

“We don’t start with Library”:
students interviewing students
about using the Library website

Gopal Dutta / June 2023

Overview



Background and context
(4 mins)



Working with students on UX
(7 mins)



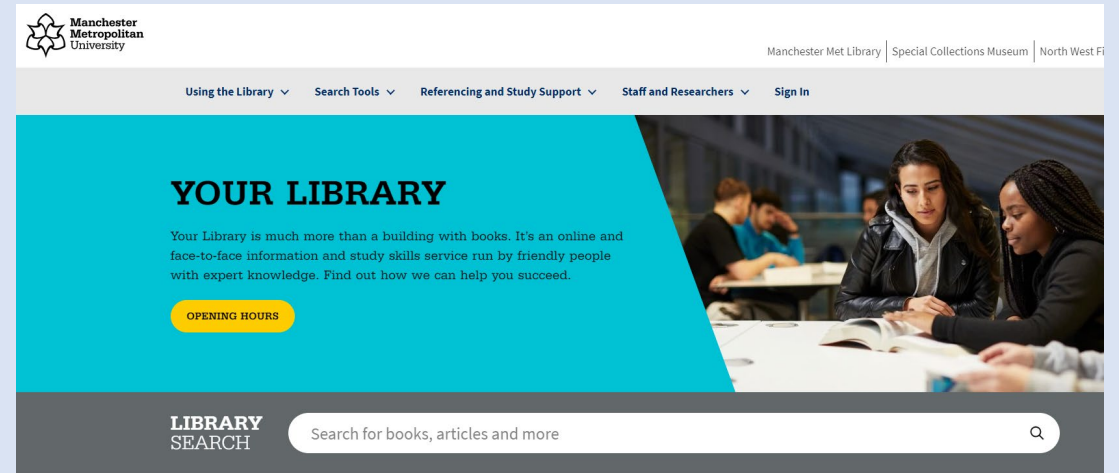
Some examples of findings and
actions
(7 mins)

Changes to Library website (2018-2020)

2018: Card sort to decide site architecture and top navigation



2020: Migration to Drupal CMS



How I understand UX

Capture what
people “do”

Combine with
other methods

Open to
change

Theoretical
underpinnings

Working with students on UX projects (2021->)

- How have we worked with students?
- What projects have they worked on?

The screenshot displays the RISE website interface. At the top, the Manchester Metropolitan University logo is on the left, followed by the 'RISE' logo. Navigation links 'FIND THEME' and 'FIND APPROACH' are on the right, along with a search bar. Below the header, a 'Welcome!' message is followed by a button that says 'LOG IN TO LEARN MORE ABOUT HOW RISE WORKS FOR YOU.'.

The main content area features several project cards:

- Upcoming (View Calendar):** A card for 'Public Histories of Islam in Britain' with a date range of '21st May to 16th June' and a '300' badge.
- Effectively YOU:** A large central card with the text 'A RISE PROGRAMME OF SELF DEVELOPMENT' and 'Being Effectively You'.
- Build Your Profile:** A card stating 'You can now earn Rise points for developing your linked in profile and sharing accomplishments.'
- Recently Added:** A section listing two events: 'I Am The Hero Of My Own Story' (7th June 10:00 to 14:00) and 'Art Wellbeing Pop Up: Assess your mind' (17th May 10:00 to 14:00).

On the right side, there is a vertical 'NEWS FEE' section with a list of items, each preceded by a small icon.



Why the move to video interviews?

- Pandemic!
- Effectiveness of video

Process for moderated interviews



Write project brief
for student to run
project



Work out which
areas of site to test
(consultation)



Devise questions –
collaboration with
student



Pilot the test



Recruitment of
participants
(payment)



Interviews



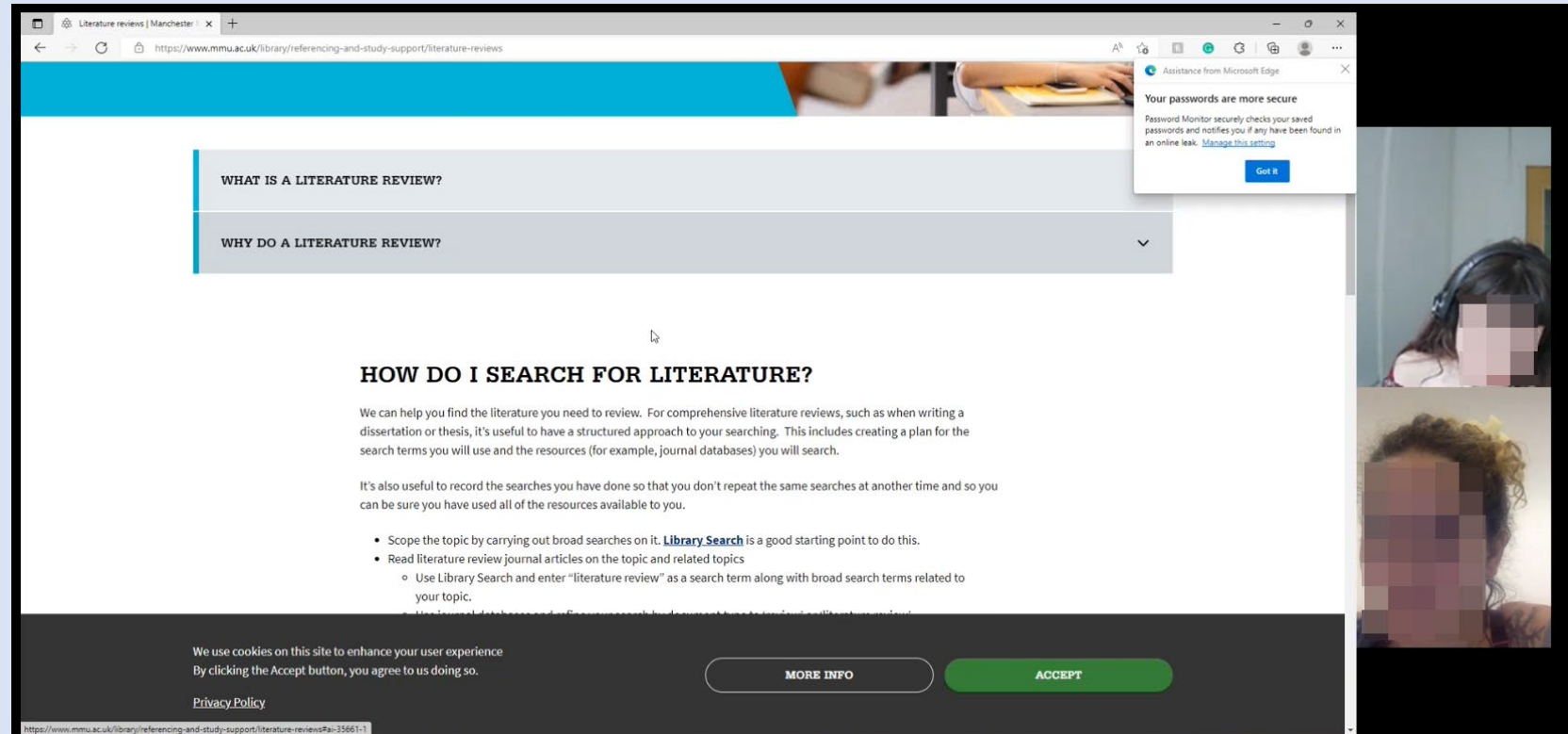
Analysis



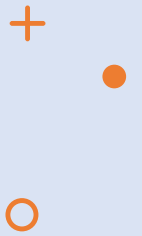
Presentation

Example of video interview

- Teams interviews
- 10-15 questions
- 30 mins – 1 hour
- Interviewer and interviewee are both students
- Both on campus



What works / what doesn't



The good parts:

- Fewer biases
- Fun & interesting for us
- Enthusiasm & different thinking
- Additional resource - critical
- Strong evidence base to create change

The less good parts:

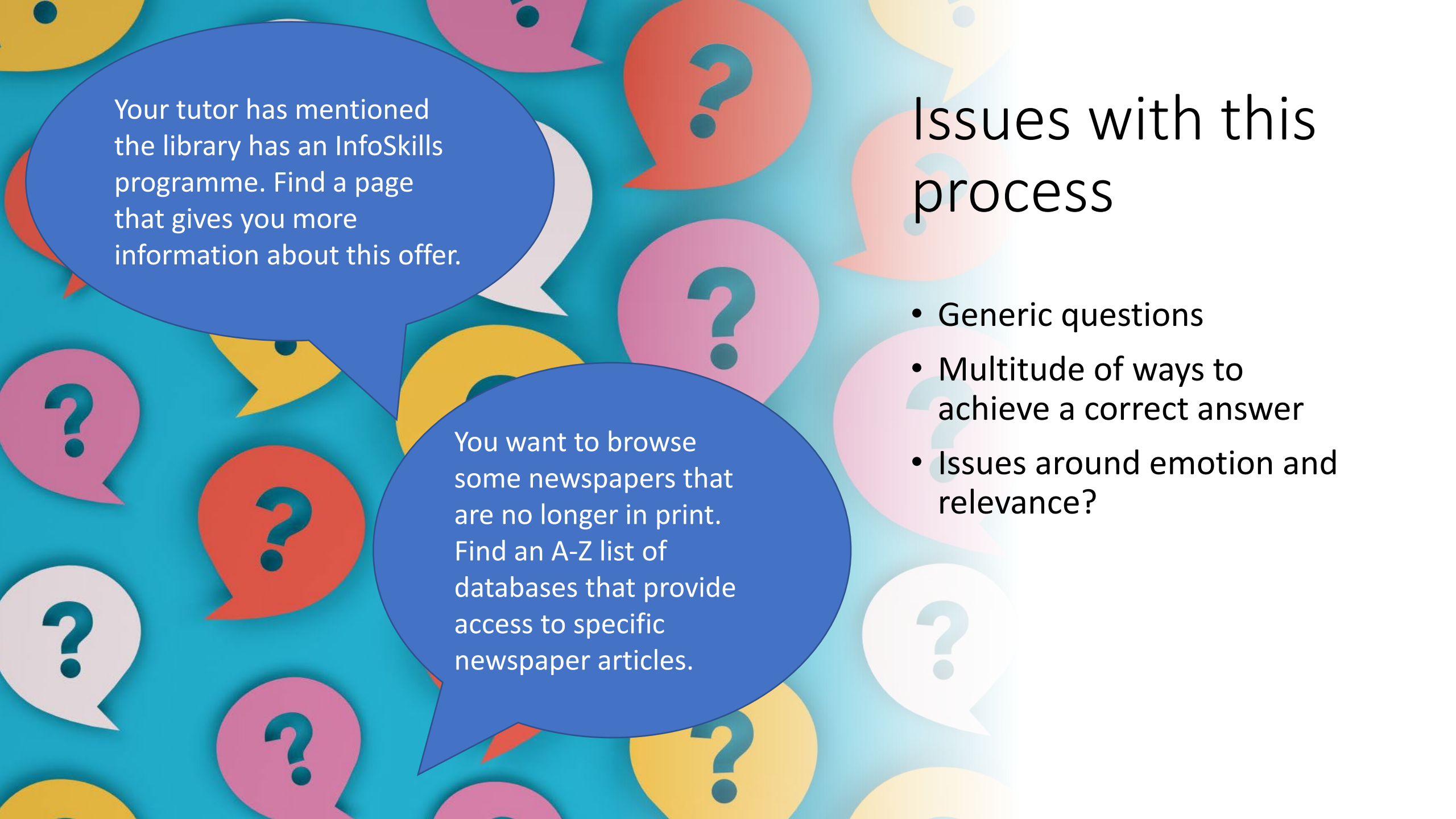
- Motivational issues
- Attendance issues
- Issues arising from short time frame
- Shyness
- Future contact

Some feedback

“One of the things I really liked about the project how accessible the data collection was. Due to the covid pandemic data collection had to take place virtually, this meant that we could be flexible and participants seemed more comfortable as they were in their own homes.”

“The only improvement would be to have had the option for the exercise to take place in person as sometimes it felt like participants were holding back answering questions or seemed like they were in a rush.”

“I think it was great and a good starter for my CV, I’ve had an interview today and they asked me about it!”



Your tutor has mentioned the library has an InfoSkills programme. Find a page that gives you more information about this offer.

You want to browse some newspapers that are no longer in print. Find an A-Z list of databases that provide access to specific newspaper articles.

Issues with this process

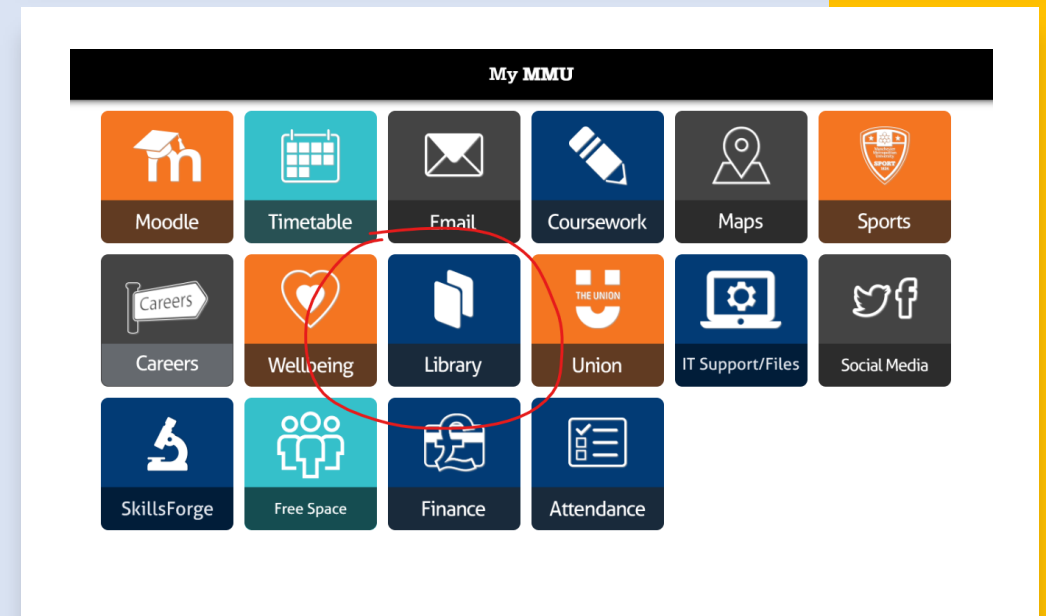
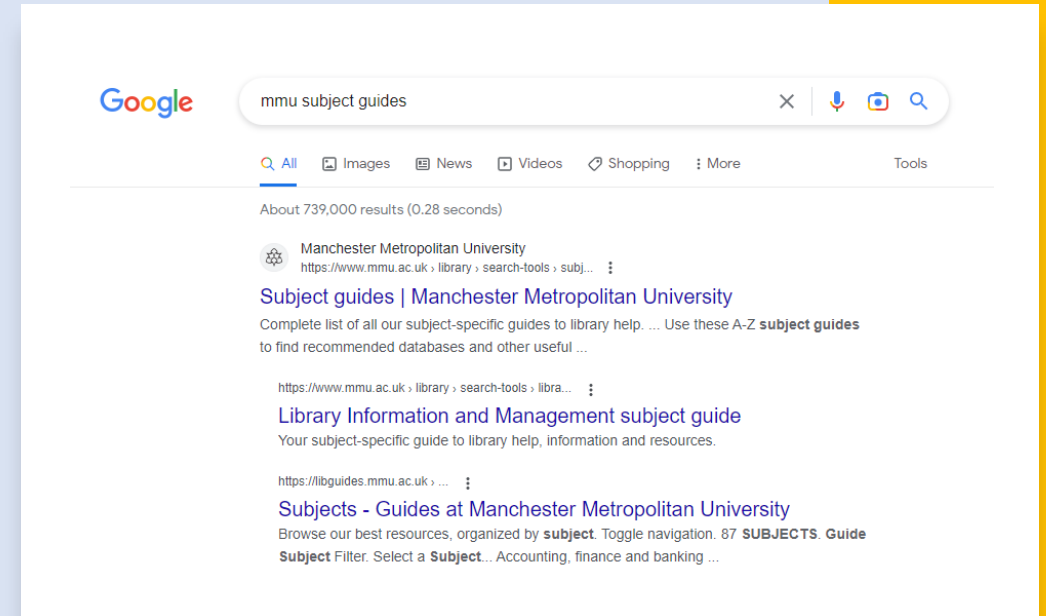
- Generic questions
- Multitude of ways to achieve a correct answer
- Issues around emotion and relevance?

Some examples
of our findings

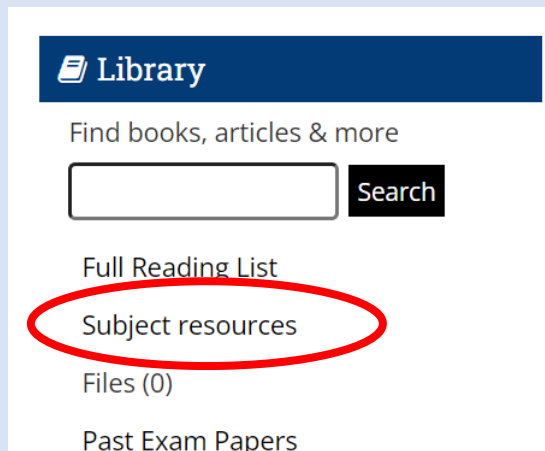


Library website is NOT the start of information seeking journey

- “I **google** the subject guide and then I click on what I need”
- “I went to the **MyMMU** bit, then I clicked on “Library”



Greater personalisation with moodle integrations



Library

Find books, articles & more

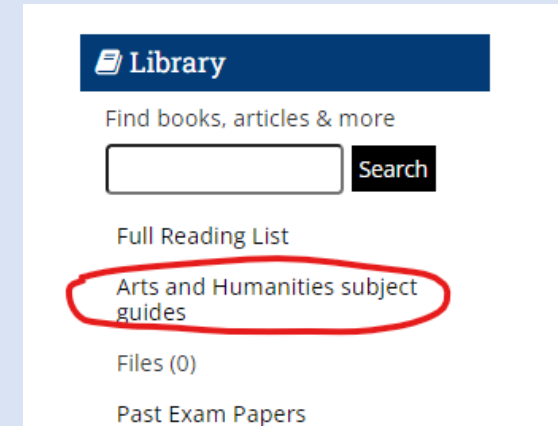
Search

Full Reading List

Subject resources

Files (0)

Past Exam Papers



Library

Find books, articles & more

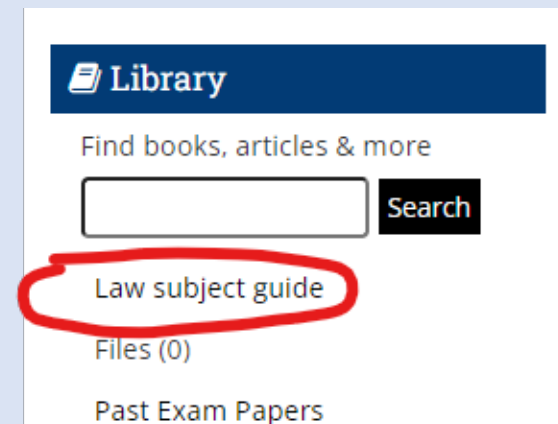
Search

Full Reading List

Arts and Humanities subject guides

Files (0)

Past Exam Papers



Library

Find books, articles & more

Search

Full Reading List

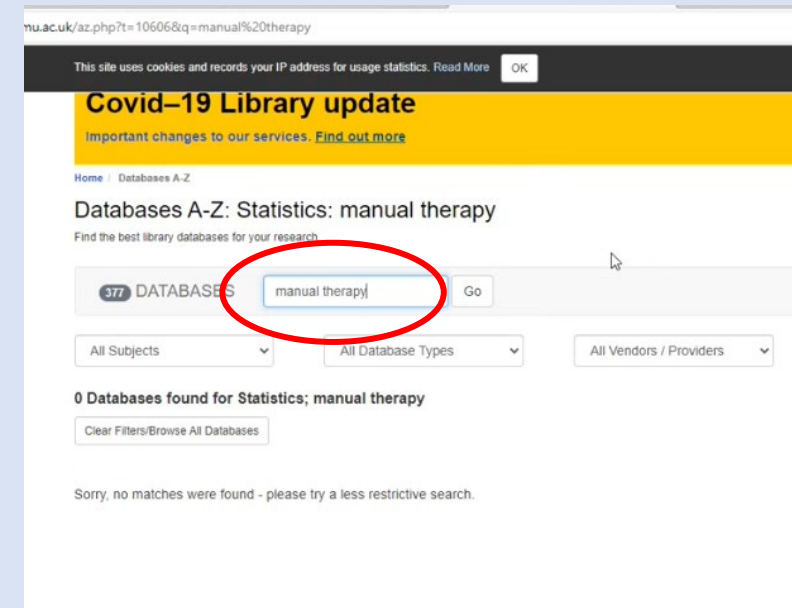
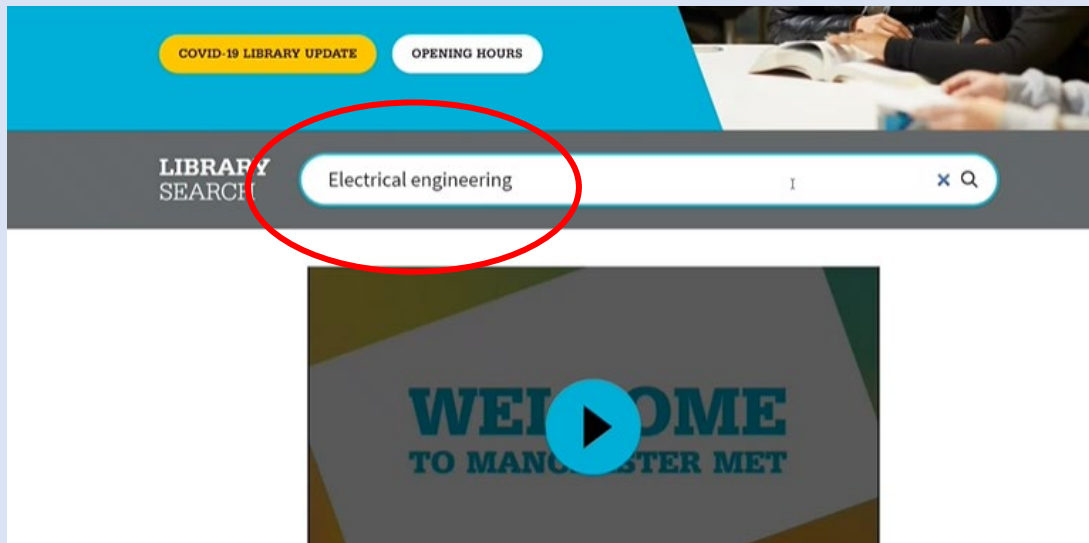
Law subject guide

Files (0)

Past Exam Papers

Problems around the Search box

- “Site search” vs “Articles, books and more”
- Users assume the search box will also search the site (but it won’t)
- Confusion around Databases AZ search vs Library Search



Clutter / overloaded pages

- “I don’t have the time to go through all of this information, even though it’s really good”
- Library content is a lot of lists?
- People miss key information
- Drupal has no ‘sub-navigation’ component
- **Workaround** ‘Contents’ section for complex pages

[Introduction - Jump to section](#)

- What is Research Data?
- What is Research Data Management?
- Why manage Research Data?
- Where can I get more support for RDM?

[Research Data Management Policy - Jump to section](#)

[Data Management Plans - Jump to section](#)

- What is a Data Management Plan?
- Funder policies
- How do I get started writing a DMP?
- What support can I get for my DMP?
- Planning to share
- Video: What is a Data Management Plan?

[Collecting and Organising Data - Jump to section](#)

- File formats
- File names and folder structures
- Versioning
- Documentation and metadata
- Survey and interview tools

[Legal and Ethical - Jump to section](#)

- Ethical approval
- Data protection

[Sensitive Data - Jump to section](#)

- Obtain consent
- Secure storage and transfer
- Encryption
- Copyright
- Video: Managing sensitive data

[Store Data - Jump to section](#)

- OneDrive
- Research Data Storage (RDS)
- DropBox for Business

LIBRARY SEARCH

Search for books, articles and more

LIBRARY SEARCH

DISCOVER ETEXTBOOKS

Interactive, digital versions of core texts

ETEXTBOOKS

LOOKING FOR A SPECIFIC SOURCE?

Our online resources and support will help you find the right source of information you need.

JOURNALS AND MAGAZINES



NEWSPAPERS



WATCH AND LISTEN



THESES



COMPANY, MARKET AND INDUSTRY
INFORMATION



STATISTICS



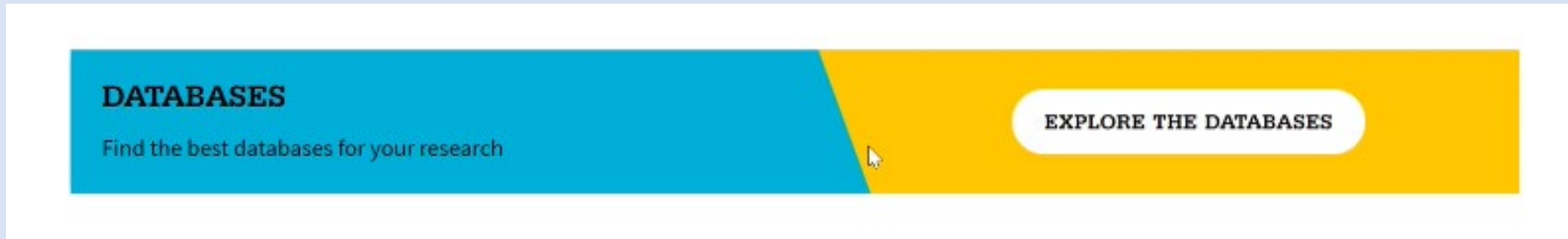
IMAGES



MAPS



Style issues: CTA banners



- “It’s nice cos it’s not too much block text”
- “The use of images is really nice as well”
- “It’s very clear, it’s very well structured”
- “It’s too bright, I tend to tune out bright colours”
- “It kind of feels like an ad, it feels like I’m being bombarded”

Accidental revelation: Chat widget

MMU HARVARD EXAMPLES

A - Jump to section

- Acts of parliament
- Annual reports
- App content
- Apps
- Archive material
- Artworks

B - Jump to section

- Bills
- Books/eBooks
- Briefing papers
- Business cases

C - Jump to section

- Case Law
- Chapter in an edited book
- Company data/reports from company financial databases
- Company reports
- Computer/video games
- Conference papers (published and unpublished) and conference proceedings

F - Jump to section

- Films/DVDs/Videos
- Foreign language sources

G - Jump to section

- General reports
- Government command papers
- Guest presentation

I - Jump to section

- Illustrations: e.g. images, pictures, diagrams, graphs, charts or tables

J - Jump to section

- Journal articles
- Journals: special issue

L - Jump to section

- Leaflets/Posters
- Lecture notes

M - Jump to section

P - Jump to section

- Parliamentary debates (Hansard)
- Parliamentary Papers - online
- Patents
- Plays
- Podcasts
- Poems
- Preprint articles
- Press release

R - Jump to section

- Religious texts

S - Jump to section

- Secondary sources
- Software
- Songs
- Sources with more than eight authors
- Sources with no author
- Speech
- Standards
- Statutory Instruments
- Systematic review - Cochrane

Chat

Summary

Good to work with students

This sort of project work is challenging

UX group established in Library

Websites are over?