

# Round Two, What's New? Comparing Two Phases of UX Research at the University of Toronto Scarborough Library

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SARAH GUAY & SUE REYNOLDS  
UNIVERSITY OF TORONTO SCARBOROUGH

# Start your search

search by title  limit to online  UTSC only

**Q Catalogue** Advanced search  
Books | Journals | Videos and DVDs | Classic catalogue

**Q Articles** Advanced search  
Scholarly | Newspapers | Magazines | Find a specific article

**Q Databases**  
By subject A-Z | Popular Databases | By title


## Quick Links

- [Research guides](#)
- [Course reserves](#)
- [E-reserves](#)
- [Book a study room](#)
- [Renew & pay fines](#)
- [Copyright](#)
- [Report noise](#)




## Using the library



**University of Toronto Scarborough Library**  
1265 Military Trail, Toronto, ON  [Map](#)  
M1C 1A4  
416-287-7500  
[Email](#) | [Book an appointment](#)

## News & Events



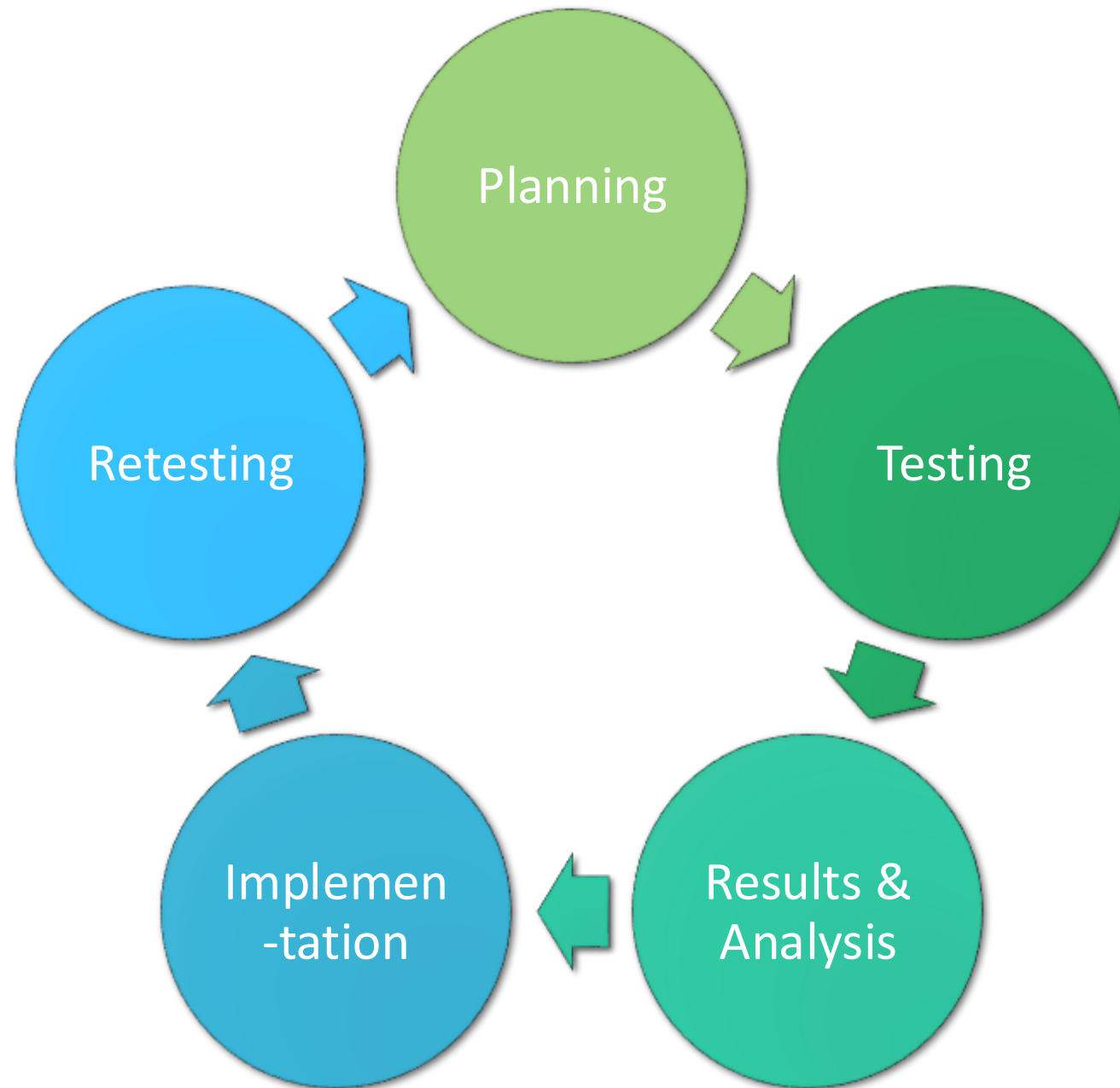
**Get Hired Conference hosted by AA&CC**  
Register by April 24 for this 3-day event

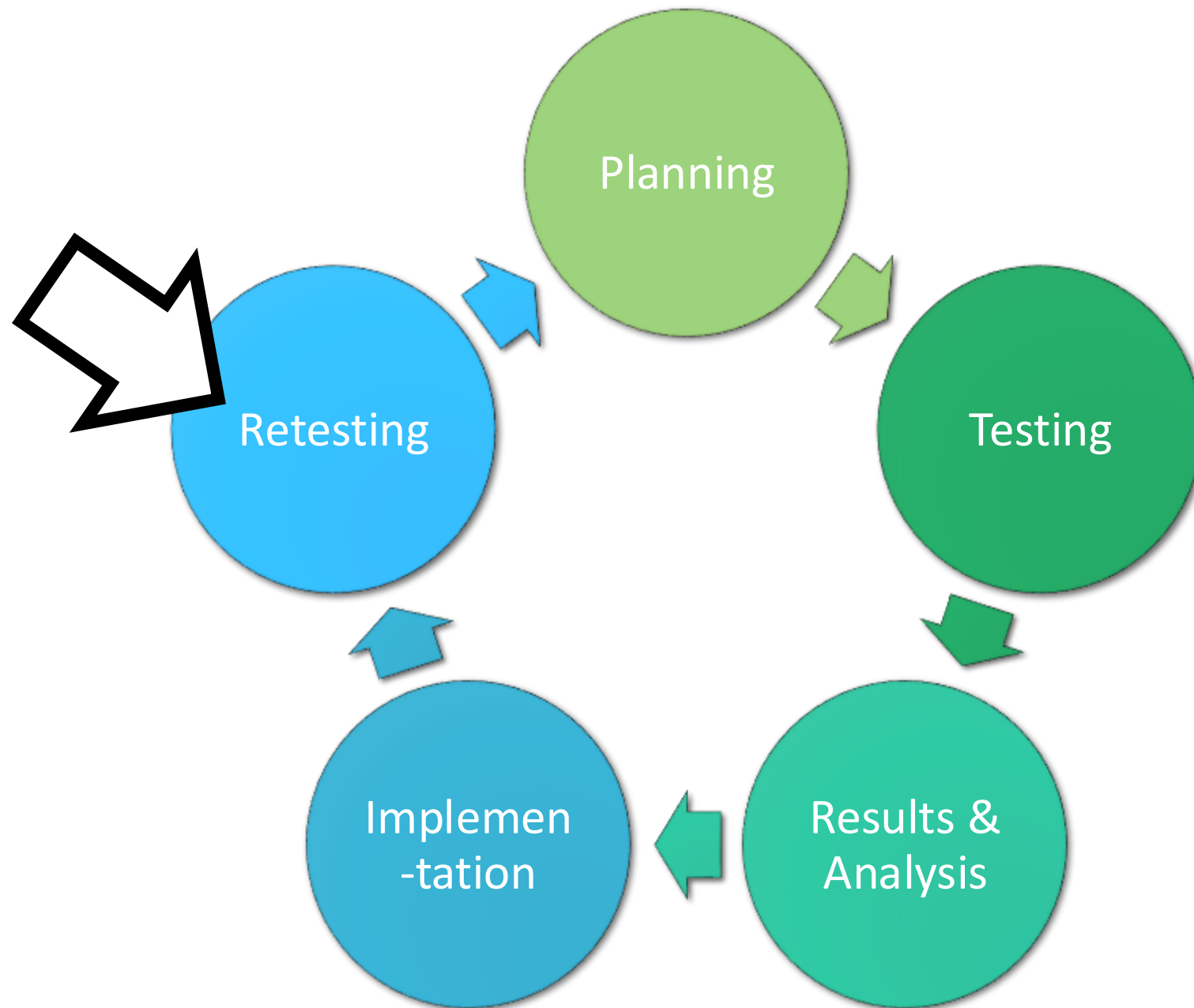


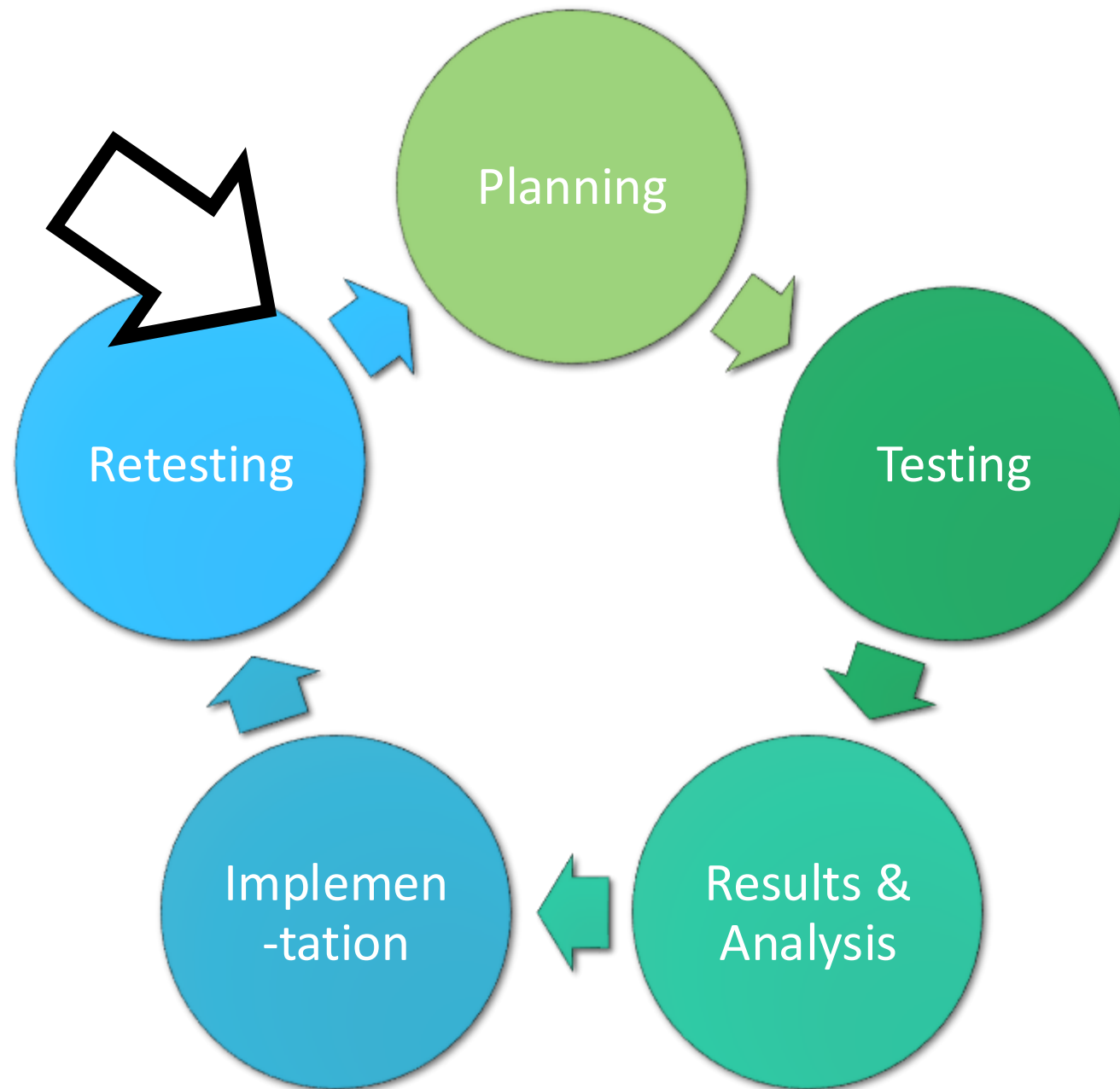
**Research Publication Workshop**  
The Writing Centre is hosting a workshop for undergraduates

**WIN UP TO \$1,000 For Your Research**  
**Undergraduate Research Events and Prizes**  
Win up to \$1000 for your research

[Share your feedback](#)







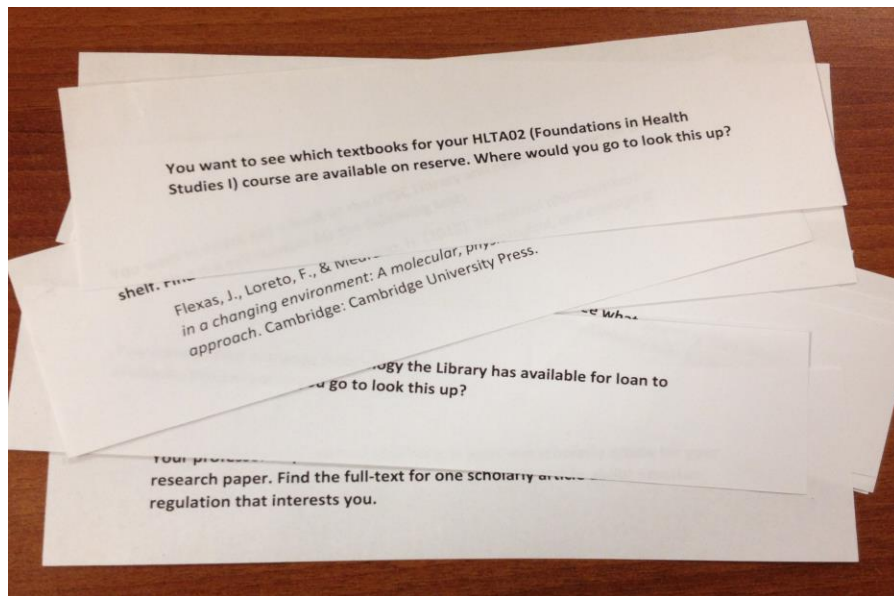
# Purpose

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- Goals for phase two of usability testing:
  1. Gain a better understanding of **user behaviours**
  2. **Make improvements** to the library website
  3. Test whether **changes made in phase one** were **effective**

# User Experience Methods

## 1. TASK SCENARIOS



## 2. CARD SORTING



# Task Scenarios

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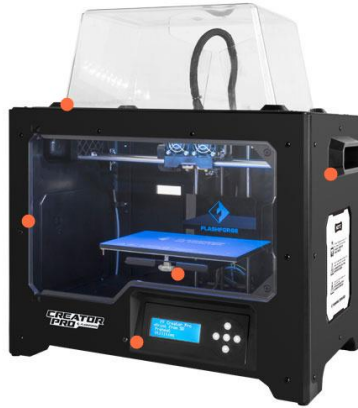




# Task Scenarios

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- 13 scenarios for 5 participants



# Post-Task Questionnaire

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Please rate your level of agreement on the following:

**I was able to accurately predict where to go to find this information from the homepage.**

Strongly Disagree    1    2    3    4    5   Strongly Agree

**As I was searching for this information, I was able to keep track of where I was in the website.**

Strongly Disagree    1    2    3    4    5   Strongly Agree

**I was successful in finding the information I was looking for.**

Strongly Disagree    1    2    3    4    5   Strongly Agree

# Post-Test Questionnaire

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**How easily you could find the Library resources that you were looking for?**

Not at all Satisfied                  Very Satisfied  
1   2   3   4   5

**How quickly you could find the Library resources that you were looking for?**

Not at all Satisfied                  Very Satisfied  
1   2   3   4   5

**Overall, how satisfied are you with your experience while using the website?**

Not at all Satisfied                  Very Satisfied  
1   2   3   4   5

**Did the scenarios and associated tasks match what you would typically use the Library website for?**

# Task Scenarios - Preliminary Findings

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# Success on Task – Trends

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Database Identification

Old Exams Repository\*

Technology Lending\*



Book Search

Peer Review

Journal Search



Course Reserves\*

Group Study Rooms

Hours of Operation\*

\* Pages which were relocated during Phase 2 as a result of card sort findings

# Task Scenarios

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The screenshot shows the University of Toronto Libraries Classic Catalogue interface. At the top, there is a dark blue header with the university's crest and the text "UNIVERSITY OF TORONTO LIBRARIES | CLASSIC CATALOGUE". Below the header, a breadcrumb trail reads "home >> catalogue". Navigation links for "Back", "Help", and "EXIT" are visible. The main heading is "Look Up Items on Course Reserve (Short Term Loan)". A search bar contains the text "psyc02". Below the search bar are three buttons: "instructor", "course code", and "course name". At the bottom, there is a link: "Faculty and instructors: find out how to put items on course reserves."

UNIVERSITY OF TORONTO  
LIBRARIES | CLASSIC CATALOGUE

[home](#) >> [catalogue](#)

[Back](#) [Help](#) [EXIT](#)

**Look Up Items on Course Reserve (Short Term Loan)**

Search for

Faculty and instructors: find out how to [put items on course reserves](#).

# Task Scenarios – Expectations...



UNIVERSITY OF TORONTO  
LIBRARIES | CLASSIC CATALOGUE

[home](#) >> [catalogue](#)

[Back](#) [Help](#) [EXIT](#)

**Course reserve search results**

---

2 Items on course reserve by RUOCCO,ANTHONY CHARLES for PSYC02

**1** [Details](#) **BF 76.7 .P834 2010 Stud. Wkbk.**  
**Mastering APA style : student's workbook and training guide** *6th ed.*  
American Psychological Association.  
Available for: STL3HR loan

**2** [Details](#) **BF76.7 .P83 2010**  
**Publication manual of the American Psychological Association** *Sixth edition.*  
American Psychological Association.  
Available for: STL3HR loan

[Back](#) [Help](#) [EXIT](#)

# Task Scenarios - ... vs. Reality



UNIVERSITY OF TORONTO  
LIBRARIES | CLASSIC CATALOGUE

home >> catalogue

[Back](#) [Help](#) [EXIT](#)

Course reserve search results

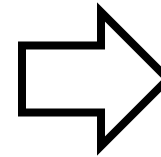
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2 Items on course reserve by RUOCCO,ANTHONY CHARLES for PSYC02

**1** [Details](#) **BF 76.7 .P834 2010 Stud. Wkbk.**  
**Mastering APA style : student's workbook and training guide 6th ed.**  
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Available for: STL3HR loan

**2** [Details](#) **BF76.7 .P83 2010**  
**Publication manual of the American Psychological Association Sixth edition.**  
American Psychological Association.  
Available for: STL3HR loan

[Back](#) [Help](#) [EXIT](#)



UNIVERSITY OF TORONTO  
LIBRARIES | CLASSIC CATALOGUE

home >> catalogue

[Back](#) [Help](#) [Previous](#) [Next](#) [EXIT](#)

Course reserve search results

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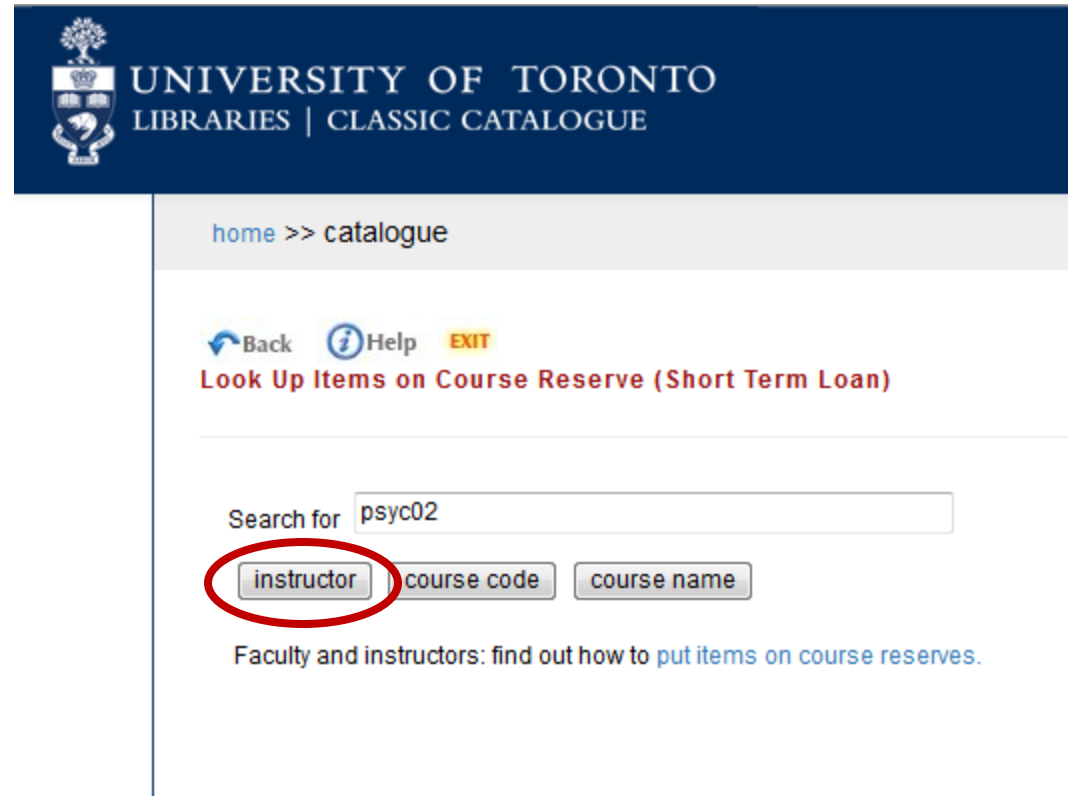
**List of Instructors**

- [PUGH,MARY](#)
- [PULWER,REMIGIUSZ](#)
- [PUNZALAN,DAVID](#)
- [PURTLE,JENNIFER](#)
- [QUAN FUN,GEORGE](#)
- [QUAN,VINH](#)
- [QUASTEL,JEREMY D](#)
- [QUINE,BEN](#)
- [QUINLAN,KRISTINA MARIA](#)



# Task Scenarios - Before

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 UNIVERSITY OF TORONTO  
LIBRARIES | CLASSIC CATALOGUE

[home](#) >> [catalogue](#)

[Back](#) [Help](#) [EXIT](#)

[Look Up Items on Course Reserve \(Short Term Loan\)](#)

Search for

Faculty and instructors: find out how to [put items on course reserves](#).

# Task Scenarios - After

---

The screenshot displays the University of Toronto Libraries Classic Catalogue interface. At the top, the university's crest and the text "UNIVERSITY OF TORONTO LIBRARIES | CLASSIC CATALOGUE" are visible. Below this, a breadcrumb trail shows "home >> catalogue". Navigation links for "Back", "Help", and "EXIT" are present. The main heading is "Look Up Items on Course Reserve (Short Term Loan)". A search bar contains the text "psyc02". Below the search bar are three filter buttons: "course code", "instructor", and "course name". The "course code" button is circled in red. At the bottom, a note reads "Faculty and instructors: find out how to [put items on course reserves](#)."

UNIVERSITY OF TORONTO  
LIBRARIES | CLASSIC CATALOGUE

home >> catalogue

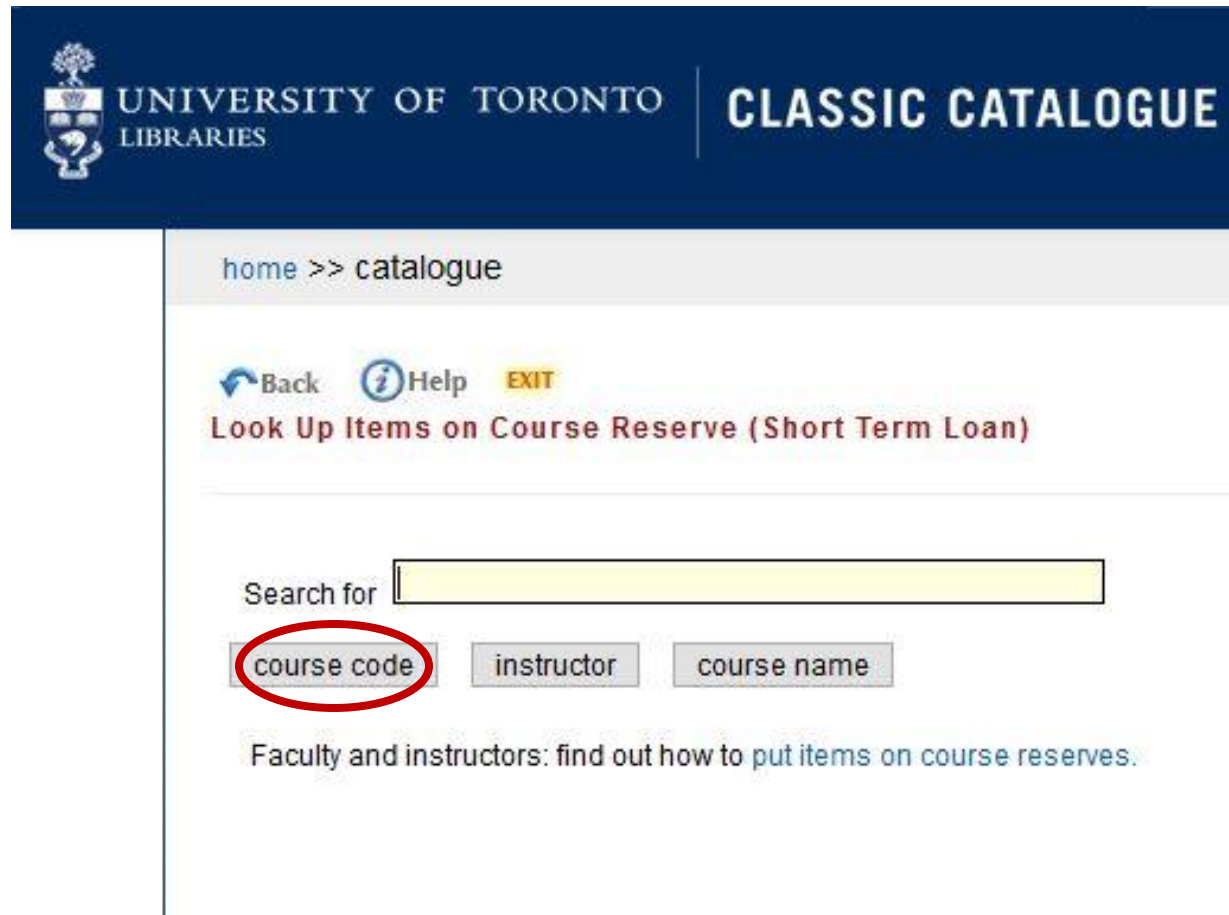
[Back](#) [Help](#) [EXIT](#)

**Look Up Items on Course Reserve (Short Term Loan)**

Search for

Faculty and instructors: find out how to [put items on course reserves](#).

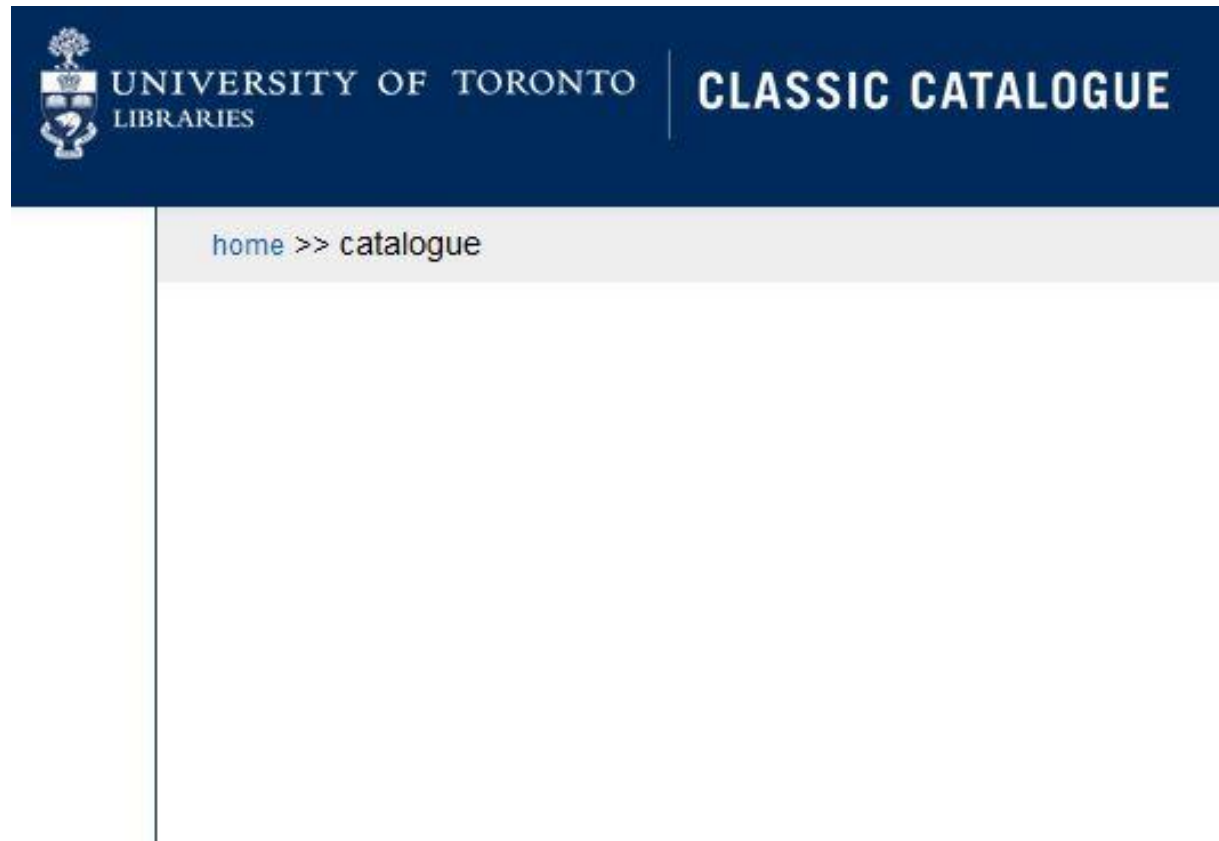
# Task Scenarios – New Problems!



The screenshot displays the 'UNIVERSITY OF TORONTO LIBRARIES CLASSIC CATALOGUE' header. Below the header, a breadcrumb trail reads 'home >> catalogue'. Navigation links for 'Back', 'Help', and 'EXIT' are present. The main heading is 'Look Up Items on Course Reserve (Short Term Loan)'. A search form includes a text input field labeled 'Search for' and three buttons: 'course code' (circled in red), 'instructor', and 'course name'. A footer note states: 'Faculty and instructors: find out how to [put items on course reserves](#)'.

# Task Scenarios – New Problems!

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The screenshot shows the top navigation bar of the University of Toronto Libraries Classic Catalogue. The bar is dark blue with the university crest and logo on the left, followed by the text "UNIVERSITY OF TORONTO LIBRARIES" and "CLASSIC CATALOGUE" on the right. Below the bar is a light grey breadcrumb trail containing the text "home >> catalogue".

UNIVERSITY OF TORONTO LIBRARIES | CLASSIC CATALOGUE

[home](#) >> [catalogue](#)

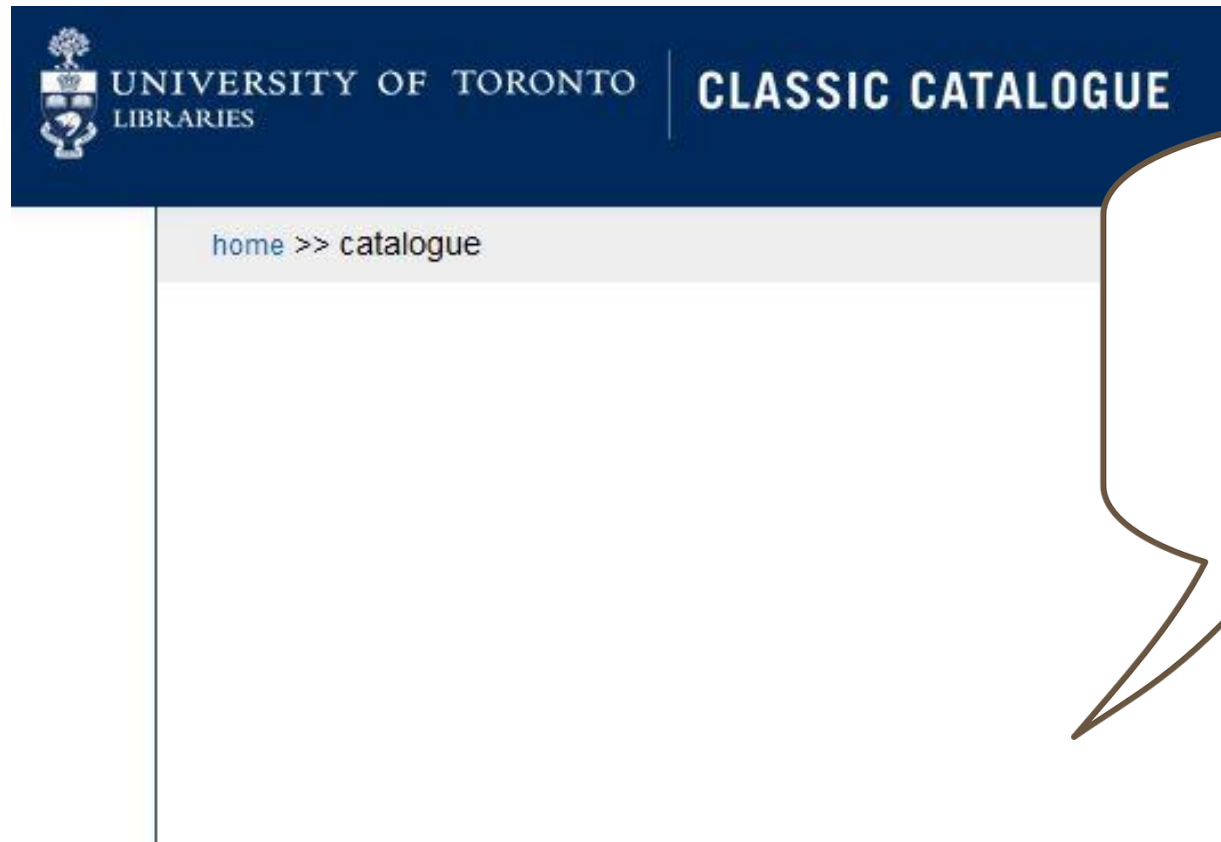
# Task Scenarios – New Problems!

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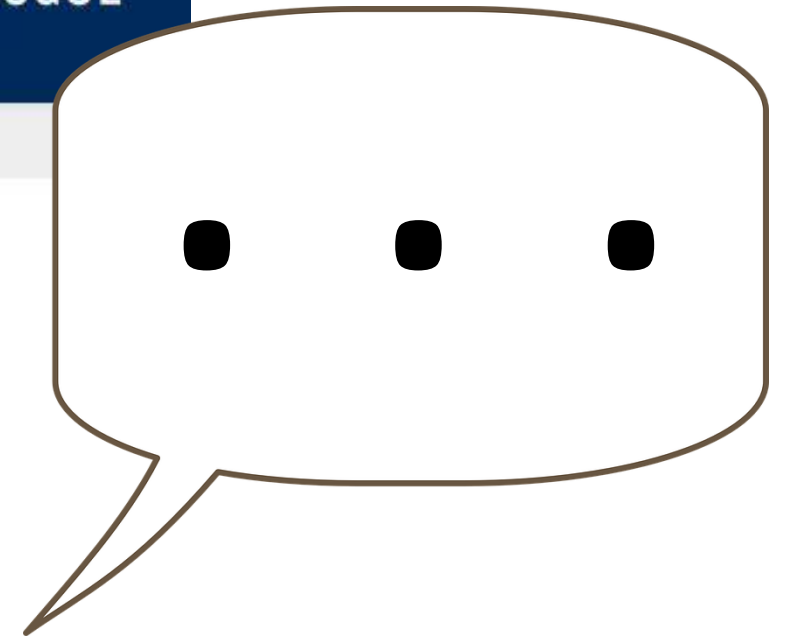
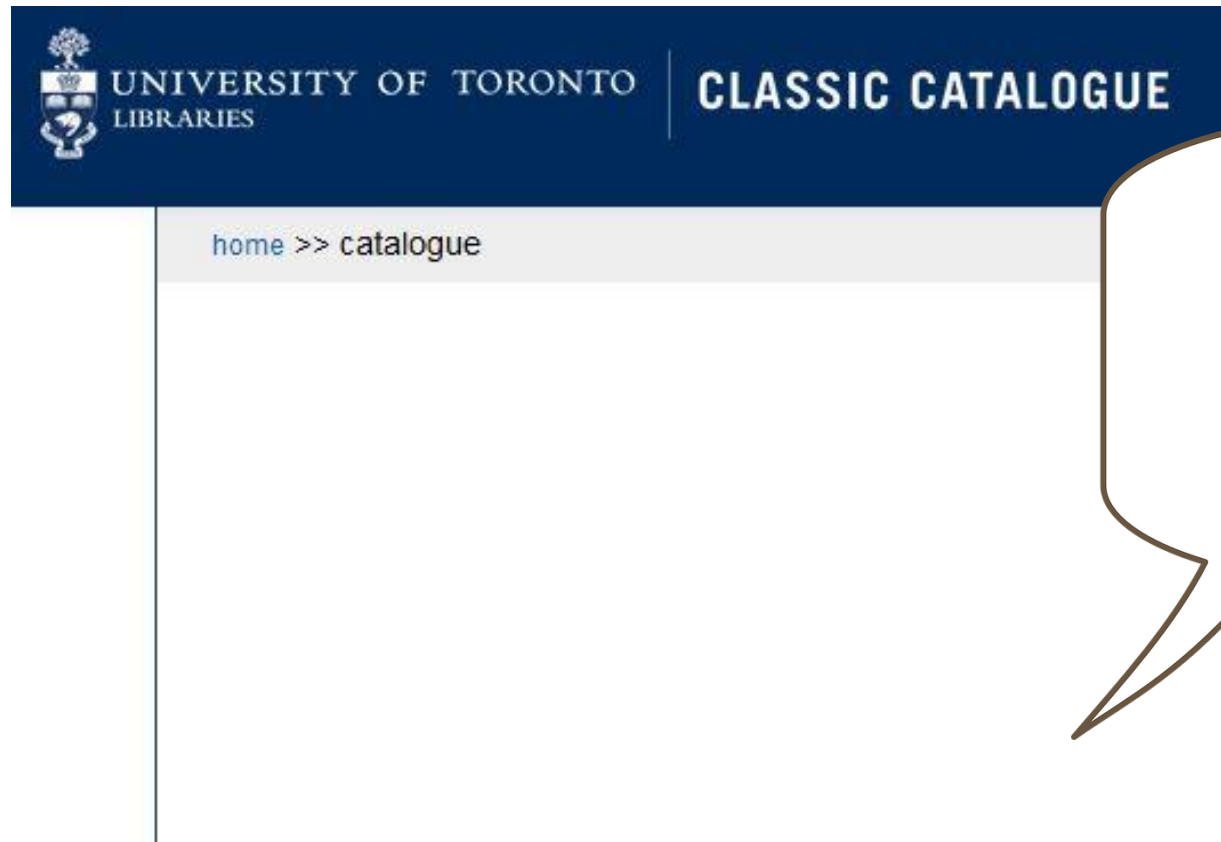
# Task Scenarios – New Problems!

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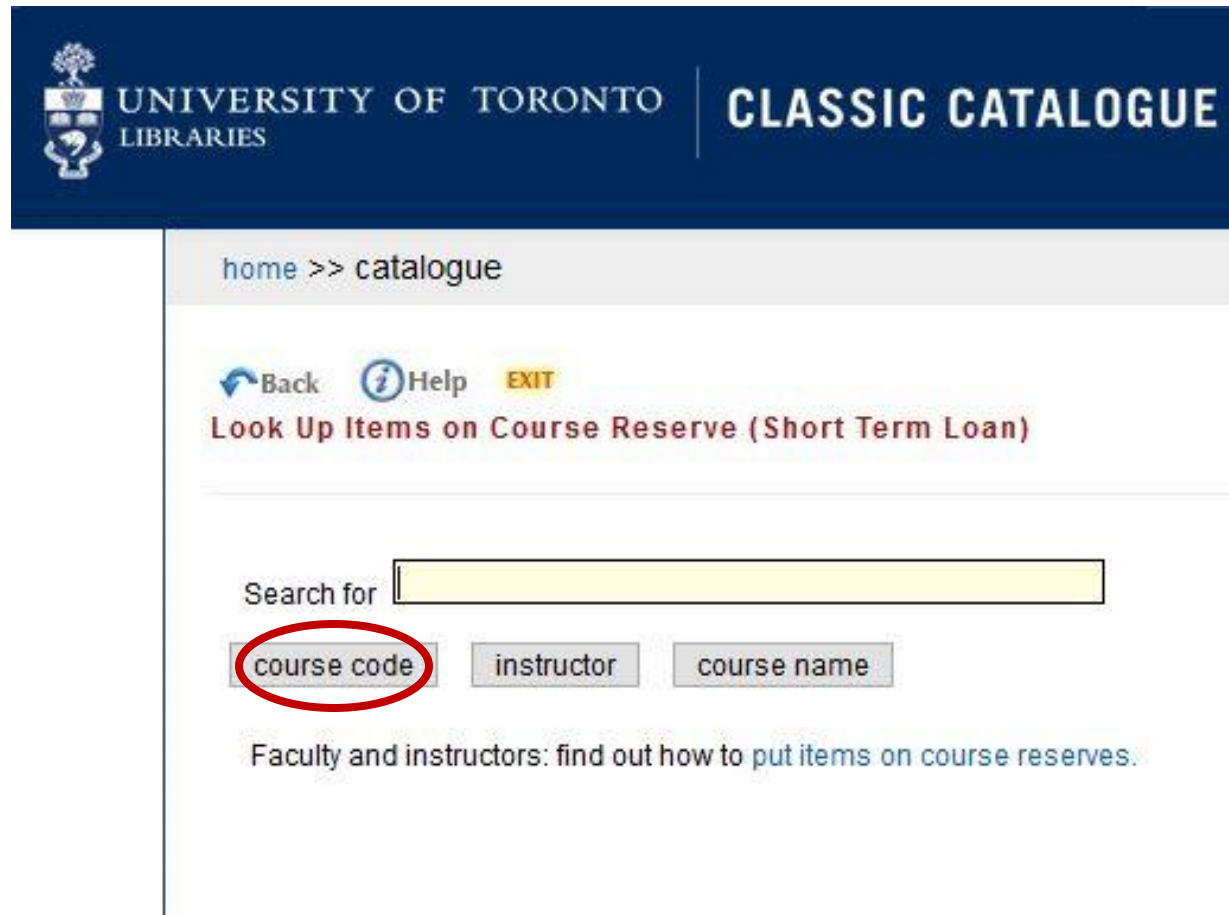


# Task Scenarios – New Problems!

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# Task Scenarios – New Problems!



The screenshot displays the University of Toronto Libraries Classic Catalogue interface. At the top, the university logo and name are on the left, and "CLASSIC CATALOGUE" is on the right. Below this, a breadcrumb trail shows "home >> catalogue". Navigation links for "Back", "Help", and "EXIT" are present. The main heading is "Look Up Items on Course Reserve (Short Term Loan)". A search form is shown with a "Search for" label and a text input field. Below the input field are three buttons: "course code" (circled in red), "instructor", and "course name". A link at the bottom reads "Faculty and instructors: find out how to put items on course reserves."

UNIVERSITY OF TORONTO LIBRARIES | CLASSIC CATALOGUE

home >> catalogue

[Back](#) [Help](#) [EXIT](#)

Look Up Items on Course Reserve (Short Term Loan)

Search for

[course code](#) [instructor](#) [course name](#)

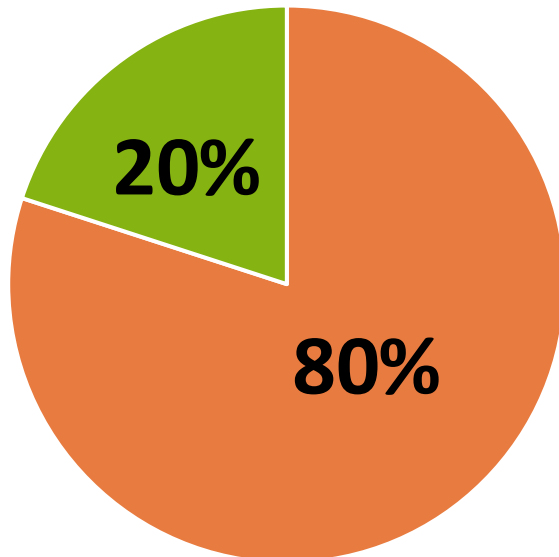
Faculty and instructors: find out how to [put items on course reserves](#).



# Phase 1

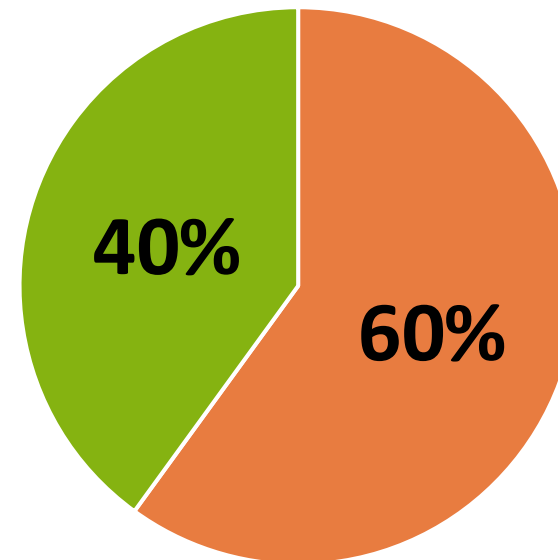
# Phase 2

**Overall Satisfaction with Using Website**



■ Satisfied ■ Very Satisfied

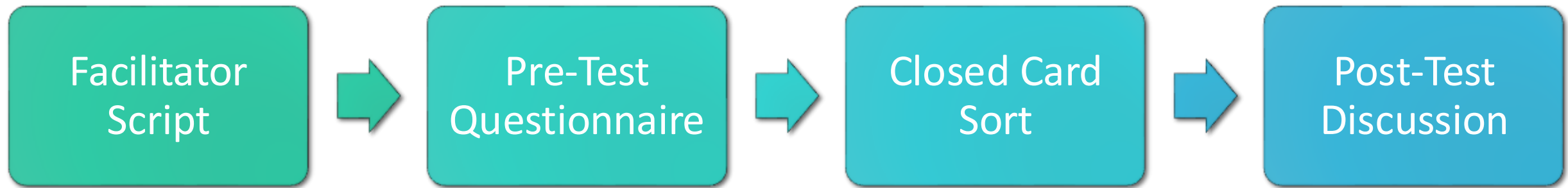
**Overall Satisfaction with Using Website**



■ Satisfied ■ Very Satisfied

# Card Sorting

---



# Card Sorting

---

**Technology  
Lending**

(front)

A list of technology  
items available for  
loan at the UTSC  
Library

(back)

# Post-Test Discussion

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- Observation form:
  - Any easy cards? Hard cards?
  - Inclusion in more than one category? Any added categories?
  - How would you “label” cards or categories?
  - Anything new you learned about?

Station B

Research

Book a Research Appointment

Research Help

Peer Review & Ulrich's

UofT Research Repository (TSpace)

Citation Management

How to Cite

Research Guides

Articles and Databases

Services

Book a Research Appointment

Suggest a Book, Film, or other Purchase

Digital Scholarship Unit (DSU)

Copy, Print, Scan

Makerspace

Visit

Information & Reference Desk

Group Study Rooms

WiFi & Computers

Makerspace

The BRIDGE

Ask

Email Library Help

How to Cite

Ask a Librarian Chat

About

Student Volunteering

Policies & Guidelines

Hours of Operation

Borrowing & Renewing

Report Noise

Liaison Librarian Program

My Account

UTORid

Renew & Pay Fines

Review My Account

Catalogue OR materials OR Resources

Books, eBooks, Journals, and More

Articles and Databases

Borrow from other UofT Libraries (ICD)

Borrow from other institutions (ILL/RACER)

Course Reserves

Technology Lending

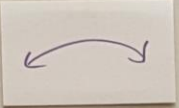
Old Exams Repository

Archives & Special Collections

Unsortable

Assignment Calculator

Station B



Dig. Account Settings

Resources and Repositories

Help

Books, ~~Reserves~~ and reserves

About

Search: \_\_\_\_\_

Unsortable

Review My Account

Group Study Rooms

Information & Reference Desk  
As Librarian Chat

Books, eBooks, Journals, and More

Hours of Operation

Report Noise

UTORid Settings

Citation Station  
How to Cite  
- Review Ulrich's  
Management

Research Help  
Guides

Course Reserves

Borrowing & Renewing

Renew & Pay Fines

Articles and Databases

Liaison Librarian Program

Technology Lending

Policies & Guidelines

Assignment Calculator

Copy, Print, Scan

Technical help  
WiFi & Computers

Archives & Special Collections

BR  
Makerspace  
The Bridge

Old Exams Repository

Borrow from external sources (outside UTSC)  
Borrow from other Libraries (ICB)  
Other institutions (ILL/RACER)

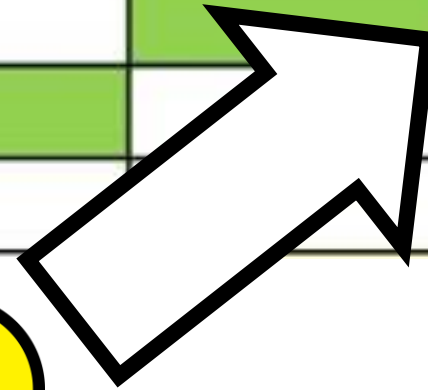
Digi. Scholarship Unit (DSU)  
Scholarship and Volunteer  
Student Volunteering

UofT Research Repository (TSpace)

Suggest a Book, Film, or other Purchase

Page	Research	Services	Visit	Ask	About	My Account
Articles and databases	93%		13%			
Ask a librarian chat	13%	13%		67%		
Assignment calculator	7%	33%	13			33%
Book a research appointment	13%	40%	7%	20%		20%
Books, ebooks, journals, etc.	47%	20%	20%		7%	
Borrow - ICD	20%	67%	20%	13%	7%	13%
Borrow - ILL/RACER	20%	67%	20%	20%		13%
Borrowing and renewing		13%	7%	13%	20%	40%
Citation management	73%	7%	20%			
Copy, print, scan						
Course reserves	7%	47%	20%		13%	20%
Group study room		60%	33%	7%		20%
Hours of operation			53%		53%	
How to cite	67%	7%	7%	27%		
Information & ref desk		27%	27%	33%	33%	
Liaison librarian program	7%	53%			20%	
Makerspace		33%	27%		13%	
Old exams repository		67%	13%			
Peer review & Ulrich's	80%			13%		
Policies and guidelines			7%		100%	
Renew and pay fines		27%			7%	67%
Report noise		33%	13%	33%	7%	
Research guides	100%					
Research help	67%	20%		33%		
Review my account		7%				100%
Suggest a book, film, etc.	7%	40%	7%	7%	7%	13%
Technology lending	7%	87%		7%		7%
UTORid				13%		93%
WiFi and computers		60%	13%	7%	7%	

Page	Research	Services
Information & ref desk		27%
Liaison librarian program	7%	53%
Makerspace		33%
Old exams repository		67%
Peer review & Ulrich's	80%	
Policies and guidelines		



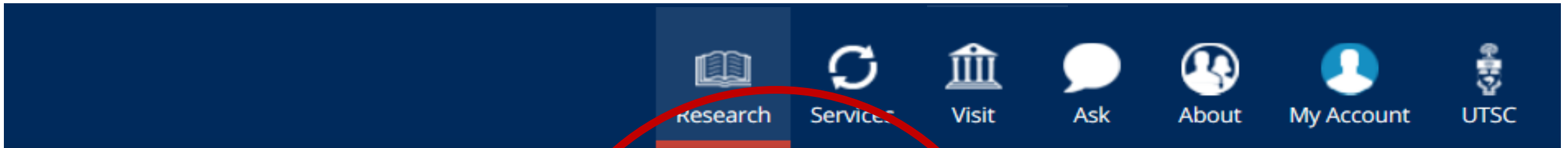


Page	Research	Services
Information & ref desk		27%
Liaison librarian program	7%	53%
Makerspace		33%
Old exams repository		67%
Peer review & Ulrich's	80%	
Policies and guidelines		



# Card Sorting - Before

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## Find

- Books, ebooks, journals, and more
- Articles and databases
- Data and statistics
- Geospatial data, GIS, and maps
- Newspapers
- Audio, images, and video
- Government information

## Collections

- Course reserves
- Old exams repository
- Technology lending
- U of T research repository (TSpace)
- Archives & Special Collections

## Tools

- Research guides
- How to cite
- RefWorks and citation management
- Peer review and Ulrich's
- Assignment calculator

# Card Sorting - After

---



## Find

- Books, ebooks, journals, and more
- Articles and databases
- Newspapers
- Audio, images, and video
- Government information
- Map and Data Library

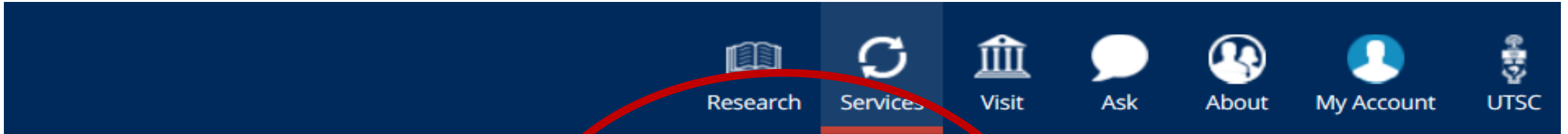
## Collections

- Course reserves
- U of T research repository (TSpace)
- Digital Scholarship Unit (DSU)
- Archives & Special Collections

## Tools

- Research guides
- How to cite
- RefWorks and citation management
- Peer review and Ulrich's
- Assignment calculator

# Card Sorting - Before



## Borrow and request

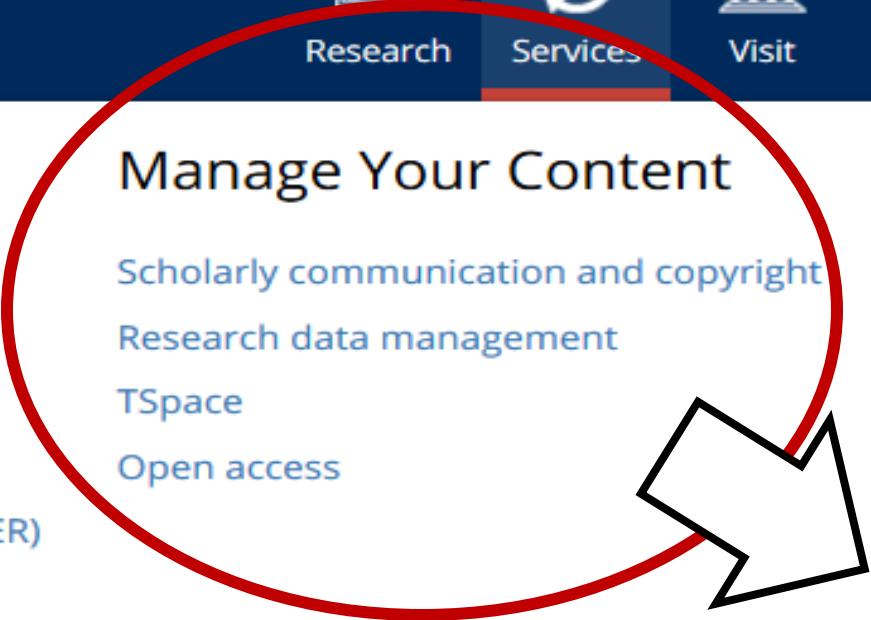
- Renew and pay fines
- Course reserves
- Borrowing and renewing
- Borrow from other U of T libraries (ICD)
- Borrow from other institutions (ILL/RACER)
- Services for people with disabilities
- Suggest a book, film, or other purchase
- Report a missing item

## Manage Your Content

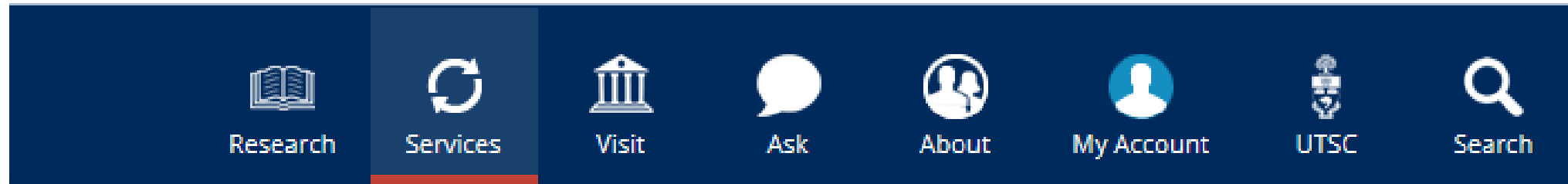
- Scholarly communication and copyright
- Research data management
- TSpace
- Open access

## Faculty

- Faculty library support guide
- Liaison librarians
- Course reserves - faculty requests
- Film reserves - faculty requests
- UTSC InfoExpress



# Card Sorting - After



## Borrow and request

- [Course reserves](#)
- [Old exams repository](#)
- [Borrowing and renewing](#)
- [Borrow from other U of T libraries \(ICD\)](#)
- [Borrow from other institutions \(ILL/RACER\)](#)
- [Services for people with disabilities](#)
- [Suggest a book, film, or other purchase](#)

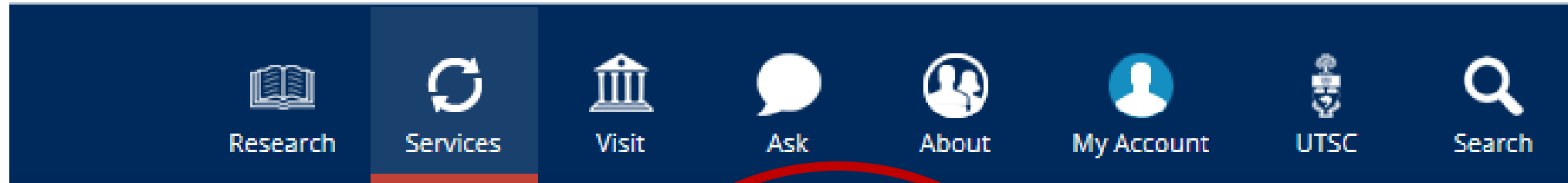
## Technology

- [Technology lending](#)
- [Copy, print, scan](#)
- [WiFi and computers](#)
- [UTSC computer labs](#)
- [Computer help](#)

## Faculty

- [Faculty library support guide](#)
- [Course reserves - faculty requests](#)
- [Film reserves - faculty requests](#)
- [Researcher support](#)
- [UTSC InfoExpress](#)

# Card Sorting - After



## Borrow and request

- Course reserves
- Old exams repository
- Borrowing and renewing
- Borrow from other U of T libraries (ICD)
- Borrow from other institutions (ILL/RACER)
- Services for people with disabilities
- Suggest a book, film, or other purchase

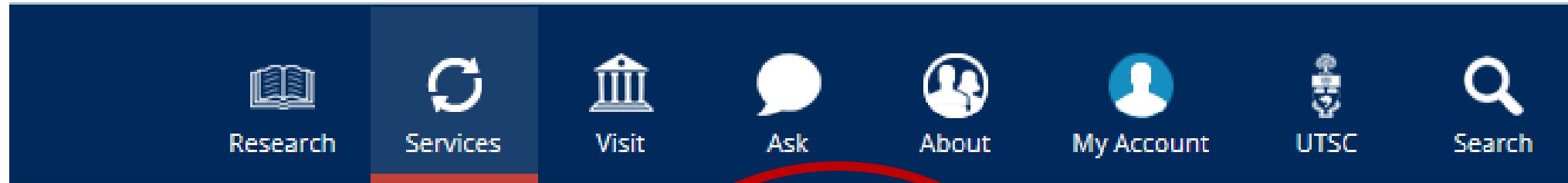
## Technology

- Technology lending
- Copy, print, scan
- WiFi and computers
- UTSC computer labs
- Computer help

## Faculty

- Faculty library support guide
- Course reserves - faculty requests
- Film reserves - faculty requests
- Researcher support
- UTSC InfoExpress

# Card Sorting - After



## Borrow and request

[Course reserves](#)

[Old exams repository](#)

[Borrowing and renewing](#)

[Borrow from other U of T libraries \(ICD\)](#)

[Borrow from other institutions \(ILL/RACER\)](#)

[Services for people with disabilities](#)

[Suggest a book, film, or other purchase](#)

## Technology

[Technology lending](#)

[Copy, print, scan](#)

[WiFi and computers](#)

[UTSC computer labs](#)

[Computer help](#)

## Faculty

[Faculty library support guide](#)

[Course reserves - faculty requests](#)

[Film reserves - faculty requests](#)

[Researcher support](#)

[UTSC InfoExpress](#)

Page	Research	Services	Visit	Ask	About	My Account
Articles and databases	82%		9%			
Ask a librarian chat	9%	27%		64%		
Assignment calculator		55%				36%
Book a research appointment	55%	27%	9%	9%		18%
Books, ebooks, journals, etc.	64%		18%			
Borrow - ICD	18%	55%	9%	9%		
Borrow - ILL/RACER	18%	45%	9%	9%		
Borrowing and renewing		27%		18%	45%	
Citation management	55%	27%		9%		
Copy, print, scan		55%	18%	9%	9%	
Course reserves	27%	27%	9%			9%
Group study room		45%	27%			9%
Hours of operation			27%		73%	
How to cite	73%	9%		27%		
Information & ref desk	9%	9%	27%	36%	18%	
Liaison librarian program	18%	27%		9%	18%	
Makerspace		36%	45%		9%	9%
Old exams repository	9%	64%				
Peer review & Ulrich's	82%			18%		
Policies and guidelines			9%		91%	
Renew and pay fines		9%				82%
Report noise		9%	9%	18%	9%	27%
Research guides	91%	9%				
Research help	45%	27%		27%		
Review my account						91%
Suggest a book, film, etc.		18%	9%	18%		27%
Technology lending		45%		9%	9%	
UTORid				9%		73%
WiFi and computers		27%	27%	9%	18%	



<b>Page</b>	<b>Original Location</b>	<b>Agreement % (n=15)</b>	<b>New Location</b>	<b>Agreement % (n=14)</b>
<b>Hours of operation</b>	Visit	53% Visit + About	About	64%
<b>Information &amp; ref desk</b>	Visit	27%	Ask	36% Visit + Ask
<b>Old exams repository</b>	Research	0%	Services	64%
<b>Report noise</b>	Visit	13%	Ask	21% Ask + My Account
<b>Technology lending</b>	Research	7%	Services	43%
<b>UTORid</b>	Visit	0%	My Account	79%
<b>WiFi and computers</b>	Visit	13%	Services	22% Services + Ask

Page	Original Location	Agreement % (n=15)	New Location	Agreement % (n=14)
Hours of operation	Visit	53% Visit + About	About	<b>64%</b>
Information & ref desk	Visit	27%	Ask	36% Visit + Ask
Old exams repository	Research	0%	Services	<b>64%</b>
Report noise	Visit	13%	Ask	21% Ask + My Account
Technology lending	Research	7%	Services	43%
UTORid	Visit	0%	My Account	<b>79%</b>
WiFi and computers	Visit	13%	Services	22% Services + Ask

Page	Original Location	Agreement % (n=15)	New Location	Agreement % (n=14)
Hours of operation	Visit	53% Visit + About	About	64%
Information & ref desk	Visit	27%	Ask	<b>36% Visit + Ask</b>
Old exams repository	Research	0%	Services	64%
Report noise	Visit	13%	Ask	21% Ask + My Account
Technology lending	Research	7%	Services	<b>43%</b>
UTORid	Visit	0%	My Account	79%
WiFi and computers	Visit	13%	Services	22% Services + Ask

Page	Original Location	Agreement % (n=15)	New Location	Agreement % (n=14)
Hours of operation	Visit	53% Visit + About	About	64%
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Report noise	Visit	13%	Ask	<b>21% Ask + My Account</b>
Technology lending	Research	7%	Services	43%
UTORid	Visit	0%	My Account	79%
WiFi and computers	Visit	13%	Services	<b>22% Services + Ask</b>

# Easy / Hard Card Sorts

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✓ Research items

✗ Digital Scholarship Unit

✓ Hours

✗ Research vs. Services

✓ My Account

✗ Visit vs. About

✓ Policies

✗ Ask vs. Help

# Did You Learn About Anything New?

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- AskChat
- Assignment Calculator
- ICD / ILL
- Liaison Librarian Program
- Report Noise
- Technology Lending

# Preliminary Conclusions

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- Both phases of UX testing were successful individually
- Phase 1 vs. Phase 2:
  - **Task Scenarios:** Results were mixed, indicating that some task performances improved (e.g. locate a database, identify the old exams repository) while others declined (e.g. locate a scholarly journal, find article full-text).
  - **Card Sorting:** Multiple pages moved as a result of Phase 1 were successful changes; others, such as the Information & Reference Desk, Report Noise, and Technology Lending pages, either lack consensus or show positive trends.

# Key Takeaways

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- Set clear success criteria and pilot test all materials
- Aim for less experienced users during recruitment
- Consider timing of the testing (avoid exams!!)
- Library jargon may contribute to difficulties
- Prioritize what to test and what to change



Slides: <https://bit.ly/2JLrx7L>

# Questions?

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**THANK YOU!** 😊

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