OPAC Redesign at WSU Libraries

WSU Libraries OPAC Redesign Committee
The team: OPAC Redesign Committee

• Senior Associate Dean : Kathy Downes
• Consultant : Nancy Deyoe

• Hongfei Li – Library Systems Developer, Chair
• Sai Deng -  Metadata Cataloger
• Susan Matveyeva – Catalog Librarian
• Curt Friehs – Business Librarian
• John Stewart – Stacks Manager
• Muhammad Usmani - Graphics consultant
Outline

• Background information
  – Preliminary user study
  – Literature research

• Comparative analysis of different OPAC interfaces
  – Two approaches combined
  – Redesigning issues

• Blog as a project management platform

• Prototyping and revolving design
  – Live Prototype; Interface; Search options…
  – Enhanced features
    • Amazon info
    • Dynamic map display

• User study

• Final thoughts
  – Function-centered vs. user-centered design
  – New generation catalog
Background information

• Preliminary user study
  – Feedback from a Select Group of Our User Community, Feedback from the LibQual Comments
    • “…to date there have been 881 responses, 70 of which were from faculty, to LibQual, a library assessment survey…”
      - from WSU Faculty Senate Library Committee Meeting Summary, May, 2006
    • “Online card catalog need overhaul!…”
    • “Online services leave a lot to be desired. The interface is confusing, the options are unclear.”
    • “Navigation through the library NOT an easy web activity. Sorry, google or altavista is quicker.”
    • “Electronic resources are difficult to access. Online database is difficult to navigate, confusing, and unhelpful in general.”
    • “It is not easy to request information through the web of interlibrary loan after you search in the library web page.”
      …
    • “I like the web-based journal and literature search engines. Generally I am able to find what meets my needs.”
    • “Great access of library resources from home!”
Background information

• Literature research
  – Webvoyage Manual
  – Literature on Library OPAC redesigning
    • Designing Web Usability : The Practice of Simplicity
    • Usability Engineering
    • Jakob Nielson's 10 principles on user interface design
    • Task-Centered User Interface Design: a Practical Introduction
    • Usability toolkit
Comparative analysis of different OPAC interfaces: Two approaches combined

• Evaluate OPAC more from experience
  – Diversity of Team Members:
    • Administration
    • Stack management
    • Cataloging
    • Reference
    • Systems
Comparative analysis of different OPAC interfaces: Two approaches combined

• Usability Guidelines on OPAC redesign
  – Simple and natural dialogue;
  – Minimal user memory load;
  – Consistency and standards;
  – Provide feedback;
  – Provide clearly marked exits;
  – Provide shortcuts;
  – Help users prevent, recognize, diagnose, and recover from error;
  – Help and documentation.

• Some initial analysis examples:
  – Heuristic Analysis of Four Different OPAC Interfaces
  – Search Options Comparison (Supplemental file)
Comparative analysis of library OPACs

• WebVoyager OPAC
  – University of Kansas OPAC
    • “View Bookbag” feature
    • “Databases”, “E-Journals” and “Other Catalogs” on the menu bar
  – University of Illinois at Urbana-Champaign OPAC
    • Library Gateway
    • Additional links
    • “e” logo for e-resources
  – University of Pittsburgh OPAC
    • Short name for OPAC
    • Search, Keyword Search
  – Yale University OPAC
    • Appealing interface design
    • Help file: lots of examples
Comparative analysis of library OPACs

- **WebVoyager OPAC**
  - [New Jersey Institute of Technology OPAC](#)
    - Cover Images, Table of Contents, Book Reviews from Amazon
      - [A screenshot by Jim Robertson, Assistant University Librarian, NJIT](#)
    - Map Direction

- **Other System’s OPAC**
  - [North Carolina State University OPAC](#)
    - Endeca’s enterprise search solutions
    - Guided navigation, faceted browsing, improved subject access
Redesigning issues at WSU

• **Banner**
  – Short Name or Full Name?
  – Logo, alt text, size, color, style…
  – Links on the banner
  – Menu buttons

• **Basic Search**
  – “Search by” options
    • Last 5 Years
    • Locations
    • Formats

  – “Quick limits” options
    • Default limit: title or keyword?
    • Call number: browse or not?
    • Operators: AND, OR, NOT
Redesigning issues at WSU

• **Advanced Search**
  – “Search in” options
  – Course Reserve options

• **Search Result Screen**
  – Title-Title Long-Author-Date- “e” (Garphics for e-resources)
  – Graphic icons for different formats

• **Individual Record Screen**
  – Brief View-Long View- Staff View

• **Help files**
  – Customize search help files
  – Search tips, more search examples

• **More librarians and staff involved …**
  – [OPAC Suggestions from Reference Group](#)
Blog as a project management platform

- **Near Time** [https://www.near-time.net/login](https://www.near-time.net/login)

Overview screen
Blog as a project management platform
Prototyping and revolving design

• Live Prototype
• Interface
  – Banner and menu tests
    • http://rm102pc.ah.wichita.edu/WebVoyage1.htm
    • http://rm102pc.ah.wichita.edu/WebVoyage2.htm
    • http://rm102pc.ah.wichita.edu/WebVoyage3.htm
    • Final Version
Prototyping and revolving design

- **Basic Search Screen**
  - “Quick Limits” Options

![Quick Limits](image)
Prototyping and revolving design

- **“Search by” Options**
  - Short descriptions added, fields are reordered.

```
Search by:

Title (Omit first word if: a, an, the)
Journal Title (Omit first word if: a, an, the)
Author (Last Name first)
Subject Heading
Keyword Title
Keyword Anywhere (and, or, not)
Keyword Relevance
Call Number
Author Sorted By Title
```
Prototyping and revolving design

- More patron functions enabled
  - My Bookbag
  - My OPAC
  - Saved Searches

- Index Screen
  - Formats added
Prototyping and revolving design

• Change List

• More enhanced features
  – Amazon info
  – Dynamic Map Display
  – Call Number Browse
User study

- User Survey
  - WSU OPAC Redesign User Survey Form
  - User Survey Results

- Focus Group

- Usability test
  - Usability Test: User Sheet
  - Usability Test: Evaluation Monitor’s Sheet
  - Other planning files
Final thoughts

- Function-centered design vs. User-centered design

- New Generation Catalog
  - Library Gateway Vs. OPAC
  - Cross Reference Linking & Full Text
  - Browse Features with Suggestions
  - Federated Search
Questions?

Thank you!
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