IPAC report on Ethnography Research Project Comments

There were 236 graduate student comments and 274 undergraduate comments relating to IRIS. They fall into two broad categories:

A. issues that are internal to IRIS rather than to the Libraries’ website  
B. issues that suggest changes/additions to the website

A. The vast majority of the comments relate to issues that are internal to IRIS such as:

- My Account login
- length of the timeout period
- navigation
- reporting missing books
- general searching
- content
- reserve searching
- displaying due dates

IPAC has already begun looking at these issues and will continue to do so as time permits.

B. Three issues were identified as feasible recommendations related to the website.

1. **Make IRIS options more prominent on the Libraries home page.** Comments included:
   - It takes three clicks to get to the basic card catalogue search (not "quick search") and four to get to the more useful advanced search. Since this is the most basic function of a library's website, it should not take more than one click. It should be the first screen that pops up, not something one has to access from a side pop-over menu. Lose the IM link to a librarian, or put it lower, and put the actual library catalogue as the prominent main page feature!
   - I wish the home page of the library website was simply the IRIS search engine.
   - It would be nice if an "Advanced Search" link appeared in the sidebar on the main libraries home page… Currently it takes two clicks to get to the advanced search (Search IRIS > Advanced Search).

2. **Add library floor maps to the website so that IRIS can link out to them to show users where material is shelved.** Using sample floor maps, IPAC is already beginning to investigate the feasibility of this suggestion as well as the suggestion that links to directions/campus maps be provided.

3. **Improve the IRIS Quick Search function.** The major complaint seemed to relate to the inability to execute a search by hitting “Enter” rather than by clicking on the “Search” button. This is only a problem if you’ve entered search terms and then changed either the search type or library.

   IPAC is now looking at redesigning the Quick Search page so that the search type menu precedes the search box and only the “optional” library menu follows it. Short instructional phrases (e.g., Select a search option, Enter your search, etc.) are also being considered. The hope is that, for most users, this will resolve the problem of not being able to execute a search by hitting “Enter,” while simultaneously encouraging more users to change the WORDS anywhere default to retrieve better search results.