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The roving scholar & the library

Extending usability testing to mobile devices & asking what students really want on them

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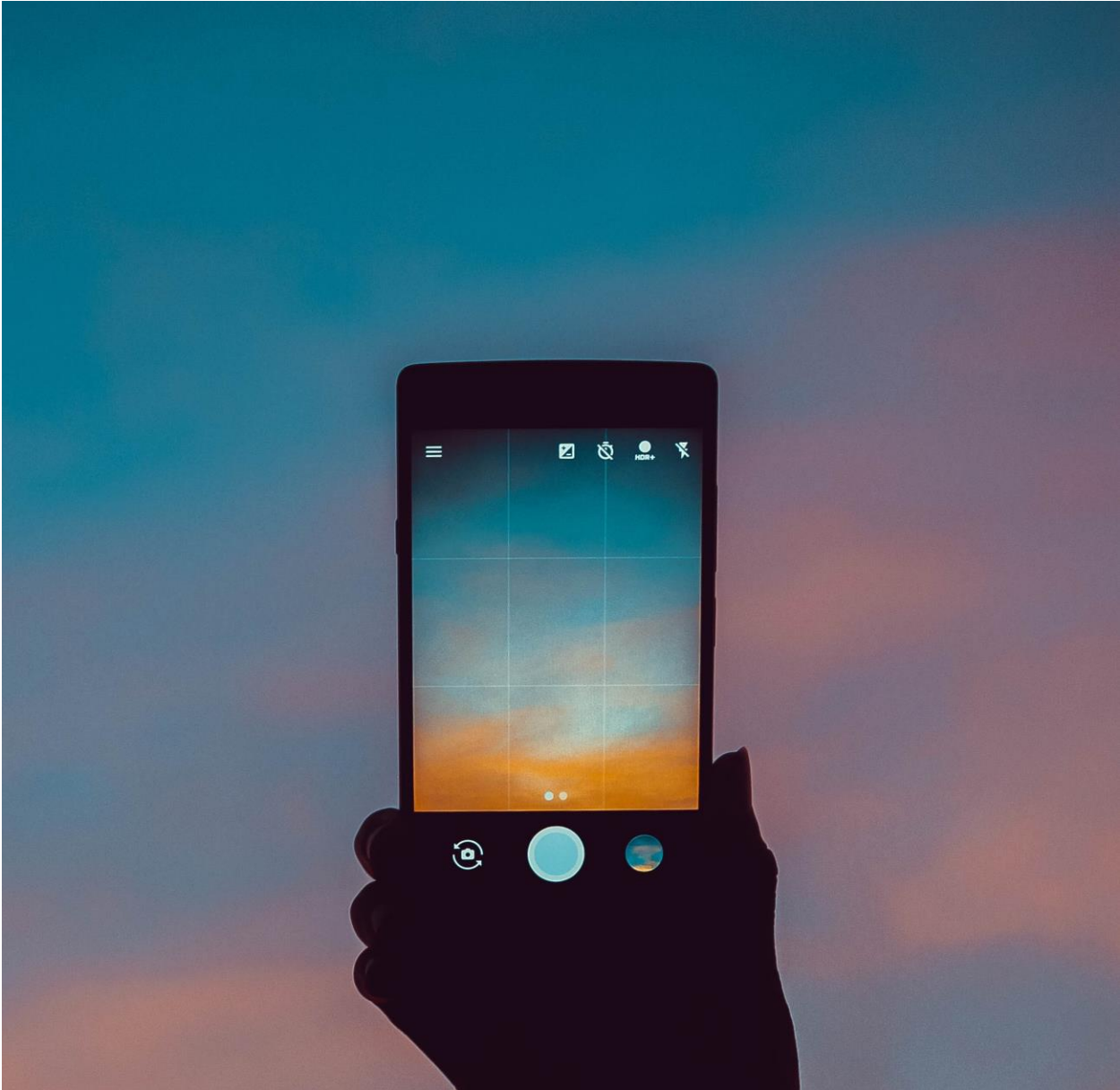
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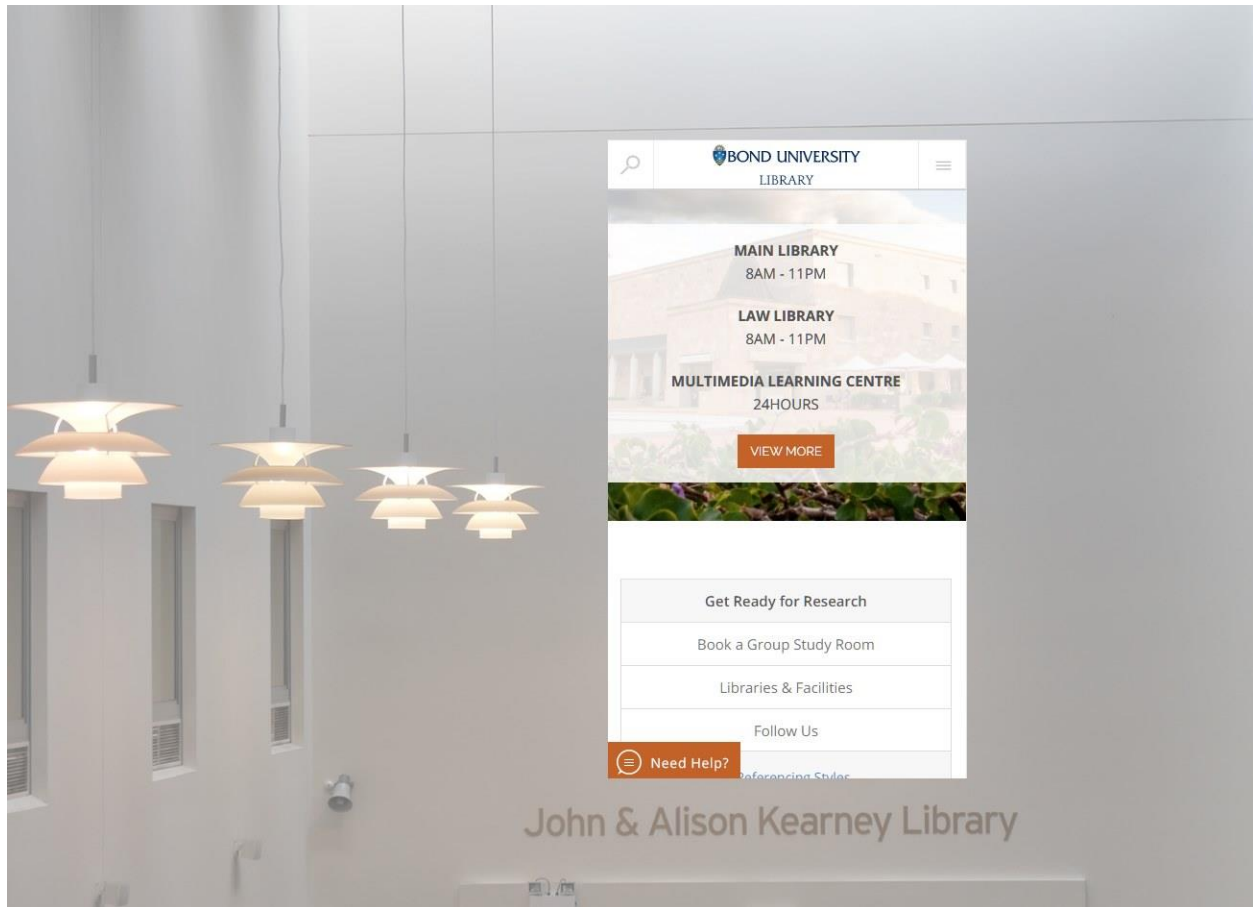
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Expectations

How could we improve the experience?

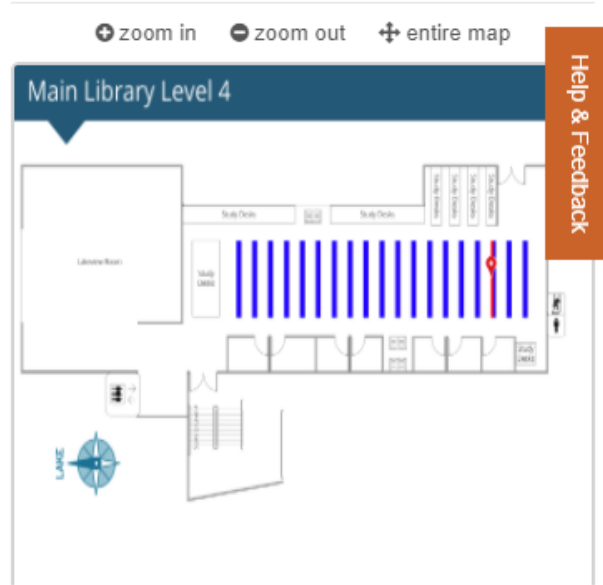


There were no strong suggestions from participants about how library services could be improved on mobile devices, but the following suggestions were offered:

- provide a mobile app rather than a responsive website
- improve login experience - often receive errors
- make landscape mode more like a laptop experience
- improve experience for room bookings*
- show the floor level along with call number for finding books

*This participant indicated that although it was "fiddly" they valued the room booking service highly and this would not prevent them using it

Fishing for sustainability : will your grandchildren have the option to eat seafood?



This pin indicates your item's location on the map

Directions:

In the Main Library take the stairs or lift to level 4.

Go to the shelving row labeled:

33

Look for the item with this call number:

.....

1 - We added floor maps to Library Search.

Important landing page information for mobile devices

The most commonly asked for information on a Library landing page was 'Opening Hours'.

The following were mentioned once each:

- new books
- suggesting books for purchase
- computer availability
- popular topics
- where things are



2 - Number of mentions

Actions:

- Added Stackmap to Library Search to show floor plans and shelf locations
- Liaising with IT Services to update the computer availability information/display potentially using Stackmap
- Advertised the new icons for peer review
- Revisited the authentication process from the student portal links
- Implemented 'resource recommender' to highlight relevant databases, librarians and library guides at the top of search results
- Customised Library Search javascript to simplify the view on small screens

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