

**Task Analysis & Storyboards:
Detroit Public Library
www.detroitpubliclibrary.org**

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November 7, 2006

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Executive Summary

Task analyses were completed for the Detroit Public Library's website, www.detroitpubliclibrary.org. Each task was evaluated to find a more practical and streamlined way to complete the task. The task analyses were coupled with storyboards to visually display how redesigned paths would work.

Improved processes in the task analyses include:

- **Reduced confusion and steps to find biographic information.** To eliminate redounded steps a user would have to take to get to an author biography, an 'About the Author' section was made. The graphical links for biographies were removed to avoid confusion.
- **Uncluttered the search forms.** Confusing moments in the search areas were reduced by combining search elements into a drop down menu. This helps the user understand that not all fields need to be filled out before submitting a search.
- **Reduced confusion in account and login sections.** Paths were made to lead the user down a login path in order to get to account information. This eliminates the confusion of getting to the account, logging in, and reentering the account. A login box is also being provided on every page.
- **Clarified sections pertaining wish list ideas.** Words such as 'Kept' and 'Keep' are confusing to users. These were replaced with 'Wish List', which is a familiar term for users.
- **Uncluttered printable pages.** Pages given a "print page" link, such as the 'Wish List', were redesigned to eliminate unnecessary content from the printed page.
- **Confirmation was added.** Pages where a user changes account information or adds an item to 'Wish List' were redesigned to include confirmation. This reduces confusion on the users end and ensures what happened is understood.

To provide better understanding of the task analyses redesigned, 23 storyboards were created. These storyboards demonstrate the recommended changes and simplicity the website could implement.

The task analysis redesigns and the storyboards show how the website can be streamlined. Consistent interface design that should be implemented in the website can be seen in the storyboards.

Processes

Author Biography

There are currently 4 paths a user can take to get to an author biography. These 4 paths all use the search function.

Current Path 1: Search by Keyword and Words or Phrase

1. Check 'Keyword' >>
2. Enter keyword(s) >>
3. Click 'Words or Phrase' >>
4. Select an author biography >>
5. Select author biography

Redesigned Path 1: Search by Keyword and Words or Phrase

1. Check 'Keyword' and search type >>
2. Enter keyword(s) >>
3. 'Search' >>
4. Select 'Details' >>
5. Select 'About Author'

Current Path 2: Search by Keyword and Author

1. Check 'Keyword' >>
2. Enter keyword(s) >>
3. Click 'Author' >>
4. Select an author biography >>
5. Select author biography

Redesigned Path 2: Search by Keyword and Author

1. Check 'Keyword' and search type >>
2. Enter keyword(s) >>
3. 'Search' >>
4. Select 'Details' >>
5. Select 'About Author'

Current Path 3: Search by Keyword and Title

1. Check 'Keyword' >>
2. Enter keyword(s) >>
3. Click 'Title' >>
4. Select an author biography >>
5. Select author biography

Redesigned Path 3: Search by Keyword and Title

1. Check 'Keyword' and search type >>
2. Enter keyword(s) >>

3. 'Search' >>
4. Select 'Details' >>
5. Select 'About Author'

Current Path 4: Search by Keyword and Subject

1. Check 'Keyword' >>
2. Enter keyword(s) >>
3. Click 'Subject' >>
4. Select an author biography >>
5. Select author biography

Redesigned Path 4: Search by Keyword and Subject

1. Check 'Keyword' and search type >>
2. Enter keyword(s) >>
3. 'Search' >>
4. Select 'Details' >>
5. Select 'About Author'

Author Biography: Interface Changes

- Added 'About the Author' section to contain biography information on the item information page. This takes the place of steps 4 and 5 of the current path:

Step 1 Check 'Keyword' and search type >>

Step 2 Enter keyword(s) >>

Step 3 'Search' >>

Step 4 Choose 'Details' from the selection >>

Step 5 Select 'About Author'

- Grouped search types into one drop down menu on the quick search page.
- Created a 'Search' button on the quick search page.
- Additional changes made to the layout, positioning and labeling are show in the following storyboards.

Author Biography: Main Page (Step 1)

Logo	Top navigation
Help Wish List	
Login to e-library User ID: <input type="text"/> PIN: <input type="text"/> <input type="button" value="Submit"/> Forgot User ID ? Forgot PIN ?	Quick Search Search: <input type="radio"/> Keyword <input type="radio"/> Browse <input type="radio"/> Exact Search for: <input type="text"/> Search by: <input type="text" value="Author"/> ▼ Library branch: <input type="text" value="All"/> ▼ <input type="button" value="Search"/> Advanced Search
Library Info Library Hours Events Kids Activities Services Policies	Recommended Reading XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX more
	Best Sellers XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX more
	What Others Are Reading XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX more
Database information and copyright	

Author Biography: Title Search Results (Step 4)

Logo	Top navigation
Help Wish List Search Results	
Title "xxxxxxxxxx" search found xxx titles Pages << 1 2 3 4...10...20 >>	
Login to e-library User ID: <input type="text"/> PIN: <input type="text"/> <input type="submit" value="Submit"/> Forgot User ID ? Forgot PIN ?	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Library Info Library Hours Events Kids Activities Services Policies	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
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Database information and copyright	

Author Biography: Author Search Results (Step 4)

Logo	Top navigation
Help Wish List Search Results	
Author "xxxxxxxxxx" search found xxx titles Pages << 1 2 3 4...10...20 >>	
Login to e-library User ID: <input type="text"/> PIN: <input type="text"/> <input type="submit" value="Submit"/> Forgot User ID ? Forgot PIN ?	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Library Info Library Hours Events Kids Activities Services Policies	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
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	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Database information and copyright	

Author Biography: Words or Phrase Search Results (Step 4)

Logo	Top navigation
Help Wish List Search Results	
Words or phrase "xxxxxxxxxx" search found xxx titles Pages << 1 2 3 4...10...20 >>	
Login to e-library User ID: <input type="text"/> PIN: <input type="text"/> <input type="submit" value="Submit"/> Forgot User ID ? Forgot PIN ?	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Library Info Library Hours Events Kids Activities Services Policies	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
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	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Database information and copyright	

Author Biography: Subject Search Results (Step 4)

Logo	Top navigation
Help Wish List Search Results	
Subject "xxxxxxxxxx" search found xxx titles Pages << 1 2 3 4...10...20 >>	
Login to e-library User ID: <input type="text"/> PIN: <input type="text"/> <input type="submit" value="Submit"/> Forgot User ID ? Forgot PIN ?	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Library Info Library Hours Events Kids Activities Services Policies	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
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	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
	<input type="button" value="Details"/> Book Category Year Published Book Title Availability <input type="button" value="Preview Image"/> <input type="button" value="Add To Wish List"/>
Database information and copyright	

Author Biography: About Author (Step 5)

Logo	Top navigation												
Help Wish List About the Author													
<div style="border: 1px solid black; padding: 5px;"> <p>Login to e-library</p> <p>User ID: <input type="text"/></p> <p>PIN: <input type="text"/></p> <p style="text-align: center;"><input type="button" value="Submit"/></p> <p>Forgot User ID</p> <p>Forgot PIN</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p style="text-align: center;">Library Info</p> <p>Library Hours</p> <p>Events</p> <p>Kids Activities</p> <p>Services</p> <p>Policies</p> </div>	<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Item Information</td> <td>A Look Inside</td> <td style="background-color: #cccccc;">About the Author</td> <td>Catalog Record</td> </tr> </table> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <table style="width: 100%;"> <tr> <td style="width: 20%;">Image</td> <td>Add to wishlist</td> </tr> <tr> <td>Preview</td> <td>Find more from this author</td> </tr> <tr> <td></td> <td>Find more on this topic</td> </tr> <tr> <td></td> <td>Nearby items on shelf</td> </tr> </table> <p>Book Title:</p> <p>Book Author:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Author Biography</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Fusce purus nibh, condimentum vitae, gravida ac, sagittis a, pede. Maecenas vehicula, lorem eu convallis ultrices, eros quam tristique quam, nec ornare purus sem sed nulla. Maecenas scelerisque viverra risus. Donec ullamcorper tristique augue. Vestibulum ut purus. Pellentesque quis augue. Cras tempor. Sed eu odio. Nam fringilla est in leo. Aliquam eu enim. Cras non felis. Lorem ipsum dolor sit amet, consectetur adipiscing elit.</p> <p>Fusce eget turpis. In hac habitasse platea dictumst. Phasellus vulputate tempus ipsum. Etiam ligula. Nulla ac ipsum quis libero fermentum interdum. Nam lobortis lacinia enim. Suspendisse at nibh. Praesent dapibus. Cras pretium dolor sed neque. Praesent fringilla fermentum enim.</p> </div> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px; text-align: center;"> <p>Database information and copyright</p> </div>	Item Information	A Look Inside	About the Author	Catalog Record	Image	Add to wishlist	Preview	Find more from this author		Find more on this topic		Nearby items on shelf
Item Information	A Look Inside	About the Author	Catalog Record										
Image	Add to wishlist												
Preview	Find more from this author												
	Find more on this topic												
	Nearby items on shelf												

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