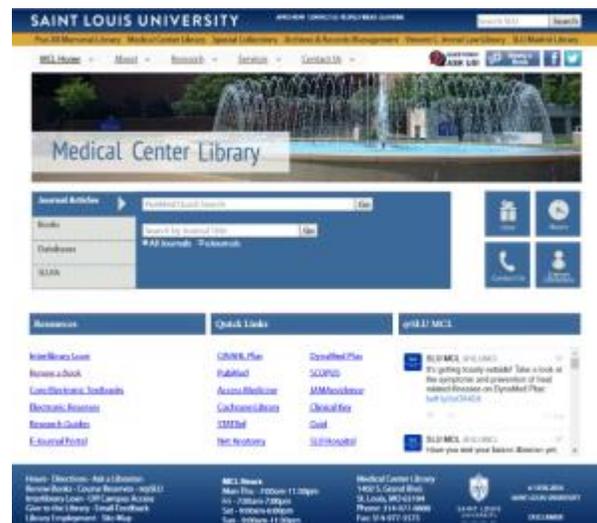


Saint Louis University Libraries Website Usability Spring 2016: A Follow-up Study

Submitted August 19, 2016



Conducted by the Pius/Medical Center Libraries Assessment Committee:

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Introduction and Overview

The websites for Pius XII Memorial Library and the Medical Center Library were redesigned in early 2014. In September 2014, the Pius/Medical Center Libraries Assessment Committee conducted a website usability study to elicit user input and incorporate suggestions into the design process. It has now been two years since that study, and the Assessment Committee decided to reassess the website's usability in order to determine whether any new changes to the design or content are necessary. Participants were largely successful at completing the tasks, and their responses indicated they found the website's design easy to navigate. The committee determined that no major design changes are necessary, but a few [recommendations](#) are listed on page 8.

Method

Participants

Students, staff, and faculty in the University's schools, colleges, and centers located in St. Louis were recruited to participate in this study. Students received a message distributed via a University listserv advising them of the purpose of the study and inviting them to register via an embedded link for one of ten sessions scheduled from March 17, 2016 through March 22, 2016. Faculty were contacted by their respective subject librarians, who emailed a similar invitation. All students, faculty, and staff who used public computers at Pius Library or the Medical Center Library from February 26, 2016 through March 17, 2016 viewed a pop-up invitation that displayed immediately upon login.

Ultimately, 62 SLU faculty, students, and staff, representing nine of the 11 St. Louis-based colleges and schools, two University office divisions, the SLU hospital, and the Aquinas Institute of Technology participated in the study. Participants were asked to identify all status categories applicable to them; their primary affiliations were identified through the University's online directory. See [Appendix 3](#) for demographic details.

Materials and Procedure

The Assessment Committee used the March 2014 usability study as a model for developing the Qualtrics survey used in each of 10 usability sessions. The study involved faculty, staff, and student volunteer participants at both Pius and MCL Libraries viewing their respective sites, and responding to eight questions designed to ascertain ease of navigability in seeking information needed. These eight survey questions were identified by the committee as some of the most common library queries:

1. Find library hours for current day
2. Renew a book online
3. Find the call number for a specific book
4. Get help from a librarian
5. Find scholarly journal articles on a specific topic 9/11 attacks (Pius) or public health aspects of Ebola virus (MCL)
6. Request a journal article via Interlibrary Loan
7. Determine if library has full-text online access to current issues of a particular journal
8. Find the e-mail address of a particular subject librarian

For Tasks 4, 5, and 6, participants were asked to describe the path they took or would take to find the answer – i.e., where they looked and/or clicked.

Survey moderators were solicited from interested library faculty and staff, and two training sessions were held to ensure standardization across the 10 groups. In Pius Library, the six sessions were held at noon and at 4:00 on March 17, noon on March 18, noon on March 21, and at noon and 4:00 on March 22. This time period was chosen as optimal between Spring Break and Easter Break. Four sessions were held at MCL: March 17 at noon and 4:00 and March 21 at noon and 4:00.

Mouse movements were tracked with CamStudio software loaded on each computer in library classrooms at Pius and Medical Center Libraries.

For Pius Library, each committee member viewed two videos of a sampling of 12 surveys selected via www.randomnumberpicker.com, a random number generator source. At MCL, there were eight videos, so MCL committee members viewed all of them. For reliability in viewing the videos, two committee members watched each video. Criteria for video analysis included

- How did participants navigate to find the answer?
- How many mouse clicks did it take to find the answer?
- Did anything grab or hold participants' attention while they looked for the answer?
- Did participants appear confused at any point? If so, did it appear to be due to website design or user error?

Observations on each of the above, as well as general observations, were recorded for each video in the sampling. Committee members watched a total of 20 complete videos and then used the Qualtrics survey data to enhance that knowledge.

Findings

Participants' Overall Experience and Self-Assessment of Success

For the Pius website, 96% (49/51) of participants rated their overall experience as "Good" or "Very Good." The overall Pius response averaged 4.53 on a Likert scale of 1 ("Very Poor") to 5 ("Very Good"). Other aspects of the participants' overall experience surveyed in question 19 all resulted in averages above 4 on the Likert scale (see Appendix X for data). With regard to their perceived degree of success, 43% (22/51) of participants thought they were "completely successful," 49% (25/51) were "mostly successful," and 8% (4/51) responded with "somewhat successful." None responded with "not at all successful" or "mostly unsuccessful."

For the MCL website, 100% (12/12) of participants rated their overall experience as either "Good" or "Very Good." The overall MCL response averaged 4.33 on a Likert scale of 1 ("Very Poor") to 5 ("Very Good"). Other aspects of the participants' overall experience surveyed in question 19 all resulted in averages above 4 on the Likert scale (see Appendix X for data). With regard to their perceived degree of success, 92% (11/12) of participants using the MCL website thought they were "mostly successful" or "completely successful" while one participant responded "somewhat successful." The MCL response averaged 4.58 on a Likert scale of 1 ("Not at All Successful") to 5 ("Completely Successful").

Selected Findings

Finding library hours (see [Task 1 in Appendix 1](#))

Pius: 98% (50/51) of participants found the correct hours for the current day, while one participant typed “.15,” which is most likely a typing error. Participants averaged 53 seconds to submit their answer. A random sampling of the CamStudio screen-capture videos (hereafter referred to simply as “videos”) showed the majority of users either clicked on the icon on the right-hand side of the page (4/12) or scrolled to the footer to locate the hours (5/12).

MCL: 75% (9/12) of participants found the correct hours for the current day and 25% (3/12) answered incorrectly with the hours for Pius Library, which appear on the same calendar of all library hours. Participants averaged 44 seconds to submit their answer. A random sampling of the videos showed that the majority of users either click on the icon on the right-hand side of the page (4/8) or scroll to the footer to locate the hours (4/8).

Renewing a book (see [Task 2 in Appendix 1](#))

Pius: Random sampling of the videos showed that 92% (11/12) of participants were able to find how to renew a book. Participants averaged 80 seconds to submit their answer. 43% (22/51) of Pius participants used the “Renew Book” icon in the grid on the right-hand side, 27% (14/51) used the “Renew a Book” link under the “Using Collections” column, and 10% (5/51) used the “Books” tab of the main search box and clicked the “Renew Books” link.

MCL: Again, random sampling of the videos showed that the majority of participants (6/8) were able to find how to renew a book. Participants averaged 94 seconds to submit their answer. Seventy-five percent (9/12) used the “Renew a Book” link under the “Resources” column.

Locating a call number for a specified title (see [Task 3 in Appendix 1](#))

Pius: Ninety-two percent (45/49) of participants answered the question with the correct call number for *Quantum Man: Richard Feynman’s Life in Science*. Participants averaged 76 seconds to submit their answer. Of those participants who answered incorrectly, one provided the call number for a similar title, *Richard Feynman: A Life in Science*; two provided the definition of a call number rather than an actual call number; and one participant could not find the record for the title. From the random sampling of videos, it is clear that most participants understood what a call number is and where to search for it. Most participants (7/12) used the “Books” tab from the libraries’ homepage, while the others (5/12) used SLUth. This shows that using either SLUth or the library’s catalog is adequate for finding the call number. Many participants were also aided in their search by copying and pasting the title directly from the question page in Qualtrics. The one participant who provided an incorrect call number actually provided a call number for a similarly titled item, reinforcing the importance of accuracy when searching for a bibliographic record. Even when using a keyword instead of a title search, participants, by and large, were able to obtain the correct answer. (Note: Two participants did not provide any response).

MCL: Eighty-three percent (10/12) of participants answered with the correct call number for *Mosby’s Guide to Physical Examination*. Participants averaged 73 seconds to submit their answer. Of those participants who answered incorrectly, one provided the call number for an earlier edition of the title, and another could not find the call number. From the sampling of videos, it is clear that most participants understood what a call number is and where to search for it. Most participants from the sample (6/8) went directly to the Books tab on the MCL homepage. The strong preference for the “Books” tab is likely due to the design of MCL’s homepage being

relatively simple (with only four search tabs) and also having the “Books” tab placed ahead of the tab for SLUth. One participant from the sample first searched the general “Search SLU” search box in the top right corner of the page. The remaining sample participant actually ended up searching the “Books” tab on the Pius homepage. As with the sample from Pius Library, using a keyword search was effective for finding the correct answer. The one participant who provided a call number for an earlier edition was likely moving too quickly, as it was the call number for the first of six results in the catalog for *Mosby’s Guide to Physical Examination*. This further reinforces the importance of accuracy when searching for bibliographic records.

Getting help from a librarian (see [Task 4 in Appendix 1](#))

Pius: There is more than one way to get help from a Librarian on both the Pius and MCL websites, and the majority of Pius Library participants demonstrated this in their answers. Almost half (24/51) used the Quick Links “Chat with a Librarian” option, while 21% (11/51) of participants chose to find a subject librarian by using the 3x3 boxes. Pius participants averaged 76 seconds to submit their answers. A random sampling of the videos showed that 58% (7/12) of the Pius participants use multiple paths to get help from a librarian, including the “Chat with a Librarian” or “Find Your Subject Librarian” links under the Quick Links heading, using the “Questions? Ask Us!” icon, and using the 3x3 grid to click on “Subject Librarians.”

MCL: MCL participants also demonstrated that they use multiple paths to find a librarian. There was almost an even split between using the “Ask a Librarian” link in the footer (4/12) and 2x2 grid (3/12) on the MCL library homepage. The videos showed when participants used the 2x2 box, over half choose the “Liaison Librarian” box while others chose a combination of the “Liaison Librarian” box and the “Contact Us” box. MCL participants averaged 84 seconds to submit their answer.

Locating scholarly journal articles (Pius: 9/11 attacks; MCL: public health aspects of the Ebola virus) (see [Task 5 in Appendix 1](#))

Seven out of 12 (58%) demonstrated difficulty in locating scholarly articles because they clicked on the “Journals” tab first – and thus searched for journal *titles* rather than subjects or journal contents. Four out of 12 clicked on SLUth first and then found some results. Participants averaged 107 seconds to submit their answers. The overall finding was that respondents seemed to think the “Journals” tab would search for journal articles rather than journal titles. The recommended design issue here is to change the confusing label on the “Journals” tab to emphasize journal titles. Further user instruction in finding journal articles is also called for.

Eleven out of 12 respondents chose the “Journal Articles” tab of the search box, which led directly to a quick search in PubMed, the main medical database. The average time to submit the answers was 80 seconds.

Requesting a journal article through Interlibrary Loan (see [Task 6 in Appendix 1](#))

Pius: Forty-five percent (23/51) of participants found the Interlibrary Loan login page using the “Interlibrary Loan” icon on the homepage, while 18% (9/51) used the “Interlibrary Loan” links on the homepage but did not specify which one. Sixteen percent (8/51) used the “Interlibrary Loan” link under the “Services” option in the navigation bar. The rest chose other paths or did not specify their paths. The videos revealed that some participants used the “Interlibrary Loan” link in the website footer - suggesting that at least some participants who did not specify their paths used the link in the footer.

MCL: Sixty-seven percent (8/12) of participants found the Interlibrary Loan login page using the “Interlibrary Loan” link under the list of resources on the homepage, while 17% (2/12) used the “Interlibrary Loan” link under

the “Services” option in the navigation bar. The rest chose other paths or did not specify their paths. The videos were congruent to participants’ responses.

Determining whether SLU Libraries have full-text online access to current issues of a specific journal (see [Task 7 in Appendix 1](#))

Pius: Among a total of 51 participants, 34 (67%) answered correctly. Participants averaged 84 seconds to answer. Among six of 12 sampled videos where participants took the “Journals” tab > “Search by Journal Title,” default “All Journals” path, five participants seemed confused about the catalog records of this journal, which display separate print and electronic records for *International Journal of Accounting*. Only one participant changed the default option from “All Journals” to “eJournals” in the “Journals” tab, and found the correct answer – but he/she took more than 90 seconds to do so.

Another significant finding was that five of the 12 sampled participants used SLUth to search journal availability. One participant even went to the “Databases” tab to search for the journal – apparently having confused databases and journals, or journal articles and journals. None of the five who used SLUth gave the correct answer to this question. This question’s results indicate the need to educate library users about the differences of type of collections among different search tools, including databases, e-journal portal, library catalog, etc.

MCL: Among a total of 12 participants, all of them (100%) provided the correct answer. Participants averaged 56 seconds to submit an answer. In the eight videos analyzed, all eight participants used “Journal Articles” tab in the search box on the homepage. Since the default option is “eJournals”, four of them found the answer easily. Another two participants changed to the “All Journals” option or used “PubMed Quick search,” but were able to find the link to access to the specified journal. These two participants possessed sufficient library knowledge in order to find the information needed, although the paths they took were not the most direct ones.

Finding contact information for a specific subject/liaison librarian (see [Task 8 in Appendix 1](#))

Pius: There were 51 responses, of which 47 (92%) were completely correct in identifying Ron Crown as the Theology librarian and providing his email address. Two of the other four respondents likely found the correct information but didn’t convey it accurately, while the remaining two respondents could not find the correct information. Participants averaged 68 seconds to submit an answer. Analysis of 12 randomly sampled videos showed the 3x3 grid with the Subject Librarians icon as the most popular route (eight participants), with the Quick Links “Find Your Subject Librarian” option as the second preferred route (three participants). In the remaining video, the participant began with the “About” tab on the top navigation bar, went to the Pius faculty/staff directory, and ultimately followed an embedded link to a subject list of research librarians.

MCL: Ten of the twelve respondents (83%) answered correctly that Donghua Tao is the Public Health librarian and provided her email address. The other responses both incorrectly identified a different MCL librarian, Mary Krieger; one provided her email address while the other simply entered her name. The average time for a participant to submit an answer was 53 seconds. The path analyses reflected in the eight MCL videos showed the 3x3 grid with the Subject Librarians icon as the most popular route (4 participants). In the four other videos, one participant used the general SLU search box, one clicked on the “Ask a Librarian” link in the page footer, one started with the “Contact Us” tab on the top navigation bar and then went to the “Ask a Librarian” link in the page footer, and one meandered from the “Ask a Librarian” link in the page footer to the MCL faculty/staff directory, and then to the list of MCL liaison librarians.

Participant Suggestions and Comments

Changes or additional features

Pius: Of the 38 written responses, six explicitly stated they had no suggestions to make; 10 others were positive comments on the website (e.g., “well organized and concise,” “I like the website”); and four specifically mentioned that the website was easy to use. No consistent theme emerged from other comments regarding either the graphics/layout or content of the website. Comments and suggestions (paraphrased in parentheses) were both general (website could look more modern; could be organized and appear easier to use; make the home page simpler) and specific (provide a link for interlibrary loan under the “articles” tab; use tooltips for services not completely clear [i.e., provide an explanation when mousing over a link]; place hours of operation at the top of the screen). Although several comments said the website presents too much information and/or needs to be simplified, they were outnumbered by other comments indicating satisfaction with the overall design and organization. This indicates that there is a degree of subjectivity involved in making such judgments. Several comments were not germane to the issue of website usability, e.g., complaints about the requirement for a login different from myslu.edu for the ILLIAD system or asking for greater access to e-books and e-journals. Two items suggested by respondents are already features on the website: a direct link to ILLIAD and links to the other SLU libraries. It is impossible to say whether this indicates simple carelessness/lack of attention on the part of these participants or a design issue that needs to be addressed; in any case, these comments were isolated and not part of any trend.

MCL: Insofar as there was a trend in the answers to this question, it appears to concern the overall organization of the website. One respondent complained that the website is too “cluttered”; although a needed link is there, it is “buried” by all the surrounding links. Another respondent commented that they prefer all necessary links to be on the first page; i.e., no desired destination should be more than one click away from the home page. These two comments cancel each other out, in effect, since making everything one click away from the homepage increases the number of links that must appear there! Another commenter mentioned that there are multiple paths to some destinations while other destinations require one path only (no specific destinations were mentioned) and suggested that cutting down on some of the redundancy might be a way of simplifying the website. Another criticized the color scheme (everything is the same shade of blue).

Additional Participant Comments

Pius: Respondents to this question were overwhelmingly positive; 31 of 35 written comments were favorable (e.g., website has definitely improved over the last 2 years; very easy to use; this version of the website is much more user-friendly than previous versions; the site looks nice!). One respondent suggested an iPhone application for the website—although the website is already device-responsive. Only one comment expressed dissatisfaction with the website (“Needs more easy to access buttons. Less words and more meaningful links to go directly to where you need to”).

MCL: All of the nine responses to this question were essentially positive (e.g., the website is visually appealing and well-organized; the site is much improved from previous experience). One respondent did state that a first-time user might have had more difficulty with the site. In light of the discussion of the multiple paths to reach the same destination above, it’s worth noting that one of the respondents to this question took a contrary view (it’s good that there are multiple options for finding information).

Committee Recommendations

Website Design Changes

- MCL – Include librarians’ liaison areas in the general directory
- MCL – Place names of subject librarians in multiple places
- Pius – Suggestion to change the default option “All Journals” to “eJournals” in the “Journals” tab
- Pius – Rename “Journals” tab on Pius website to “Journal Titles”

Instruction

- Finding scholarly journal articles
- Reminder that the website is optimized for mobile devices
- Emphasize different purposes and applications of library tools (e.g., library catalog, databases, online journal collections, SLUth)

Appendix 1: Survey Results and Responses

Task 1: What are the hours of [name of library] for today?

Results for Pius	Results for MCL
Today's hours – 50 answered correctly	Today's hours – 9 answered correctly
Incorrect responses – 1	
Total Responses – 51	Total Responses – 12

Task 2: Describe the path you would take to renew a book online.

Results for Pius	Results for MCL
"Renew Books" gray button/icon – 22	"Renew a Book" link under Resources column – 9
"Renew a Book" link under Using Collections column – 14	Incorrect/incomplete answers – 3
"Books" tab, "Renew Books" link – 5	
Incorrect/incomplete answers – 5	
Other – 4	
No response – 1	
Total Responses – 51	Total Responses – 12

Task 3 (Pius): What is the Call Number of the book Quantum Man: Richard Feynman's Life in Science ?

Task 3 (MCL): What is the call number of the book Mosby's Guide to Physical Examination, by Henry M. Seidel, c2011?

Results for Pius	Results for MCL
QC16.F49 K73 2011 or QC16.F49 K73 – 45	WB 205 M894 2011 – 10
QC16.F49 G75 1997 (call number for <i>Richard Feynman: A Life in Science</i>) – 1	WB 205 M894 1995 – 1
Provided a definition of a call number – 2	Could not find – 1
Could not find the book record – 1	--
No response – 2	
Total Responses – 51	Total Responses – 12

Task 4 (Pius): Where would you look on the SLU Libraries website to get help from a librarian? Describe the path you would take.

Task 4 (MCL): Where would you look on the MCL website to get help from a librarian? Describe the path you would take.

Results for Pius	Results for MCL
Average number of ways – 7	Average number of ways- 2.5
Subject Librarians Icon in 3x3 boxes – 11	2x2 box – Liaison Librarians- 3
Quick Links – Chat with a librarian – 24	Services Tab – 1
Quick Links – Find your subject librarian – 3	Questions? Ask Us! – 2
Questions? Ask Us! – 7	Footer- Ask a Librarian – 4
Help tab – 2	Incorrect/No Data – 2
About Tab – 1	
Footer – Ask a Librarian – 4	
Incorrect/No Data – 1	
Total Responses – 51	Total Responses – 12

Task 5: (Pius) Where would you look on the SLU Libraries website to find scholarly journal articles about the 9/11 attacks?

(MCL) Where would you look on the MCL website to find scholarly journal articles about the public health aspects of the Ebola virus?

Results for Pius	Results for MCL
Journals or SLUth – 1	Journal Articles tab, then PubMed search – 11
SLUth to Journals – 1	1. "Journals" tab of search box on PIUS website (unsuccessful). 2. Clicked on "Databases" tab (unsuccessful). 3. Clicked on "Research Guides tab (unsuccessful). 4. Clicked on "SLUth" tab – 1
Databases tab – 6	
Journals tab to type in 9/11 – 19	
SLUth -23	
JSTOR -1	
Total Responses – 51	Total Responses – 12

Task 6: A journal article you are looking for is not available through SLU Libraries. Describe the path you would take to request it through Interlibrary Loan.

Results for Pius	Results for MCL
"Interlibrary Loan" icon on homepage---23	"Interlibrary Loan" link in Resources column on homepage---6
Unspecified "Interlibrary Loan" link on homepage---9	"Interlibrary Loan" option under the Services menu on homepage---2
"Interlibrary Loan" option under the Services menu	Did not specify---3

on homepage---8	
Did not specify---4	Other---1
“Find It at SLU” button within article search---3	
Other---3	
Total Responses – 51	Total Responses – 12

Task 7: (Pius) Do the SLU libraries have full-text online access to current issues of the International Journal of Accounting?

Task 7 (MCL): Do the SLU libraries have full-text online access to current issues of the Journal of Advanced Nursing?

Results for Pius	Results for MCL
“Journals” tab > “Search by Journal Title”, default “All Journals” – 6	"Journal Articles" tab in the search box on the homepage > "Search by Journal Title", default “eJournals” – 4
“Journals” tab > “Search by Journal Title”, default “eJournals” – 1	"Journal Articles" tab in the search box on the homepage > "Search by Journal Title", “All Journals” – 1
“SLUth” tab – 5 (* One participant used “Databases” tab also used “SLUth” tab)	"Journal Articles" tab in the search box on the homepage > "PubMed Quick Search" – 1
“Databases” tab > Search databases starting with “I” – 1	Pius homepage -> Journal tab – 1
	Directly answer without searching – 1
Among 12 videos, 2 (17%) answered correctly	Among 8 videos, 8 (100%) answered correctly
Among a total of 51 responses, 34 (67%) answered correctly	All 12 (100%) answered correctly
Total Responses – 51	Total Responses – 12

Task 8 (Pius): What is the name and email address of the subject librarian for Theology?

Task 8 (MCL): What is the name and email address of the liaison librarian for Public Health?

Results for Pius	Results for MCL
Ron Crown – 47 crownrc@slu.edu – 47	Donghua Tao – 10 taod@slu.edu – 10
Cumming – 1 No email address noted	Mary Krieger – 1 kriegerm@slu.edu – 1
Ron Crown – 1 No email address noted: Reported opening Outlook	Mary Krieger – 1 Name listed as email address – 1
Lewis Annex – 1 crownrc@slu.edu	
I’m not sure – 1 No email address noted	
Total Responses – 51	Total Responses – 12

Appendix 2: Opinions/Ratings/General Demographics

Please check all that apply to you:

Answer	Pius Response	Pius %	MCL Response	MCL %
Undergraduate Student	25	49%	0	0%
Graduate/Professional Student	19	37%	9	75%
Non-degree-seeking Student	0	0%	0	0%
Faculty	5	10%	3	25%
Staff	6	12%	0	0%
Other	0	0%	0	0%

How often do you visit the SLU Libraries website? Select the answer that most closely matches your usage.

Answer	Pius Response	Pius %	MCL Response	MCL %
Never	2	4%	0	0%
Less than Once a Month	18	35%	1	75%
Several Times a Month	11	22%	7	0%
Once a Week	3	6%	2	25%
2-3 Times a Week	9	18%	1	0%
Daily	8	16%	1	0%

How successful do you think you were in accomplishing the tasks you were given today?

Response	Pius Response	MCL Response
Not at all successful	0	0
Mostly unsuccessful	0	0
Somewhat successful	4	1
Mostly successful	25	3
Completely successful	22	8
Total	51	12
Mean	4.35 (out of 5)	4.58 (out of 5)

If you do not think you were successful in accomplishing the tasks you were asked to perform, please explain why.

Pius

Response
Finding the Journal was difficult... I could not understand if it was available online or not
If I were doing research I would have looked a little harder at the journal question to make sure I knew it wasn't up-to-date.
I was not able to find exactly what I needed to find

MCL

Response
i usually do not look up books at the library so i was unsure how to answer the question about the book call number

How does the SLU Libraries website compare to other library websites you have visited?

Response	Pius Response	Pius %	MCL Response	MCL %
The SLU Libraries website is much easier to use	19	37%	2	17%
The SLU Libraries website is somewhat easier to use	15	29%	4	33%
About the same	12	24%	4	33%
The SLU Libraries website is somewhat more difficult to use	3	6%	1	8%
The SLU Libraries website is much more difficult to use	0	0%	0	0%
Nothing to compare with	2	4%	1	8%
Total	51	100%	12	100%

How often do you visit the SLU Libraries website? Select the answer that most closely matches your usage.

Response	Pius Response	Pius %	MCL Response	MCL %
The SLU Libraries website is much easier to use	19	37%	2	17%
The SLU Libraries website is somewhat easier to use	15	29%	4	33%
About the same	12	24%	4	33%
The SLU Libraries website is somewhat more difficult to use	3	6%	1	8%
The SLU Libraries website is much more difficult to use	0	0%	0	0%
Nothing to compare with	2	4%	1	8%
Total	51	100%	12	100%

Appendix 3: Demographic Details of Participants

University Status	# of Participants	
	Pius sessions	MCL sessions
Faculty	5	3
Graduate/Professional Student	15	8
Unspecified	2	0
Staff	6	0
Undergraduate Student	23	1

Unit Affiliation	# of Participants	
	Pius sessions	MCL sessions
Aquinas Institute of Theology	1	0
College for Public Health & Social Justice	3	3
College of Arts & Sciences	21	1
College of Education	1	0
Division of Research Administration	1	0
Division of Student Development	1	0
Doisy College of Health Sciences	4	1
John Cook School of Business	4	0
Parks College of Engineering, Aviation and Technology	4	0
School for Professional Studies	4	0
School of Medicine	3	4
School of Nursing	1	3
SLU Hospital	1	0
Unspecified	2	0

NOTES:

- (1) The data in Appendix 3 represent everyone who began the Qualtrics survey, including those who did not complete it.
- (2) The data in Appendix 3 reflect the primary status of the study participants whereas the data in Appendix 2 reflect participants' identification of all of their statuses.