Massachusetts Libraries Website

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LIS455 - Usability
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Context

The Massachusetts Libraries portal, which is maintained by the Massachusetts Board of Library Commissioners, is intended to help Massachusetts residents find information in the state about:

- Local library information and catalog
- Articles, databases, and ebooks
- Programming, e.g.: literacy, citizenship, and early childhood programs
Results - Qualitative - Common Behaviors

Massachusetts Libraries main page (detail): note the explanations of what can be found in each of the four main collections. Some participants did not often read beyond headings on pages, whether in columns like this or text in the body of the page.
For Task 6, participants had to search for a high school library. Only one participant noticed the checkbox limiting the search to public libraries before performing their first search; after one search, the previous searches covered the checkbox, making it more difficult to notice. The number of searches performed by participants ranged from 1-10.
Heuristic Evaluation Results and Severity Scores

- Match between system and the real world - 3
- (Confusing jargon/library terms)

- Help and documentation -3
- (No search bar, no “About” section, section descriptions are misleading and only provided on the first page)
Recommendations

Change Local Library Heading/Add Programming Heading

Create a new heading for “Public Programming” since the results are limited to areas near your public library, but do not solely consist of programs at your public library.
Recommendations

- Restructure the Main Page
- “About” page and FAQ
- Change Local Library Heading/Add Programming Heading
- New Tabs
- General Search Function
Questions?