Instrument 14
Web page for Reserve Services - design

It is expected that this method will included the assessment of design and navigation aspects of usability as well as evaluates the usefulness, value and appropriateness of the content. For this purpose, several different methods can be use such as usability testing, focus groups, and online surveys. In this section, ideas for a *focus group* method are presented. The following example can be adapted to a web page for Reserve Services.

In general, regardless of the method use the intention is to gather information from users about:

- Is the site:
  - readily intelligible, i.e. not confusing to the reader;
  - intuitive and easy to navigate (with respect to overall structure, navigation, labelling, searching/browsing, general features);
  - visually attractive;
  - consistent in design and terminology?
- Are the readers able readily to locate information about library services?
- Are the readers readily able to locate through it the sources of mental health and community health information they need? Is its scope and content, as far as is possible, adequate and appropriate to the needs of the readership?
- Does the way in which it presents information about library resources accord with the reader's mental maps? In particular, is the division clear between locally networked and web-based resources?

Focus groups

There were some things focus group members liked:
- 'Library on the desktop' aspect.
- Navigation and design: clear and intuitive use of frames, one item per page, little scrolling needed, page content fits well within frame body.
- Local map.
- Union catalogues.
- Use of language.
- Links to web logs—these are very useful as they incorporate information circulated via e-mail into a conveniently accessible format.
- Principle of selecting key sites rather than having long comprehensive lists.

Some things they disliked:
- URL too long and cumbersome.
- Date on introductory page in American format.
- Lack of full web OPAC functionality.
- Not clear what is password protected and what is not.
- 'Search this site' page is much too plain; would like prompts on search techniques, and examples.

Focus group members also gave suggestions for development and additional content:
- Union catalogue of serials across SLAM libraries.
- List of professions allied to medicine links.
- Update clinical governance material to include links to CHI and NICE.

- Additional specialist bibliographies of relevance to Trust, e.g. mental health informatics, cognitive behavioral therapy, transcultural psychiatry.
- Register of Trust research.
  Database of clinical audits.
- More community health information, especially community profiling.
- More on boroughs.