Web Advisory Group

"Big Test" usability test

Nicole Hennig and the Web Advisory Group
November 2002

Purpose and goals of the test

The aim of this test was to learn how our students use our many web-based tools and interfaces together. We previously tested our web site, our catalog, and Vera as separate things, but until now, we never tested how they all work together for our users. The goal was to improve the interfaces of each, including how they work together and how they refer to each other.

SFX was under development as a new service, so this was our chance to test our preliminary design of the SFX menu as well. This was also the first time that we tested our live digital reference services, "Ask Us - Live." Though "Ask Us - Live" is no longer being offered as a service, we hope to use the data to help choose future digital reference services.

Sites tested:

- web site: http://libraries.mit.edu/
- listings of databases + e-journals: http://libraries.mit.edu/vera
- web OPAC: http://libraries.mit.edu/barton
- individual databases listed in Vera
- test version of SFX menu screens in Alternative Press Index/Firstsearch test account
- "Ask Us - Live" (live chat reference service, no longer live at MIT)
- subject pages: http://libraries.mit.edu/subjects/
- The Information Navigator:
  http://libraries.mit.edu/tutorials/general/

Test Team

Nicole Hennig, Coordinator
Darcy Duke
Stephen Skuce
Christine Quirion
Jennifer Edelman
Pam Nicholas
Kate McNeill-Harman
Who we tested

21 students total (9 undergrads + 12 graduate students)

We decided to test students only this time, as the primary users of our site. (No faculty, alumni, library staff, MIT administrators, or outside users were tested).

Length of test

1 hour (usually took 45 minutes)

Reward

$15 Amazon.com gift certificate

The Test

We created two tests, one that emphasized "known-item" searching, and one that emphasized open-ended searching for materials on particular topics. We gave half the users test A and half, Test B.

Test A: "Ask Us - Live" and searching for known items

This test included a scenario for using our live chat reference service, and 8 questions involving searching for particular articles and books from a bibliography that we created.

Download test A - PDF

Test B: Open-ended searching by topic and testing SFX

This test included 6 questions involving searching by topic. Users were asked to choose one of the topics below. The questions involved doing research as if they were writing a general research paper on the topic they chose. One of the questions involved using our SFX service in a test account and one question asked users to consult what's known as "subject pages" on our web site.

Research topics (choose one):

Forest Fires
How do forest fires effect the environment? Describe the effects of large scale wild fires in relation to other environmental factors such as air or water pollution, emission of greenhouse gases, or weather patterns.

Gene Therapy
Summarize the ethical issues related to the use of gene therapy for patient treatment. Describe some of the moral and social issues surrounding gene therapy, such as patient rights, privacy, standards of care, or eugenics.
**Women as scientists or engineers**

What are some barriers that have kept women from becoming scientists or engineers in the past? What is the latest thinking on how to achieve equity for girls and women in science classrooms?

[Download test B - PDF](http://libstaff.mit.edu/webgroup/usability2002/big-test/index.html)
MIT Libraries' Usability Test A
Observer Worksheet

Name of observer:
Date:
Name of tester:
Email:
Department at MIT:

Status:
Undergrad
Grad
Other:

1. Have you used the MIT Libraries' web site before? If so, about how often?

2. Have you had a library instruction class?

3. Have you ever asked for help from a librarian either in person, by phone, email or live chat?
Test A – Ask Us Live + Searching for Known Items

Note to observer:
Clear history in your browser before testing the next person. (so visited links don’t show)

Don’t use Netscape 6.x or Mozilla, because of problems with the “back” button in Barton. Use IE or Netscape 4.x.

Give them the Scenario handout for part one.

Part one: Ask Us Live

This test needs to be conducted during a time that we've arranged for someone to staff a test queue. A URL for the test queue will be provided and a volunteer from our staff on the other end will be prepared to do this at the allotted time.

URL to enter test queue:
<http://libraries.mit.edu/research/ask/ask-usabilitytest.html>

Preliminary Questions:

1. Have you ever used an online chat program before? What's your general impression of them?

2. Have you ever used the Libraries' online chat program, "Ask Us! - Live" before?

Before we begin, keep in mind that you will be chatting with a live librarian, so please allow time for him/her to respond.

We are interested in your impressions of our service and in the decisions you make while using it. Please act as you would if this were a real situation, not just a test, except that we'd like you to think out loud! Tell us what you’re clicking on and why. If you have any thoughts or observations about the web site or the service, don’t hesitate to express them. Remember, we're not testing you; we're testing our service to see if it's effective.

Do you have any questions before we begin?
Part two – Searching for known items

Read to volunteer:
I'm going to ask you some specific questions about finding items on our site. I'd like you to think out loud about what you are clicking on and why. This will help us find out if our pages make sense to you. Remember, it's not your fault if you have trouble - it's a design problem with our web site - that's what we're testing, we're not testing you. Take your time with each question, and in some cases we may move on to the next question if you don't find what you're looking for.

Start at MIT Libraries home page <http://libraries.mit.edu/>

You have found a great article on bicycling as an alternative transportation mode and you want all the materials listed in the bibliography.
(give them the attached bibliography)

One thing to keep in mind is that our web site contains several ways to ask for help, feel free to use those if you have trouble finding any of the items.

1. Do the MIT Libraries own the item by K. Johnson?
   Is it available in paper, or online?
   Is there a way to have this delivered to you electronically? Show me what you would do.

Found the answers? _____ yes  _____ no

THIS IS NOT AVAILABLE ONLINE. AVAILABLE THROUGH BARTON, IN THE BARKER LIBRARY, IN PRINT.

TO HAVE IT DELIVERED ELECTRONICALLY, TESTER MUST EITHER
--CLICK ON COPY SERVICES IN THE SIDEBAR OF THE BARTON RECORD (LEADING TO DOC SERVICES' "COPY OPTIONS" PAGE) OR
--CLICK ON THE CATALOG RECORD'S AVAILABILITY FIELD(S), AND THEN CLICK ON "COPY OPTIONS" AT THE TOP, NEAR THE ASK US BUTTON.
2. Do the MIT Libraries own the item by Robert Noland?
   Is it available in paper or online?
   (If they find it the online journal, ask them this): Find the article and print it or
   email it to yourself.

   Found the answers? _____ yes       _____ no

   THIS IS AVAILABLE ONLINE, AND IN PRINT AT ROTCH. FULL TEXT AVAILABLE
   ONLINE, PRINTABLE PDF.

   NOTE WHETHER THEY FOUND IT THROUGH THE BARTON LINK, OR THROUGH VERA.

3. Do the MIT Libraries own the item by Charlie Wood?
   Is there a way you can get the MIT Libraries to obtain this article for you? Show me
   what you would do to get it.

   Found the answers? _____ yes       _____ no

   NOT AVAILABLE IN PRINT OR ONLINE AT MIT.

   WE WANT TO SEE IF THEY CAN FIND THE ILB JOURNAL REQUEST FORM.
4. Do the MIT Libraries own the item by Marcia Lowe?
   Is the book on the shelf or checked out?
   You don't have time to go to the Dewey Library today. Can you have the book delivered? Show me how you would do that.

   Found the answers? ___ yes ___ no

   THIS BOOK IS ON THE SHELF IN DEWEY, AVAILABLE THROUGH BARTON. WE WANT TO SEE IF THEY CLICK ON AVAILABILITY TO SEE IF IT’S IN THE LIBRARY.
   WE WANT TO SEE IF THEY CAN FIND THE BOOKPAGE FORM TO ANSWER THE SECOND PART OF THE QUESTION.

5. Do the MIT Libraries own the item by Judith Glading?
   What are your options for getting the book from the RetroSpective Collection?
   Show me what you would do.

   Found the answers? ___ yes ___ no

   THIS BOOK IS IN THE RSC, AVAILABLE THROUGH BARTON.
   WE WANT TO SEE IF THEY CAN FIND THE RSC FORM AND UNDERSTAND THE
OPTIONS FOR GETTING IT FROM RSC.
Read to tester:
The next three questions are about pages on our web site that help you find specific information. We would like to see if you can easily find these types of pages.

[Bring them back to: http://libraries.mit.edu]

6. You need to find 3 patents, one from the US, one from Europe, and one from Japan and you have the patent numbers. Find a page on our web site that tells you the best way to find these.

Found the answer? _____ yes _____ no

NOTE TO OBSERVER: WE WANT TO SEE IF THEY FIND OUR PATENTS GUIDE:
<http://libraries.mit.edu/guides/types/patents/index.html>

7. You want to look through some topographic maps published by the U.S. Geological Survey. Find a web page on our site that tells you which library at MIT has these and how to get more information and help with them.

Found the answer? _____ yes _____ no

NOTE TO OBSERVER: WE WANT TO SEE IF THEY FIND OUR TOPOGRAPHIC MAPS GUIDE:
<http://libraries.mit.edu/lindgren/maps/stein-club-map-room.html>
8. If you were working on a research assignment or project and were having trouble finding the information you needed, where on the Libraries' web site would you go for help?

Found the answer? _____ yes _____ no

WE WANT TO SEE IF THEY FIND THE ASK US (RESEARCH HELP) PAGE, OR THE HELP YOURSELF PART OF THAT PAGE, OR SOMETHING ELSE.

IF THEY GO TO THE ASK US PAGE, ASK THEM WHICH OPTION THEY WOULD PREFER TO USE AND WHY.

[The second question depends on the answer they gave to the first question. If their first impulse is to contact a person in the library, ask question 2a. If their first impulse is to use parts of the library's web site to find the answer on their own, ask question 2b.]

8a. Now suppose it's after hours and there are no librarians available in the libraries. Where on the Libraries' web site would you go for help?

8b. You've tried everything you can think of on your own and still can't find the information you need. You decide that you need help from a librarian. Where on the Libraries' web site would you go?
Post test questions

Observer:
Answer any questions they had about where to find things.

Ask this question:
What improvements to our site would help you the most?

Give them the Amazon.com gift certificate and thank them for helping us improve our site.
Scenario – Ask Us Live:

It’s 6 PM and you just remembered that you need to read two articles from the journal *Fuzzy Sets and Systems* by tomorrow. You don’t know where to find these articles, so you go to the Libraries’ "Research Help" page and decide to try the live chat help service.

The articles you need are:


and


Go to [http://libraries.mit.edu/research/ask/ask-usabilitytest.html](http://libraries.mit.edu/research/ask/ask-usabilitytest.html) and, when you’re ready, select "Ask Us! - Live".
Bibliography


MIT Libraries’ Usability Test B
Observer Worksheet

Name of observer:

Date:

Name of tester:

Email:

Department at MIT:

Status:
Undergrad
Grad
Other:

1. Have you used the MIT Libraries’ web site before? If so, about how often?

2. Have you had a library instruction class?

3. Have you ever asked for help from a librarian either in person, by phone, email or live chat?
Test B - open-ended search + SFX

Notes to observer: Clear history in your browser before testing the next person. (so visited links don't show)

Set up a bookmark for the SFX question (#4) in advance, with the authorization and password filled in (have your browser remember them).

If a person gets really stuck and can't go on: Wait until they are totally stuck - note the problem for our records - then help them so they can answer the next question.

Read aloud:
Pick one of the research topics on this page (give them the attached list of research topics). We are going to ask you to use some specific parts of our web site to find information on that topic. I'll give you a few minutes to read through them and make your choice.

I'd like you to think out loud about what you are clicking on and why. This will help us find out if our pages make sense to you. Remember, it's not your fault if you have trouble - it's a design problem with our web site - that's what we're testing, we're not testing you. Our goal is to make things as straightforward as possible so you can find things easily.

Our web site contains several ways to ask for help, feel free to use those (or tell us how you would use them) if you have trouble at any point.

1. Observer brings them to Vera:
<http://libraries.mit.edu/vera>

- Find 2 databases appropriate for this topic. (don't actually search inside them yet)

- Tell us why you think these particular databases might be helpful.

Note to observer: Remind them to take their time - they have plenty of time and there is no hurry. If they assume that you only want them to find two subjects in the subject list, prompt them to go ahead and look inside those subjects to find databases. (But make a note of what they did first).

Successfully completed task? ____ yes  ____ no
2. Choose one of the databases you found and do a search for your topic.

- Find 2 relevant articles that would help you get started writing a paper on that topic. You don't have to find the most perfect articles, but they should be relevant for helping you get started writing a paper.

Note to observer: Throughout the test remind them to take their time - they have plenty of time and there is no hurry. Especially for this question! Observer should prompt them to do a good job and try to do what they would in real life.

Remind them to feel free to refine their search or try other search terms if they need to.

- Email the articles or citations to yourself, or print them. (It's OK if it's the citation only and not the full text).

Note to observer: We are asking them to use the email function within the database, if available, not to use MIT's webmail or any other email program.

Successfully completed task? _____ yes    _____ no
3. Observer brings them to Barton: <http://libraries.mit.edu/barton>

- Find 2 relevant books on this topic.
  - Write down the call number.
  - Is it in the library? If not, when is it due?

- Add the titles to "your bookshelf."
- Email them to yourself.

Note to observer: we are asking them to use the email feature in Barton.

Successfully completed task? ____ yes _____ no

4. Note to observer: This question is for testing SFX. Use the test account for Alternative Press Index in FirstSearch.

<http://firstsearch.oclc.org>
authorization: 100243211
pswd: SXB8QUASH

Note to observer: Under "databases" in sidebar, click on "List all," then choose "AltPressIndex."
Read aloud: This is Alternative Press Index. It covers some journals that aren't indexed in many of our other databases.

- Find 1 article that's relevant to your topic.

After they find one:

- See if the full text is available from the MIT Libraries.
  If it's available electronically, go to it and print it.
  If it's available only in print, print the citation and how to find it on the shelf.

- If the full text is not available, find other options for getting the article (from services offered by MIT libraries).

(Note to observer: we want to see if they would choose ILB, Webdocs, etc. We also want to see if they would use the Ask Us link on the SFX menu if they need help).

Note to observer: If they never find or click on the SFX button or link, be sure to note that they failed at finding the button. Note down if they go out and look it up in Barton or Vera instead. Only after they have failed to find the SFX button and you've noted what they did, click on the SFX button for them so you can ask them the rest of this question. (tell them: "There is a link here that give you more options - I'm going to click on it and ask you a couple of questions)."

Successfully completed task? _____ yes     _____ no
5. Observer brings up the following page:
Subject Guides
<http://libraries.mit.edu/subjects/index.html>

Look through any subject guides that might be relevant to your topic.

- Use subject guides to find 2 resources (could be books or web pages) that are
  relevant to your topic. Say which ones you would choose and why.

Note to observers: Tell them to ignore the links to Vera on subject pages, since we
already tested Vera.

If they go too far out on other web sites that link to other web sites, gently bring
them back to our pages and tell them we're looking for pages linked from our own
pages - not a couple of layers away.

Successfully completed task? _____ yes       _____ no

If at any time they are having trouble remind them of this (in these words):

"Our web site contains several ways to ask for help, feel free to use those (or tell us
how you would use them) if you have trouble at any point."
[Bring the tester to the http://libraries.mit.edu.]

6. If you were working on a research assignment or project and were having trouble finding the information you needed, where on the Libraries’ web site would you go for help?

Found the answer? ____ yes  ____ no

WE WANT TO SEE IF THEY FIND THE ASK US (RESEARCH HELP) PAGE, OR THE HELP YOURSELF PART OF THAT PAGE, OR SOMETHING ELSE.

IF THEY GO TO THE ASK US PAGE, ASK THEM WHICH OPTION THEY WOULD PREFER TO USE AND WHY.

[The second question depends on the answer they gave to the first question. If their first impulse is to contact a person in the library, ask question a. If their first impulse is to use parts of the library’s web site to find the answer on their own, ask question b.]

6a. Now suppose it's after hours and there are no librarians available in the libraries. Where on the Libraries' web site would you go for help?

6b. You've tried everything you can think of on your own and still can't find the information you need. You decide that you need help from a librarian. Where on the Libraries' web site would you go?
Post test questions

Observer:
Answer any questions they had about where to find things.

Ask this question:
What improvements to our site would help you the most?

Give them the Amazon.com gift certificate and thank them for helping us improve our site.
Research topics (choose one)

Forest Fires
How do forest fires effect the environment? Describe the effects of large scale wild fires in relation to other environmental factors such as air or water pollution, emission of greenhouse gases, or weather patterns.

Gene Therapy
Summarize the ethical issues related to the use of gene therapy for patient treatment. Describe some of the moral and social issues surrounding gene therapy, such as patient rights, privacy, standards of care, or eugenics.

Women as scientists or engineers
What are some barriers that have kept women from becoming scientists or engineers in the past? What is the latest thinking on how to achieve equity for girls and women in science classrooms?
Web Advisory Group

"Big Test" usability test results

Summary

Overall, most users succeeded at most tasks. If you look only at the number of tasks completed, our sites fare quite well.

However, the interesting data is in the qualitative details. Here we found many areas that could be improved. In general, one might say that our users still have trouble with the following:

- choosing the best databases for a particular topic
- understanding the scope of a particular database or of our catalogs
- understanding citations
- when to search for article titles vs. journal titles
- composing and refining effective search queries

One could say that it points to the need for more user education. But we also feel that improving our web interfaces can go a long way toward helping users make the best choices, especially given that so many of our users never ask for help. Our goal is to create "self-teaching" interfaces.
Web Advisory Group

"Big Test" usability test results

Some general observations

1. They successfully used Barton to find journals we own in print, but they didn't always find the electronic version from the Barton record.

2. They successfully used Barton to find relevant books for a topic, and particular books from a bibliography.

3. They found and used the Interlibrary Borrowing form and the RSC form from Barton and SFX screens. (though many people didn't understand what RSC was at first, is it a collection? Which library is it in?)

4. They could use Vera to find databases, but they didn't always choose the most relevant databases for their topic.

5. People successfully used the SFX menu to get full text or to connect to ILB if we didn't have full text. They found and clicked on the SFX text link and not the SFX button. (in FirstSearch, which has both text link and button).

6. Some people use Vera first and some people use Barton first to look for journal articles. There are Barton people and Vera people. Some people don't know you can get e-versions in Barton. They do know to use Vera for e-versions.

7. They weren't familiar with our Subject Guides. They preferred links to web sites rather than books on the Subject Guides. Some people didn't realize the sidebar contained the primary navigation for the guide, assumed those links would leave the site.

8. They had no trouble finding our guides, such as the Patents Guide and the Topographic Maps guide, but they didn't know we had such guides and wouldn't normally come looking for them.

9. They thought Ask Us Live was "cool" once they understood about pages being pushed to them. They used it with difficulty because of confusion about frames, pushed pages, and who should type when, who should push pages to who.

10. Frequent library users and non-frequent library users had the same problems. Some users have more trouble than others and it didn't seem to match up with whether they were frequent users or not.
Some general observations: "Big Test" usability test results: MIT Libraries
# Web Advisory Group

**"Big Test" usability test**  
**Problems & Possible Solutions**

Test A | Test B | "Ask Us—Live" Scenario

<table>
<thead>
<tr>
<th>Test A - Question 1</th>
<th>Observations</th>
<th>Possible solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Barton catalog</strong></td>
<td>people don't understand citations, they search for the article titles and authors of articles in Barton</td>
<td>We had planned the Info Navigator originally as a short page about how to find articles that we could link to from various places, but it grew into a much more comprehensive resource. <strong>We still need a brief page with maybe 3 steps that simply tells people how to find articles.</strong> This should be linked to from Barton and Vera and other appropriate places.</td>
</tr>
<tr>
<td></td>
<td>[link to &quot;finding articles&quot; section of InfoNavigator on home page] [InfoNavigator screen shot] (will open in new window)</td>
<td>The InfoNavigator is too wordy - (users commented that they didn't want to read through it). Would be good to make it shorter.</td>
</tr>
<tr>
<td></td>
<td>people didn't tend to use the journal search, had trouble figuring out which ones were journals</td>
<td>Ideas for InfoNav: have a table on first page with links to longer descriptions, make screen shot of a sample citation with big red arrows pointing to which parts to look up in the catalog (journal title), etc.</td>
</tr>
<tr>
<td></td>
<td>Would be great to direct more people to the journal search in Barton. Ideas: we</td>
<td></td>
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</tbody>
</table>

suspect people will have banner blindness for the links at the top (we looked at mockup of no frames version). Could we put something in the body, like: Journal Search (as a hyperlink) right above the search box - it would take them to the journals-only search screen. But we then wonder if there should be links in the body to all the other specific searches: conferences, etc. and would that make it too cluttered? We didn't resolve anything - needs further discussion from the Barton OPAC design team.

people don't understand the word "serial"

In Barton records when scanning through brief display of keyword results, people see "Format: Serial" and they don't know what that is. We don't have an answer for this one because it's more than just journals. Part of it would be helped if we got them to the journal search up front, so they wouldn't have to try to distinguish between different types of records. But still -- is there a better word than "serial" that people understand? Do we need a link that says "what is a serial?" (hope not!)

clicked on "more info" - but it didn't help

This link leads to information that is useless to the vast majority of people (such as barcode, etc.) Could we get rid of the link? Do we really need it for our staff? If we do need it, let's change the
<table>
<thead>
<tr>
<th>Problems &amp; Possible Solutions: &quot;Big Test&quot; usability test results: MIT Libraries</th>
</tr>
</thead>
<tbody>
<tr>
<td>results screen shot (will open in new window)</td>
</tr>
<tr>
<td>people think that search box on bottom of barton screen of full record means they can search within journal</td>
</tr>
<tr>
<td>[Barton search box on bottom screen shot] (will open in new window)</td>
</tr>
<tr>
<td>find articles link to info navigator - they expect a search box</td>
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<tr>
<td>[link to &quot;finding articles&quot; section of infoNavigator on home page]</td>
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<tr>
<td>trouble finding availability of a volume</td>
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<tr>
<td>check availability, but not all vols are cataloged, so they think we don't have it</td>
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<tr>
<td>[Barton availability screen shot] (will open in new window)</td>
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<tr>
<td>doc services delivery link - don't understand</td>
</tr>
<tr>
<td>[link to copy options screen shot] (will open in new window)</td>
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<td>[Copy Options page screen shot] (will open in new window)</td>
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<tr>
<td>Issue</td>
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<tr>
<td>Links to order forms on left get lost</td>
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<tr>
<td>Some users don't like keyword default in Barton</td>
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<tr>
<td>Keyword search gives too many results, people have trouble finding journals</td>
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<tr>
<td>They look in body of record instead of links on left</td>
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<tr>
<td>Confusion between article being delivered electronically and being available online, i.e., PDF sent by email vs. using an online e-journal</td>
</tr>
<tr>
<td>Question 2</td>
</tr>
<tr>
<td>People clicked on &quot;internet resource&quot; instead of URL</td>
</tr>
<tr>
<td>Even a savvy user had no idea they could get electronic version from Barton</td>
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<tr>
<td>Question</td>
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<tr>
<td>Home page screen shot</td>
</tr>
<tr>
<td>User would like to put hold on an item from the availability screen</td>
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<td>Question 3</td>
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<tr>
<td>ILB form</td>
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<tr>
<td>Question 4</td>
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<tr>
<td>Barton catalog</td>
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<td>BookPage</td>
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<td>8</td>
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<tr>
<td>Research Help</td>
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<td>(will open in new window)</td>
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<table>
<thead>
<tr>
<th>Test B</th>
<th>Observations</th>
<th>Possible solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td>question 1</td>
<td>people use databases they are familiar with whether or not they are appropriate</td>
<td>consider adding another field in Vera for type of material, such as articles, data, ebooks, statistics, data sets (if there is a way that's not too time-consuming, and if we can come up with a manageable list of categories), and/or consider an advanced search screen in Vera with these options</td>
</tr>
<tr>
<td>Vera</td>
<td>&quot;what's a database?&quot; - people know, but they don't call them databases</td>
<td>user education</td>
</tr>
<tr>
<td></td>
<td>some people skipped the vera browse, went to keyword search</td>
<td>consider putting subject on different screen as hyperlinks instead of menu</td>
</tr>
<tr>
<td></td>
<td></td>
<td>consider dividing Vera home page into 2 sections: 1)don't know where to start? (subjects) 2) if you know the name of the journal or database (keyword search)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>consider changing List by Subject to &quot;choose a subject&quot;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>database titles only, ejournal titles only, titles of what? Make it clear - titles of databases or ejournals</td>
</tr>
<tr>
<td>Issue</td>
<td>Solution</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Some people didn't know to click the button after highlighting subject in Vera</td>
<td>Change nothing for now</td>
<td></td>
</tr>
<tr>
<td>Some people wanted to select more than one subject at once</td>
<td>Consider this addition for an advanced search screen in Vera</td>
<td></td>
</tr>
<tr>
<td>Some people couldn't find the button</td>
<td>Consider making more prominent graphical button</td>
<td></td>
</tr>
<tr>
<td>People have trouble thinking of broader or narrower terms</td>
<td>Add more descriptive terms under each subject on a different page, coordinate with program and department names at MIT, look also at LSCH headings in Barton records</td>
<td></td>
</tr>
<tr>
<td>Subjects in Vera don't always relate to what people are looking for; esp. interdisciplinary subjects like &quot;gene therapy&quot; or &quot;ethics&quot;</td>
<td>Would be nice to have a link that says &quot;try these other biology databases&quot; - keyword would bring up most appropriate databases for biology, add new search capability that lets you search subjects assigned to each database</td>
<td></td>
</tr>
<tr>
<td>Confusion about full text books (medical ebooks), didn't get that they aren't articles</td>
<td>Search box could search subjects and descriptions</td>
<td></td>
</tr>
<tr>
<td>Only 3 people read descriptions of databases, hard to tell if it goes with one above or below</td>
<td>Add e-book designation to description or add it to display near or after title, consider adding ebooks as a Vera subject, consider making radio button say &quot;databases and ebooks&quot;</td>
<td></td>
</tr>
<tr>
<td>People who use keyword</td>
<td>We could use different</td>
<td></td>
</tr>
<tr>
<td>Question 2</td>
<td>Databases within Vera</td>
<td>Template that includes descriptions if they select the databases radio button</td>
</tr>
<tr>
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<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Search in Vera never get the descriptions</td>
<td>one user stuck - &quot;current protocols&quot; - when you get into the interface you have to select from a group of databases, people don't get that [database screen shot] (will open in new window)</td>
<td>give feedback to vendors</td>
</tr>
<tr>
<td>People sometimes pick a different database than the one they chose (in groups of databases)</td>
<td>give feedback to vendors</td>
<td></td>
</tr>
<tr>
<td>Some people feel obligated to fill in every field in an advanced search with lots of boxes [database screen shot] (will open in new window)</td>
<td>user training issue</td>
<td></td>
</tr>
<tr>
<td>Some people click wrong search button when there are multiple ones [database screen shot] (will open in new window)</td>
<td>vendor design issue</td>
<td></td>
</tr>
<tr>
<td>People are bad at changing their search strategy</td>
<td>user training issue</td>
<td></td>
</tr>
<tr>
<td>Sometimes hard to get back to Vera once you're in a database</td>
<td>vendor design issue</td>
<td></td>
</tr>
<tr>
<td>Question 3 Barton catalog</td>
<td>Frames problem when scrolling down in Barton - can't see top will go away in &quot;no-frames&quot; version</td>
<td></td>
</tr>
<tr>
<td>Sometimes link to add to bookshelf isn't there</td>
<td>?</td>
<td></td>
</tr>
<tr>
<td>Seeing availability makes them think it's in library - without clicking</td>
<td>Limitation of ALEPH</td>
<td></td>
</tr>
<tr>
<td>Confusion between</td>
<td>Limitation of ALEPH</td>
<td></td>
</tr>
<tr>
<td>Question 4</td>
<td>SFX menu in FirstSearch</td>
<td>Problem Description</td>
</tr>
<tr>
<td>------------</td>
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<td>---------------------</td>
</tr>
<tr>
<td>availability screen and full record screen - what's the difference - why can't it be one?</td>
<td>availability screen is confusing - one library or multiple libraries, you want all items on one screen</td>
<td>Change &quot;all items&quot; link. It should say &quot;check availability.&quot; We are still discussing what the label should say.</td>
</tr>
<tr>
<td>would be nice if each library is a word that’s not linked</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SFX menu in FirstSearch</td>
<td>people don't click on SFX button, they click on text link</td>
<td>include text link wherever possible</td>
</tr>
<tr>
<td>&quot;libraries that own this item&quot; - people clicked on that instead</td>
<td></td>
<td>ask vendors if we can put sfx link higher than competing links, especially in FirstSearch</td>
</tr>
<tr>
<td>people clicked on publisher's web site instead</td>
<td>put our SFX link first if possible</td>
<td></td>
</tr>
<tr>
<td>SFX window that pops up is small, they have to resize or scroll</td>
<td></td>
<td>Austin is working on controlling window size in SFX</td>
</tr>
<tr>
<td>don't know what ILB is</td>
<td>spell out Interlibrary Borrowing in menu</td>
<td></td>
</tr>
<tr>
<td>link to Barton from menu is too small</td>
<td>Austin is working on controlling window size</td>
<td></td>
</tr>
<tr>
<td>hard to know if barton searched for the right thing, they have to wait</td>
<td>fix error screen when no results found in Barton coming from SFX to say do the search manually</td>
<td></td>
</tr>
<tr>
<td>how reliable is the barton link when we don't have the item?</td>
<td>new error screen should say to try search again in different ways</td>
<td></td>
</tr>
<tr>
<td>[Barton no results screen shot] (will open in new window)</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Question 5</th>
<th>Subject Guides</th>
<th>Problem Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>some subject guides are useful, some not</td>
<td></td>
<td>that's OK, it's a fact of life for now, revisit priority of subject guides in grand scheme</td>
</tr>
<tr>
<td>Problem Description</td>
<td>Possible Solutions</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>People ignored sidebar, looked mainly in the body of page</td>
<td>Come up with new template, remind CMG to send reps to work with us on new subject guide templates</td>
<td></td>
</tr>
<tr>
<td>People assumed links in sidebar would leave the site</td>
<td>Revise sidebar look, see dspace.org site for ideas, include headings, buttons, white space around it, subject name in sidebar, etc.</td>
<td></td>
</tr>
<tr>
<td>New book lists are really old</td>
<td>Put on future webgroup agenda to coordinate with Barton reports of new books, auto generate pages</td>
<td></td>
</tr>
<tr>
<td>Long lists of call numbers and titles of books are confusing</td>
<td>Consider linking book to individual Barton records when we get no-frames, really long lists of broad subject is not that useful, make it more specific or include abstracts</td>
<td></td>
</tr>
<tr>
<td>People don't like lists of books, they do like websites</td>
<td>But they are useful to some people, especially librarians, doesn't hurt to have them, but should include at least some electronic stuff</td>
<td></td>
</tr>
<tr>
<td>Question 6 Home Page + Research Help</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ask Us - Live Scenario</td>
<td>Observations</td>
<td></td>
</tr>
<tr>
<td>Red arrow is not noticeable</td>
<td>Possible solutions</td>
<td></td>
</tr>
<tr>
<td>Frames problems</td>
<td>Consider systems using multiple windows instead of frames, or at</td>
<td></td>
</tr>
<tr>
<td>Problem</td>
<td>Solution</td>
<td></td>
</tr>
<tr>
<td>---------</td>
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<td></td>
</tr>
<tr>
<td>Least test frames with linking to sites that also use frames</td>
<td>Can the system handle chat well separately from pushing pages</td>
<td></td>
</tr>
<tr>
<td>Window on left takes up too much space and is full of &quot;useless info&quot;, at least have links to what's there, table of contents</td>
<td>Would be nice to have full screen option when you're just chatting, but then turns into frames or multiple windows or some other interface when you're pushing pages</td>
<td></td>
</tr>
<tr>
<td>People feel the chat session should be more prominent</td>
<td>OK</td>
<td></td>
</tr>
<tr>
<td>People don't always see the answer when it came up - too small, not prominent enough</td>
<td>Use different colors for each person talking</td>
<td></td>
</tr>
<tr>
<td>People confused when window changes, want to have something stay the same</td>
<td>Would be useful to have tech info in constant window</td>
<td></td>
</tr>
<tr>
<td>Need more cues to show it's not frozen, that something is happening</td>
<td>Have a moving clock or a dotted line that moves, like AOL have a message that says other person is typing, some message that comes up every so often: &quot;Librarian is still working on your question&quot;</td>
<td></td>
</tr>
<tr>
<td>Should I type or should they? Confusion between who should go when</td>
<td>Follow user interface guidelines used by other chat services like AOL and iChat</td>
<td></td>
</tr>
<tr>
<td>Who should be controlling the session?</td>
<td>Either librarian or patron could click on a link and both browsers would go there, so confusion between who clicks first</td>
<td></td>
</tr>
<tr>
<td>Librarian can shut off co-browsing - this is a good feature to be able to toggle it off, also</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Problem</td>
<td>Suggestion</td>
<td></td>
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<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Time lag is a problem</td>
<td>Some of it is how fast you type, user can go 3 steps past you while you're still typing, more librarian education and practice.</td>
<td></td>
</tr>
<tr>
<td>A lot of waiting</td>
<td>Both user and librarian start to type in search box of Barton at same time, whoever hits tab first, theirs types over other one, this is confusing.</td>
<td></td>
</tr>
<tr>
<td>People wait just long enough to start typing, then happens at same time</td>
<td>Making it more clear by librarian communication, have the do it or say you will do it, make it clear, maybe system shouldn't allow you to both type at once.</td>
<td></td>
</tr>
<tr>
<td>People didn't like being led through each and every step, they just want the answer, they don't want a lot of instruction</td>
<td>Librarian should ask do you want me to show you how to find it or just find the answer? Librarians are not yet comfortable doing a reference interview in this environment. Need to verbalize it more. We are used to reading body language, here we can't.</td>
<td></td>
</tr>
<tr>
<td>It's info overload to be sent to page after page, after page</td>
<td>Librarian training needed, when to send them results vs every page.</td>
<td></td>
</tr>
<tr>
<td>Depends on the question - do they want help on how to use something or just get the info?</td>
<td>Barton title tags showing in transcript, &quot;item sent -start0-0-mit01&quot; - very confusing.</td>
<td></td>
</tr>
<tr>
<td>Barton title tags showing in transcript, &quot;item sent -start0-0-mit01&quot; - very confusing</td>
<td>Will go away with no-frames.</td>
<td></td>
</tr>
<tr>
<td>Issue</td>
<td>Solution</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>User confused about pages being sent to them, thought it was an error</td>
<td>Librarian should ask the person if they have used this system before, or librarian should say: &quot;I'm sending you a page now.&quot;</td>
<td></td>
</tr>
<tr>
<td>User pressed return and the message was sent even though she wasn't ready to send it</td>
<td>Want to make a new paragraph, so hit return, but didn't mean to send it yet</td>
<td></td>
</tr>
<tr>
<td>Some people would hit enter key and it didn't work, so they had to click the send button</td>
<td>Maybe enter shouldn't send? or maybe it should - they just have to get used to it, people are used to chat in other systems, they can learn not to type long paragraphs and that the &quot;enter&quot; key sends</td>
<td></td>
</tr>
<tr>
<td>When session is closed, there is a list of links you've visited and other screen goes blank, user assumed her computer had crashed at first because of blank screen</td>
<td>Screen should have a closing message</td>
<td></td>
</tr>
<tr>
<td>People close browser without clicking &quot;exit&quot; button</td>
<td>Can system log them out automatically when they close browser? Librarian can't quite tell when they have left.</td>
<td></td>
</tr>
<tr>
<td>Many people thought ask us live would be invasive, or didn't want to bother librarian with &quot;stupid questions&quot;, some people afraid about what would happen, shyed away from it, sense of catastrophe that could happen</td>
<td>Interesting</td>
<td></td>
</tr>
<tr>
<td>Pushing pages to people is confusing, they are used to chat, but not used to having pages pushed at them</td>
<td>Have the librarian ask them - are you new to this? Put up a stock answer that tells them pages will be pushed and other basic info - if they are not a repeat user.</td>
<td></td>
</tr>
<tr>
<td>AIM Express is chat system someone likes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>she's used to new message come up from bottom</th>
</tr>
</thead>
<tbody>
<tr>
<td>a few comments, wow this is cool, but only if they understand what's happening</td>
</tr>
<tr>
<td>seems like you want your chat session in one place and push in another place, separate window</td>
</tr>
<tr>
<td>when user is navigating in a separate window and librarian sends a message window pops to front and user doesn't realize that window popping to front is librarian sending message, they think it's an accident</td>
</tr>
<tr>
<td>Include in stock answer - when librarian sends a message, window will pop to front.</td>
</tr>
</tbody>
</table>
Web Advisory Group

"Big Test" usability test results

Quantitative results
and answers to pre- and post-test questions

Test A
(4 undergrads, 4 grads)

Department of each student:
STS
STS
comparative media studies
physics
media lab
Mech E
CS
unknown

Pretest questions:
1. Have you used the MIT Libraries' web site before? If so, about how often?
   (5 yes, 1 no)
   - Yes, at least once a week. He uses ILB/RSC a lot.
   - Yes, about once a day.
   - Yes - at least every week, maybe more often.
   - Yes. Checks it 2-3 times per semester for hours, etc.
   - Yes, daily.
   - No.

2. Have you had a library instruction class?
   (2 yes, 5 no)
   - No.
   - No.
   - Yes, orientation class.
   - No, but worked in library during junior high school.
   - No, but worked in library during high school.
   - No.

3. Have you ever asked for help from a librarian either in person, by phone,
   email or live chat?
   (6 yes)
   - Yes, in person.
   - Yes, in person.
   - Yes, when looking for a film that was hard to find in Barton -- asked
     librarian at orientation.
   - Yes, in Hayden. Wanted help with bound journals, and staff person
     took
him right to the basement and showed him around. Very pleased with service.
- Yes, has used Ask Us email, and Ask Us Live.
- Yes, in person, a few times (this was the circ/information desk, not reference)

Test A, searching for known items:
Download test A - PDF

(A "yes" indicates that they completed the task successfully).

1. can they find article that we have in print only, through Barton?
do they use Barton or Vera first?
can they find a way to have it delivered electronically from Doc
Services?
   yes - tried Vera, BELL, Barton, in that order
   yes - Barton
   yes - Barton
   yes - Barton
   yes - Barton
   yes - Barton

2. can they find an article that we have online and in print?
do they use Barton or Vera first?
yes - Vera
yes - Barton
yes - Barton, needed help to find it, though
yes - Barton
yes - Barton, but didn't find e-version, only print
yes - Barton, but thought we had it in print only

3. article not available in print or online at MIT
do they use Barton or Vera first?
can they find ILB journal request form?
   yes - tried Vera, then BELL, then Barton, then ILB
   yes - tried Barton, then Vera, then BELL, then ILB
   yes - tried Barton, then HOLLIS, then ILB
   yes - tried Barton, then ILB
   yes - tried Barton, then ILB
   yes - tried Barton, then ILB

4. book on shelf in Dewey, can they find whether it's checked out?
can they find BookPage to have it sent to a closer library?
   yes, except BookPage, yes, yes, yes, yes, except BookPage

5. book in RSC, can they find RSC request form to get it delivered?
yes, yes, yes, yes, yes

6. can they find our patents guide?
   yes, yes, yes, yes, yes

7. can they find our topographic maps guide?
   yes, yes, yes, yes, no

8. home page: where would you go for help?
   ask us link/phone
   Info Navigator
research help/email
research help/phone
vera subjects/ask us
ask us/live chat

Post-test questions:

What improvements to our site would help you the most?
1. link to Vera from Barton
   list of what he *can* do from the web page (map info, patent info, etc.)
   [how do you know what's buried a few layers down? how to even know to look for it if you don't know we have it?]
   separate box on the front page for types
   Comment: sometimes when you're in Barton the back button won't let you go back... it won't let you get out of Barton.

2. She looks for journals in Barton, Vera and Bell... it would be helpful to have a way to search all of them at once.
   Comments: the "website is excellent and is by far the best library website"
   she's used
   Because she's doing history, she often gets ILB, books from Harvard, etc.
   and uses JSTOR a lot.

3. column menu is not in the catalog.
   linking request forms to the Barton record so you don't have to cut and paste.
   search engine to cross-search books, journals, etc. all together -- as an option (would be helpful for incomplete references).
   DVD, CD searching not so buried.

4. -None. "The Ask Us thing was kind of hard to use, but that's someone else's software." He really likes the library, and thinks the site is very good.

5. Cannot get Your Bookshelf to maintain data about herself from session to session (same complaint as with ILB forms. Is this mysterious? Is there a problem with her machine?)
   Reiterated idea that ability to place holds on "In Library" items would be very helpful.
   Likes the libraries, and the online services, very much. Appreciates the databases, catalog, resources, and staff.

6. User said it would be good if it were more apparent right on the home page that you can get articles online. Also the home page should show a list of databases. Also the home page should show that you can
have articles shipped (I asked for clarification on this, and he seemed to mean ILB). Essentially, the tester wants everything on the home page.

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**Test B**
(5 undergrads, 8 grads)

**Department of each student:**
Mech E
managerial sciences
chemical engineering
EAPS
materials science
cognitive science
biology
biology
EECS
STS
nuclear engineering
EECS
unknown

1. Have you used the MIT web site before? (10 yes)
   - Yes, about 3 times per week
   - Yes, about half a dozen times this semester
   - Yes, uses it a lot. Every day.
   - Yes, uses MIT Libraries web site every couple of weeks.
   - Yes, uses MIT Libraries web site 1-2 times a week.
   - Yes, uses MIT Libraries web site every day.
   - Yes, uses MIT Libraries web site about once a week.
   - Yes. A few times a month.
   - Yes, uses MIT Libraries web site about once a week.
   - Yes, multiple times daily.

2. Have you had library instruction class? (3 yes, 7 no)
   - No.
   - Yes, maybe, a long time ago, in Schering Plough.
   - No.
   - Yes, had one general instruction class in Lindgren.
   - No, has not taken any library instruction classes at MIT (has at other schools).
   - No, has not taken any library instruction classes at MIT.
   - No.
   - Yes, had some instruction while taking 9.00.
   - No.

3. Have you asked for help from a librarian? (9 yes, 1 no)
   - Yes, in person.
- Yes, went to the reference desk at Dewey, they were "pretty helpful".
- Yes, asked for help in person.
- Yes, has emailed a librarian for help 1-2 times in the past.
- No, has not asked a librarian for help at MIT.
- Yes, has asked a librarian for help in person about ILB and finding books on the shelf.
- Yes, has asked a librarian for help in person and by phone.
- Yes. In Person.
- Yes, has talked to a librarian and used ILB.
- Yes. All of the above, except for chat. Usually by phone.

Test B, open-ended searching

(A "yes" indicates that they completed the task successfully).

1. Vera, find 2 databases:
   yes, yes, yes, yes, yes, yes, yes, yes, no

2. Search a database, find 2 articles:
   yes, yes, yes, yes, yes, yes, yes, yes, yes

3. Barton, find 2 books:
   yes, yes, yes, yes, except Your Bookshelf, yes, yes, yes, yes,
   yes except Availability link, yes

4. SFX - find out if we have full text:
   (Some people clicked on link to publisher's web site first, some people
   clicked on "libraries that own this item" first, but they all eventually
   found the SFX link. They all used the text link instead of the button).
   link - yes, menu - yes
   link - yes on 2nd try, menu - yes
   link - yes on 2nd try, didn't use menu for ILB
   link-yes, menu-yes
   link - yes on 2nd try, menu - yes
   link - no, menu - yes
   link - yes, menu - yes
   link - no, menu - yes
   link - yes on 2nd try, didn't use menu for ILB
   link - yes on 2nd try, menu - yes

5. Subject Guides - find 2 resources
   not sure, somewhat, no, yes, yes, yes, yes, yes, no, sort of
   (several people had trouble noticing sidebar)

6. home page: where would you go for help?
   what they chose first:
   ask us link/email help via web form
   science lib home page - phone # of ref desk
   research help/help yourself
   ask us link/email help via web form
Post-test questions:

What improvements to our site would help you the most?

1. * User assumes that if she can’t find what she needs, the library doesn’t have it. * When looking for journals, she looks at the article titles for information on the topic of the article, but that is not always clear. (I showed her the database descriptions in Vera, which can help her decide what database to use). * she mentioned wanting to be able to see what items she has checked out online (and other Your Account features). I explained Your Account to her. * one thing I noticed about her searching. She tended to use the keyboard instead of the mouse if possible. Like using the page down key instead of scrolling with the mouse. * she wasn’t a big talker, despite my promptings.

2. **in Barton, if you mark a record, it automatically becomes the first record in the list and changes the order if you have many records. Is there a way to change that?** * would like to be able to download records directly into EndNote. * would like it if old materials in the RSC could be searched in Barton. * would like to be able to search USGS maps in Barton more easily. * would like more information on how to use databases, but not as a class. (I showed him the database cheatsheets, as well as the EndNote cheatsheet and the Maps publication type guide. He was unaware of all three.)

3. * showed her the side bar on the subject pages. She ignores side bars because they usually aren’t useful, especially on library pages * showed her SFX page and the options there * When she goes to Barton from the home page, then wants to go back to the home page, if she uses the browser’s back button it keeps her in Barton. Then she has to use other browser features to get her back. That is annoying. * descriptions of what you can find in each database should be better (I showed her the database manager and spreadsheet that Maggie
created at Dewey and she liked them).

4. *showed him the Chem Eng/Chem subject page and his subject specialist contact info. Suggested he make an appointment and he was eager to do that. * he borrows a lot of books that are due at different times/dates. He would like to be able to look at his records online. He had this capability at his previous university. He doesn't want to have to "bother" the circ staff by calling them. (I told him about Your Account and how we hoped to have that ready next semester).

5. Barton options confusing, as mentioned in #3. Wants a telnet version of Barton back.

6. Her old school had a printed list of database descriptions organized by subject that worked well for her. Thought this could be online too - I wish I had asked what was missing with Vera in this need.

7. - In Barton: would really like to have more than 10 results per screen, would like to have 50 per screen, or as many as possible.
- In Vera: Would like to have an advanced search screen that let you limit to peer-reviewed journals vs. general review journals, would like to have more options for helping him choose the best databases, would like an advanced search that let you search the descriptions as well as the titles - would like some place to store his personal list of favorite databases and e-journals and books

8. - In Barton: would like the various navigation links grouped more logically (search screens vs. custom features), suggests a different color for the custom features to make them stand out more. She likes those features, but didn't notice we had them.
- In subject guides: feels we should focus on links to web sites and links to labs and departments at MIT (things NOT in Barton) and forget about lists of books or reference books - she would use Barton to find those.

9. *would like to have more book descriptions in Barton. Some books
have
descriptions (abstracts) others don't.
*wasn't familiar with using First Search and it was frustrating to
search
the protocols database.
(FirstSearch timed out while we were looking at the subject pages
and
she kept getting access denied messages because a specific protocol
database selection is required, and protocol db's that we aren't
subscribed to show up.)
I showed her the database cheatsheet for FirstSearch.

10.
- Make hours more obvious
- Icons were artistically interesting, but didn't know what they were
or
what the point was. Icons should have alt tags saying what they
would go to.
The Information Navigator
A self-help guide to quality information

Guide Home >> Finding articles

Why should I use articles?

- Articles are a great place to find highly specific information on a topic. Often articles are the first place where new research is discussed.
- Articles cover many publication types: journals, magazines, newspapers, chapters in books, conference proceedings, technical reports, trade journals, etc.

How do I find articles?

I'm looking for articles on my topic
I know exactly what article I want (see #3 below)

Finding articles on your topic is a 3 step process:

1. Identify a database that indexes journals in your subject area:
   - Article databases index journals within a certain subject area by the author, title, and subject of each article.
   - Identify a database that indexes journals in your subject area by browsing Vera (MIT's gateway to electronic resources) by subject. Also try the recommended databases on the MIT Libraries' Subject Guides.
   - See How do I choose the best database?

2. Search the selected article database using words you might
Why does Barton appear with lots of squares in Netscape 4.7; then redraw itself to include the text? To change this go to Unicode help!

used basic search more than journal search

**Basic Search of Full Catalog**

Search type: [Keyword]  
Search for: [Example(s): darwin origin (wom*n or female) and scien*]  
Search