

# Library Website Redesign and Usability Study 2012–2013 Executive Summary

## Summary:

In order to address user needs and to improve the visibility and accessibility of library resources and services, Princeton Theological Seminary (PTS) Library undertook a website redesign project. The process required a few years to complete as the library worked – in partnership with staff from both the Office Information Technology and the (at that time) Office of Communications/Publications at PTS – to meet user and trustee expectations amid fiscal, staffing and technological constraints. Website redesign work began based upon both a PTS student's analysis of the website\* (May 2010) and upon responses given in a LibQUAL+® survey (November 2011). User experience evaluation was conducted in the fall of 2012 following the launching of the new website, consisting of an accessibility evaluation by a visually impaired PTS alumna; user experience tests (12 off-site & on-site; 7 in-person, 5 self-test (4 alums, one library staff)); online survey responses (21 of 29 from students); and emails. Additional improvements were made to the website in light of the feedback received.

\* Old library website: <http://wayback.archive.org/web/20100410194133/http://libweb.ptsem.edu/> Current library website: <http://www.ptsem.edu/library>

## Additional notes:

- November 2011– LibQUAL+® survey of PTS students, faculty and staff (111 respondents); Library scored well on helpfulness of and service provided by staff but poorly on library as place and accessibility of materials:
  - Speer Library had been emptied into Luce Library in Summer 2010 (reducing space and ability to browse collection as materials temporarily moved off-site).
  - Library website limping along inside old CMS (Ektron CMS version 7.6) with no staff position designated to update or maintain it prior to May 2012.
- May 2012 – When the Information Services (now Web Services) Librarian arrived, there was an incomplete draft version of the library website in Ektron CMS version 8.0. An upgrade of all PTS websites to version 8.6 was scheduled for mid-summer 2012 but was not able to be completed until August, pushing the launch and testing of the new library website to the fall.