

# FLASH Test Report

2019\_02\_19\_UnifiedLibraryHotelSiteNavigation\_Hotel

February 19, 2019

## FLASH Test Summary

### **If you were looking for a specific database, where would you look?**

To find a specific database, most users went to Resources and then Databases. A couple of users would either use search or go to the main library site. A couple of users were attracted to the Database Spotlight first because of the yellow logo.

### **If you were looking for a specific database, where would you look?**

Half of the users would use the Help menu button to contact someone at this library. The rest would do a mix of looking on the Services page, use the footer contact information, or Ask A Librarian.

### **How would you search for printing on this site?**

Most users when looking for printing would go to Services. Only two users would use the search box in the upper right and neither noticed to switch from catalog to site search.

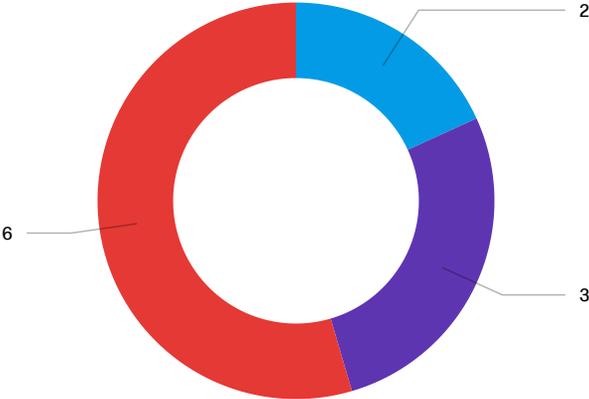
### **If you wanted to see the hours for this library for tomorrow, what would you do?**

Half of users would use the Full Hours link in the banner while the other half used the Cornell Library Hours link in the top navigation.

### **You want to find the book "Marketing for hospitality and tourism". How would you do that and what do you expect the results to be?**

Almost half of users looked under Resource Databases and expected to find something there for books. One user would have used the Ask A Librarian feature, one would have used top right search, and the rest used the search box in the center of the home page.

Q3 - Participant Year /Status



■ First Year   ■ Sophomore   ■ Senior

## Q4 - Major or Discipline

Major or Discipline ▲

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Statistics

Policy Analysis

Math and Econ

Human Biology

Hotel

Hotel

Engineering

Civil Engineering

Civil Engineering

Chemistry

CS and Arts

## Q5 - If you were looking for a specific database, where would you look?

If you were looking for a specific database, where would you look?

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Would go to the main Cornell website to find a database

Would go to Resources and Databases

Resources - Research Databases

Looked at database spotlight first and then Resources

Resources and Resource Database

Use the search button in the upper right corner - Courses to take

Resources and then Research Databases

Moused over Resources then went to Databases

Resources and then databases

Resources and then databases

Looked at the database spotlight - not sure what a database is. Found it with Resources and Research Databases - figured it would be on the first page and was looking at options.

## Q6 - If you needed to contact someone at this library, how would you do that?

If you needed to contact someone at this library, how would you do that?

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Go to the contact information in the footer

Would go to Help

Would go to Help

Would click on Help

Would go to About and scroll to find the information, contact in the body or footer

Would go to Help - maybe services Or look at the bottom for contact

Go to Ask A Librarian

Services then went to Help

Ask A Librarian

Would look at Services or Ask A Librarian

Scroll to the bottom and use footer contact info

## Q7 - How would you search for printing on this site?

How would you search for printing on this site?

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Looked under resources. Then went to the search box and typed in printing but didn't notice the Catalog vs Site Search options. Then went to Services.

Would go to Services

Moused over resources (thought it might be a resource) and then scrolled then went to Services

Use the search box in the upper right hand corner

Services

Would look at Services - would be part of the services offered

Would go to Services

Looked at About and Resources then Services - Looking for something that says printing

Scrolled through the page and then would go to Services

Would go to services

Would go to Services

## Q10 - If you wanted to see the hours for this library for tomorrow, what would you do?

If you wanted to see the hours for this library for tomorrow, what would yo...

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Go to Full Hours in banner

Go to Full Hours or About - moused over the current hours first

Go to Full hours in banner

Full Hours on the banner

Would go to Full Hours in the header

Top bar - Cornell Library Hours

Cornell Library Hours in header

Cornell Library Hours in the header

Cornell Library Hours in the header

Cornell Library Hours in header

Go to Full Hours in the banner

Q11 - You want to find the book "Marketing for hospitality and tourism". How would you do that and what do you expect the results to be?

You want to find the book "Marketing for hospitality and tourism". How woul...

Search the box in the center of the page and expected Catalog

Used the search in the upper right and then search it there. Would expect the list of books.

Moused over Resources and looked at options there, then scrolled and used the central search box

Would search in the middle of the page and expect catalog

Resources and look at the databases for the books. Would look under resources for it.

Would find somewhere in resources - would have the list of books available and use that

Resources and then look through the databases and it's not there. Then search on the home page.

Ask A Librarian

Scrolled down and would use the center search box - expect to find that book and give the barcode number

Would look under Resources

Would use the search box in the center of the page. Catalog is what was expected.

## Q8 - Additional comments/ observations offered by participant.

Additional comments/ observations offered by participant.

What does the database provide you with? Just telling you what it is. Expecting to find books under databases. Relate to what was done before with a class

Thinks it's great and the UI is pretty good. Would try to add a way to renew library resources - if there would be a way to renew short term in the site - under Resources (Renew Item)

Seems straightforward

Seems easy to use - hours up front are nice

Really likes the hours prominent in the banner. Central search box is interesting. Layout is simple. What is to highlight about this library, regularly uses Mann.

Pretty straightforward - and just saw library hours at the top. Spotlight caught attention.

Looking for Hours for more days of the week available on the site itself

Likes the main Library hours and the chat - both from main site.

Likes the contact info at the bottom and the search right in the middle was good. Feels most use these to search.

Likes the banner image and color scheme. Spotlight catches the eye and pops with the yellow

Going back kept wanting to click the All Libraries link

**End of Report**