



## Research & Professional Development Grant Final Report

---

Please complete this form and e-mail it (along with attachments, e.g. image of poster, full published article, etc.) to the [LAUC-SD R&PD Chair](#).

**This report is for: (select one)**

- Research
- Presentation
- Poster

**Name of researcher(s) or presenter(s):**

SuHui Ho

**Project Title:**

“What do users want from our website? A User Study of the UC San Diego Library Website”

**Project Index Number:**

**Presentation date (if applicable):**

April 6, 2016

**Presentation conference name and location (if applicable):**

Designing for Digital, Austin, TX

**Publication citation (if applicable):**

N/A

**How were the funds expended for this research/presentation/poster?**

\$710 of LAUC-SD R&PD fund was used to cover registration, travel and lodging related to the conference in which the presentation was given. My Professional Development fund was used in addition to cover the full expense of this trip.

## Research & Professional Development Grant Final Report

---

**If desired, please include additional information about your research, presentation or poster below.**

In 2015 the UC San Diego Library conducted a user study of the Library's website. The broad purpose of this study was to determine what faculty and students want to have on a library home page to facilitate their research journey, and to what extent our current home page meets their needs. The results of the study are intended to help us make incremental improvements to our current home page, as well as inform our upcoming website redesign process.

Ten users including students and faculty were recruited to participate in this study, which included three components:

1. Description of their current research process and approach to finding information, with questions specifically about how/whether they use the library website
2. "XO" exercise of all of the top navigational menus and menu items: participants circled (O) items they used and crossed out (X) items they do not use.
3. Sketch exercise where participants were asked to draw their ideal library home page.

Many librarians are familiar with usability tests. While usability tests informs us whether a website function is usable, they do not informs us whether it is useful. In this presentation, I shared our rationale for choosing the study methodologies, our workflow, research findings, and discuss tips to get stakeholder buy-ins. The presentation was very well received.

I want to thank R&PD for the support so I could deliver the presentation, share knowledge and network with peers.