

## LAUC Website Usability Task Force Report

### 10/12/2018

#### I. Committee Charge

The task force was charged with reviewing the LAUC website (<http://lauc.ucop.edu>) with particular attention to how LAUC librarians and community members use the website for seeking information about LAUC, its members, committees, and programs.

#### II. Summary of Survey Results

The task force created a survey using Google Forms and distributed it to the entire LAUC membership. The survey was open for two weeks. See Attachment 1 for survey questions. Below is a summary of the survey findings.

##### A. Current Use

While some survey respondents expressed little to no LAUC website usage, many stated they use it to retrieve specific information. The top reasons survey respondents gave for visiting the site include (n=29):

- Committee/Roster information (69%)
- Documents (annual reports, historical documents, election procedures, working papers, bylaws) (28%)
- Grant information (24%)
- Meet the Members information (24%)

Other reasons for visiting the LAUC website include retrieving event/assembly information, advancement/promotion information, member lists, news, and LAUC election calendars/timelines. Respondents also appreciated the photographic and visual elements, including the slideshow which features different UC libraries.

##### B. Desire for Change

Many respondents had ideas for changes to the navigation, content, and features of the site. Two overwhelmingly frequent comments were: a desire for the LAUC website content to be updated much more frequently; a desire for more streamlined navigation and fewer links. Requests for navigation changes featured many suggestions, including: hover-over drop-down menus for the global navigation; new top level links for some pages (e.g. grants); arranging the global navigation alphabetically; the reorganization of many of the sections (e.g. changing the "Divisions" subheading to "By Campus Divisions" or "By Campus"); and many more. We have included the suggestions we are endorsing in Section IV.

##### C. Desire for New Content & Features

Some respondents expressed desire for new content and features to be added to the site, including: a "LAUC Projects" page; an explanation of the relationship between LAUC and AFT; cross-UC mentoring content; a way for members to share their work and research (possibly via an eScholarship RSS feed); and many more. We have included the suggestions we are endorsing in Section IV.

### **III. Summary of Usability Test Activities**

The task force used the survey results and ensuing discussion to create navigation categories and individual section/page names for a card-sorting usability test. The card sorting test asked participants to sort cards (individual page and section names) into categories (global navigation names). The test was constructed using Optimal Workshop and was completed by ten LAUC members from four different UC campuses (ten is the maximum number of participants available via a free Optimal Workshop account). The results of the test informed the recommendations in Section IV. See Attachment 2 for a standardization grid of the results.

### **IV. Summary of Recommendations for Website Changes**

- A. Keep content as up-to-date as possible - particularly member information, events, and deadlines. This is of paramount importance to the surveyed membership and the task force. Perhaps most key to this is allowing members to update their own information (and/or allow one proxy from each campus editing privileges - updating all member information on an annual basis could be the duty of a divisional officer, such as secretary or vice chair). Many other recommendations in this section come with the caveat of "if this is possible given the current system." However, that caveat does not apply to this recommendation - if the current system/platform does not allow anyone but the webmaster to make quick and easy changes then a new system must be at least considered, if not adopted.
- B. We suggest that content and navigation be tailored to facilitate easy access to information that users look up most frequently. We suggest that new sections and links be kept to a minimal number, and that the number of clicks to get to any page/file be minimized. We therefore recommend the following site navigation framework (See Attachment 3 for details about changes from the current framework/pages - we are happy to work closely with the webmaster to implement these changes):
  1. Homepage (not a global navigation label)
    - a) Meet Our Members
    - b) News
  2. About
    - a) Overview of LAUC
    - b) Campus Divisions
    - c) History & Archives
    - d) Contact Us
  3. Boards & Committees
    - a) Executive Board
    - b) Diversity Committee
    - c) Professional Governance Committee
    - d) Research & Professional Development Committee (only information re: charge and duties - link out to Grants page)
    - e) Board & Committee Archive
  4. Documents
    - a) Bylaws & Procedures (could also go under About)
    - b) Position Papers
    - c) Reports, Resolutions, & Statements
  5. Events

- a) Assembly Calendar
  - b) Past Assemblies & Events
  - c) Travel Reimbursement
  - d) Elections
- 6. Grants - pages on Grant Information & Deadlines (moved from RPDC page)
- 7. People
  - a) Meet Our Members
  - b) Campus Divisions
  - c) Members (roster)
- 8. Search
  - a) Site Search
  - b) People Search
  - c) Document Search
- C. Add hover-over drop-down menus for the global navigation
- D. Add an explanation of the relationship between LAUC and AFT to the Overview/About section
- E. People section
  - 1. Modify the Roster list with a shortcut for browsing the member list by alphabet (A-C, D-F, etc.) and include that at top and bottom of each roster page.
  - 2. Allow members to update their own information - allow them to add photos and phone numbers
  - 3. Change the format of email address links in the member list (it was suggested the current format might be causing SPAM issues)
- F. Executive Board/Committees section:
  - 1. Add more detail re: roles and responsibilities
  - 2. Add or make more visible information about committee turnover times and procedures around calls for new members (both LAUC-wide and division)
- G. Search section:
  - 1. Fix and improve the search functionality - it only allows you to perform one search (if you try to enter a new search it doesn't work)
  - 2. Display "No results found" when there is nothing found
- H. Calendar:
  - 1. Remove from homepage
  - 2. Delete the calendar itself (preserve content though and move to other places)
  - 3. Transition "Past Events" Executive Board agendas and minutes to Committees/Executive Board section
- I. Add "Grants" to global navigation
- J. Perform an accessibility audit of the website to make sure it lives up to current best practices
- K. Add the ability to get an alert whenever a new feature/news item is posted (email or RSS feed)

## V. Other suggestions

There were some suggestions that the committee either had mixed feelings about or did not want to endorse explicitly. We have included them here, in the interest of transparency and possible further changes to the website, if the leadership so chooses.

- A. Other suggestions from the survey:
  - 1. Add search box to homepage - task force is split on this change

2. Motions to University Administration on topics relevant to LAUC, such as recognition of 150 years UC and librarianship, recognition of Academic Freedom as part of role as academic personnel, etc.
  3. Add cross-UC mentoring content - maybe LAUC Connect?
  4. Add a way for members to share their work and research - updates of publications by LAUC members from campuses, using eScholarship RSS feed or similar update (possibly as part of members section or as a separate section)
- B. Other suggestions from the usability test:
1. Create an FAQ page
  2. Create a "Governance" category to house Elections, Bylaws & Procedures, Executive Board, and Board Archives
  3. Create a "Resources & Tools" category that encompasses Documents, Grants, and Elections

## **VI. Names of Committee Members**

- Swati Bhattacharyya
- Lindsay Davis
- Jennifer Dorner
- Nicole Helregel (lead/convener)
- Shu Liu

## **Attachment 1 - Survey**

### **LAUC Website Redesign**

The LAUC Website (<https://lauc.ucop.edu/>) is being evaluated for potential changes and improvements. This may include changes to the information/content, features, and navigation. Your feedback is very important - please be as detailed and forthright as possible. Thank you for your time and participation!

#### Information Access

1. Why do you usually visit the LAUC website? What information do you access most often (e.g., committee info, membership list, grant application, etc.)?
2. What information would you like to see on the site that is not currently there?

#### Navigation

3. Does the top bar navigation (About, Calendar, People, etc.) meet your needs? Which options do you find most helpful? Which options do you find least helpful?
4. Is there a navigation option that you would like to see in the top navigation menu that is not present?

#### Features

5. What features do you like the most on the current website (e.g., news, calendar, site search, people search, etc.)?
6. What features would you like to see added or improved on the current website?

#### Overall

7. What is the top item on your wishlist for a LAUC website redesign?
8. Any additional comments, suggestions, or thoughts?

## Attachment 2 - Card Sorting Test Standardization Grid

### Cards

### Standardized categories

Name	About	Board & Co...	Documents	Events	Grants	People
Assembly Calendar				10		
Board & Committee Archive		7	2			
Bylaws & Procedures	4		4			
Campus Divisions	10					
Contact Us	9					
Diversity Committee		10				
Elections			2	6		
Executive Board		7				2
Grant Information & Deadlines					8	
History & Archives	6		4			
Meet Our Members	2					8
Members	1					9
Overview of LAUC	10					
Past Assemblies & Events	1			9		
Position Papers			9			
Professional Governance Committee		10				
Reports, Resolutions, & Statements			9			
Research & Professional Developm...		9			1	
Travel Reimbursement	1		1	4	1	

### Attachment 3 - Details regarding navigation and page-level changes

#### Current Navigation (on website right now):

Home-page	About	Calendar (Events)	People	(Board & Committees)	Resources	Search
Meet Our Members	Overview	Calendar	Executive Board	Executive Board	Document Library (Search)	Site Search
Calendar	Divisions	Past Events (Exec Board & Assembly Calendar)	Meet our Members	Diversity	Collaboration Tools	
News	Committees	Assemblies (Past Assemblies & Events)	Divisions (Campus Divisions)	Professional Governance	Featured Content (News)	
	LAUC @ 50 (History & Archives)	Assembly Calendar	Roster (Members)	Research & Professional Development	Guidelines & Other Procedures (About & History & Archives)	
	Reports, Resolutions & Statements (Documents)			Inactive Committees (History & Archives)	Travel Reimbursement (Events)	
	Position Papers (Documents)			Roster Archive (Board & Committee Archive)	Blog & Wiki (History & Archives)	
	Bylaws & Procedures (Documents)					
	Elections (Events)					
	LAUC Newsletter (History & Archives)					
	News					
	Historical Documents (History & Archives)					
	Contact Us					

#### Key for changes:

Delete this page

Delete this link

Merge this page with others (page it will go to)

Move this page (see table below for new destination)

Change this label (new label)

## Suggested Navigation

Home-page	About	Board & Committees	Documents	Events	Grants	People	Search
Meet Our Members	Overview	Executive Board	Bylaws & Procedures	Assembly Calendar		Meet our Members	Sitewide Search
News	Campus Divisions	Diversity	Position Papers	Past Assemblies & Events		Campus Divisions	People Search
	History & Archives	Professional Governance	Reports, Resolutions & Statements	Travel Reimbursement		Members	Document Search
	Contact Us	Research & Professional Development		Elections			
		Board & Committee Archive					