

# Making our catalogue as easy as 1, 2, 3

Bobby Graham  
Director Web Publishing (Acting)  
National Library of Australia  
bgraham@nla.gov.au

Paul Hagon  
Senior Web Designer  
National Library of Australia  
phagon@nla.gov.au

## **Abstract**

*A library's catalogue is core to a library's existence. The National Library of Australia recognises this and spends a great deal of time, energy and money on the data that goes into the catalogue. Less attention is spent on design and user experience. This changed in May 2008 when the National Library of Australia implemented VuFind as the new online catalogue. A year after this implementation, the Library reviewed the user behaviour and usability of the VuFind online catalogue. This paper outlines the process of that review, what the review has delivered and how we can use this information to meet the ever-increasing user expectations.*

## ***Introduction***

For some time the Library had recognised that the old catalogue no longer met its users' needs: it was dated, slow and not very user friendly. The catalogue business area was under pressure to do more with the old catalogue and constantly had to provide a less than optimal solution. Essentially the need for change was user driven. The process for users to place requests for call slips was complicated. Users had become used to using search options on other sites, such as narrowing and faceted search results and these user expectations could no longer be delivered with the old catalogue.

The Library had considered an open source solution, but none had yet delivered the required features. Serendipitously, VuFind, an open source cataloguing product, was released at the right time and could deliver many of the required features. Initially, the implementation of VuFind was undertaken as a side project to test both this open source software and as a rapid prototyping project, but very quickly an implementation was approved and further development occurred.

The implementation of this new catalogue further raised user expectations. In order to meet these increased expectations, the Library needed to gather more information about the users and what their needs were. For example:

- Who is using the catalogue?
- Where are the users coming from?
- Does the catalogue deliver what the Library's users need?
- If not, why not?
- Can the Library provide users with even more of what they need?

This paper presents a review, from the users' point of view, of the National Library of Australia's catalogue. The review was prompted by the introduction in mid-2008 of a new catalogue interface using an open source product. The Library appointed a consultant to conduct the review, but worked closely with a focus group that oversaw the project. This paper outlines the process, the review, and the recommendations from the review and identifies some of the issues raised.

The review consisted of the following steps:

- A user survey
- User profiling
- User interviews
- User testing with walkthroughs
- Findings

The recommendations of the review informed the Library's decision to implement changes that could improve the interface and user experience of the catalogue. This paper considers this process, what the review has delivered and how we can use this information to meet the ever-increasing user expectations.

## ***The project***

For many years the Library had been using a custom-built catalogue interface (see Figure 1). It was felt that this was dated and the Library was looking for a product that combined all the functionality of traditional library catalogues with some of the Web 2.0 features found in other popular web applications. The Library was interested in finding an alternative open public access catalogue (OPAC) interface. The product needed to have the flexibility to allow staff to customise the look of screens, record displays, search fields, indexes etc. and to link into other data sources such as the Library's Voyager Library Management System (LMS), other Library systems and external services such as Amazon and Wikipedia. The aim was to enhance access to the Library's collection and to better satisfy the needs of users by offering a simple interface with an underlying 'cleverness' that delivered the best possible search results.

In September 2007, the Library started a project to look at using VuFind, an open source library resource portal, as a possible alternative to OPAC. One of the Library's goals is, where possible, to use open source products. VuFind is developed and maintained by Villanova University's Falvey Memorial Library. At the time, it was a new product and the only other institution using it was Villanova University. It was selected because Villanova University had the same basic infrastructure set-up as the Library. The Library was confident that VuFind would also work in this environment with a minimal amount of configuration.

Continued next page



Figure 1: Former Library catalogue home page

## ***The prototype***

The project was run as a lightweight prototype, neither time nor resource intensive. The Library system administrators uploaded the software and collaborated with the ILMS (Integrated Library Management System) managers to set up a test space. The system administrators and the ILMS managers worked together, implementing the Library's catalogue requirements and testing the interface before exposing it to the Library's internal users, specifically long-term researchers from the Petherick Reading Room. Researchers from the Petherick Reading Room were selected for testing purposes as they are heavy users of the catalogue. In addition, they are a group of users located within the building. It is easy to gain immediate feedback from them and also easy to consult with them over a longer period of time.

This group of system administrators, business drivers and researchers worked together to refine the service. The system administrators logged and responded to all the comments from the Petherick Room Readers and business area. They engaged with the users' needs and responded with refinements and minor changes as required.

In December 2007, the Library made the decision to expose the revised catalogue to the broader user community. During this trial period, the system administrators ran the old catalogue alongside the new catalogue. Once more, the system administrators responded to the users' needs and requirements, logging all the queries and making further minor changes as required.

In May 2008, the VuFind prototype became the Library's main catalogue (see Figure 2).

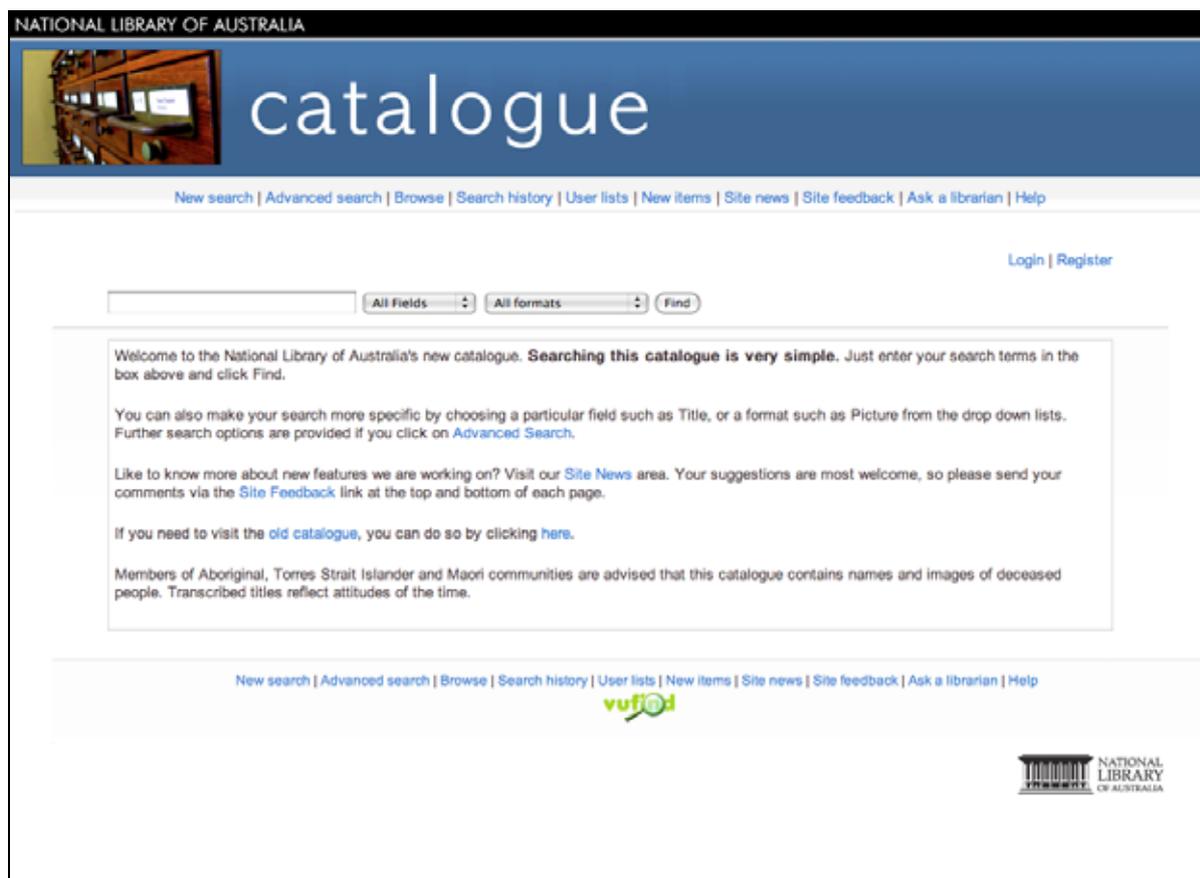


Figure 2: VuFind prototype

## ***The review of the catalogue***

Early in 2009, the Web Publishing Branch (WPB) received funding from the Library's Corporate Performance (Executive) Branch to review the user interface of the VuFind catalogue. As the implementation of this new catalogue had been a rapid prototyping project, the catalogue interface had never had any formal testing. For this reason, it was decided that the user interface would be a good candidate for a review.

The Library appointed Stamford Interactive, a usability consultancy, to conduct the review. The WPB consulted with Library stakeholders (catalogue business area and reader services) prior to the start of the review to determine what they saw as being relevant to the review. The stakeholders' feedback formed the basis of the brief to the consultants.

A focus group, consisting of representatives from the relevant areas within the Library, as well as representatives from WPB and the consultants, was formed. The focus group consisted of:

- Director (Acting), Web Publishing Branch
- Director, Collection Delivery & Storage Branch
- Director, Reader Services

- Director, Serials Collection Management & Standards Branch
- Library Graduate
- Manager, Australian Collections and Reader Services
- Manager, Document Supply Service
- Manager, ILMS Unit
- Manager, Serials Collection Management & Standards Branch
- Senior Web Designer
- Systems Administrator

This focus group took on the responsibility of overseeing the review for the duration of this two week short-term project.

The mission of the review was to

- get a better understanding of who uses the catalogue and where they access it from
- investigate similar catalogues from Australia and around the world (an overview of select catalogues was provided by the consultant)
- get a greater understanding of the behaviour of users, making recommendations to improve the overall usability of the catalogue interface

## ***The process***

### **The survey**

Once the consultant had familiarised himself with the Library environment, the first activity was to conduct a survey.

In 2005, the Library had commissioned an external review, the 'Website User Satisfaction Survey'. This provided data on general user activity without giving specific information about catalogue users. In 2009, the Library wanted to know the following: who uses the catalogue; where do they come from; and how they got to the catalogue.

In order for the consultant to conduct the survey, the Library made available to him 20,365 names and email addresses of Library card-holders. These users were emailed a link to the survey. The Library also placed a message with a link to the survey on the catalogue homepage.

The survey posed the following questions:

- How would you describe yourself?
- In which age group do you fit?
- Where is your usual place of residence?
- Are you accessing the Library catalogue from Australia or from overseas?
- How did you get to the Library's catalogue?
- Why did you visit the Library's catalogue?
- How often do you access the Library's catalogue?

Results of the responses to these survey questions can be found in the Appendix.

The survey was held over ten days from 4 May 2009. In total, 5,767 responses were collected. The link to the survey that was placed on the homepage of the catalogue attracted 1,996 responses. Of the 20,365 registered Library card-holders who were emailed, a total of 3,771 responded. This was a remarkable result for the Library, and exceeded expectations in terms of numbers received.

## **The survey responses**

There were six major user types to emerge from the survey results. The family history researcher emerged as the largest user group at 28% of total respondents. The full breakdown is as follows:

- Family history researcher (28%)
- Recreational researcher (19%)
- Other (17%)
- Tertiary student (13%)
- Academic (9%)
- Librarian (8%)
- Teacher (3%)
- Primary or Secondary student (3%)

The consultant analysed 974 responses to the question 'How would you describe yourself' to decipher a pattern in the answer 'other'. People identified their work or occupation to define 'other'. This led to the conclusion that a category called 'professional researcher' was needed in the user profiles.

Based on this survey, it was discovered that the majority of catalogue users are aged between 55 and 64 years. The next biggest category is the over-65 age group.

As the survey was conducted with registered Library card-holders from Canberra, it was not surprising that the usual place of residence was stated as being Canberra/ACT followed closely by the major capital cities of Melbourne and Sydney.

Respondents said that they accessed the catalogue from home via the Library website. They stated that they visited the catalogue less than once per month. They stated that they were looking for items on a particular subject.

## ***User profiles***

From the survey, the consultants were able to extract data and classify six major user profiles (see Table 1 on next page).

Table 1: User profiles

	<b>Family history researcher</b>	<b>Recreational researcher (e.g. private interests)</b>	<b>Professional researcher</b>	<b>Librarian</b>	<b>Academic</b>	<b>Tertiary student</b>
<b>Age group</b>	Over 55 years of age	Over 45 years of age	45 to 64 years of age	Over 45 years of age	Over 45 years of age	Over 16 years of age
<b>Geographic location</b>	Melbourne/Sydney/Canberra/Other NSW	Melbourne/Sydney/Canberra/Other NSW and outside Australia	Sydney, Canberra/ACT and outside Australia	Canberra/ACT	Melbourne/Sydney/Canberra and outside Australia	Canberra/ACT
<b>Access via</b>	NLA website or a search engine	NLA website or a search engine	NLA website or a search engine	NLA website	NLA website or a search engine	NLA website or a search engine
<b>Access from</b>	Home	Home	Home or work	Home	Home	Home
<b>Looking for</b>	Items on a particular subject or to find an online resource	Items on a particular subject or to find an online resource	Items on a particular subject	Specific title	Items on a particular subject or title search	Items on a particular subject
<b>Usage frequency</b>	About once per month or first time users	About once per month or first time users	Less than once per month or first time users	Several times per week to every day	Less than once per month or first time users	Several times per month and once per month as well as first time users

Catalogue Review – National Library of Australia 25 June 2009 version 1.1, Stamford Interactive

The user profile table enabled the consultant to define the people with whom to do the user walkthroughs. He engaged real people as representatives of those exemplified in the user profile table.

## User walkthroughs

User walkthroughs are observations on how people interact with a website, in this case the VuFind catalogue. They are about observing users, typically attempting a set of tasks that are designed to explore usability issues. The benefit is immediate feedback, which highlights and alerts a researcher to usability issues.

The consultant ran two sessions at the Library with nine people. The people were selected on the basis of those identified by the user profiles. In the first session, the consultant observed five users completing a set of tasks using the current VuFind catalogue interface. The findings and results of this session were used to develop an electronic prototype of a new catalogue (see wireframes). The second session saw four users completing a set of tasks, using a revised wireframe to do so.

At the first walkthrough session, the users were asked to:

- Find new items added in the last week (focus on navigation).
- Establish what is Dr Seuss' real name (focus on browse, narrow search and author; the user was expected to find six results under the name 'Geisel').
- Find information on Aboriginal Australian rugby league players (focus on advanced search).
- Find the book *Australian beach houses* by Jenna Reed Burns (focus on the thumbnail image and the link to the Library's online bookshop).
- Search for Captain Cook (focus on catalogue interface in general including user login, navigation, search-within-results, drop-down menus, advanced search, browse, footer links and spacing of results).

The second walkthrough session tested the following core aspects of the catalogue interface using a series of wireframes (see figures 3-4):

- Navigation
- Homepage
- Search box
- Results page
- Faceted search

Given the limited timeframe available for testing only the key features were tested. Further testing of specific functions will occur at a later date.

The key goals of the evaluation were to:

- Obtain users' feedback and allow them to inform the design
- Validate labelling issues
- Validate changes in:
  - Homepage
  - Results page

- Search box
- Navigation options (footer links)

## Wireframes

Wireframes are basic designs emulating web pages. The wireframes addressed some of the immediate issues raised by the users who participated in the wireframes exercise. The wireframes represent the consolidated findings of all tested users.

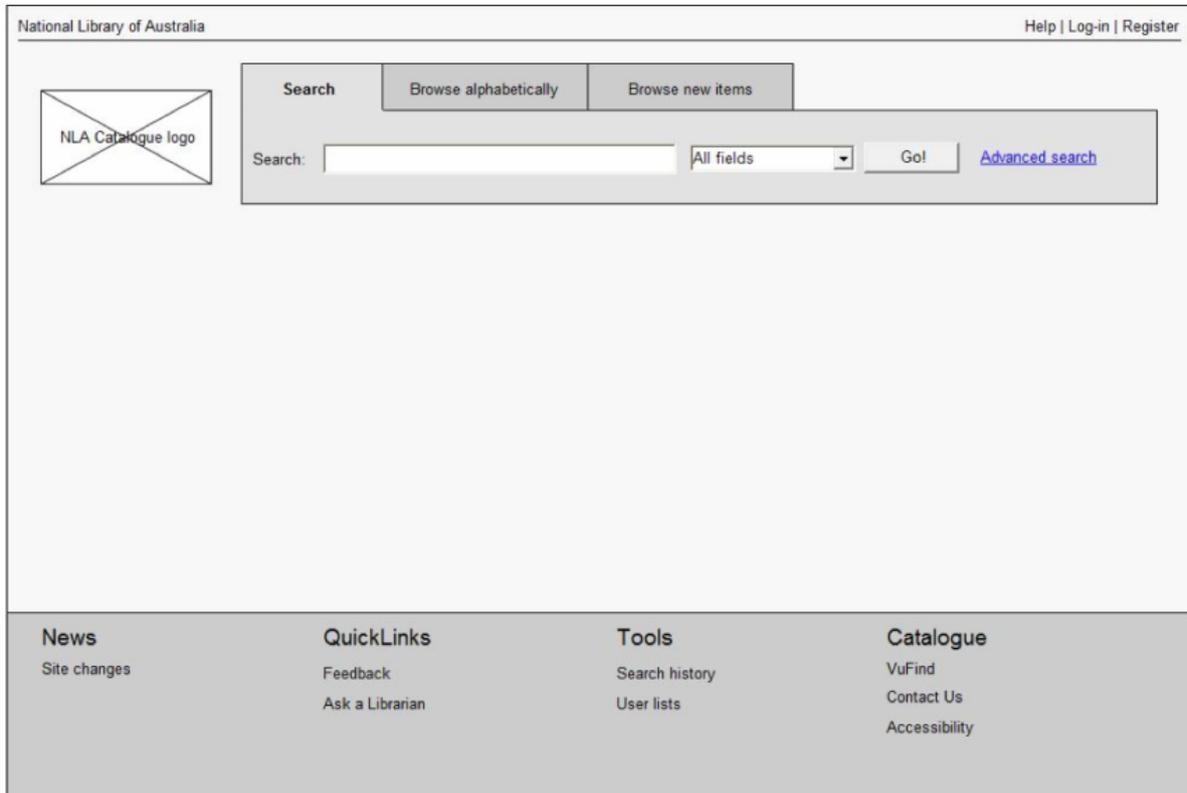


Figure 3: Catalogue home page wireframe

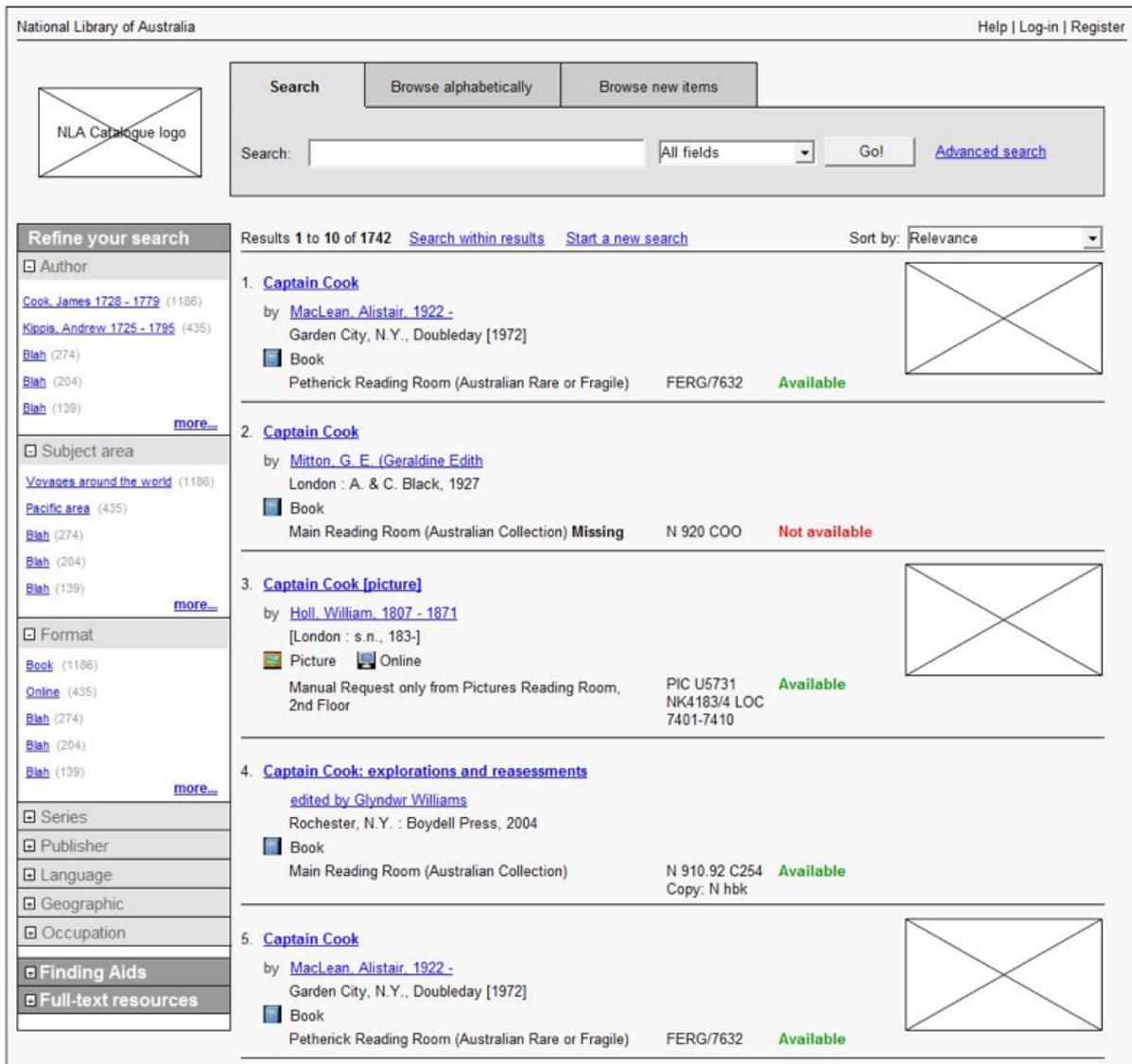


Figure 4: Catalogue records page wireframe

## Outcome of the review

The consultants drafted a review report that was circulated to the focus group for comment. Feedback from this consultation and further discussions were incorporated in the final report presented by the consultants. The main outcome of the report was a list of recommendations for consideration by the Library.

## Recommendations

The focus group met to consider the recommendations and to propose the best way forward to address these recommendations. As the focus group was drawn from a wide area of ILMS managers, system administrators, reader services, web designers and other service delivery sectors of the Library, it was challenging for the group to

reach consensus on the acceptance of the recommendations. Many recommendations were valid, but with the broader knowledge of this focus group, not all recommendations were deemed suitable for implementation. Recommendations such as moving the facets from the right-hand side of the screen to the left-hand side of the screen; reducing the number of results displayed from 20 to 10; and displaying some of the 'lesser used' facets in a closed state were rejected by the focus group.

The system administrator, who had been responsible for the implementation of VuFind, proposed a list of acceptable recommendations and less acceptable recommendations. The focus group agreed to accept this as a way forward for discussion.

## **Response to the recommendations**

As a response to this consultation process, the WPB prototyped three web pages of the catalogue based on the recommendations. These were:

- an improved homepage
- an improved search results page
- an improved detailed record page

Not all the recommendations made by the consultants were implemented; the WPB implemented those recommendations that had been sanctioned by the focus group.

The broad issues that were considered the most appropriate to address were:

- Branding: While 50% of users come via the NLA Web homepage, once they see the catalogue home page they are confused: it looks different from the Library's website; the font sizes, the colours and the basic branding are quite different.
- Clarity. The location and sizing of titles made finding the necessary item harder than it should have been.
- Poor use of space on the page. The existing design had far too much white space and the layout was not efficient.

The major change to the new VuFind catalogue interface was to bring consistency to the layout.

Your Search: Keywords = Sydney harbour bridge

Search Results: Displaying 1 to 25 of 10000 entries. Use Previous/Next bar to view more entries.

◀ PREVIOUS 1 26 51 76 101 126 ... 9976 NEXT ▶

Sort by:

Post Limit

#	Full Title	Author	Date	
<input type="checkbox"/> 1	<a href="#">[Sydney Harbour scene with naval vessels in foreground, and Harbour Bridge in distance] [picture] / [Frank Hurley].</a>	<a href="#">Hurley, Frank, 1885-1962.</a>	[between 1910 and 1962]	
	<i>Manual Request only from Pictures Reading Room, 2nd Floor</i>	<i>PIC FH/9637 LOC Cold store</i>	<i>PIC HURL 347/19</i>	<i>Available</i>
<input type="checkbox"/> 2	<a href="#">[Sailing yachts on Sydney Harbour with the Harbour Bridge in background, 1] [picture] / [Frank Hurley].</a>	<a href="#">Hurley, Frank, 1885-1962.</a>	[between 1910 and 1962]	
	<i>Manual Request only from Pictures Reading Room, 2nd Floor</i>	<i>PIC FH/9635 LOC Cold store</i>	<i>PIC HURL 347/17</i>	<i>Available</i>
<input type="checkbox"/> 3	<a href="#">[Spit Bridge, Middle Harbour, Sydney] [picture] / [Frank Hurley].</a>	<a href="#">Hurley, Frank, 1885-1962.</a>	[between 1910 and 1962]	
	<i>Manual Request only from Pictures Reading Room, 2nd Floor</i>	<i>PIC FH/9630 LOC Cold store</i>	<i>PIC HURL 347/5</i>	<i>Available</i>

Figure 5: Former Library catalogue results page

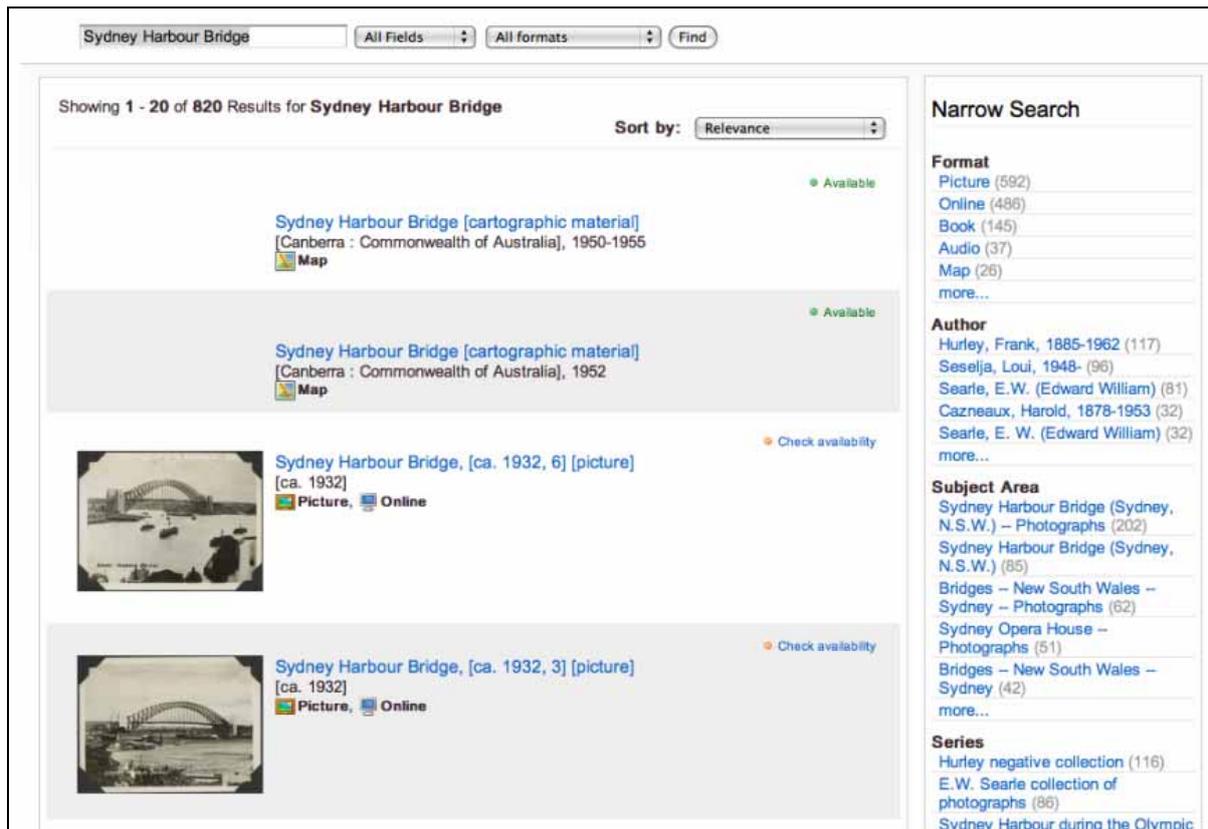


Figure 6: Current results page

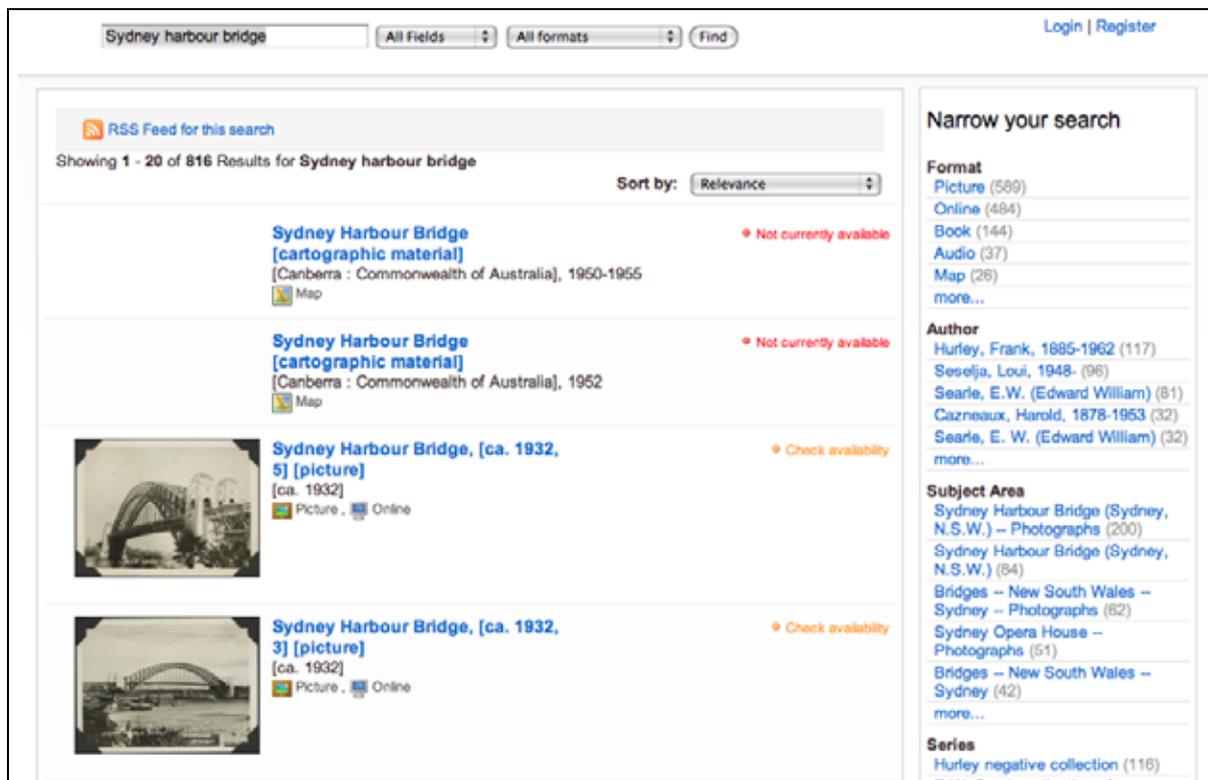


Figure 7: Proposed results page

The proposed results page has a more efficient use of white space. In addition, the titles are easier to see as they stand out. There is more emphasis on the title wording. The less important information is greyed out. Improvements were made to

the instructions by making phrases friendlier and more personal. For example: 'Narrow your search' rather than 'Narrow search'. Also included was the phrase 'RSS feed for this search' (i.e. 'this' search as opposed to just 'search').

A similar approach was followed for the detailed record page.

**NATIONAL LIBRARY of AUSTRALIA CATALOGUE** NATIONAL LIBRARY HOME

NEW SEARCH RESULTS HISTORY REQUEST ITEM MY REQUESTS MY FOLDER COPIES DIRECT HELP

Your Search: Keywords = Sydney harbour bridge  
**Search Results:** Displaying 1 of 10000 entries.

◀ PREVIOUS NEXT ▶  
 FULL VIEW LIBRARIAN'S VIEW

**Record ID:** 62606  
**Author:** [Hurley, Frank, 1885-1962.](#)  
**Title:** [Sydney Harbour scene with naval vessels in foreground, and Harbour Bridge in distance] [picture] / [Frank Hurley].  
**Online Resources:** <http://nla.gov.au/nla.pic-an23417397>

**Related Records:**

#	Author	Full Title	Date
[ 1 ]	<a href="#">Hurley, Frank, 1885-1962.</a>	<a href="#">Hurley negative collection [picture] / Frank Hurley.</a>	<a href="#">[1910-1962]</a>

**Publisher:** [between 1910 and 1962]  
**Description:** 1 negative : acetate, b&w ; 8.7 x 12.1 cm.  
**Series:** Hurley negative collection.  
**Notes:** Title devised by cataloguer.  
 Part of the Hurley negative collection.  
 Condition: silvering, scratched, rips.

**Subjects:** [Navy-yards and naval stations --Australia --Photographs.](#)  
[Sydney Harbour \(N.S.W.\) --Photographs.](#)  
[Sydney Harbour Bridge \(Sydney, N.S.W.\) --Photographs.](#)

**Collect from:** Manual Request only from Pictures Reading Room, 2nd Floor  
**Call Number:** [PIC FH/9637 LOC Cold store PIC HURL 347/19](#)  
**Status:** Available

◀ PREVIOUS NEXT ▶

**Save, Print, Email**

Select Download Format:  **PRINT OR VIEW LIST**

Your email address:  **EMAIL**

Save to My Folder: **SAVE**

NEW SEARCH RESULTS HISTORY MY REQUESTS MY FOLDER COPIES DIRECT HELP

[Finding Journal Articles](#) | [Ask a Librarian](#) | [Technical Assistance](#)  
 NATIONAL LIBRARY OF AUSTRALIA, Canberra, ACT 2600, AUSTRALIA, ABN: 28 346 858 075  
 Telephone + 61 2 6262 1111; Facsimile +61 2 6257 1703; TTY: 1800 026 372



Figure 8: Former detailed record page



# catalogue

[New search](#) | [Advanced search](#) | [Browse](#) | [Search history](#) | [User lists](#) | [New items](#) | [Site news](#) | [Site feedback](#) | [Ask a librarian](#) | [Help](#)

[Login](#) | [Register](#)

[All fields](#) [All formats](#) [Find](#)

[Next record >>](#)  
Record 1 of 2268751

[Cite this](#) [Email this](#) [Add to favourites](#)



[Sydney Harbour scene with naval vessels in foreground, and Harbour Bridge in distance] [picture] / [Frank Hurley]

**Bib ID** 62606

**Format** **Picture**, **Online**

**Author** Hurley, Frank, 1885-1962

**Online Versions** <http://nla.gov.au/nla.pic-an23417397>

**Description** [between 1910 and 1962]  
1 negative : acetate, b&w : 8.7 x 12.1 cm.

**Series** Hurley negative collection.

**Notes** Title devised by cataloguer.  
Part of the Hurley negative collection.  
Condition: silvering, scratched, rips.

**Subjects** [Navy-yards and naval stations - Australia - Photographs.](#) | [Sydney Harbour \(N.S.W.\) - Photographs.](#) | [Sydney Harbour Bridge \(Sydney, N.S.W.\) - Photographs.](#)

**Related records** This record belongs in a collection.  
[See collection record \(go up\)](#)  
[See records in related collections \(go sideways\)](#)

## Have a question?

For reference enquiries and general questions on items in the collection, [ask a librarian](#).

For comments and suggestions on the catalogue site, please [let us know](#).

## Similar Items

- [Harbour Bridge with traffic \[Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [Evening with lights, Bridge \[Sydney Harbour Bridge, Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [Night scene on Bridge \[Sydney Harbour Bridge, Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [\[Boats on Sydney Harbour with the Sydney Harbour Bridge on the horizon, Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [\[Spit Bridge, Middle Harbour, Sydney\] \[picture\] / \[Frank Hurley\]](#)

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Details	Collect From	
PIC FH9637 LOC Cold store PIC HURL 347/19	Manual Request only from Pictures Reading Room, 2nd Floor	<a href="#">Get this</a> <a href="#">Direct</a>

[New search](#) | [Advanced search](#) | [Browse](#) | [Search history](#) | [User lists](#) | [New items](#) | [Site news](#) | [Site feedback](#) | [Ask a librarian](#) | [Help](#)



Figure 9: Current detailed record page



All Fields All formats 
[Login](#) | [Register](#)
[« Back to Search results](#)

Viewing record 1 of 588044

[Next record >>](#)


## [Sydney Harbour scene with naval vessels in foreground, and Harbour Bridge in distance] [picture] / [Frank Hurley]

Author	Hurley, Frank, 1885-1962
Bib ID	62606
Format	Picture , Online
Online Versions	<a href="http://nla.gov.au/nla.pic-an23417397">http://nla.gov.au/nla.pic-an23417397</a>
Description	[between 1910 and 1962] 1 negative : acetate, b&w ; 8.7 x 12.1 cm.
Series	Hurley negative collection.
Notes	Title devised by cataloguer. Part of the Hurley negative collection. Condition: silvering, scratched, rips.
Subjects	Navy-yards and naval stations - Australia - Photographs.   Sydney Harbour (N.S.W.) - Photographs.   Sydney Harbour Bridge (Sydney, N.S.W.) - Photographs.
Related records	<a href="#">See collection record</a> <a href="#">See other records in this collection</a>

[Holdings](#) | [Comments](#) | [Librarian's View](#) | [Copyright Status](#)

Details	Collect From	
Call No: PIC FH/9637 LOC Cold store PIC HURL 347/19	Manual Request only from Pictures Reading Room, 2nd Floor	<input type="button" value="COLLECT"/> <input type="button" value="GET A COPY"/>

### Similar items

- [Harbour Bridge with traffic \[Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [Evening with lights, Bridge \[Sydney Harbour Bridge, Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [Night scene on Bridge \[Sydney Harbour Bridge, Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [\[Boats on Sydney Harbour with the Sydney Harbour Bridge on the horizon, Sydney\] \[picture\] / \[Frank Hurley\]](#)
- [\[Spit Bridge, Middle Harbour, Sydney\] \[picture\] / \[Frank Hurley\]](#)

### Explore

### Have a question?

For reference enquiries and general questions on items in the collection, [ask a librarian](#).

For comments and suggestions on the catalogue site, please [let us know](#).

Figure 10: Proposed detailed record page

## Issues for future consideration

The 'Have a question?' box at the top right of the screen posed problems that go further than this initial review.

In the user testing sessions, it was found that most people searched the catalogue using the search box in the banner on the Library's website. To eliminate confusion

by having both links and checkboxes, the main website search was updated in August 2009 (see Figure 11). The new, simplified search box enables search across the whole website; the catalogue results are presented as part of the search results. This change is being monitored for usability and may be further refined.

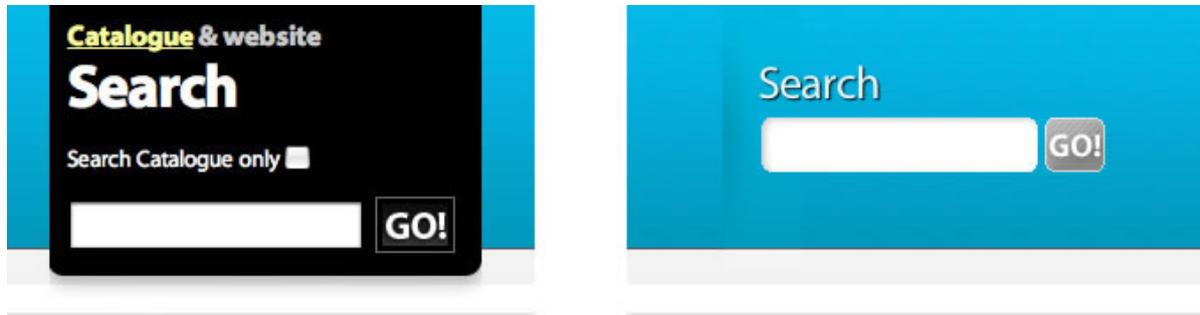


Figure 11: Search box

The survey identified that 66% of Library catalogue users are over 45. Of these, 28% of users are over 55 and 16% are over 65. With such a high proportion of users within these age brackets, the most pressing design considerations become issues related to vision impairment. Given the statistics for age-related vision defects such as cataracts, glaucoma and age-related macular degeneration, we can expect approximately 20% of our visitors to have some form of vision defect. (Bulletin of the World Health Organization)

'Getting' options requires further research. 'Getting' encompasses availability, obtaining copies and interlibrary loans. The initial testing in these areas indicated the terminology used was confusing and did not provide enough information to clearly indicate what the forms were for and the processes that were going to take place.

The wording of items on the page is critical. Some examples of ambiguity or opacity:

- Browse alphabetically: Is this correct? Users could also browse numerically.
- Get this: What does this mean?
- Copies direct (you need to know what the service does). How does this differ from 'Get this'?

## **Implementation**

In November 2009, the first changes from the recommendations were implemented. The main navigation throughout the catalogue was simplified and key search related functions such as the ability to browse and display recently added items, were moved into a redesigned search box interface. This new search box, appears throughout the site on the homepage, and results pages.

The links to create an account and login were moved to the top right of the screen, a location that has become a default location across many websites for this functionality. The overly wordy help text was removed and placed within the help section.

As of January 2010, the redeveloped results and record pages are still being tested within our test system.

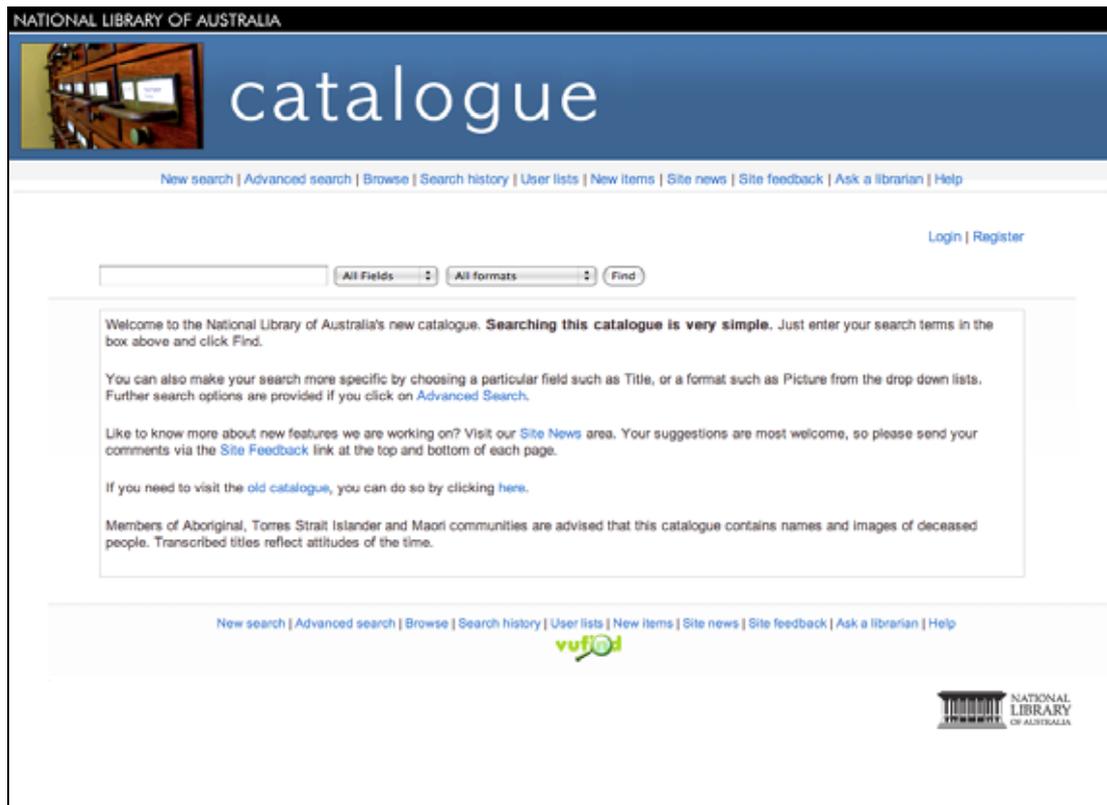


Figure 12: Old catalogue homepage



Figure 13: Revised catalogue homepage

## ***Conclusion***

The consultants provided a final report which, together with the focus group's assessment of the recommendations, was submitted to the Library's Corporate Management Group (CMG). The next step is to implement those recommendations that were acceptable to the Library's focus group. The focus group agreed that it would be beneficial to continue meeting to discuss the harder issues that were raised.

The focus group and the Library thought that the review was valuable. The process in itself was a good learning experience. The short time frame (two weeks for review) was challenging for the Library. While the review obtained a result, the focus group thought more could have been gained by running the review over a longer time frame. What has been significant is the realisation that the catalogue (or certain aspects of the catalogue, like the user interface) needs to be reviewed regularly and on an ongoing basis.

## ***References***

'Global data on visual impairment in the year 2002' Bulletin of the World Health Organization Volume 82, Number 11, November 2004, 811-890  
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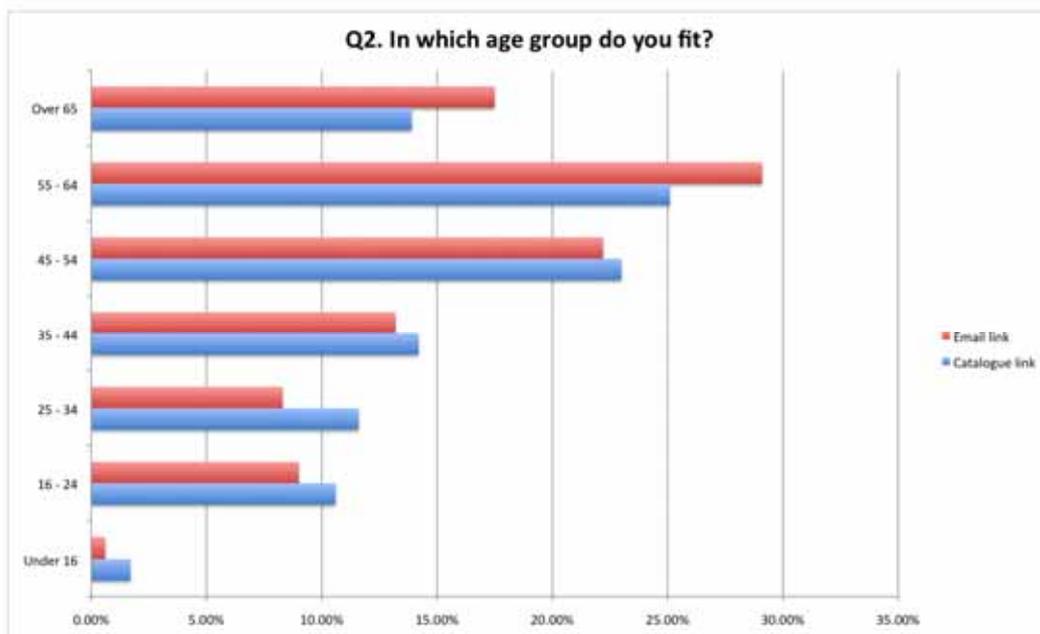
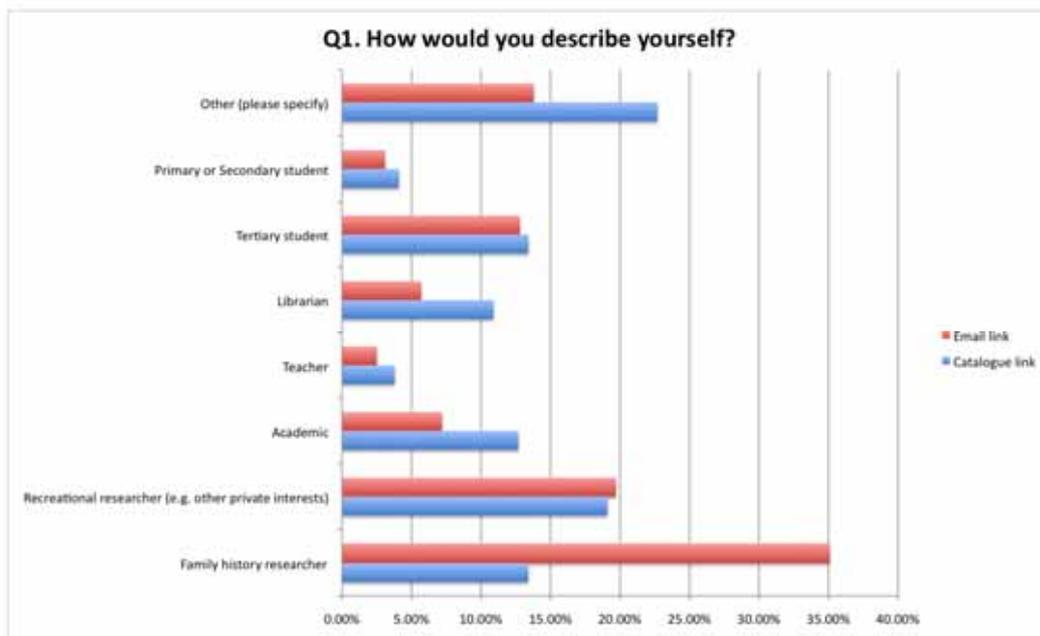
National Library of Australia, [www.nla.gov.au](http://www.nla.gov.au)

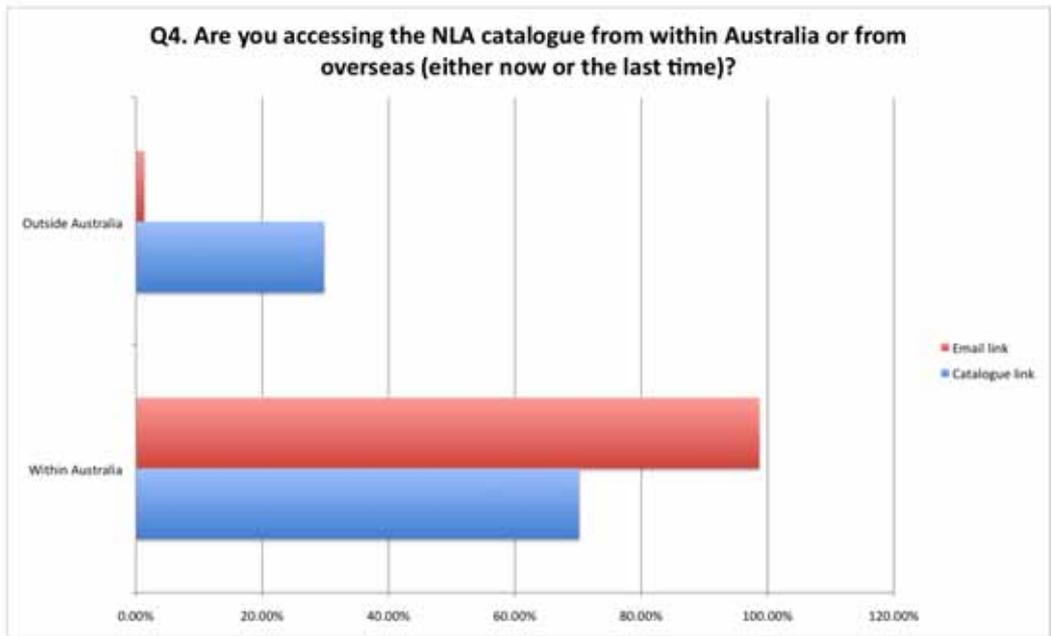
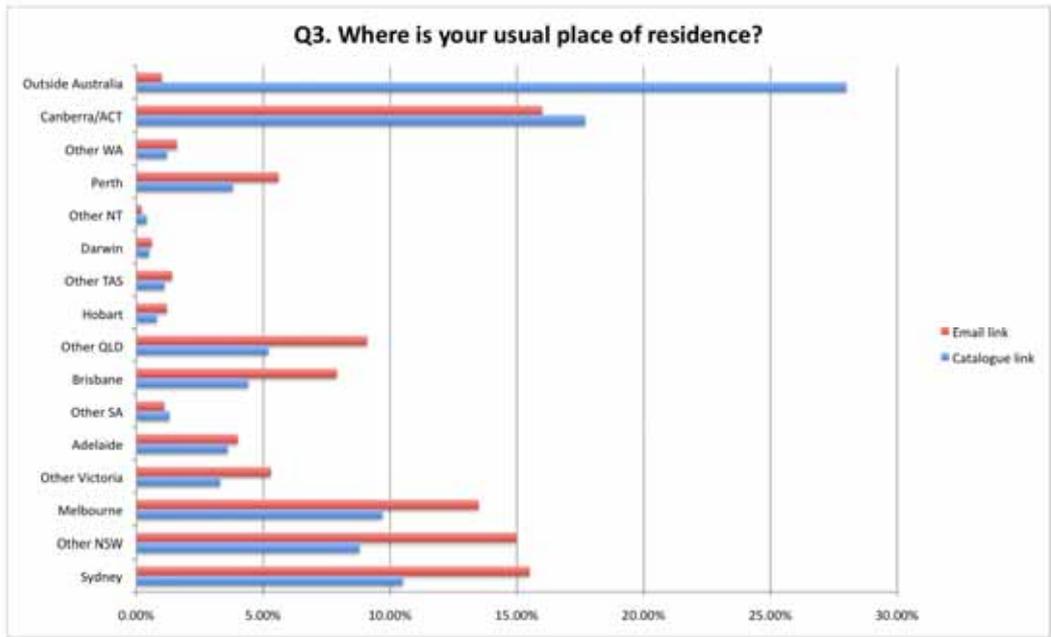
Stamford Interactive, [www.stamfordinteractive.com.au/](http://www.stamfordinteractive.com.au/)

2005, 'Website User Satisfaction Survey', Nielsen//NetRatings

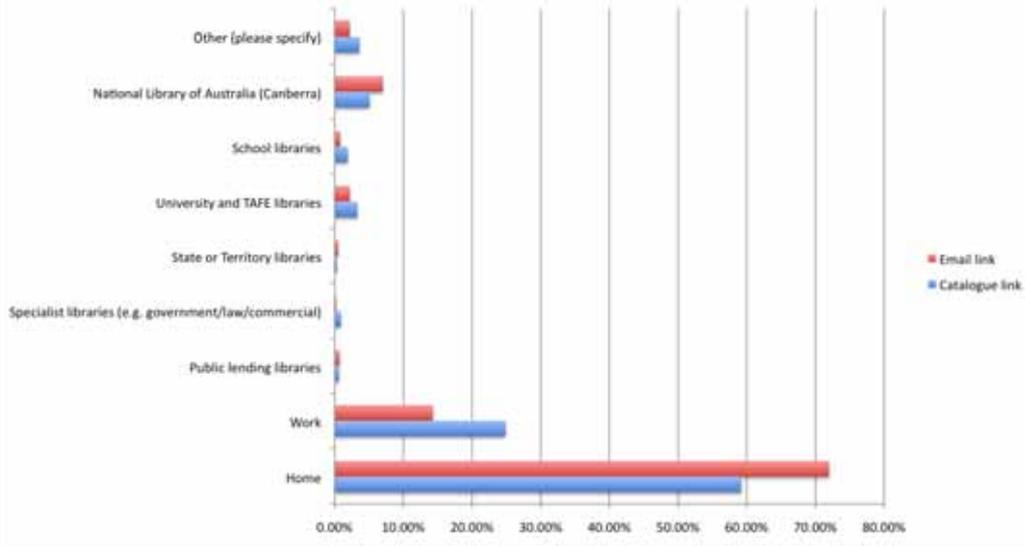
VuFind, [www.vufind.org](http://www.vufind.org)

## Appendix: survey results

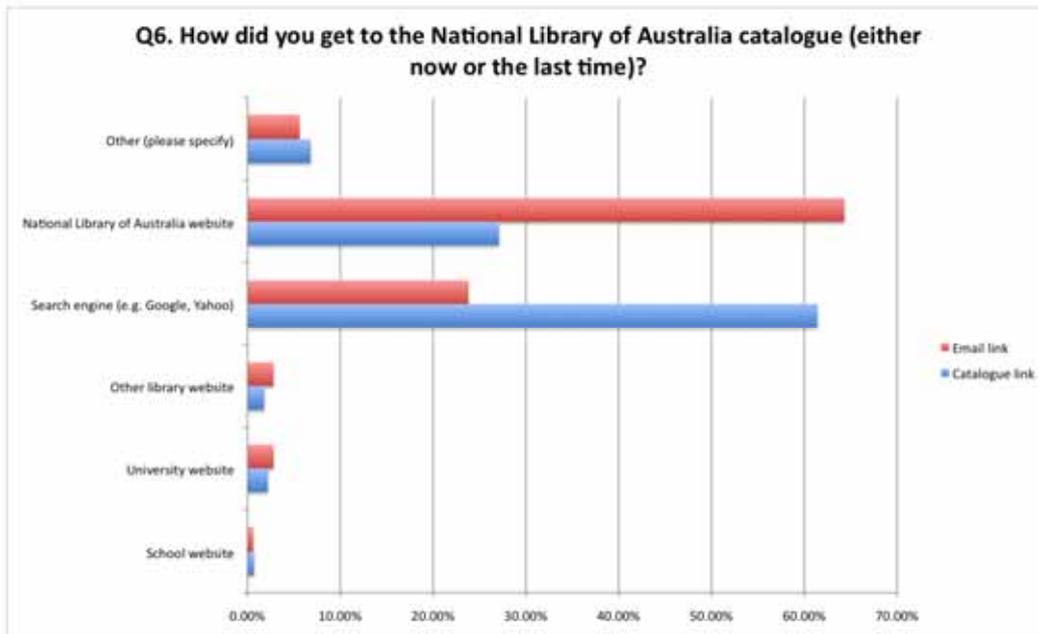




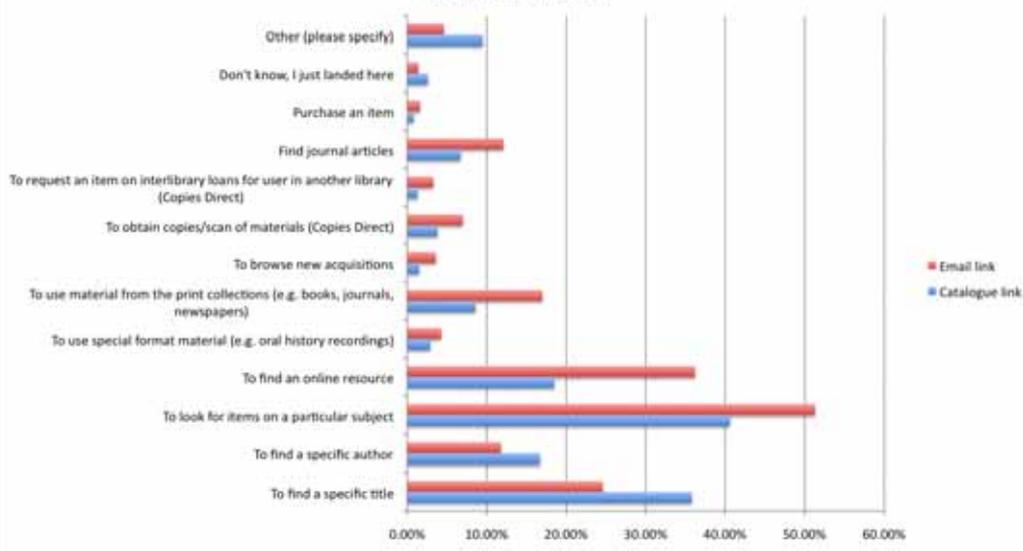
**Q5. Where did you access the National Library's catalogue from (either now or the last time)?**



**Q6. How did you get to the National Library of Australia catalogue (either now or the last time)?**



**Q7. Why did you visit the National Library of Australia catalogue (either now or the last time)?**



**Q8. How often do you visit the National Library of Australia catalogue?**

