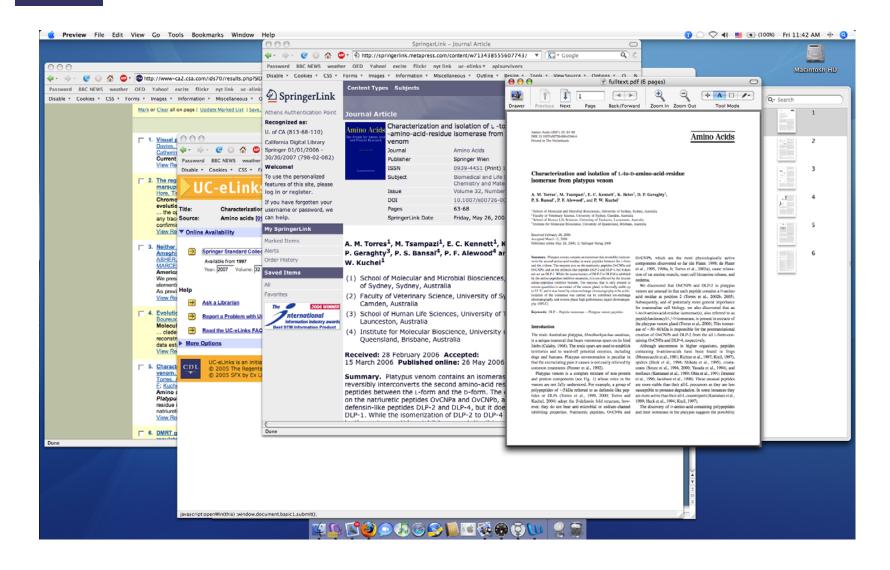






javascript:toggleAdvanced();





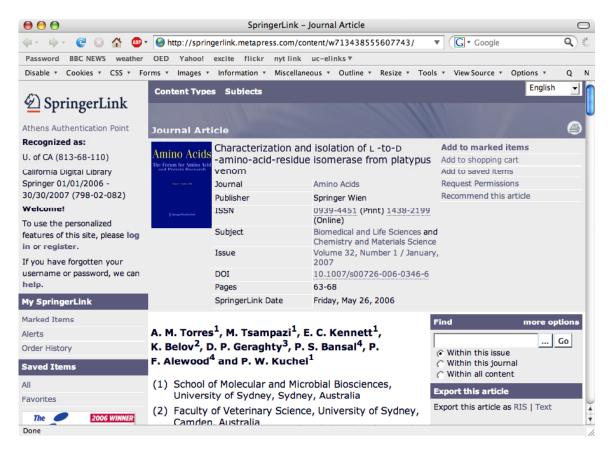


## Challenges for Users

- Awareness UC-eLinks
- Reliance on memory
- No full-text online
- Recognizing success

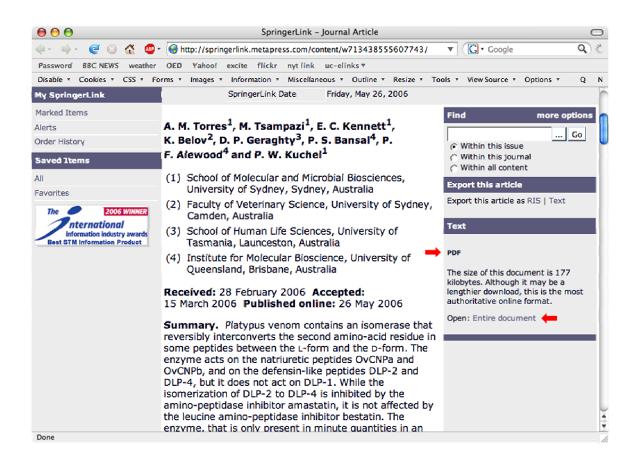


# Is this what I wanted? Show me the full text!



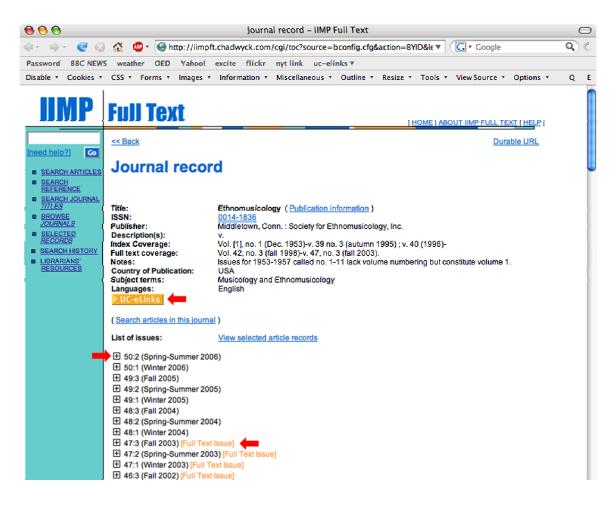


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# "They're making us do the work!"





## Two Major Findings

- 1. Placing links into logical groupings improves usability, but current labels, groupings, and links are confusing to users.
- 2. Students face many potential pitfalls in trying to reach online full text. Even if students successfully navigate through UC-eLinks to a publisher's site, there is no guarantee that they will obtain the full-text of the article they were seeking.



# Parting Thought

"I think it's very useful if you know what you're looking for and you know what these things are."