

## **Discovering students' needs: usability and focus group study of library website redesign project**

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Websites have become one of academic libraries most commonly used mediums for communicating with patrons. Libraries must make the interfaces of these sites intuitive and easy to use if they expect patrons to use web resources and services effectively. When redesigning a website, usability testing and focus groups analysis are usually employed. These methods are vital components which help to incorporate users' needs in a new system.

Central Medical Library (CMK) of University of Ljubljana, Slovenia, has started with the website redesign to provide its patrons with a modern and user-friendly portal. It aims to offer one stop shop for library services and collections. The first step in the redesign project was usability testing of old library web pages followed by focus groups analysis. The poster will discuss the information needs of medical students who are the most numerous group of users in CMK.

Two surveys were conducted. The usability testing (using the think aloud method) involved observing a group of students as they performed a series of tasks on the website. The aim was to understand feelings, cognitive processes, difficulties and uncertainties users encountered while using library's web pages, as well as to collect their suggestions for enhancing internet services. Next was a focus group meeting where main topics considering students' needs on library portal were discussed. Topics covered patrons' experiences with the present web pages, suggestions for the upcoming portal, user-friendly access to digital library and help in information seeking process.

The results of usability testing and focus group study have discovered student's information needs and proposed a number of useful solutions for more intuitive design of the library portal.