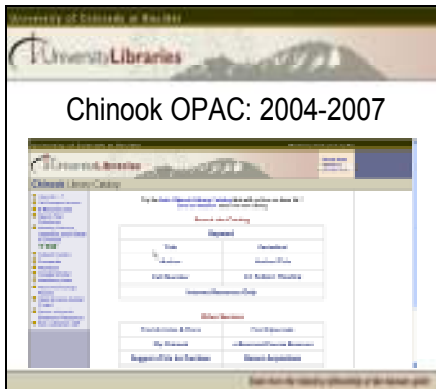



User Friendly OPAC using WebPac Pro



Last redesign of the catalog and website occurred on July 1, 2004. Note the links to the beta Web Pac Pro catalog. We have solicited feedback from the University libraries and University community for the past few weeks.



User Friendly OPAC using WebPac Pro

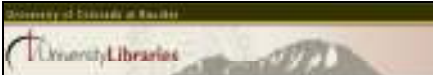


University of Portland Libraries

How we did it...

- Assembled a task force with diverse members and expertise
- Created a vision of a cleaner, modern home page ...think Google
- Solicited feedback from library staff throughout the process
- Gathered data on users' perspectives with usability tests

Learn how the Chinook OPAC works at the bottom page

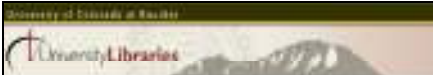


University of Portland Libraries

Chinook Oversight Group (COG) Web OPAC Task Force

- Wendy Baia – Metadata and Cataloging
- Meredith Callahan – Reference Depart. WebOPAC designer
- John Culshaw – Systems
- Alison Graber – Reference
- Sara Holladay – Electronic Resources
- Jennifer Knievel – Reference
- Jina Wakimoto- Metadata and Cataloging
- Gabrielle Wiersma - Engineering

Learn how the Chinook OPAC works at the bottom page



University of Portland Libraries

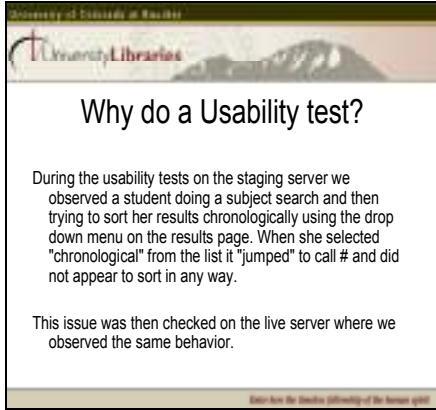
Soliciting Feedback from University Libraries

1. E-mailed entire University Libraries soliciting feedback on main page re-design.
2. Presented New Chinook to different groups within the libraries
3. Created a link to the beta catalog for the university community from libraries and catalog homepage

Learn how the Chinook OPAC works at the bottom page

The first step was sharing the initial design. Then after the usability tests were completed and most of the pages were designed we presented the beta version to both technical and public services as well as placing links to the staging server from our libraries home page and the current Chinook home page. We provided a link to our comments page for anyone to provide feedback on the beta version.

User Friendly OPAC using WebPac Pro



University of Toronto at Waterloo
University Libraries

Why do a Usability test?

During the usability tests on the staging server we observed a student doing a subject search and then trying to sort her results chronologically using the drop down menu on the results page. When she selected "chronological" from the list it "jumped" to call # and did not appear to sort in any way.

This issue was then checked on the live server where we observed the same behavior.

Screen from the Usability (2/20/07) of the library opac

Usability tests uncover issues with existing interfaces as well as help develop more user friendly designs.



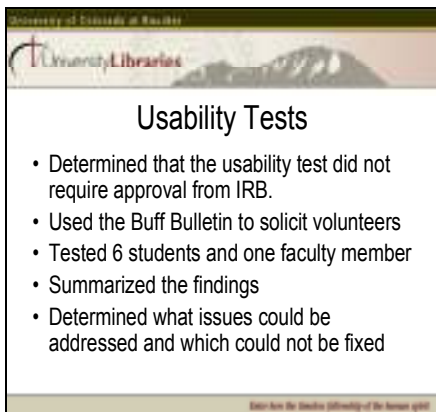
University of Toronto at Waterloo
University Libraries

Quick WWWOptions Fix

This has been fixed. It is SO interesting (and pretty amusing) that no one noticed this before. This is controlled by a WWWOption and was never configured correctly, both on the live and the staging servers. I just went into the wwwoptions and changed the labels. I'm chuckling as I write this :)

Meredith C.

Screen from the Usability (2/20/07) of the library opac



University of Toronto at Waterloo
University Libraries


Usability Tests

- Determined that the usability test did not require approval from IRB.
- Used the Buff Bulletin to solicit volunteers
- Tested 6 students and one faculty member
- Summarized the findings
- Determined what issues could be addressed and which could not be fixed

Screen from the Usability (2/20/07) of the library opac

IRB – Institutional Review Board – required review for any research involving human subjects. The Buff bulletin is an weekly email bulletin with separate versions sent to students and faculty.

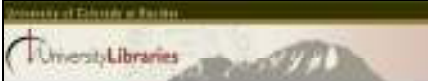
User Friendly OPAC using WebPac Pro



Usability Test Procedure

- Developed 8 tasks/questions
- Used a team of three
 - One person asked questions and probed for addition information.
 - Two people observed process and recorded user behaviors and their explanations for their actions on a record sheet

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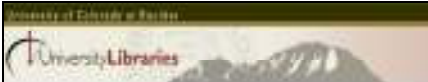
Recording Form

Res order: _____ Date: _____
User name: _____
I used a book about eating disorders published in the last 5 years. # _____
I found out if we have a journal with the title Journal of Adolescence. # _____
Does the library have a copy of Harry Potter and the Goblet of Fire by JK Rowling? # _____
I found an article about bipolar disorders in a psychology database. # _____
I found out what's on reserve for Professor Brown's PSCI 2012 class. # _____
I found out if you have anything checked out. # _____
What two things helped you the most when using the web site? # _____
What two things need improvement to help you more easily use the web site? # _____

Task Number	Task Results	Comments
1		
2		
3		
4		
5		
6		
7		
8		

Print name: _____ Staff title: _____ Day and time: _____
Date: _____

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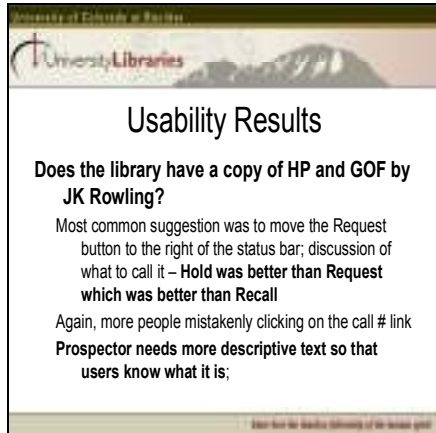


Usability Tasks and Questions

1. Find a book about eating disorders published in the last 5 years.
2. Find out if we have journal with the title Journal of Adolescence.
Prompt: Is it available online?
How do you know?
How would you access the journal?
3. Does the library have a copy of Harry Potter and the Goblet of Fire by JK Rowling?
4. Find an article about bipolar disorders in a psychology database.
5. Find out what's on reserve for Professor Brown's PSCI 2012 class.
6. Find out if you have anything checked out.
7. What two things helped you the most when using the web site?
8. What two things need improvement to help you more easily use the web site?

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User Friendly OPAC using WebPac Pro



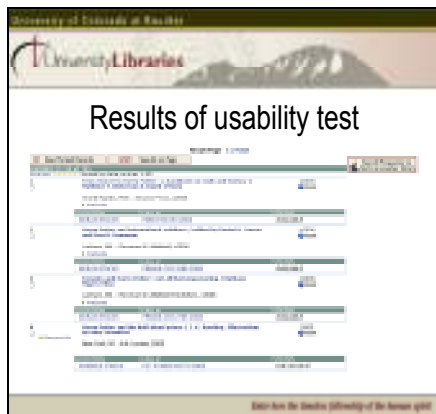
Usability Results

Does the library have a copy of HP and GOF by JK Rowling?

Most common suggestion was to move the Request button to the right of the status bar; discussion of what to call it – **Hold was better than Request which was better than Recall**

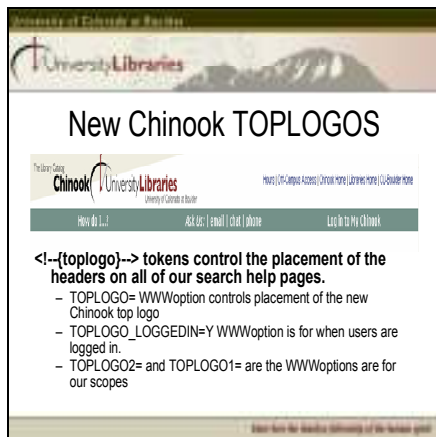
Again, more people mistakenly clicking on the call # link

Prospector needs more descriptive text so that users know what it is;



Results of usability test

The slide displays a screenshot of the library's search results page, showing a list of search results with various details such as title, author, and call number.



New Chinook TOPLOGOS

The slide shows a screenshot of the library's top logo area, which includes the Chinook logo and the University of British Columbia Libraries logo. Below the logos, there are links for 'Home', 'About Us', 'Contact Us', and 'Log In to My Chinook'.

<!--{toplogo}--> tokens control the placement of the headers on all of our search help pages.

- TOPLOGO= WWWoption controls placement of the new Chinook top logo
- TOPLOGO_LOGGEDIN=Y WWWoption is for when users are logged in.
- TOPLOGO2= and TOPLOGO1= are the WWWoptions are for our scopes

This slide shows the topologo when users are not logged in.

User Friendly OPAC using WebPac Pro



The upper top logo appears when staff is logged in. The lower top logo appears when using the periodical scope.

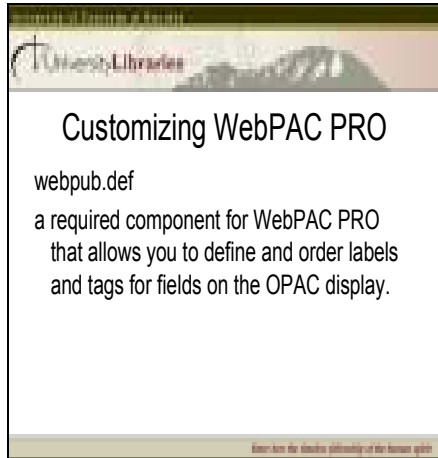


The main search bar provides the same functionality as the old display in a much cleaner design. Location of links was determined from usability tests and feedback on the beta display. This page also connects to the Find Articles and More page.



This uses the ERM module from Innovative to create a dynamic sort of electronic resources. While this new dynamic sort eliminates the time required to update static web pages there are problems due to the lack of customizability with the lists. The page will eventually include the Innovative Article Finder module which is part of Web Bridge. This part of the catalog was a collaborative effort involving the ERM taskforce and the Web OPAC taskforce.

User Friendly OPAC using WebPac Pro



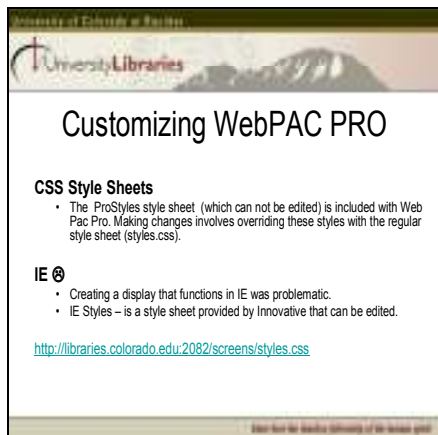
University Libraries

Customizing WebPAC PRO

webpub.def
a required component for WebPAC PRO that allows you to define and order labels and tags for fields on the OPAC display.

Enter here the creative commons license of the license holder

Collaboration with catalogers was key due to the use of MARC tags for determining how to customize the displays.



University Libraries

Customizing WebPAC PRO

CSS Style Sheets

- The ProStyles style sheet (which can not be edited) is included with WebPac Pro. Making changes involves overriding these styles with the regular style sheet (styles.css).

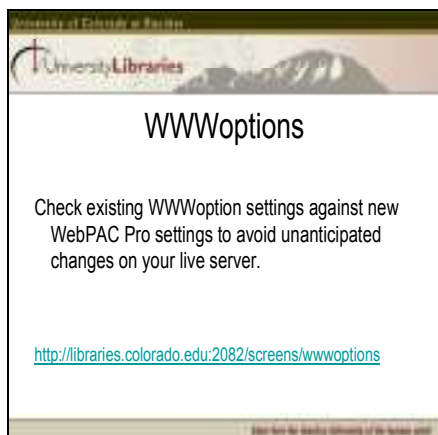
IE ☹

- Creating a display that functions in IE was problematic.
- IE Styles – is a style sheet provided by Innovative that can be edited.

<http://libraries.colorado.edu:2082/screens/styles.css>

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Much time has been spent on creating displays that work with Internet Explorer. The use of the staging server has provided a safe environment to experiment and work on the displays.



University Libraries

WWWoptions


Check existing WWWoption settings against new WebPAC Pro settings to avoid unanticipated changes on your live server.

<http://libraries.colorado.edu:2082/screens/wwwoptions>

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CU is a beta site which allows us to have two versions of the OPAC running at the same time; one on the live server, one on the staging server.


User Friendly OPAC using WebPac Pro




WebPAC PRO Enhancements

- Increased customization of the OPAC
- Spell check
- Right Results (Default setting)
 - New enhancement allows user to switch from relevance to other sorts (date and title)
- Increased information on Bib Display
 - Briefcit.html - We were able to include item records on our brief display.

Enter here the default address of the library opac



Spell check, relevance, buttons ...



Enter here the default address of the library opac



Next Steps

RSS feeds: Purchased Feed Builder module

- New book lists
- Investigate customizing our Find Articles & More database lists

? Ongoing improvements

Enter here the default address of the library opac

User Friendly OPAC using WebPac Pro

