Redesigning a Mobile Site: Lessons Learned

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To determine the mobile information needs of the NYMC community and to create a user-friendly mobile site that meets those needs

The preliminary needs assessment survey was conducted using SurveyMonkey. The survey helped us build a low-fi paper prototype of the site. This prototype was used for testing the site's usability. The test included 6 tasks and a feedback questionnaire.

Participant Demographics (N = 77)

Types of Mobile Devices (N = 61)

Top Desirable Tasks on a Library Mobile Site (Ranked)

Tasks
T1.) Quick scan of the literature
T2.) View full-text of an article
T3.) Search Dynamed for current evidence
T4.) Find a graphic in an e-book
T5.) Find a book in the library catalog
T6.) Determine library hours

Average Time Taken for Each Task

Findings & Recommendations

T1: Participants had trouble locating the PubMed search box within the PubMed for Handhelds interface.
Fix: Create a page with a single search box where the results will link to full-text articles.

T2: Most participants went to PubMed to obtain the full-text. PubMed for Handhelds does not have links to our full-text articles.
Fix: Make sure that mobile users are able to access full-text via PubMed.

T3: Participants were confused about the terminology used for databases.
Fix: Remove the choice "Mobile Databases" and put "All Databases" at the top. List the mobile-friendly databases available to all users under "All Databases".

T4: Participants had difficulty reading the text and seeing the search box on the e-books page.
Fix: Create a page with a single search box. Users will have the option to do a title/author multiple keyword search or a title browse.

T5: One participant was confused about the "all material" limit in the online catalog.
Fix: The page should have one search box. Users should have the option to choose title/author keyword search.

Post-Test Feedback
The majority of the participants found the tasks relevant to their work. They found the site easy to navigate while completing the tasks and were in agreement with the site design. The mobile site went live on May 13, 2011.