

SWIN
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SWINBURNE
UNIVERSITY OF
TECHNOLOGY

Designing from the user's perspective

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Dana McKay



Structure and Usability



Old library website



Swinburne Home | Courses | Faculties & TAFE | International | Campuses | About Us | My.Swinburne | Search | Index

Library

- Home
- Catalogue
- Supersearch
- Databases
- Online journals
- Online collections
- Subject starter guides
- Borrowing and access
- Research help
- Services for you
- Computers and equipment
- About the library
- Site index and search

Catalogues

Search the Swinburne library catalogue:

- More catalogue search options
- Renew loans, Check holds, My record
- Other libraries

Databases

Search up to 10 databases at the same time with [Supersearch](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) • [Subject guides](#)
> [EBSCOhost](#) > [Informit](#) > [Scopus](#) > [Web of Knowledge](#)

Online journals

Find articles with [Citation linker](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) • [Search](#)

Other online information

[Infogates - find by subject](#) • [Search the Internet](#) • [Online reserve](#) • [Online exams](#) • [Encyclopedias & dictionaries](#) • [Newspapers](#) • [eBooks](#) • [ePrints](#) • [Australian Digital Theses](#) • [Swinburne Course Guide and Handbook Archive](#)

Assistance and training

[Ask us!](#) • [Library guides](#) • [Smart skills!](#) • [Finding information](#)

Hours and contacts

- [Library opening hours](#)
T +61 3 9214 8330
library@swin.edu.au

Library news

- [Printing from EBL ebooks](#)
There are now more options for printing from...
- [Hawthorn Library Cleaning](#)
Last Semester we received a lot of feedback...
- [Living Library at Lilydale](#)
Don't miss this chance to 'read' a real live book!...



Guide to finding information



Swinburne Home Courses Faculties & TAFE International Campuses About Us My.Swinburne Search Index

Library

- Home
- Catalogue
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- Databases
- Online journals
- Online collections
- Subject starter guides
- Borrowing and access
- Research help
 - Finding information
 - Library training classes
 - Online tutorials
 - Help using Endnote
 - How to find a...
- Services for you
- Computers and

Finding information

Q. How do I search for information, and what sort of information do I need?

A. That depends! It is good to answer some questions **before you search**.

Q. Where should I look for information?

A. That depends! Different sources of information are good for different kinds of questions. You might need more than one source.

It will help your search for information if you can answer these questions. Start with the dictionary question.

- Q. When would I look in a **dictionary**?
- Q. When would I look in an **encyclopedia**?
- Q. When would I look for a **book**?
- Q. When would I look for an **article in a newspaper, magazine or journal**?
- Q. When would I look for a **video**?
- Q. When would I look for a **web page**?

Still can't find what you're looking for?

If you need more help, talk to a librarian.

Visit any **campus library**, or **contact us**.

Author: Rosalind Wallis



Sections on the website



- Home
- Catalogue
 - Other libraries
 - How to place a hold
 - Check and renew your loans
 - Your library barcode and PIN
 - Linking to the catalogue
 - Known problems
 - Suggest a book
- Supersearch
 - Quick guides
 - About Supersearch
 - How to log in
 - Search with Metasearch
 - Search with Quicksearch
 - Save and manage records in your shelf
 - Create sets of your favourite databases in My Databases
 - How to print, save and email
 - Save searches and create alerts
 - Link to full text with SFX
 - Linking to supersearch
 - Known problems
 - Your comments
 - Citation linker (external link)
- Databases
 - A-Z list
 - (Pages A through Z)
 - (Lots of database pages)
 - By subject
 - (PDF guides)
 - Problems
 - Logging in
 - Alerting services
 - Linking instructions
 - Linking to an article in an online database
 - Linking to an article in Online Reserve
 - Linking to an online journal
 - Linking to online journals by subject
 - Linking to the library catalogue
 - Linking to an ebook
 - Linking to a specific database in a collection of databases
 - Linking to Supersearch
 - Linking to an SFX menu for a citation
 - Help! My link works on campus but doesn't work off campus
 - Need more help with linking?
 - Offshore access
 - Alumni access
 - Selected databases
 - Visitor access
 - Acceptable use
- Online journals
 - Search (external link)
 - Problems
 - Linking instructions (link to Databases: Linking instructions)
 - Acceptable use (link to Databases: Acceptable use)
- Online collections
 - Online journals (external link)
 - Online reserve
 - Information for staff
 - Information for users
 - Past exams
 - (various semesters)
 - (various subject codes)
 - eBooks (link to eBooks in Subject starter guides)
 - Digital theses
 - Swinburne ADT frequently asked questions
 - Subject starter guides (link to Subject starter guides main menu item)
 - Newspapers (link to Newspapers in Subject starter guides)
 - Search the internet
 - Other catalogues (link to Catalogue: Other libraries)
 - Course guide and handbook archive
 - (lots of PDF files per year)

- **Subject starter guides** (individual guides not indexed here, see Subject starter guides)
 - A-Z list
 - For courses
 - Education in Australia – Access/ESL
 - Sustainability (office administration – report writing)
- **Borrowing and access**
 - Libraries fines and penalties
 - Wireless laptops
 - Library regulations
 - Borrowing periods
 - Inter-library loans
 - Conditions of use
 - Reciprocal borrowing
 - Caval enrolment form (Word and PDF version)
 - Borrowing for visitors
- **Research help**
 - **Preparation**
 - Before you search
 - When to use an encyclopedia
 - When to use a book
 - When to use an article in a newspaper, magazine or journal
 - When to use a video
 - When to use a webpage
 - Library training classes
 - More information about content of sessions
 - Crocydon and Wantima schedule
 - Hawthorn schedule
 - Lydiatle schedule
 - Pradhan schedule
 - More information about content of integrated courses
 - More information about content of staff courses
 - Online tutorials
 - (MP3 files and web pages with Flash presentations)
 - Help using Endnote
 - Tips and FAQs
 - (PDF guides)
 - How to transfer catalogue and database records from Google Scholar to Endnote
 - Detailed instructions for installing the Harvard output style for Endnote
 - Detailed instructions for installing the APA 5th output style for Endnote
 - How to find a...
 - How to find a book
 - How to find a video
 - How to find a journal
 - How to find an article
 - How to find a web page
 - How to find a database
 - **Links for you**
 - Forms
 - (various links to forms throughout other parts of the site)
 - Off-campus subject search request
 - Off-campus book/audiosvisual search request
 - OUA subject search request
 - OUA book/audiosvisual search request
 - Reserve placement
 - Video and DVD booking for class request
 - Postgraduates
 - Students with a disability
 - Policy on disability support in the library
 - Adaptive equipment
 - Off campus students
 - Special services for remote off campus and OUA students
 - Visitors (link to Reciprocal borrowing for visitors in Borrowing and access)
 - Staff
 - How to obtain a borrower's card
 - Audiosvisual material for staff
 - Equipment for staff
 - Staff working overseas

- Staff providing workplace training off-campus
 - (PDF guides)
 - Publishers and suppliers' online catalogues
 - Inter-library loans (link to Borrowing and Access: Inter-library loans)
 - Photocopying and printing (link to Computers and equipment: Photocopy/print/scan)
 - Reciprocal borrowing (link to Borrowing and Access: Reciprocal borrowing)
 - SLIS and Alumni services
 - Support for Research
 - (PDF guide)
 - Quick guide to finding personal citation data
 - Quick guide to finding journal impact factors
 - Top 10 library tools for the researcher on the edge
 - ARROW project progress report
- **Computers and equipment**
 - Equipment for loan
 - Equipment for students
 - Crocydon
 - Hawthorn
 - Lydiatle
 - Pradhan
 - Wantima
 - Photocopy/print/scan
 - **About the library**
 - Opening hours
 - Contact us
 - Campus libraries
 - (PDF of Hawthorn library plan)
 - **Site index and search**
 - **Uncategorised**
 - Late lab (currently under About the library: Opening hours)
 - Liaison librarians (linked from many minor places)
 - **Subject starter guides**
 - **Business**
 - Accounting
 - Case studies
 - Economics and finance
 - Foresight
 - Hospitality
 - Human resource management and organisation studies
 - Industry research
 - International business
 - Leisure, recreation and sport science
 - Library science
 - Marketing
 - Real estate
 - Small business
 - Tourism
 - **Community services**
 - Child care
 - Community services and welfare
 - Disabilities
 - **Education**
 - Education
 - English language and literacy
 - Flexible learning and teaching
 - Internationalisation
 - Vocational
 - VCE
 - **Engineering**
 - Automotive
 - Aviation
 - Building and construction
 - Case studies
 - Civil
 - Engineering
 - Environmental technology and disaster management

- Manufacturing
 - Mechanical
 - Optics and lasers
 - Patents
- **Environmental science**
 - Horticulture
 - Renewable energy
 - Sustainability
 - Viticulture
- **Health sciences**
 - Nursing
 - Occupational health and safety
 - Public and environmental health
- **Information technology**
 - Information technology
 - Multimedia
- **Law**
 - Equal opportunity
 - Industrial relations
 - Law and legislation
- **Reference and general**
 - eBooks
 - Encyclopedias and dictionaries
 - ePrints
 - Ethics
 - Government
 - Newspapers and current events
 - Reference lists and bibliographies
 - Statistics
 - Study skills
 - Theses
 - Universities
- **Science**
 - Astronomy
 - Biomedical science
 - Biotechnology
 - Chemistry
 - Forensic science
- **Social sciences and humanities**
 - Immigration and multiculturalism
 - Indigenous issues
 - Media and communication
 - Philosophy
 - Politics
 - Psychology
 - Social sciences
 - Writing
- **Design, visual and performing arts**
 - Art and design
 - Circus arts
 - Film and television
 - Industrial design
 - Interior design
 - Performing arts
 - Theatreschool design
- **PDF guides**
 - guides/
 - Library services for students
 - Library facts and figures 2004-05
 - Library services for teaching staff
 - Inter-library loans: requesting loans and copies
 - Inter-library loans: track your requests
 - Library services for postgraduate students
 - Databases and journals guides
 - Databases: Science and engineering
 - Databases: Social sciences and humanities
 - Databases: Business and enterprise
 - VCE English: Library databases
 - Library reserve collections – a staff guide

- You can do it! (self-service guide)
- Using my list in the library catalogue
- Ordering library materials: a staff guide
- Hawthorn campus library map January 2007
- Library codes used in serials in Australian libraries
- Searching SIAL: Serials in Australian libraries
- IEEE Xplore: IEEE-IEE Electronic library (ELS)
- How to find a thesis or dissertation
- How to find newspaper articles
- Harvard system: In-text references, reference lists and bibliographies
 - Searching for articles and documents from ERIC
 - Searching EBSCOhost databases
 - Web of Science on Web of Knowledge
 - Current Contents Connect on Web of Knowledge
 - Searching for articles in PsycINFO
 - Finding information: Film reviews
 - Thompson Gale International
 - How to find book reviews
 - Searching InfoTrac
 - Australian Standards Online user guide
 - Searching Emerald Fulltext
 - Searching Factiva
 - Searching for articles in Elibrary Australia
 - Searching Knowel
 - How to access your Swinburne student email
 - Medline on ScienceDirect
 - Searching 'The Age' 2000 on CD-ROM
 - Searching 'The Age' database 1993-1999
 - Searching Inform search databases
 - Accessing IBIS Industry Reports 2007
 - ProQuest 5000 International
 - Searching CCH Law Libraries
 - Searching Euromonitor GMDI format
 - CAVAL reciprocal borrowing program: Registration/enrolment form
 - Swinburne library borrower registration form
 - Borrower registration: CAVAL
 - opac/
 - Melbourne hospital libraries
 - bibeof/
 - Sample in-text citations – Harvard Swinburne style
 - Using the search function in Endnote
 - Dragging and dropping pdfs and other files into Endnote X
 - Sample in-text citations – Chicago 15 B style
 - Importing references from PubMed and some library catalogues
 - Sample in-text citations – Turabian reference list style
 - Sample in-text citations – Nature journal style
 - Transferring catalogue and database records from Supersearch to Endnote
 - Swinburne University of Technology course notes for Endnote X 2 workshop
 - Sample in-text citations – Author date (generic) style
 - Sample in-text citations – Numbered (generic) style
 - Importing references from Scopus
 - Course notes for Endnote 9.0 and Windows XP workshop
 - Course notes for Endnote 9.0 Workshop part 1: Introduction digests/
 - Library – online reserve request form
 - dgconform/
 - Digital preservation: The research and development agenda in Australia (prepared for Digital Continuity Forum)
 - coursehandbooks/
 - (A variety of course handbooks)
 - slls/
 - Swinburne library information service (SLIS application form)
 - /
 - Library workstations conditions of use
 - research/
 - Information resources group: Support for research in 2003 and 2004
 - databases/
 - Euromonitor international reports



LibQual 2006 Findings



- What the users think of our services
 - People want more access to journals on our website
 - But we have tons!
 - Can they find them?

Statistics



- Tell you what people are using on your website
 - And what path they take once they're there

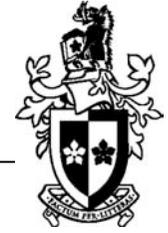
Content Performance			Views: [Grid] [Refresh] [Print] [Full Screen]			
Pageviews	Unique Pageviews	Time on Page	Bounce Rate	% Exit	\$ Index	
183,361 % of Site Total: 100.00%	120,250 % of Site Total: 100.00%	00:01:40 Site Avg: 00:01:40 (0.00%)	39.21% Site Avg: 39.21% (0.00%)	29.67% Site Avg: 29.67% (0.00%)	\$0.00 Site Avg: \$0.00 (0.00%)	
Page Title	Pageviews	Individual Page Title performance: Pageviews				
1. Library Home Page	64,083	34.95%				
2. Library - online databases, journals and ebo	17,390	9.48%				
3. Library - databases - EBSCOhost	12,153	6.63%				
4. Library - catalogue	11,412	6.22%				
5. Library - Supersearch start page	8,052	4.39%				
6. Library - online journals	6,350	3.46%				
7. Library - Subject Starter Guides	5,298	2.89%				
8. Library - databases - A	2,451	1.34%				
9. Library - online collections	2,171	1.18%				
10. Library - databases - IBIS industry reports	1,987	1.08%				
11. Library - databases - Standards Online	1,904	1.04%				
12. Library - subject starter guides - ebooks	1,858	1.01%				
13. Library - databases - E	1,839	1.00%				
14. Library - subject starter guides - company ir	1,743	0.95%				
15. Library - databases - Scopus	1,677	0.91%				
16. Library - databases - I	1,394	0.76%				
17. Library - databases - F	1,329	0.72%				
18. Library - databases - Euromonitor GMID	1,328	0.72%				
19. Library - databases - Thomson Gale	1,310	0.71%				
20. Library - databases - Factiva	1,306	0.71%				



Why we wanted a change

- Make information more discoverable
- More organised structure
- Less jargon users don't understand
- More consistency in presentation
- Less text heavy
 - But use graphics wisely
- In other words, make the site more usable!

What is usability?

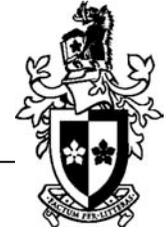


- "Simple objects shouldn't need signs"

Physical Signs in the Library



Physical Signs in the Library



Physical Signs in the Library



Sometimes signs are unnecessary



Complex objects do need signs



- But they should still be designed to minimise signs
- Signs should be designed to be simple
- Users should only see signs when they need them
- If in doubt, ask your users



What about library websites?



- "Simple objects shouldn't need signs"
- Design to minimise signs
- Only show signs when users need them
- Ask your users

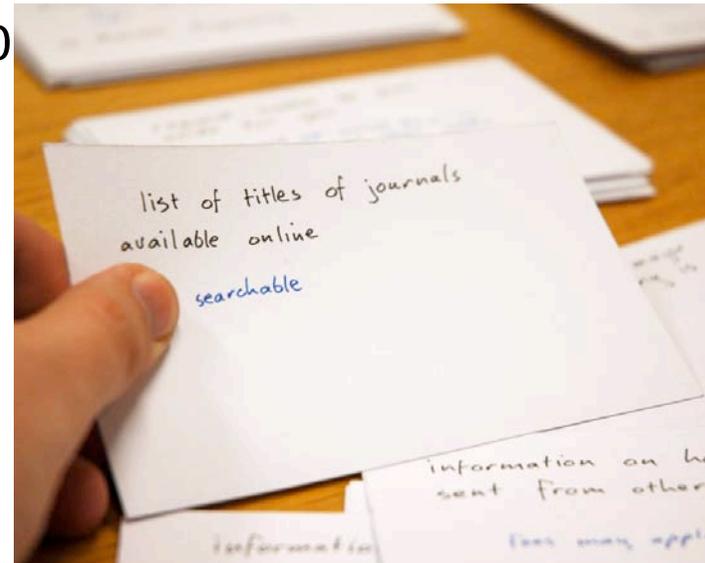
Example: Navigation



Example: Navigation



- Use standard navigation
- Have the same navigation bar on every page
- Put things where users expect to find them
 - We are doing a card sorting exercise with students
 - Putting “like things” together
 - Naming piles of cards



Example: Library glossaries



Glossary of Library Terms

[\[A\]](#) [\[B\]](#) [\[C\]](#) [\[D\]](#) [\[E\]](#) [\[F\]](#) [\[G\]](#) [\[H\]](#) [\[I\]](#) [\[J\]](#) [\[K\]](#) [\[L\]](#) [\[M\]](#) [\[N\]](#) [\[O\]](#) [\[P\]](#) [\[Q\]](#) [\[R\]](#) [\[S\]](#) [\[T\]](#) [\[U\]](#) [\[V\]](#) [\[W\]](#) [\[X\]](#) [\[Y\]](#) [\[Z\]](#)

Abstract

An abstract is a short summary describing the main idea or content of a work such as an article, book, or dissertation.

Annotation

Unlike an abstract, which is an ob

Archives

A special collection or collections of documents, pamphlets, newspaper clippings, etc. Archives usually house materials of an historic nature. See also [University Archives](#).

Article

Sometimes referred to as a paper, an article is a brief composition on a subject, usually appearing in a magazine or journal.

Audio-Visual Materials

Audio-visual materials convey information mainly via sound and image instead of by text. An example of audio-visual material on the Library Gateway is [Louis Agassiz Fuertes Ornithological Artwork](#).

Bear Access

A suite of network service applications designed to provide services specific to the needs of the Cornell community, such as CoursEnroll, Faculty Advisor, and the online timecard system (COLTS II), as well as general Internet services such as electronic mail and browsers for navigating the World Wide Web. The CU Library Catalog and Library Gateway are available through Bear Access.

discharge, and renew books on the online computer system.

Bear Access

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Bibliography

Boolean Operator or Boolean Logic

Boolean operators, otherwise known as logical operators, are used to construct complex searches in a database. They help make a search more accurate. There are 3 logical operators: AND, OR and NOT.

A place to return books borrowed from the library. The book return is a box located outside the library, near the door of the library, or near the circulation desk.

Boolean Operator or Boolean Logic

Boolean operators, otherwise known as logical operators, are used to construct complex searches in a database. They help make a search more accurate. There are 3 logical operators: AND, OR and NOT.

Example: Library Glossaries



- Some good library glossaries available
- Better not to use a glossary at all
- Ask the user:
 - We are surveying our users for their understanding of library terms
 - Some descriptions asking for names
 - Some words asking for definitions

Example: Library guides



Queen's Home | Queen's Online | Search Queen's

Search the area

Powered by Google

Staff Computing | Teaching | Research | Admin Systems | The Library | Training | Helpdesks | How do I...? | Media Services | Language Centre | About Us |

Information Services

The Library

[Library Catalogue \(QCat\)](#)

[Online Resources](#)

[Library Services](#)

[Branches and Collections](#)

[Staff to Contact](#)

[Library Guides](#)

[Guides to Library Services](#)

[Guides to Library Branches and Collections](#)

[Guides to Online Journals and Databases](#)

[Guides to Finding Information](#)

[Guides to Copyright](#)

[Library Membership](#)

Guides to Library Services

[Essential Library Guide for Students](#)

[Library Guide for Postgraduate Students](#)

[Library Guide for Academic Staff](#)

[Researchers' Handbook](#)

[Access and Authentication - Electronic Resources](#)

[Brief guide for Library Users with Disabilities](#)

[Guidelines for Library Representatives](#)

[Offprints - a guide for academic staff](#)

[Electronic Delivery \(Inter-Library Loan articles\)](#)

[Electronic Delivery Troubleshooting Guide](#)

[SCONUL Research Extra](#)

How to log in and find your password

Troubleshooting guide: expect things to go wrong



Example: Library guides



- Rather than having guides, try to make things easier to use
- If guides are necessary, make them suitable for online (no PDFs)
- Write guides in the user's language

Usability for Libraries



- Every time you are tempted to hang a sign, write a guide, or otherwise create user training materials, think:
“Can I change the system to make these materials unnecessary?”
- If you can't change the system when you create the training materials think about what the user needs from them
- Remember, library users and librarians are very different
- If in doubt, ask your users

New website front page



Swinburne Home Courses Faculties & TAFE International Campuses About Us My.Swinburne Search Index

Library

Welcome to Swinburne Library

- Home
- Catalogue
- Supersearch
- Databases
- Online journals
- Online collections
- Subject starter guides
- Borrowing and access
- Research help
- Services for you
- Computers and equipment
- About the library
- Site index and search

Find books and more:

- Search by campus and more
- Check your holds and renew loans

Find journal articles and more:

- Search EBSCOhost, Informit, Thomson Gale, Scopus, Web of Knowledge databases
- Search up to 15 databases with Supersearch
- Browse all other databases

Find: Online journals Online reserve Past exams eBooks Digital theses Subject starter guides
Newspapers Search the internet Other catalogues

About the Library

- Opening hours
- Contact us

Email library@swin.edu.au
SMS 0427 841 787
Phone (+61 3) 9214 8330

Free Study Skills Sessions On Now!

Borrowing and access

- Inter-library loans
- Reciprocal borrowing

Research help

- Finding information
- Library training classes
- Online tutorials
- Help using Endnote

Services for you

- Forms
- Postgraduates
- Students with a disability
- Off campus students
- Visitors
- Staff

Computers and equipment

- Equipment for loan
- Photocopy/print/scan

Library Blog

Latest news from the library:

- Printing from EBL ebooks**
There are now more options for printing from...
- Hawthorn Library Cleaning**
Last Semester we received a lot of feedback...
- Living Library at Lilydale**
Don't miss this chance to

Next?



- Greater reorganisation of website structure
- Address use of jargon
- Build new navigation
 - Categorising all our information is a big task
 - How do we categorise and prioritise information?

What about help materials?



- Often they are unnecessary
- Asking the user helps redesign
- When they are necessary, make them:
 - Easy to understand
 - Easy to find when needed
 - Fit with how users expect to use them