



In Search of the Lost Book: Improving Library Usability

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Background

- During the years different kinds of usability issues have come up in the customer feedback - most of them have concerned wayfinding in the library
- The collections are divided in 4 floors of which users can access 3 – locating publications is difficult especially for novice users
- Collection and location codes are difficult to remember
 - P1 B 621.396/.397
 - P1 SAK Teknillinen korkeakoulu, Helsinki University of Technology, Systems analysis laboratory, research reports A 66

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Background

- Development and design of a locating application for the library was given as a subject of a practical work for TKK students attending a course of usability during the spring 2005
- The results of the practical works and the locating applications developed in other Finnish libraries sparked the idea of developing a locating application based on the needs of the users of TKK library

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Getting started

- The project was launched in late 2005
- Aim of the project
 - to improve the usability of the library
 - to provide improved wayfinding by developing a locating application which would be designed based on users' needs

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Usability research

- Data about users and their information finding processes was collected by usability research
- The first usability research ever made in TKK library
- The research was done by interviewing and observing eight test persons while they were locating publications in the library
- The situation was followed by 2 observers and it was photographed and recorded with an mp3 recorder

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Usability research

- The test persons were explaining their actions and describing their thoughts aloud during the information finding process
- The collected data was analyzed and it offered both expected and unexpected information

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TKK Usability research



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TKK Discoveries

- People are able to find the bibliographic information of the publication from the database, but they are not able to find the printed publication from the library
- Problems with understanding and interpreting location codes
 - which is the right shelf and how the publications are arranged (e.g. P1 B 621.396/.397)
- Inaccurate and insufficient signage
- Shelf labels
- None of the eight test persons were able to find the requested publications without asking help from the library staff!

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TKK Locating application

- The development of the locating application was started from the basis of the data collected in the usability research
- The aim was that the application would cover the collection that includes the most borrowed books – the B-books collection (about 25 000 items)
- The idea was that the application would create a link in the Call number –field in OPAC and by following the link the user could see the location of the item on a map

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TKK Locating application

- Aim of the application
 - to show the location of the item on a map of the library by one click
 - to show the status of the item
 - to show the locations of the department libraries on a map by one click
 - to have correspondences with the real library

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TKK Locating application

- The first test version was introduced to the library staff in the late autumn 2006 and the second one during the spring 2007
- The usability tests with library users were started in June and completed in August 2007

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TKK Locating application

Holdings Full Record MARC view

Database: I kirjasto kirkkokuului kirjasto
 Author(s): Kotler, Philip
 Title: Marketing management / Philip Kotler, Kevin Lane Keller
 Format: book
 Published: Upper Saddle River, NJ : Pearson Prentice Hall cop., 2006
 Course Code: P1 B 658.8+659 Kotler
 P1 B 658.8
 TL 01.1002
 LL-91.0004
 Links: Table of contents

Location: Pasirijärvi, B kirjasto, kaliforni aikoni laiva, 2 krs.
 Call Number: P1 B 658.8+659 Kotler
 Number of Items: 1
 Status: c:1 Retrieved - Due on 10/09/2007

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TKK **Locating application**

Search results

Location: Shelf number 659.94659 | Location on the 2nd floor Kotkan

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TKK **Locating application**

Search results

The publication belongs to the Main Library's series collections (scl). The series collections are extended alphabetically according to the name of the series.

Location: **Main library, ground floor (1st floor)**, Access to the lower floor is via the [book lift](#).

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TKK **Location search**

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Location search | Topic search | Facilities and equipment search | TEEMU

If a location search shows the location of a given shelf. Uses on a map. If the search includes the B' books collection in the second floor of the Main Library.

Enter (write or copy/paste) the location information on given in Teemu (e.g name) in the field below and press Search.

An example of location information to be searched for: **F1 2 122.9**

Select a shelf class and press Search.

- F1 1 1111
- F1 1 1112
- F1 2 122.9
- F1 1 1111
- F1 2 12
- F1 2 122.9
- F1 2 124.33
- F1 1 11
- F1 2 11
- F1 2 118.619

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TKK **Topic search**

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Location search | Topic search | Facilities and equipment search | TEEMU

The topic search shows the shelf class for books on a given topic and their location on a map. At the moment the search includes the B' books collection in the second floor of the Main Library. Choose a topic from the list below and press Search.

Choose a topic:

- Accident prevention
- Accountancy
- Acoustics
- Adhesive joining
- Adhesives
- Automated
- Aerodynamics
- Agriculture
- Air conditioning
- Amusement

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TKK **Topic search**

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Search results: **659.94659** | [Map](#) | [Close](#)

Search results: **659.94659** | [Map](#) | [Close](#)

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TKK **Facilities and equipment search**

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Search results: **659.94659** | [Map](#) | [Close](#)

Search results: **659.94659** | [Map](#) | [Close](#)

Choose a facility:

- Copying machines
- Color books
- CD-ROMs
- Information systems
- Internet (web)
- Internet
- Newsbooks
- Periodical rooms
- Printers

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TKK **Facilities and equipment search**

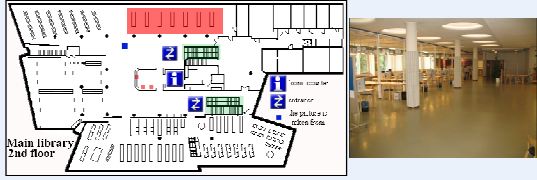
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Facilities and equipment search results

Location search Topic search Facilities and equipment search TEEMU

Customer computers

There are 26 microcomputers for customer use in the second floor of the Main Library. [More information](#) on using the computers and on the program times available is available on the library website.



Main library 2nd floor


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TKK **Realization and maintenance**

- PHP, MySQL, JavaScript, Perl
- Updating and maintenance via web browser
 - easy
 - no need to know HTML or any programming language
- The biggest work is to set and keep up-to-date the location informations (coordinates)

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TKK **Desired result...**



...a happy user!

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TKK

Thank you!

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<http://lib.tkk.fi/index-en.html>
<http://peppi.hut.fi/pub/viivi/index-en.html>

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