

# Saint Louis University Libraries Website Usability Study—Fall 2014

Submitted April 13, 2015

The screenshot shows the Saint Louis University Libraries homepage. The header includes the university name, navigation menus for Home, About, Research, Services, and Contact Us, and a search bar. The main content area features a large banner with the text "Saint Louis University Libraries" and "Research • Learning • Knowledge". Below the banner is a search section with a search bar and a "Go" button. To the right of the search bar are icons for Course Reserves, Digital Collections, and Directory. Below the search bar are icons for Renew Books, Research Study Room, and Subject Librarians. The footer contains contact information for the Pius Library, including hours, location, and phone/fax numbers.

The screenshot shows the Saint Louis University Medical Center Library website. The header includes the university name, navigation menus for MCL Home, About, Research, and Services, and a search bar. The main content area features a large banner with a fountain image and the text "Medical Center Library". Below the banner is a search section with a search bar and a "Go" button. To the right of the search bar are icons for Give, Renew, and Contact Us. Below the search bar are icons for Renew Books, Research Study Room, and Subject Librarians. The footer contains contact information for the Medical Center Library, including hours, location, and phone/fax numbers.

Conducted by the Pius/Medical Center Libraries Assessment Committee:

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- Ronald Crown**, Research and Instruction Librarian, Pius Library
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## Introduction and Overview

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A functional, appealing website is vital to the success of organizations of all kinds, including academic institutions. However, redesign is occasionally needed in order to adapt to user needs and current Web design standards. The designs of the websites for Pius XII Memorial Library and the Medical Center Library were last updated in Spring 2010. Thus in December 2013, SLU Libraries began designing new websites for Pius and MCL, and selected Web forms for the Madrid Library.

The purpose of the redesign was to create Pius and MCL websites that:

- Reflect the needs and interests of library users
- Inform users about library resources and services
- Help users carry out their research
- Showcase unique resources
- Brand individual libraries as part of the SLU library system, while ensuring they maintain their unique identity
- Situate/contextualize departments and the libraries in relationship to each other
- Provide ready access to internal information for library staff, campus partners, and potential employees

Among the key components of current Web design standards incorporated into the redesigned websites:

### Graphics and Layout

- Present a simple, clean design
- Provide a uniform and distinct organizational identity
- Offer a good balance between functionality and aesthetics
- Emphasize graphic and interactive navigation elements over long lists of text links
- Whenever possible, avoid long drop-down menus and limit the need to scroll

### Structure

- Consolidate and/or unify site functionality and avoid unnecessary duplication of information across the site
- Make it easy to find basic information about the library and its services and resources
- Provide ready assistance to novice/first-time users, but without disadvantaging more-experienced users

### Content

- Display generally understood words and phrases in all labeling
- Use simple language. Organize information logically so it is easy to find things on the site

Upon completion of the new websites' design in September 2014, the Pius-MCL Assessment Committee conducted a usability study to get user input. The results were promising: 88% (101/115) of participants rated their overall experience of the new Pius website positively ("Good" or "Very Good"), and 79% (23/29) of participants rated their overall experience of the new MCL site positively ("Good" or "Very Good"). The overall Pius response averaged 4.22 on a Likert scale of 1 ("Very Poor") to 5 ("Very Good"). The overall MCL response averaged 3.86 on the same scale.

In the Pius study, 90% (103/114) of participants rated their experience of accomplishing key tasks as "Mostly Successful" or "Completely Successful." In the MCL study, 69% (20/29) of participants rated their overall experience of accomplishing key tasks as "Mostly Successful" to "Completely Successful." The Pius response averaged 4.31 on a Likert scale of 1 ("Very Poor") to 5 ("Very Good"). The MCL response averaged 3.83 on the same scale.

Suggestions from survey participants were analyzed and specific suggestions for improvement were incorporated into the ongoing site redesign. See [Design Changes Based on Participant Suggestions \(Pius website\)](#) and [Design Changes Based on Participant Suggestions \(MCL website\)](#) on pages 5-6 in the Findings section.

The new sites launched on March 10, 2015. In Spring 2016 users will be surveyed again to determine their degree of satisfaction.

## Method

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### Participants

Students, staff, and faculty in the University's St. Louis schools, colleges, and centers were recruited to participate in this study. Students received a message distributed via a University listserv advising them of the purpose of the study and inviting them to register via an embedded link for one of 15 sessions scheduled from October 28 through November 5, 2014. Faculty were contacted by their respective subject librarians, who emailed a similar invitation. All students, faculty, and staff who used public computers at Pius Library or the Medical Center Library from October 3, 2014, through November 5, 2014, viewed a pop-up invitation that displayed soon after login.

Ultimately, 152 SLU faculty, students, and staff, representing nine of the eleven St. Louis-based colleges and schools, the libraries, degree-granting centers, and two University office divisions, participated in and completed the study. Participants were asked to identify all status categories applicable to them; their primary affiliations were identified through the University's online directory. See Appendix 1 for demographic details.

### Materials and Procedure

This usability study involved participant review of draft redesigns of both the Pius Library website and the Medical Center Library website. Participants who attended sessions at the Medical Center Library viewed that site; all other participants viewed the Pius Library website. Regardless of location, each participant worked individually at a computer set up with links to the pertinent website and a Qualtrics questionnaire, as well as CamStudio software, which recorded a video of screen activity. Each participant was assigned and required to enter a unique identifying code, which allowed pairing each questionnaire with the video of that session; however, participants themselves were not identifiable by their responses. Qualtrics also tracked the time spent on each question, which included reading the question, finding the answer on the site and recording the answer in the questionnaire. Sessions typically ran 30–45 minutes. Library faculty and staff served as on-site moderators to answer general questions and assist with technology problems.

Participants viewing each draft website were asked to complete the following tasks, identified by library faculty and staff as reflecting some of the most common basic reference queries:

- Find the library hours for the current day and a weekend day
- Get directions to the library
- Renew a book
- Find a specific book in the SLU Libraries Catalog
- Find a specific e-book in the SLU Libraries Catalog
- Describe how to get help from a librarian
- Find a journal article
- Find an e-journal

Participants used the draft websites to try to find the information and typed their responses into the Qualtrics form. Simultaneously, the tracking software captured the actual path taken on the websites to accomplish the task. This not only provided more exact information about how tasks were completed, but later allowed library staff to address graphics and layout, structure, and content (e.g., number of clicks required to locate primary information).

In addition, participants were asked to (1) rate the new websites on the following criteria: overall experience, ease of navigation, ease of accomplishing task, organization, visual appeal, and amount of content; (2) self-assess their success in accomplishing the search tasks; and (3) compare the draft sites with other library websites they had previously visited. Lastly, participants were asked to suggest changes or additional features and also were invited to provide any additional comments about their visits to the draft websites during this study.

## Findings

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### Participants' Overall Experience and Self-Assessment of Success

For the Pius website, 88% (101/115) of participants rated their overall experience either “Good” or “Very Good.” The overall Pius response averaged 4.22 on a Likert scale of 1 (“Very Poor”) to 5 (“Very Good”). Ninety percent (103/114) of participants using the Pius website rated their experience of accomplishing the tasks “Mostly Successful” or “Completely Successful.” The Pius response averaged 4.31 on a Likert scale of 1 (“Not at All Successful”) to 5 (“Completely Successful”).

For the MCL website, 79% (23/29) of participants rated their overall experience either “Good” or “Very Good.” The overall MCL response averaged 3.86 on a Likert scale of 1 (“Very Poor”) to 5 (“Very Good”). Sixty-nine percent (20/29) of participants using the MCL website rated their overall experience of accomplishing the tasks “Mostly Successful” to “Completely Successful.” The MCL response averaged 3.83 on a Likert scale of 1 (“Not at All Successful”) to 5 (“Completely Successful”).

### Selected Findings

#### Finding Library Hours ([see Task 1 in Appendix 1](#))

Random sampling of the CamStudio videos showed that the majority of participants were able to find the hours for the current day within 10 seconds and with one or two clicks. Most participants simply scrolled to the bottom of the site, where the hours for the current day were displayed.

#### Renewing a Book ([see Task 3 in Appendix 1](#))

Random sampling of the CamStudio videos showed that the majority of participants were able to find how to renew a book. Pius website participants averaged 57 seconds to record their answer, and MCL participants averaged 101 seconds. MCL participants appear to have taken longer because the MCL site had a “My Account” icon/button, whereas the Pius site had a “Renew Books” icon/button.

#### Finding Books ([see Tasks 4-5 in Appendix 1](#))

Almost all participants were able to find the location of a physical book using the Pius website. A smaller percentage were successful using the MCL website, but most of the incorrect responses simply found the wrong edition of the book. It also took participants longer to find the physical book using the MCL website. Participants using either website seemed to struggle more with finding an e-book. There were several comments and suggestions to make searching for e-books easier. Of those participants who found the e-book, the majority

used the search box on the websites' homepages. Finding an e-book took less time than finding a physical book using either website.

Getting help from a librarian (see Task 6 in Appendix 1)

Participants were asked to list as many ways as they could find to get help from a librarian. Most participants were able to list between three to six different ways within 45 to 60 seconds.

Finding Electronic Articles and Journals (see Tasks 7-8 in Appendix 1)

Almost all participants were able to find electronic articles and journals successfully using either website, and most used the search boxes on the homepages. Several of the different tabs within the search box on the Pius homepage were used, but the "Journals" tab was used the most. Within the search box on the MCL site, the "Journal Articles" tab was used the most by far. Some used the "Quick Links" at the bottom of the MCL homepage as well. Average time was 54 seconds for Pius website users and 85 seconds for MCL website users.

**Design Changes Based on Participant Suggestions (Pius website)**

Participant responses to the questions on rating, self-assessment of task success, and comments were reviewed by the committee. The following suggestions were later incorporated into the Pius website design:

Graphics & Layout

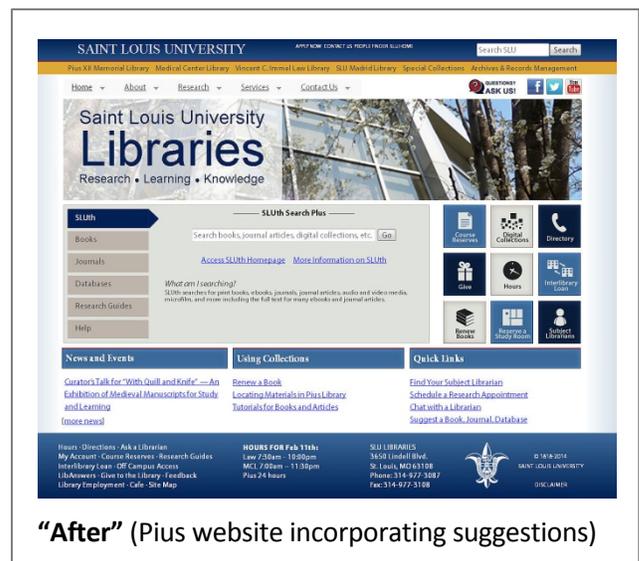
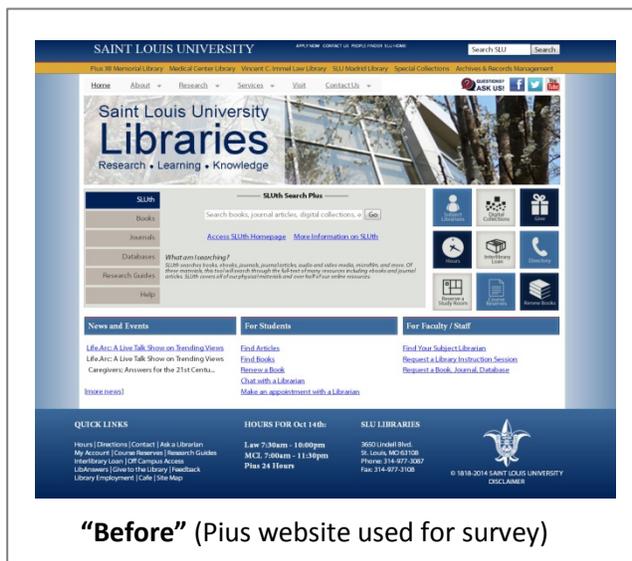
- Changed landing page so the user doesn't have to scroll (not visible in "Before/After" below)
- Changed wording on landing page for column headings and listed links (see "Before/After" below)
- Removed Quick Links heading from footer (participants said it wasn't useful there)
- Increased space around "Ask Us" icon (several participants said it didn't stand out enough)
- Enlarged icons and increased contrast of icons and text in 3x3 grid at middle right of homepage

Structure

- Simplified sub-items under the "About" menu tab

Content

- No changes



## Design Changes Based on Participant Suggestions (MCL website)

As with the Pius site, participant responses to the questions on rating, self-assessment of task success, and comments were reviewed by the committee. Among the main suggestions:

- Making icons stand out more. They found the icons unnoticeable or unneeded due to the color used, size, and placement of the icons.
- Adding more contact information, e.g., adding more visible link to Research Librarians, making “Ask Us” button more noticeable, including location of librarians, etc.
- Adding the “Renew Books” link and more quick links to specific resources. Some users reported that they had trouble renewing books and finding book (both physical and electronic) information.

The following changes based on participant suggestions were later incorporated into the MCL website design:

### Graphics and Layout

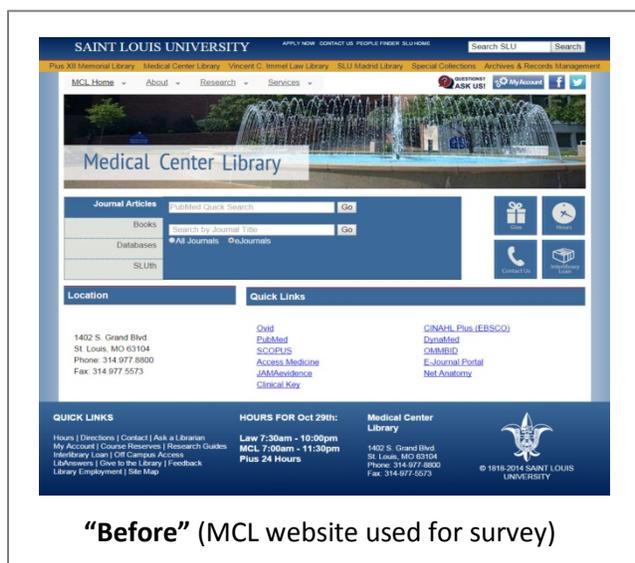
- Changed wording on landing page for column headings and listed links—Contact information in first column was replaced with Resources containing links for: Interlibrary Loan, Renew a Book, and eBooks
- Changed My Account graphic on landing page, upper left corner, to Renew a Book
- Added tab graphic to search box, making the active column more visible
- Removed Quick Links heading from footer
- Changed links in footer to include Renew Books (changed from My Account), mySLU, Email Feedback, and Ask a Librarian. Removed Contact, LibAnswers, Café, and Research Guides
- Changed Interlibrary Loan icon to Liaison Librarians
- Databases search—made drop down search box longer

### Structural

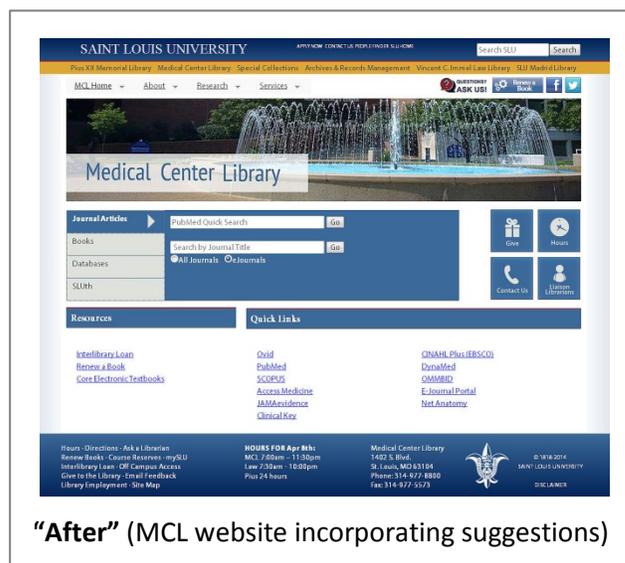
- Changed “Core Electronic Text Books” under “Research” to “eBooks”
- Books search—added eBooks parameter for catalog search

### Content

- No changes



“Before” (MCL website used for survey)



“After” (MCL website incorporating suggestions)

## Appendix 1: Survey Results and Responses

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In addition to recording participants' answers, the Qualtrics software recorded several other metrics for each task: time spent; number of clicks, time of first and last click. Specifically, it measured the amount of time that passed from the moment the page with the question was loaded until the participant's last interaction with the Qualtrics survey (not including their click to move to the next page). We included time for both correct and incorrect answers. Participants' task answers, suggestions, and comments for Pius and MCL website were coded separately by two different committee members for each website.

Note: Participants who attempted to go past a question without answering it were prompted to answer it by a Qualtrics pop-up box, but they were allowed to skip questions if they wished. Thus, the number of participants who answered each question varies.

### *Task 1: What are the hours of [name of library] for today? For this Saturday?*

Pius: 90% (103/114) of participants found the correct hours for the current day, while 6% (7/114) wrote "23hrs," which could possibly be considered typing error. 91% (89/98) found the correct hours for the upcoming Saturday. Participants averaged 51 seconds to find both answers.

MCL: 93% (28/30) of participants found the correct hours for the current day, and 93% (26/28) found the correct hours for Saturday. The average amount of time it took participants to find answers for both questions was 61 seconds.

Results for Pius:	Results for MCL:
Today's hours—121 answered correctly	Today's hours—31 answered correctly
Saturday's hours—115 answered correctly	Saturday's hours—29 answered correctly
Total Responses—123	Total Responses—33

### *Task 2: How can you find directions to the library?*

Results for Pius:	Results for MCL:
"Directions" link at bottom of the homepage—59	"Directions" link at bottom of the homepage—23
Click on Address at bottom of the homepage—16	Click on Address at bottom of the homepage—1
"About" menu item > "Contact" > "Directions and Parking"—15	"About" menu item > "Contact" > "Directions and Parking"—5
Other response—6	Not found—3
Not completed / no data—25	No response—1
Total Responses—121	Total Responses—33

**Task 3: How can you renew a book online?**

Pius: Average time to answer: 57 seconds

MCL: Average time to answer: 101 seconds

Results for Pius:	Results for MCL:
“Renew Books” blue button/icon—70	“Services” menu > “My Library Account”—2
“Renew Books” link under For Students—29	“My Account” link location undetermined—10
“My Account” link at the bottom of the homepage—7	“My Account” link at the bottom of the homepage—7
Other—13	Couldn’t find—3
	Answer Found but path cannot be determined—5
	Used “Search SLU” box in upper right corner—2
	“LibAnswers” link at the bottom of the homepage—1
Total Responses—119	Total Responses—30

**Task 4 (Pius): Where is the book Quantum Man: Richard Feynman’s Life in Science located in the library?**

**Task 4 (MCL): What is the call number of the book Mosby’s Guide to Physical Examination/ Henry M. Seidel, c2011?**

**Pius:** 97% (29/30)\* of participants found the correct location. Average answer time was 99 seconds.

(\*Note: 84 responses to this question were lost during data transfer from survey to spreadsheet.)

**MCL:** 85% (25/30) of participants gave the correct call number for the specified book, while 10% (3/30) gave the call number for the previous edition of the book. Average answer time was 154 seconds.

Results for Pius:	Results for MCL:
QC16.F49 K73 2011—15	WB 205 M894 2011—25
Level 5 South—11	WB 205 M894 1995—3
Pius Library—3	Answer not found—1
Other—1	Other—1
Total responses—30	Total responses—30

**Task 5 (Pius): Where would you find the e-book Republic of Noise: The Loss of Solitude in Schools and Culture by Diana Senechal?**

**Task 5 (MCL): Where would you find the e-book Andreoli and Carpenter’s Cecil Essentials of Medicine / editor-in-chief, Thomas E. Andreoli, c2010?**

**Pius:** 82% (83/101) of participants found the e-book, and at least 51% (42/83) of those used the search box on the home page. Average answer time 69 seconds.

**MCL:** 73% (22/30) of participants found the e-book, and at least 55% (12/22) of those used the search box on the home page. Average answer time was 87 seconds.

Results for Pius:	Results for MCL:
Answer Found but path cannot be determined—28	“Books” tab in search box > “eBooks”—12
“Books” tab in search box > “e-books”—22	“Books” tab in search box w/out specifying “eBooks”—4
“SLUth” tab in search box—13	MCL Reserve—2
SLU Library Catalog (not specified)—8	“Research” menu item > “E-Books” > Search—2
Answer not found—7	Answer found but path cannot be determined—6
Search box (not specified)—6	Answer not found—6
Other—17	Other—1
Total responses—101	Total responses—30

**Task 6: How many ways can you use the website to get help from a librarian?**

Results for Pius:	Results for MCL:
Average number of ways—4.52	Average number of ways—3.93
“Contact Us” tab—14	“Ask a Librarian” link (Pius website)- 10
“Subject Librarian” icon—13	“Contact Us” icon—9
“Ask a Librarian” link—11	“Questions? Ask Us” link (Pius website)- 7
“Questions? Ask Us” link—10	“Contact Us” icon—(Pius website)—3
“Help” link in the middle—9	Other—5
“Directory” icon—5	
Quick Links—5	
For Students—5	
For Faculty/Staff Resource page—5	
Other—6	
Not completed / no data—18	
Total Responses—101	Total responses—29

**Task 7 (Pius): You are writing a research paper on American history and need to find journal articles. Where on the SLU Libraries website would you begin?**

**Task 7 (MCL): You are writing a research paper on the public health aspects of the Ebola virus. Where on the site would you begin to find relevant journal articles?**

**Pius:** At least 84% (100/118) of participants used the search box on the homepage to find relevant journal articles, and of those participants, 37% (37/100) used the “Journals” tab, 26% (26/100) used the “Databases” tab, 21% (21/100) used the “SLUth” tab, and 16% (16/100) used the “Research Guides” tab. Average time to find an answer was 54 seconds.

**MCL:** All participants used an efficient path to find relevant journal articles. More than 86% (25/29) used the search box on the homepage, and 76% (19/25) of those used the “Journal Articles” tab specifically. 20% (6/29) used the “Quick Links” on the bottom of the homepage. Average time to find an answer was 85 seconds.

Results for Pius:	Results for MCL:
“SLUth” tab search box—21	“SLUth” tab search box—2
“Journals” tab search box—37	“Journal Articles” tab in search box—19
“Research Guides” tab in search box—16	“Quick Links” on homepage > PubMed—5
“Databases” tab in search box—26	“Databases” tab in search box—5
Other—3	“Research” drop down—1
Not completed / no data—15	
Total Responses—118	Total Responses—29

**Task 8 (Pius): Where would you find International Journal of Accounting in electronic format?**  
**Task 8 (MCL): Where would you find Journal of Advanced Nursing in electronic format?**

**Pius:** At least 55% (65/118) of participants used the search box on the homepage to find an e-journal, and 77% (50/65) of those used the “Journals” tab specifically. The average time to find an answer was 53 seconds.

**MCL:** All participants used an efficient path to find an e-journal. About 69% (20/29) used the “eJournals” search option in the “Journal Articles” tab of the search box on the homepage, while another 24.1% (7/29) used the “E-Journal Portal” under “Quick Links” on the homepage. The average time to find an answer was 107 seconds.

Results for Pius:	Results for MCL:
“SLUth” tab in search box—13	“Quick Links” on homepage > “E-Journal Portal”—7
“Journals” tab in search box—50	“Journal Articles” tab in search box > “eJournals”—20
Science Direct Journals—12	“Research” menu item > “E-Journals”—2
“Databases” tab in search box—2	“Books” tab—2
Other—6	
Not completed / no data—35	
Total Responses—118	Total Responses—29

**Task 9 (Pius): Please find the name and the email address for the subject librarian for Theology.**  
**Task 9 (MCL): Please find the name and the email address for the subject librarian for Public Health.**

Results for Pius:	Results for MCL:
“Ron Crown”—116 answered correctly	“Donghua Tao”—23 answered correctly
“crownrw@slu.edu”—113 answered correctly	“taod@slu.edu”—23 answered correctly
1 answered incorrectly	6 answered incorrectly
Total Responses—117	Total Responses—29

## Opinion/Rating/Demographic Questions

The remaining items on the Qualtrics survey were not tasks. Rather, they asked either for participants' opinions about using the websites or for demographic information. As such, the question numbers shown here differ from those on the Qualtrics survey.

### 1. Please rate the following:

#	Question	Very Poor	Poor	Fair	Good	Very Good	Total Responses	Mean
1	Your overall experience of the new SLU Libraries website	Pius: 0 MCL: 0	Pius: 0 MCL: 1	Pius: 14 MCL: 5	Pius: 62 MCL: 20	Pius: 39 MCL: 3	Pius: 115 MCL: 29	Pius: 4.22 MCL: 3.86
2	Ease of navigating the new site	Pius: 0 MCL: 0	Pius: 2 MCL: 1	Pius: 16 MCL: 6	Pius: 51 MCL: 19	Pius: 46 MCL: 3	Pius: 115 MCL: 29	Pius: 4.23 MCL: 3.83
3	Ease of accomplishing what you were trying to do	Pius: 0 MCL: 0	Pius: 2 MCL: 1	Pius: 20 MCL: 10	Pius: 51 MCL: 14	Pius: 42 MCL: 4	Pius: 115 MCL: 29	Pius: 4.16 MCL: 3.72
4	Organization of the new site	Pius: 0 MCL: 0	Pius: 1 MCL: 1	Pius: 19 MCL: 5	Pius: 45 MCL: 15	Pius: 50 MCL: 8	Pius: 115 MCL: 29	Pius: 4.25 MCL: 4.03
5	Visual appeal of the new site	Pius: 1 MCL: 1	Pius: 1 MCL: 2	Pius: 26 MCL: 6	Pius: 29 MCL: 10	Pius: 58 MCL: 10	Pius: 115 MCL: 29	Pius: 4.23 MCL: 3.9

### 2. In general, how would you rate the amount of content on the website?

Response	Pius #	Pius %	MCL #	MCL %
Too much	13	11%	2	7%
About the right amount	100	88%	24	83%
Not enough	1	1%	3	10%
Total	114	100%	29	100%

### 3. How successful do you think you were in accomplishing the tasks you were given today?

Response	Pius #	MCL #
Not at all successful	0	0
Mostly unsuccessful	1	0
Somewhat successful	10	9
Mostly successful	56	16
Completely successful	47	4
Total	114	29
Mean	4.31	3.83

**4. If you do not think you were successful in accomplishing the tasks you were asked to perform, please explain why.**

Sixteen responses were received. Wherever possible, changes to the websites were made in the specific sections to which the comments referred, as noted in the “Design Changes Based on Participant Suggestions” section.

**5. How does the new SLU Libraries website compare to other library websites you have visited?**

Response	Pius #	Pius %	MCL #	MCL %
The new website is much easier to use	29	26%	6	21%
The new website is somewhat easier to use	42	38%	10	34%
About the same	19	17%	7	24%
The new website is somewhat more difficult to use	13	12%	3	10%
The new website is much more difficult to use	0	0%	0	0%
Nothing to compare with	9	8%	3	10%
Total	112	100%	29	100%

**6. What changes or additional features would you suggest for the new website?**

**Pius:** Due to the number of responses received, for Pius a random sample of 25 responses was chosen via [www.randomnumberpicker.com](http://www.randomnumberpicker.com).

None		Positive		Graphics & Layout							Content		Other	
				Color										
No suggestions	General	Easy to use	Too much same color	Dislike color	More strategic icon placement	Quick links redundancy	More organized flow needed	Different images needed	Interactive Calendar	Needs to be simplified/Too busy	Separate ebook and online journal tabs	Make purchase form more noticeable	N/A	
1	3	1	1	2	1	2	6	2	3	4	2	1	4	

**MCL:**

None		Positive		Graphics & Layout							Structure				
				Color											
No suggestions	General	Quick links	Too much same color	Dislike color	Outdated design	Icons unnoticeable/unneeded	More strategic icon placement	Quick links redundancy	More organized flow needed	New cover photo	More links rather than icons	Open links in new tabs	Searches are too indirect	Rollover pop-up info windows	Separate webpages for fac/stu
5	1	1	1	2	1	4	1	1	1	1	1	1	1	1	1

Content												
Too little content	Add webpage instructions	Add more visible link to Research Librarians	"Contact us" button more noticeable	Add contact (e.g. location) info link (top)	Add renew link	More quick links	FAQ or tutorial button	Interactive librarian button (?)	Explain call numbers	Include location of librarians	Relabel Librarian page	
3	1	1	1	2	1	1	1	1	1	1	1	

**7. Please use the space below to provide any additional comments about your visit to the new website today.**

**Pius:** Again, for Pius a random sample of 25 responses was chosen via [www.randomnumberpicker.com](http://www.randomnumberpicker.com).

Negative	Graphics & Layout						Structure			Other
General	General	Quick links	Icons/ Buttons	Visual	Color	Make it fancier	Easy to use	Search box is useful	Search box challenging	N/A
1	8	2	6	3	1	1	7	2	1	5

**MCL:**

Positive										Graphics & Layout		
General	Quick links	Visual	PubMed search box (add search limits)	Easy to use	Easy to navigate	Not cluttered	Redundancy	Search box is useful	Color	Make it simple & clean	Change/move social media buttons	New cover photo
4	2	1	4	4	1	2	1	2	1	1	1	1

Structure							Content				Other
Not easy navigate	Search box challenging	Improve inside features	Include list of e-books	Include link to normal hours near today's hours	Not easy to use	Trouble finding e-book	Too little content	Had trouble finding book info	Couldn't renew book	Include general non-lib info	Offer training session for the new website
1	2	1	1	1	1	2	1	1	1	1	1

**8. Please check all that apply to you:**

Response	Pius #	Pius %	MCL #	MCL %
Undergraduate Student	54	48%	2	7%
Graduate/Professional Student	27	24%	19	66%
Non-degree Seeking Student	0	0%	0	0%
Faculty Member	25	22%	9	31%
Staff	13	12%	2	7%
Other	1	1%	0	0%

**9. How often do you visit the current SLU Libraries' website (libraries.slu.edu)? Select the answer that most closely matches your usage.**

Response	Pius #	Pius %	MCL #	MCL %
Never	8	7%	0	0%
Less than Once a Month	16	14%	2	7%
Several Times a Month	37	33%	10	33%
Once a Week	10	9%	6	20%
2-3 Times a Week	23	21%	9	30%
Daily	18	16%	3	10%
Total	112	100%	30	100%

## Appendix 2: Demographic Details of Participants

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University Status	# of Participants
Faculty	33
Graduate/Professional Student	39
Non-degree Seeking Student	0
Other	1
Staff	13
Undergraduate Student	67

Unit Affiliation	# of Participants
Academic Affairs Division	1
Center for Sustainability	2
College for Public Health & Social Justice	11
College of Arts & Sciences	53
College of Education & Public Service	8
Doisy College of Health Sciences	22
John Cook School of Business	13
Libraries	7
Parks College of Engineering, Aviation and Technology	7
School for Professional Studies	3
School of Medicine	14
School of Nursing	8
Student Development Division	1
Unspecified	3

Note: The numbers in Appendix 2 represent everyone who began the Qualtrics survey, even those who didn't complete it. Thus they are somewhat higher than those in Appendix 1, which includes only those who completed the Qualtrics survey.