Talking About WebPages

Agenda

1. Planning Process

    a. Administrators & Supervisors

1. Screenshots & Mark-ups

    a. Snipping Tools

    b. Print Screen

    c. Jing

    d. Old school

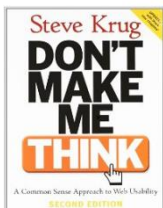2. Librarian language vs. Tech Language

3. Resources

1. Planning

- Informing your decisions: usability
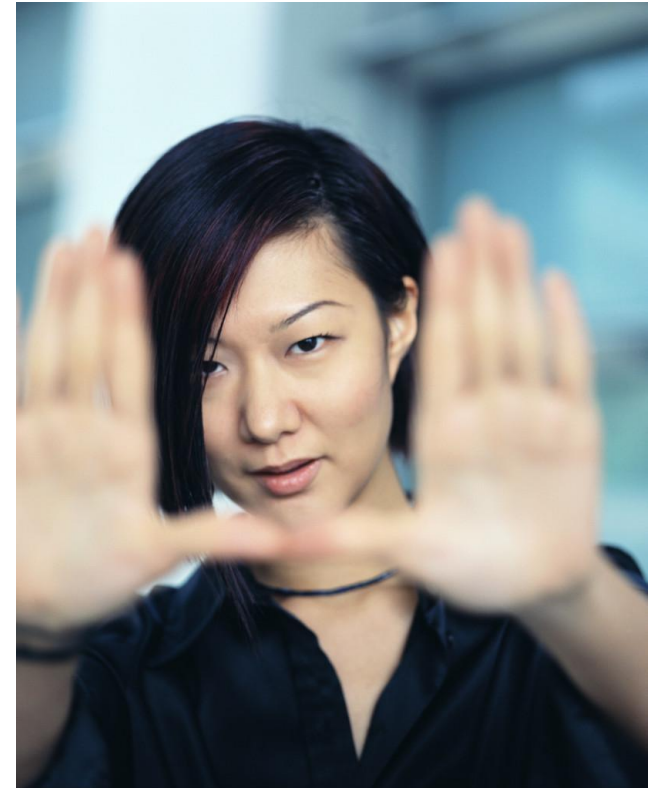- Who has a vested interest?

Usability

- Gathering info from usability study

- Informal survey
  - o cards
  - o online questionnaire

- Reference librarians

- Director

- Formal testing

  with eye-tracking

IDS PROJECT

Steve Krug
DON'T MAKE ME THINK
A Common Sense Approach to Web Usability
SECOND EDITION

N N/g Nielsen Norman Group
Evidence-Based User Experience Research, Training, and Consulting

Don't Make Me Think: http://amzn.com/0321344758
Nielsen Norman Group: http://www.nngroup.com/

Vested interest

- Who has a vested interest?

  - Students & faculty

  - Reference staff

  - Interlibrary loan staff

  - ITS departments

  - Administration, Directors & Supervisors
    - Web Committee/Webmaster

Faculty, Students, Public & Community Users

Faculty

- May want clearer or different forms for requesting dissertations, microform, etc.

- May need specialized instructions e.g. adding proxy users to their account

Students

- Provide feedback on user-friendly, non-jargon language

Public & Community Users

- Provide feedback on user-friendly, non-jargon language

Reference/Instruction Staff

- Need to find policy information quickly for patrons/libraries

- Need user-friendly forms & language that they can easily demonstrate/teach

- They work on the frontlines - with all patrons

Interlibrary Loan Staff

- Provide suggestions for customizing forms to facilitate request processing
  - simplify user forms
  - delete non-essential fields
- Suggest policies and FAQs that should be added to pages (help answer routine questions by sending link to policy)
- Add video/instructional demo content
- Have visited/seen other "cool" sites for ideas

They know:

- Who has permissions to change web pages
- Who to ask/ or where to go for changes
- The lingo - find a friend!
- What's possible
- The difficulty of your request

They can provide general support.

Administrators, Directors & Supervisors

- You may need:
    - permission from them to change the web pages & then final approval.
    - them to ask systems people for help.
    - to explain to them how various customizations can help patrons and staff

- They may need to communicate:
    - with web design committees in the library or the institution
    - changes to other library departments to reflect changes to instruction or workflow (ie. instruction/ acquisitions).

They may be excited to brand webpages with library or institutional logos, name, colors, etc!!

2. Screenshots & Mark-ups

- Snipping Tools
- Print Screen
- Jing
- Old school

Screen Capture Tools

For Windows (clipboard):

- PrintScreen button
- Snipping Tool
  - to paste Control-V

For Macs (desktop file):

- Command-Shift-3 (screenshot)
- Command-Shift-4 (crosshairs)
  - Adding the Control key to these combinations copies the screenshot directly to the clipboard

Detail of Windows 7 - Snipping Tool

Programs (1)

  Snipping Tool

Control Panel (2)

  Record steps to reproduce a problem
  Turn off automatic window arrangement

See more results

sn   ×   Shut down ▶
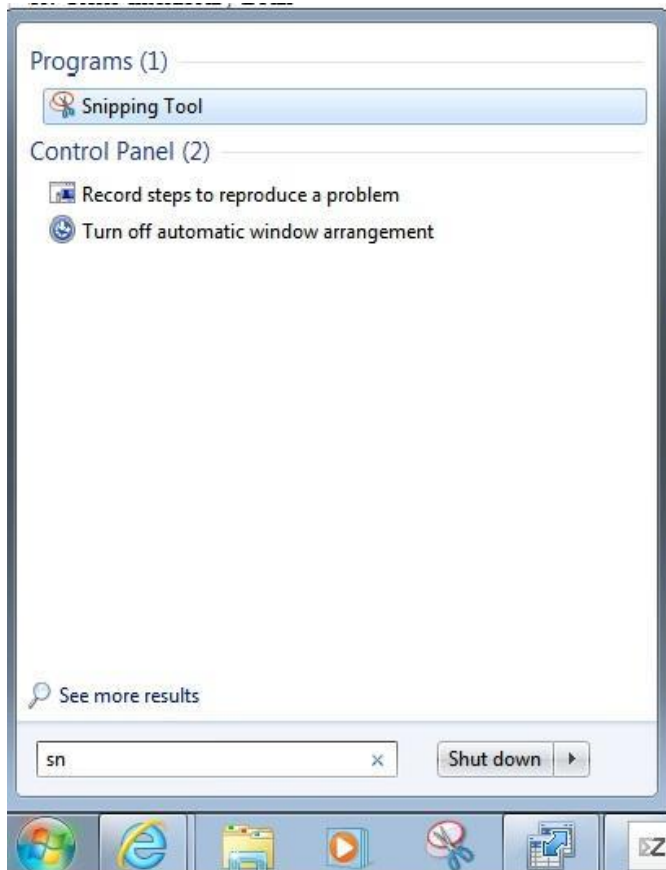
- Snip small sections of a web page or full-screen
- Highlight text
- Write on the screen snip
- Print the screen snip (after saving)
- Paste directly into PowerPoint (Ctrl + V)

Start| All Programs|Accessories

Print Screen

Higher resolution that snipping tool, but requires cropping
(especially with multiple monitors)
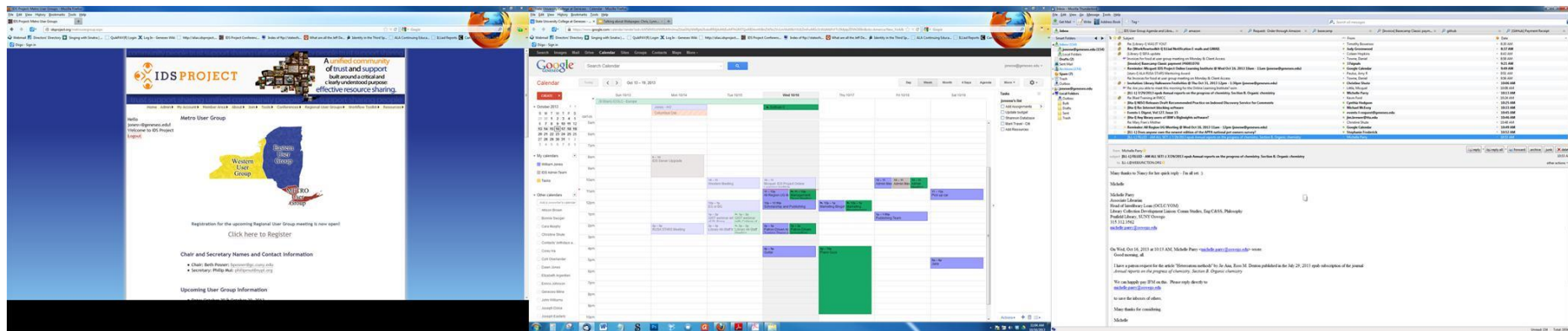
Use GIMP to edit or resize pasted image Word/PowerPoint

http://www.gimp.org/

Jing

Software by TechSmith

- Capture basic video, animation, and still images and share them on the web

Capture What You See

Capture an image of what you see on your computer screen with Jing. Simply select any window or region that you want to capture, mark up your screenshot with a text box, arrow, highlight or picture caption, and decide how you want to share it.

http://www.techsmith.com/tutorial-jing-capture-an-image.html

Hi-tech Approach!

IDS PROJECT

Can we brand this? No way to know you're still on our pages

ILLiad

New User Registration for ILLiad   * Indicates required field

Field	
*First Name	
*Last Name	
*ID Number	
Preferred Notification Method	E-Mail
*E-Mail Address	
*Daytime Phone	
Preferred Electronic Delivery if Possible (PDF file via web)	Yes
*Primary Address Line 1	
Primary Address Line 2	
*Primary Address City	
*Primary Address State	
*Primary Address Zip	
Secondary Address Line 1	
Secondary Address Line 2	
Secondary Address City	
Secondary Address State	
Secondary Address Zip	
Department	
*Choose a Username Case sensitive	
*Choose a Password Case sensitive	
*Re-enter Password Case sensitive	
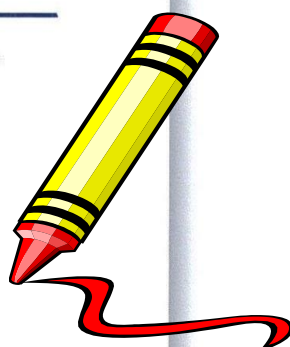
Submit Information   Clear Form   Cancel - Exit ILLiad System

Copyright © 1990-2009 Atlas Systems, Inc.
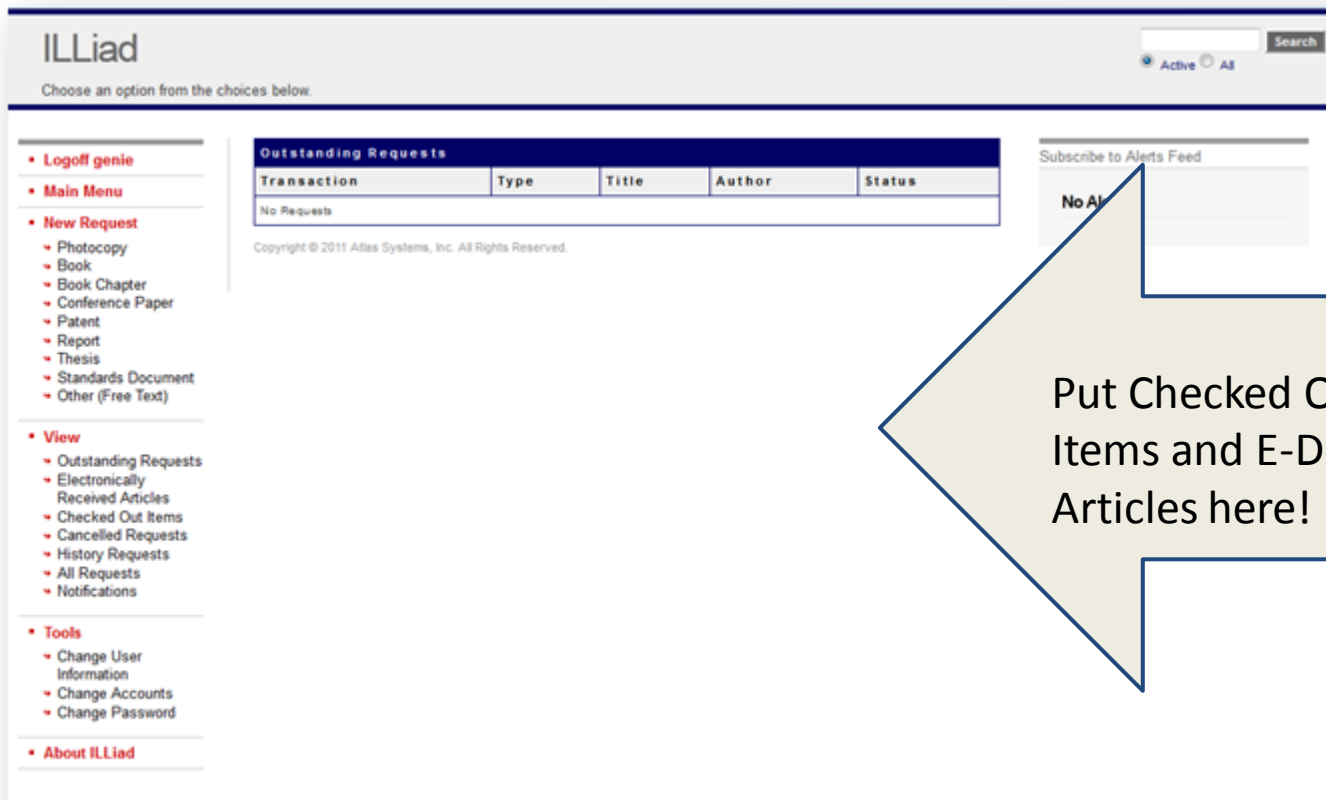
Campus Box or Office #

Change 'permanent' to 'Home'

Get rid of all of the Secondary Address stuff

Add 'Home Country'

Can State and Country be changed to drop downs with NY and USA listed up top?

The *real* 'Hi-tech' approach!

3. Librarian language vs. Tech Language
How do I tell my tech what I want?

Put Checked Out Items and E-Delivered Articles here!

Librarian vs. Tech Jargon

Librarian	Tech
How do we change the banner at the top?	How do we change the header?
How do we change what appears in the bottom of the webpage?	How do we change the footer?
How do we change what appears in the middle of the page?	How do we change the content placeholder for a particular page?
How do we make a bulleted list?	How do we make an unordered list
How do we make a numbered list?	How do we make an ordered list?
I want a new request form	What is the item type? Which fields need to be included on the form?
The request page isn't working right…	I need specifics. What exactly is not working? The webpage? The link?
I want to rearrange the placement of the menu options	Please provide me with a page mockup. Once I know where you would like items to be, I can create divs for the items and move them around the page.
I want 'yes' checked for PDF Delivery on the new ILLiad User registration page.	Coding a hidden field with automatic value of 'yes' for PDF Delivery

4. Resources: W3 Schools

4. Resources: W3Schools HTML Tutorials

http://www.w3schools.com/html/

4. Resources: W3Schools CSS Tutorials

4. Resources: W3 Schools Sandbox

Source Code: Submit Code »

```
<!DOCTYPE html>
<html>
<body>

<h1>My First Heading</h1>

<p>My first paragraph.</p>

</body>
</html>
```

Result: W3Schools.com - Try it yourself

My First Heading
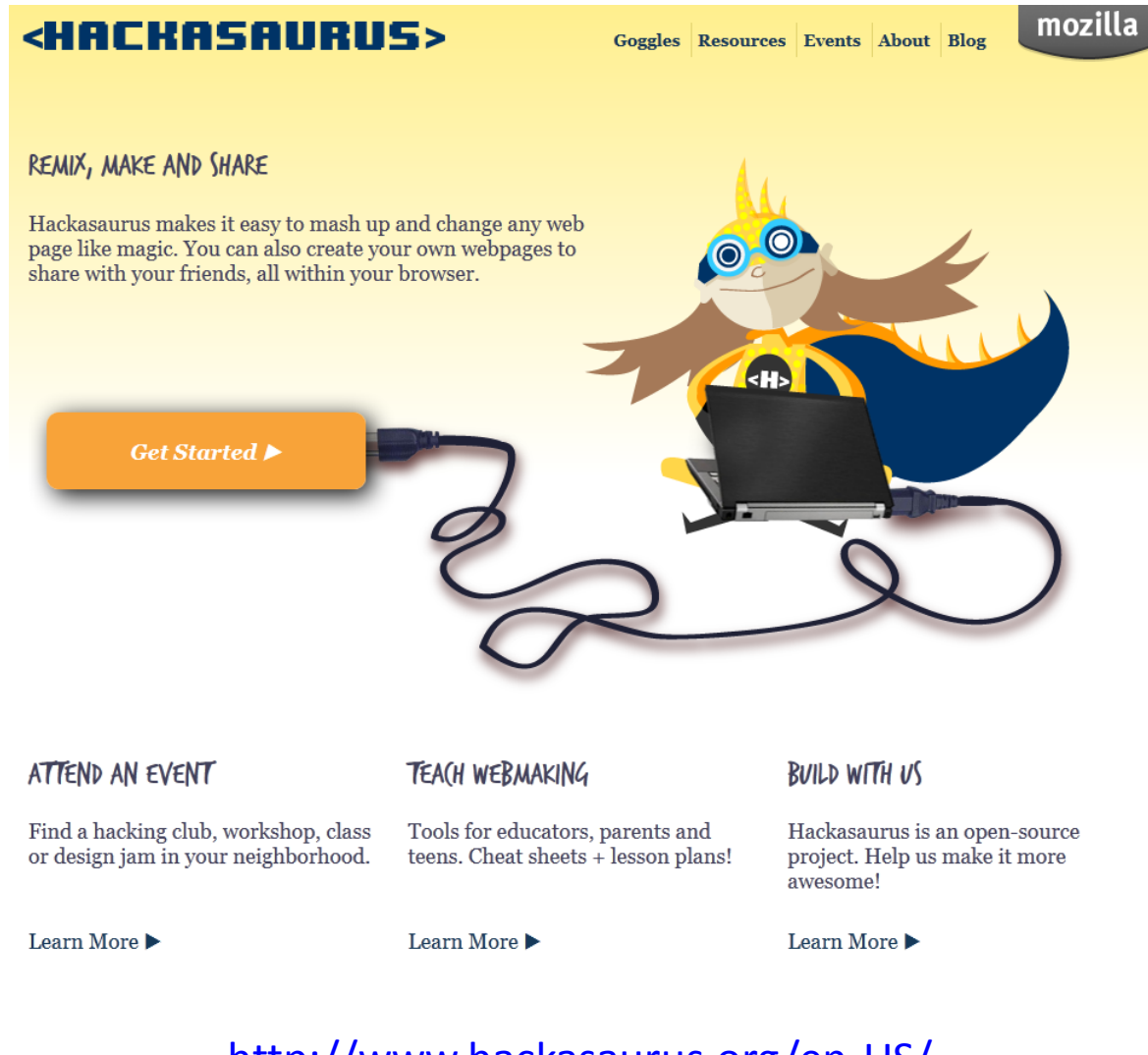
My first paragraph.

Edit the code above and click "Submit Code" to see the result.

http://www.w3schools.com/html/tryit.asp?filename=tryhtml_intro

4. Resources: Hackasaurus

http://www.hackasaurus.org/en-US/