

The DiMenna-Nyselius Library website was last updated in 2010 after a series of usability tests conducted by an external consulting firm. With the hire of the new Web & User Experience librarian, a set of usability tests and data analysis was performed in order to modernize and optimize the library's website and other online properties.

Over the course of several months we performed:

- Card sorts & hierarchical reorganization
- Student & Faculty interviews
- Multiple usability tests
- Progressive prototyping
- User journey optimizations
- In-depth website analytics

As a result of these tests we were able to:

- Unify the look of all web properties under a single branding
- Optimize access to most commonly requested services
- Remove many superfluous pages
- Simplify display of guides and catalog
- Ease staff workflow

Maintenance and analysis of these changes and their effects will be perpetual tasks for the future of this library in order to stay relevant.

System Usability Survey Results for First Prototype

