



Massachusetts Libraries  
BOARD OF LIBRARY COMMISSIONERS

# Massachusetts Libraries Website

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LIS455 - Usability

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# Context

The Massachusetts Libraries portal, which is maintained by the Massachusetts Board of Library Commissioners, is intended to help Massachusetts residents find information in the state about:

Local library information and catalog

Articles, databases, and ebooks

Programming, e.g.: literacy, citizenship, and early childhood programs

# Results - Qualitative - Common Behaviors



**eBooks for everyone**  
Equal access to eContent  
#eBooksForEveryone  
eBooksForEveryone.org

**Your library is your gateway.**  
Read **articles** from your favorite magazines and *The Boston Globe*. Explore **local history** and archives online. Search through **millions of books and DVDs** at libraries throughout the state. Find **free classes and programs** near you.

RESEARCH & ARTICLES	DIGITAL COLLECTIONS	BOOKS & EBOOKS	YOUR LOCAL LIBRARY
<p>Read <i>The Boston Globe</i>, popular magazines, and peer-reviewed research articles hot off the press, instantly available for free.</p> <ul style="list-style-type: none"><li>Magazines &amp; Journals</li><li>The Boston Globe</li><li>Encyclopaedia Britannica</li></ul> <input type="text"/> <input type="button" value="Search"/> <p>Not sure where to start?</p>	<p>Find historical documents, photo sets, and artwork ready to be browsed for research and inspiration.</p> <ul style="list-style-type: none"><li>Explore the Digital Commonwealth &amp; Digital Public Library of America</li><li>Browse collections by topic &amp; type</li></ul>	<p>Access a shared statewide collection of <b>millions of books, audiobooks, DVDs, CDs, and more</b> - plus a growing <b>eBook library</b>.</p> <ul style="list-style-type: none"><li>Find books, music, &amp; DVDs</li><li>Find eBook collections</li></ul>	<p>Choose a library near you to find hours, directions, your catalog, and more local resources.</p> <p>Enter a library name, part of a name, or a city or town in Massachusetts (e.g., <i>Forbes Library</i> or <i>Northampton</i>) or a zip code.</p> <input type="text"/> <input type="button" value="Search"/>

Massachusetts Libraries main page (detail): note the explanations of what can be found in each of the four main collections. Some participants did not often read beyond headings on pages, whether in columns like this or text in the body of the page.

# Observations and Selective Quotes from Participants



For Task 6, participants had to search for a high school library. Only one participant noticed the checkbox limiting the search to public libraries before performing their first search; after one search, the previous searches covered the checkbox, making it more difficult to notice. The number of searches performed by participants ranged from 1-10.

# Heuristic Evaluation Results and Severity Scores

## RESEARCH & ARTICLES

Read *The Boston Globe*, popular magazines, and peer-reviewed research articles hot off the press, instantly available for free.

- Magazines & Journals
- The Boston Globe
- Encyclopaedia Britannica

Not sure where to start?

## DIGITAL COLLECTIONS

Find historical documents, photo sets, and artwork ready to be browsed for research and inspiration.

- Explore the Digital Commonwealth & Digital Public Library of America
- Browse collections by topic & type

## BOOKS & EBOOKS

Access a shared statewide collection of millions of books, audiobooks, DVDs, CDs, and more - plus a growing eBook library.

- Find books, music, & DVDs
- Find eBook collections

## YOUR LOCAL LIBRARY

Choose a library near you to find hours, directions, your catalog, and more local resources.

Enter a library name, part of a name, or a city or town in Massachusetts (e.g., Forbes Library or Northampton) or a zip code.

- Match between system and the real world - 3
- (Confusing jargon/library terms)
- Help and documentation -3
- (No search bar, no “About” section, section descriptions are misleading and only provided on the first page)

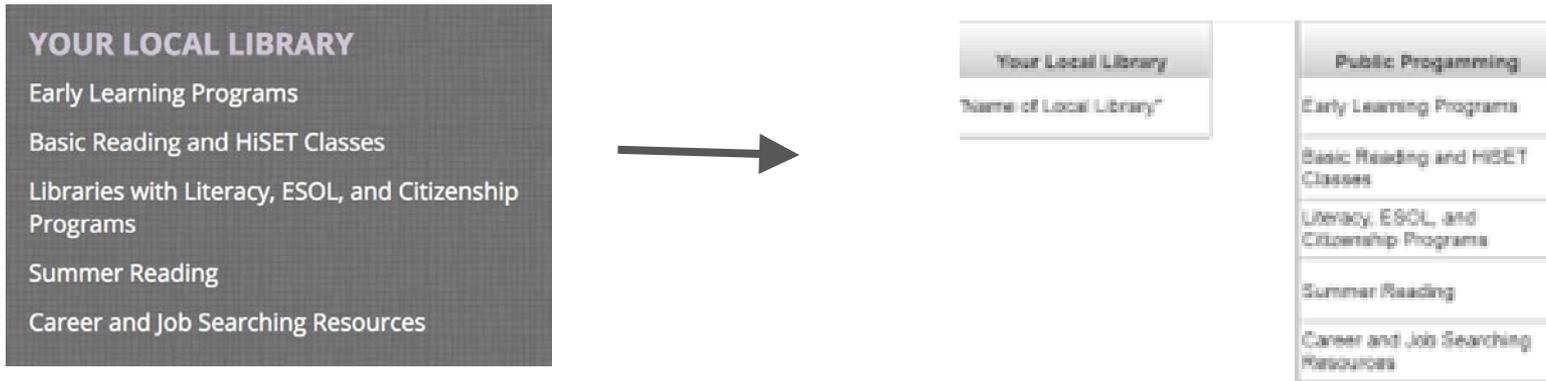


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# Recommendations

## Change Local Library Heading/Add Programming Heading

Create a new heading for “Public Programming” since the results are limited to areas near your public library, but do not solely consist of programs at your public library



# Recommendations

The screenshot displays the Massachusetts Libraries website interface. At the top, the logo for the Massachusetts Board of Library Commissioners is visible, along with a search bar and navigation links for 'Find a Library in Massachusetts' and 'Contact | FAQs'. A central graphic features a map of Massachusetts with the text 'Mission Statement:'. Below this, a horizontal navigation bar contains five tabs: 'Research & Articles', 'Digitized Collections', 'Books & eBooks', 'Your Local Library', and 'Public Programming'. Each tab has a corresponding dropdown menu with various options. Below the navigation bar, there are three content sections: 'Videos' featuring a video titled 'Who Needs Libraries? We All Do!', 'Twitter' showing tweets from @msblibraries, and a footer with social media icons, a funding statement, and a navigation menu with links for Home, Contact Us, FAQs, and Privacy Policy.

Restructure the Main Page

“About” page and FAQ

Change Local Library Heading/Add Programming Heading

New Tabs

General Search Function

# Questions?