How to redesign a virtual library website: a case study

1. Old Website

2. User-Centered Design
   - Analysis
     - Benchmarking
     - Focus groups
     - User interviews
     - User consultations

   - Design & prototype
     - High-fidelity wireframes
     - Data model
     - Site map

   - Results
     - Clear content structure providing concise, contextualized information.
     - Improved clarity of textual information.
     - Customized content by user needs.
     - Transmission the values of quality and transparency.
     - Increased proximity, information on services (and some content types).
     - Implementation of a unified and usable solution for searching contents.

3. New Website
   - Single search box
   - Proximity and encouraging feedback
   - Access to content reflecting user needs
   - Concise, structured and contextualized content
   - Quality and transparency
   - Customization by user profile
   - More content and recommendations

User tests
User consultations
Statistics

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Mireia Leg Gil
Office of Learning Technologies, UOC

Mireia Pérez Cervera
Virtual Library, UOC

Pablo Rebaque Rivas
Office of Learning Technologies, UOC

http://biblioteca.uoc.edu