Fall 2008 Usability Results

This page is maintained by Nicole Hennig, Web Manager & Usability Specialist of the MIT Libraries. The User Interface Group plans and conducts usability tests for the libraries' web sites and other interfaces.

For complete details on the tests and methods, see:
Usability tests - Fall 2008 (wiki space - MIT Libraries staff only)

Download the test questions, (PDF)
Download the test questions with answers and observer notes, (PDF)

1. Vera Multi-Search
   - Summary
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2. Research Guides (LibGuides)
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   - Details

3. MIT's Worldcat (Worldcat Local)
   - Summary: suggestions for OCLC to change vs. changes we can make
   - Details

MIT Libraries' Staff
Web
MIT Libraries'
Public Web
Fall 2008 usability questions - MIT Libraries

MIT's WORLDCAT (9 questions)
http://mit.worldcat.org/

1. Look for some books about the economics of wind power. Tell us the name of a few titles that seem to be about this topic.
   a. What makes these titles look relevant to this topic? (which elements on the screen are most useful in telling you what the book is about?)
   b. Now email one of these to yourself.
   c. Find the best URL to use if you wanted to link to this page from another web page
   d. Using the list feature in Worldcat, make a list of some of those books. Make the list "private" -- only viewable by you.
   e. Now search for lists created by other people and look for other lists on wind power. Find one and add an item from that list to your list.

2. Now find some articles on that same topic. (economics of wind power) Sort the results with the newest titles first.
   Select one of the articles:
   a. What would you do if you wanted to get this article? Show us.
   b. Do we have this one in print? If so, what is the call number of the journal and which library is it in?
   c. If we don't have it, what other options are there? (ask this if they end up on one we don't have)
   d. Show us where else (besides Worldcat) you would go to look for additional articles.

3. Find some DVDs owned by MIT Libraries that are comedies.
   a. Find a DVD you like and give it a rating.
   b. Review it and save your review as a draft (it won't be live). (Make something up for the review, or type nonsense text, publish it). When you're done, delete it.

4. Find volume 140 of Progress in Brain Research. What is the specific title of this volume, and from which library can you get it?

5. Find the Journal of Fire Sciences. See if the 1983 volume is available, and if so, show us how you would get it.
6. Find a page that tells you what's in MIT's Worldcat and how it's different from MIT's Barton catalog. Tell us some of the differences.


   a. Find some reviews of this book.
   b. View the table of contents.
   c. Find some other books on the same or related topics.
   d. Narrow that search to only sound recordings.

9. Search for some titles on global warming.
   a. Narrow your search to books only.
   b. Narrow that to titles that are about the business aspects of global warming.
   c. Sort those with the newest titles first.
   d. Select all titles on the first page of that sorted list and save them to a list. (call it anything you want). Make the list private.
   e. View your list.
   f. Find a way to download the list to your computer.
   g. Open the list and view it on your computer.

SOME OPINION QUESTIONS about Worldcat
Which of these features are most useful to you?

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Not useful neutral Very useful

A. searching other library catalogs at the same time as MIT's
B. contributing ratings and reviews
C. reading reviews that others have written
D. browsing by facets
E. creating lists
F. link to purchase the book from Amazon
G. book cover images

Now that you know about these features, would you find it worth it to create an account on this system?

___ yes
___ no
RESEARCH GUIDES (7 questions)
http://libraries.mit.edu/research-guides

1. Let's say you need some market research on medical devices. Show us which guide you'd use to find library databases for this. Which database you would use to get started? Tell us why you picked it.
   a. Find more information about what that database covers
   b. Now find a related page or pages about how to do market research.
   c. Look for information on this site about finding market share/market size.
http://libguides.mit.edu/market-res-diy

2. You're doing research on "green" architecture and design. Which guide would you pick and which databases you would use to get started? Tell us why you chose them.
   a. If you wanted more in-depth help, which librarians would you contact?
   b. Find some related pages with more info about sustainable design.

3. You've been asked to find news articles and editorials from three different newspapers to compare their coverage of the McCain/Obama debates. Show us which guide you'd use to find appropriate databases.
   a. Which database would you start with?
   b. Use another feature of this guide to find other kinds of articles and books on the topic of political debates.

4. You need some statistics and data about economic development in Pakistan. Which guide would you try?
   a. Pick two databases that you could start with and suggest why you chose them. (take plenty of time to look through the choices and think about which ones to use)
   b. Who can you contact for help with these research resources?

5. You need some data on the properties of polymers. In which guide would you expect to find a source for this?
   a. What would be the best source(s) to provide information on what is known about polymers?
   b. Use this guide to locate some new books on polymers.
6. You have to write a short paper discussing two films of Woody Allen. Where would you go to find sources with articles?

   a. What would be your first database to try?
   b. Now find some books on Woody Allen via our Barton catalog.

7. The Neuroscience guide has a feature where you can suggest a site for the page:
   http://libguides.mit.edu/neuroscience

   Click on the tab: Neuroscience web sites
   http://libguides.mit.edu/content.php?pid=18306&sid=126406

   Try that feature by submitting this link to the site:
   Dana BrainWeb http://www.dana.org/resources/brainweb/default.aspx

   Would you ever suggest a site or resource like this?

What is the most useful feature of these Research Guides in your opinion?
Vera Multi-Search (8 questions)
http://libraries.mit.edu/vera

1. You've been told for a product development class to search the database "Business & Industry." How can you get access to this database?
   a. What information can you find out about this database in Vera?
   b. You realize you’ll need to access this database again later – is there an easy URL you can use to get there?

2. You want to find scholarly articles on cutting-edge power systems and someone suggested searching in an article database called INSPEC. How can you get access to this database?

3. You want to browse through the latest issue of the journal, "Middle Eastern Studies" - how can you get access to it?
   a. What years are available online?
   b. How can you get to the oldest online back issues? How would you get to older print issues?

4. Find the full text of the following articles:


5. How would you find scholarly articles or other information on the causes of lung cancer?

6. Find some information on current trends in the mobile phone industry. Look for very current articles.
   a. Find some articles that are available in full text and show me how you would access them.
   b. How would you go about getting one of the articles that does not have full text?
7. Find articles about miniature fuel cells.
   a. Which database has the largest number of results?
   b. Can you limit to results from just one source?

8. Find some articles about the science of human cloning. Which databases show the most hits?
   a. Now look for information about the public policy issues around human cloning. What are some databases that seem to have lots of useful hits on this topic?

What is the most useful feature of the search and/or listings of databases & ejournals?

What is the most useful feature of the Multi-Search (finding articles) tool?
Fall 2008 usability questions - MIT Libraries

Before you start:
- clear your browser history
- make sure LibX is off (if using Firefox)
- if using the student's computer, make sure you can see the screen clearly and that it's bright and large enough to see what they are doing.

Read this to the volunteer

Today we are testing 3 different systems: MIT's Worldcat (an alternative interface to the Barton catalog that's in beta right now), Vera Multi-Search (a system for accessing our electronic resources), and Research Guides (guides to information by subject, written by librarians on our staff).

I'm going to ask you to do some things in each system and I'd like you to "think out loud" about what you are clicking on and why. The more you can explain your thought process, the more helpful it will be to us.

Remember, this is not a test of you, it's a test of the system. Do you have any questions before we start?

When we are done, I'll ask your opinion about a few things and explain anything that was confusing during the test.

MIT's WORLDCAT (9 questions)

http://mit.worldcat.org/

Remind them that this is an alternative interface to our library catalog (Barton). Tell them it's in beta right now.

Have you ever used MIT WorldCat before?

Read this to the volunteer:
Some of the questions in this part of the test will require you to create a personal account on the system. You can choose any user name you like and not add your real name to the account unless you want to. With the account, you can create lists of books and make those lists private (only viewable by you).

If you would rather not create an account, we have a test account you may use for the test. But if you don't mind creating an account, it will help us get information about the design of the account creation screens.

Notes:
If they are NOT willing, here's the test account:
username: mit-test
password: usability2008

If they do create their own account it will send them an email, but there is nothing they have to do to confirm it, they can use the account right away without confirming anything.
1. Look for some books about the economics of wind power. Tell us the name of a few titles that seem to be about this topic.

a. What makes these titles look relevant to this topic? (which elements on the screen are most useful in telling you what the book is about?)

b. Now email one of these to yourself.

c. Find the best URL to use if you wanted to link to one of the items from another web page

d. Using the list feature in Worldcat, make a list of some of those books. Make the list "private" -- only viewable by you.

e. Now search for lists created by other people and look for other lists on wind power. Find one and add an item from that list to your list.

**ANSWER:** They may enter "wind power" in the search box. Then use the topical facets to narrow it to "business & economics." Or they may just type in "economics of wind power" and look through the results. (note what they do)

a. the title, the related subjects, the table of contents, other possibilities

b. under "share it," click "email this item"

c. under "share it," click "link to this page, then notice that the URL in the location bar of your browser has changed to a shorter URL
   (they may NOT notice this, it's pretty subtle)

d. From initial results screen:
   Check a title and at the top of the screen, click "save to"... then select a list from the menu, such as "things to check out." Click the "save" button.

   Or from the full record:
   Scroll down a bit, then under "save it" you can "save to: new list"

   On sign in screen, click "create an account now" (or sign in if they already have a Worldcat account).

   Fill out the form to create an account. It will send you an email, but you don't have to confirm anything, you can start using the account right away and you'll be logged in.

   Now view the list you've created with the item on it.
   Click "settings" ... select radio button for "viewable only by me (private)"

   Ask them to add one more item to the list now that they are logged in to an account.
   **[When this question is done have them delete the list].**
2. Now find some articles on that same topic. (economics of wind power) Sort the results with the newest titles first.

Select one of the articles:

a. What would you do if you wanted to get this article? Show us.

b. Do we have this one in print? If so, what is the call number of the journal and which library is it in?

c. If we don't have it, what other options are there? (ask this if they end up on one we don't have)

d. Show us where else (besides Worldcat) you would go to look for additional articles.

ANSWER:
Do the same search. Use the format facets to narrow to articles.

a. If we have it electronically, we want to see if they can find the button, "check for electronic resources" and get to the full text from there.

If we don't have it electronically, click "check for electronic resources" and go to our SFX menu. From there select this:
If no full text is available, request PDF or borrow it from another library through Illiad.

Stop them at the ILLIAD login screen. (since we're not testing ILLIAD)

Some items may display this message:
This item is not owned by MIT Libraries or Boston Library Consortium. Please contact your library for assistance.

"Contact your library" is a link to our Ask Us page,... we want to see if they click on that.

b. If we have it in print, we want to see if they can name the library or libraries and the call number if there is one. Do they scroll down and see the list?

c. We want to see if they can find the link to ILLIAD to request it from another library or what else they would suggest doing.

d. We want to see if they would mention Vera and what path they would take to get there.
3. Find some DVDs owned by MIT Libraries that are comedies.

   a. Find a DVD you like and give it a rating.

   b. Review it and save your review as a draft (it won't be live). (Make something up for the review, or type nonsense text, publish it). When you're done, delete it.

**ANSWER:**
One way to search would be to search for "comedy" then click on the format facet for DVDs.

a. Look through the list and pick one, click on the title. Click on the stars below to the title to rate it. (do they see the stars?)

b. On the screen that comes up "would you also like to submit a review for this item?" ... click "yes." If they are logged in it will go to the review screen. (if not, they should log in first)

The rating menu will reflect the number of stars they already gave it.

Enter a title.

Choose a language (or keep English as the default).

Type the review. (Tell them it's OK to type nonsense, we just want to see how this screen works for them).

Notice whether they add tags or not.

Click "save review as draft." (Tell them to do this. If they hit publish by mistake that's OK because we're going to delete it in a minute).

(It will warn them if it's not at least 100 characters long... they can copy and paste more of the same text to make it long enough).

Before leaving this screen, click "delete this review"... to delete the test review. (or hit "cancel and go back to My Reviews"... that also deletes it)

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4. Find volume 140 of Progress in Brain Research. What is the specific title of this volume, and from which library can you get it.

**ANSWER:** Type "progress in brain research 140" into the search box, and the first result is the right one ("The Brain's Eye" at Hayden QP376.P964 v.140). They may just type "progress in brain research," and the first result looks correct, but no volumes are listed for MIT (but the record says that we own it).

We want to see if they figure out that they'll need to add the volume number to the search.
5. Find the Journal of Fire Sciences. See if the 1983 volume is available, and if so, show us how you would get it.

[Follow-up question: If they make it to the items page in Barton, ask them what they think is the difference between the "Request item" and "Request PDF" buttons on the items page in Barton.]

**ANSWER:** Search for "Journal of Fire Sciences," and click the first result. Clicking "view item details" in the "get this item" section will show that 1983 is available. To request the volume, click the "request item" button, which brings them to Barton. In Barton they may choose either "request item" or "request PDF" next to the 1983 volume.

If they click "check for electronic resources" instead, SFX will tell them we don't have it online, and they can check the availability in Barton.

6. Find a page that tells you what's in MIT's Worldcat and how it's different from MIT's Barton catalog. Tell us some of the differences.

**ANSWER:** Click "About this beta" in the top right corner.
- It's not a complete catalog of everything we have.
- It also includes holdings from libraries around the world.
- It includes some journal articles (but not anywhere near all that we have).


**ANSWER:** Search for "Principles of neural science," and click on "view all editions and formats" in the results screen or full record. Scroll to find any 3rd edition owned by MIT. (There are a few, doesn't matter which one they pick).

   a. Find some reviews of this book.
   b. View the table of contents.
   c. Find some other books on the same or related topics.
   d. Narrow that search to only sound recordings.

**ANSWER:** We want to see if they can find the review tab, the link for table of contents, the "related subjects" links, and the facets for formats.
9. **Search for some titles on global warming.**
   a. Narrow your search to books only.
   b. Narrow that to titles that are about the business aspects of global warming.
   c. Sort those with the newest titles first.
   d. Select all titles on the first page of that sorted list and save them to a list. (call it anything you want). Make the list private.
   e. View your list.
   f. Find a way to download the list to your computer.
   g. Open the list and view it on your computer.

**ANSWER:** This question leads the user through a series of narrowing and refining steps that illustrate a process that's easy to do in Worldcat, but not so easy traditional catalogs. This is partly so we can ask their opinion about these features later.

We also want to see if they can find the sort menu, and select all items for their list. To download the list to their computer, they will need to click on "export as CSV" (which is not meaningful to some). The goal would be for them to click on that, download the file, then open it (it should open in Excel).

(Ask these verbally and tell them about/show them the rating scale, note their answers).

**SOME OPINION QUESTIONS about Worldcat**

Which of these features are most useful to you?

-2  -1  0  +1  +2
Not useful  neutral  Very useful

A. searching other library catalogs at the same time as MIT's
B. contributing ratings and reviews
C. reading reviews that others have written
D. browsing by facets
E. creating lists
F. link to purchase the book from Amazon
G. book cover images

Now that you know about these features, would you find it worth it to create an account on this system?

___ yes
___ no
RESEARCH GUIDES (7 questions)

Start here:
http://libraries.mit.edu/research-guides

Explain that these guides are in a new format that organizes the information differently than we've done in the past for each subject, so that's why we want to test them.

Have you ever used these Research Guides before?

For this portion of the test, you should always have them come back to this page to start each question.
http://libraries.mit.edu/research-guides

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1. Let's say you need some market research on medical devices. Show us which guide you'd use to find library databases for this. Which database you would use to get started? Tell us why you picked it.

[If they don't go to the Market Research guide after a while, bring them there.]

a. Find more information about what that database covers

b. Now find a related page or pages about how to do market research.

c. Look for information on this site about finding market share/market size.
http://libguides.mit.edu/market-res-diy

ANSWER:
Click on "Market Research" under Management & Business. Choose one of the databases under Biotechnology, Health Care & Pharmaceuticals.

a. Click on the "info" link and read the description of the database.
c. This is a tab/subtab question; it is a subtopic on Competitive Environment tab... we want to see if they can find that.

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2. You're doing research on "green" architecture and design. Which guide would you pick and which databases you would use to get started? Tell us why you chose them.

a. If you wanted more in-depth help, which librarians would you contact?

b. Find some related pages with more info about sustainable design.

ANSWER:
Click on Architectural Design. Choose the "green spec" database. In the tab, "professional practice resources" there is a box with info on sustainable design.
They may choose Architecture instead of Architectural Design. The same green spec database is listed there, but the other box is not.
3. You’ve been asked to find news articles and editorials from three different newspapers to compare their coverage of the McCain/Obama debates. Show us which guide you’d use to find appropriate databases.

a. Which database would you start with?

b. Use another feature of this guide to find other kinds of articles and books on the topic of political debates.

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**ANSWER:**
The News guide has these databases. (they may choose Newspapers: foreign language, but that's not the guide we hope they'll find).

a. LEXIS OR FACTIVA; if they click the info links it may help them select one of these.
b. VERA MULTI box. Issue: do they stick with Interdisciplinary or select Social Sciences in the menu?

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4. You need some statistics and data about economic development in Pakistan. Which guide would you try?

a. Pick two databases that you could start with and suggest why you chose them. (take plenty of time to look through the choices and think about which ones to use)

b. Who can you contact for help with these research resources?

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**ANSWER:**
COUNTRY DATA & ANALYSIS but they might also choose ECONOMICS.

a. EIU or ISI Emerging Markets would be good. If they pick anything from OECD in Economics, it will take days to load. Another issue here is that the info links in either guide may not give enough info on country coverage.

b. Ask-Dewey, Kate McNeill, etc.
5. You need some data on the properties of polymers. In which guide would you expect to find a source for this?

   a. What would be the best source(s) to provide information on what is known about polymers?

   b. Use this guide to locate some new books on polymers.

**ANSWER:**

MATERIALS SCIENCE AND ENGINEERING, can be found under Science or Engineering.

   a. Under Handbooks, etc. there is the Polymer Handbook; under Materials Properties Data there is Polymers: a properties database.
   
   b. Has FINDING BOOKS tab, which contains the New Book feed.

6. You have to write a short paper discussing two films of Woody Allen. Where would you go to find sources with articles?

   a. What would be your first database to try?

   b. Now find some books on Woody Allen via our Barton catalog.

**ANSWER:** FILM STUDIES would be good choice, but could also try MEDIA STUDIES; some might go to NEWS to look for reviews?

   a. FILM LITERATURE INDEX would be a good choice, and it is more clearly identifiable on the FILM STUDIES page.
   
   b. This could be done from either Film Studies or Media Studies. We just want to see if they notice the Barton search boxes embedded on these pages.

7. The Neuroscience guide has a feature where you can suggest a site for the page:

**Bring them here:** http://libguides.mit.edu/neuroscience

Click on the tab: Neuroscience web sites

http://libguides.mit.edu/content.php?pid=18306&sid=126406

Try that feature by submitting this link to the site:

**Would you ever suggest a site or resource like this?**

**ANSWER:**

Scroll to the bottom of that page and click “submit a link.” They should fill out the form, using the site link above. We’d like to see what they think of this feature. Their link will go live on the site. Remlee will periodically go delete these during the month of November.

**What is the most useful feature of these Research Guides in your opinion?**
Vera Multi-Search (8 questions)
Start here, and go back here at the start of each question:
http://libraries.mit.edu/vera

Have you ever used these Vera Multi-Search before?

1. You’ve been told for a product development class to search the database “Business & Industry.” How can you get access to this database?

   a. What information can you find out about this database in Vera?

   b. You realize you’ll need to access this database again later – is there an easy URL you can use to get there?

   **ANSWER:**
   a. It should be easy to find this in the default search. There are links to a tutorial, notes about a limit on simultaneous users, and a description on what topics and types of publications it covers.
   b. We want to see if they notice the get URL.

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2. You want to find scholarly articles on cutting-edge power systems and someone suggested searching in an article database called INSPEC. How can you get access to this database?

   **ANSWER:**
   INSPEC can be tricky to find in the default search since it appears as a partial word in MANY titles. Exact search doesn’t work either (because of the subtitle) so they really need to do a “Title starts with” search.

   If they choose the databases tab first, it will easily come up as the only one.

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3. You want to browse through the latest issue of the journal, “Middle Eastern Studies” - how can you get access to it?

   a. What years are available online?

   b. How can you get to the oldest online back issues? How would you get to older print issues?

   **ANSWER:**
   This should be easy to find. Three are three different providers, all of which have different coverage years (Informaworld has the most recent issue and JSTOR can get back to v.1). To find the print issues you could click on the link to the Barton Catalog on the results screen (under the search box), which brings you right to the journal search in Barton. We do have it in print in storage (they don’t need to show how to get from storage).
4. Find the full text of the following articles:


ANSWER:
A. This journal (and year) can be found in the regular Vera journal search and the article can be found in the interdisciplinary MultiSearch (there are 2 records for it – only one says Full Text, but both do link to the full text).

B. This journal (and year) can be found in the regular Vera journal search – article is NOT found in the interdisciplinary MultiSearch.

Another option they might use is the SFX Full Text Finder.

5. How would you find scholarly articles or other information on the causes of lung cancer?

ANSWER:
Do they use the Vera multi-search? Or do they go to the research guides? If research guides, where do they look? Don’t let them go too far – we are just trying to see where they would start.

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[From here on, direct them to use only the MultiSearch search box].

6. Find some information on current trends in the mobile phone industry. Look for very current articles.

a. Find some articles that are available in full text and show me how you would access them.

b. How would you go about getting one of the articles that does not have full text?

ANSWER:
This works best in the Management and Business set, but also the Interdisciplinary set finds useful results. For very current articles, we want to see if they find the “sort by date” feature.
7. Find articles about miniature fuel cells.
   a. Which database has the largest number of results?
   b. Can you limit to results from just one source?

**ANSWER:**
This works best in the Engineering or Science sets, but also works in the Interdisciplinary set. Note which set(s) they use. Web of Science has a lot of relevant results, as do most of the engineering and science databases. ProQuest provides a lot of results, but they aren’t the best results.

8. Find some articles about the science of human cloning. Which databases show the most hits?
   a. Now look for information about the public policy issues around human cloning. What are some databases that seem to have lots of useful hits on this topic?

**ANSWER:**
Do they change the terms of their search or do they change sets? We want to see if they understand that it’s possible to send the same search to Humanities or Social Sciences instead of Science and get different kinds of results.

What is the most useful feature of the search and/or listings of databases & ejournals?

What is the most useful feature of the Multi-Search (finding articles) tool?

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**End of test**
Thank the user and tell them that’s the end of the test. Feel free to answer any questions they had or explain anything that you think confused them and would be good for them to know.

Remember to give them the Amazon gift card!
Vera Multi-Search Usability Results - Fall 2008

This page is maintained by Nicole Heinig, Web Manager & Usability Specialist of the MIT Libraries. The User Interface Group plans and conducts usability tests for the libraries' web sites and other interfaces.

Fall 2008 usability results | Vera summary | Vera details

Summary

Site tested: Vera Multi-Search

Overall Multi-search worked well for people. Users no longer had trouble with the problems identified in the first round of tests from 2007.

Here are a few of the new problems identified:

1. Confusion about the difference between the 2 search boxes. Some searched for articles in the top box.

Screen shot of Vera as tested in Dec. 2008:

![Search all e-resources by title]

- Title starts with
- Partial words in title
- Exact title

Past issues of some journals may not be available electronically. Search for print copies of journals in the Barton Catalog
Have a complete article citation? Use the Full-Text Finder

Find articles on your topic

- Interdisciplinary (4 databases)
- Art & Architecture (6 databases)
- Engineering (7 databases)
- Humanities (11 databases)
- Management & Business (5 databases)
- Science (6 databases)
- Social Sciences (9 databases)

Also search for books (MIT's Barton catalog)

Example: global warming | search tips

Proposed solution:

Integrate the articles search into the tabbed box at the top. People successfully chose tabs for databases vs. ejournals, so the tabbed approach seems to be working well.

Mockup of possible solution:
E-journals by title

- Title starts with  - Partial words in title  - Exact title

Some journals are not available electronically: Search for print journals

Find articles

- Interdisciplinary (4 databases)
- Art & Architecture (6 databases)
- Engineering (7 databases)
- Humanities (11 databases)
- Management & Business (5 databases)
- Science (6 databases)
- Social Sciences (9 databases)

Searches 40 of our hundreds of research databases.

- Also search for books (MIT's Barton catalog)

Example: global warming | search tips

Have a complete article citation?
Use the Full-Text Finder

Databases by title

- Title starts with  - Partial words in title  - Exact title

Databases A-Z

Databases by subject
2. In the multi-search, after you filter by one database, it's hard to see that the results have changed.

   Proposed solution:
   Add name of database to prominent heading, showing what the results are filter by.

   After you sort, it's hard to see that the results have changed.

   Proposed solution:
   More prominent heading, showing what it's sorted by.

3. On the multi-search results screen, people liked the "full text" indicator, but they wanted it to be a clickable link. Make it a clickable link, going to the same place as the title link.

4. In the multi-search, some users did not see that their search had failed, due to typos.

   Proposed solution:
   Add a "did you mean" spellchecker.

   (would be nice to add this to ALL of our search tools: A-Z lists, Barton, Multi-Search, etc.)

5. In the SFX A-Z list (or screens that come up in SFX from Multi-Search or Full Text Finder), people were confused when a particular journal is available from so many different packages. They wondered why there is not just one choice for a journal. They also had trouble fully understanding the statements that show the range of years and issues available.

   **A typical journal in our current SFX A-Z list display:**

<table>
<thead>
<tr>
<th>Middle Eastern Studies [0026-3206]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full text - ProQuest Research Library</td>
</tr>
<tr>
<td>Available from 1995 until 2002</td>
</tr>
<tr>
<td>Full text - Informaworld Journals</td>
</tr>
<tr>
<td>Available from 1997 volume: 33</td>
</tr>
<tr>
<td>Full text - JSTOR</td>
</tr>
<tr>
<td>Available from 1964 volume: 1 issue: 1 until 2000 volume: 36 issue: 4</td>
</tr>
</tbody>
</table>

   Improve SFX display that shows titles in multiple packages.
   a) Tell people WHY there are so many choices.
   b) Put the important part of the statement first (like which years are available).
c) Sort it with most current years at top.

Proposed improved display:

<table>
<thead>
<tr>
<th>Middle Eastern Studies [0026-3206]</th>
</tr>
</thead>
<tbody>
<tr>
<td>This journal is available from 3 providers:</td>
</tr>
<tr>
<td>1997, v. 33 - present: Informaworld Journals</td>
</tr>
<tr>
<td>1995 - 2002: Proquest</td>
</tr>
<tr>
<td>1964 - 2000, v. 34, no. 4: JSTOR</td>
</tr>
</tbody>
</table>
## Detailed list of problems

**Site tested:** Vera Multi-Search

<table>
<thead>
<tr>
<th>the problem</th>
<th>brainstormed ideas</th>
<th>technical notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home page</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 in the database search: for some titles, the exact title search fails</td>
<td>create alternative entries for database titles</td>
<td>- needs more discussion by UIG, would be a change for vera editors in filemaker</td>
</tr>
<tr>
<td></td>
<td>(most people switch back to default anyway when it fails)</td>
<td></td>
</tr>
<tr>
<td>2 some didn’t see the multi-search box at all, some use only the A-Z search box, confusion between the purpose of the Z search boxes, some people put article title in journal search box.</td>
<td>consider putting the multi-search in its own tab</td>
<td>- Nicole has made mockups, work with new programmer to implement</td>
</tr>
<tr>
<td></td>
<td>consider how to consolidate all of our searches into a big tabbed box (Barton, Vera A-Z, Vera Multi, etc.)</td>
<td></td>
</tr>
<tr>
<td>3 some are retyping query after they switch tabs.... want the typed query to stay there</td>
<td>is there a way to make the typed query stick?</td>
<td>- maybe with javascript? new programmer? set a variable</td>
</tr>
<tr>
<td>4 in multi-search: people want to be able to combine disciplines (man + social sci), wanted to select multiple quick sets at once (or all), even if it took a long time</td>
<td>we could make some additional sets that are combined, if not too many database... we should test this.</td>
<td>- ESL set almost ready to implement, sands wrote instructions for this (nicole email them back to Sands so he can put on wiki)</td>
</tr>
<tr>
<td>5 people who typed in the whole article title couldn’t find it, but some people successfully found the link to the Full Text Finder and used that</td>
<td>not all articles are available in multi-search, because it’s only the top 40 databases</td>
<td>- put full text finder in one of the tabs?</td>
</tr>
<tr>
<td>a user wanted an advanced box to enter multiple parts of citation for articles (guess he didn’t see the FullText Finder)</td>
<td>make Full Text Finder more prominent somehow?</td>
<td>- or make more prominent links to full text finder</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- idea: put below all the tabs</td>
</tr>
<tr>
<td>6 people selected the tabs successfully (databases vs. ejournals)</td>
<td>shows that the tabbed thing works, probably could do more, see #2 above.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>- tabs, tabs, we love tabs</td>
</tr>
<tr>
<td>7 link to databases by subject confusing to some: expect to be a list of databases</td>
<td></td>
<td>- think through separate views (UIG)</td>
</tr>
<tr>
<td>8 wanted to search by author and/or title on the initial page</td>
<td>consider drop-down menu to add author and title search in addition to the keyword search</td>
<td>- medium priority, not high, Sands, it would work, fairly easy</td>
</tr>
<tr>
<td>9 user unsure of difference between science and engineering sets</td>
<td>we're already planning a combined ESL set (since it's mostly the same</td>
<td>- (see #4 above)</td>
</tr>
<tr>
<td></td>
<td>Waiting Screen</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>10</td>
<td>search tips not useful for explaining how to refine or limit to very current articles</td>
<td>update the search tips</td>
</tr>
<tr>
<td></td>
<td>we could monitor search time on all the dbs, we could put up stats consider check boxes and show possible wait time</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>some people would be willing to wait for a long search if they thought it would be useful (they commented)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>people loved the &quot;enough results&quot; button - one user was confused by &quot;enough results&quot; button - &quot;Why does it say enough results when there are no results yet?&quot;</td>
<td>- no change for now</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Results screen</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>after you filter, hard to see that the screen has changed</td>
<td>add the name of the database it was filtered by at top of page, for example: Results from Interdisciplinary - Humanities Abstracts - highlight the one you selected in the nav bar, too</td>
</tr>
<tr>
<td>2</td>
<td>after you sort, hard to see that the screen has changed</td>
<td>add a phrase at the top &quot;sorted by title&quot;</td>
</tr>
<tr>
<td>3</td>
<td>people liked the FULL TEXT indicator ... but they want to click on it</td>
<td>make the full text indicator be clickable and go to the same place as the title link</td>
</tr>
<tr>
<td>4</td>
<td>some users did not notice their search failed due to typos</td>
<td>add a &quot;did you mean&quot; spellchecker</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SFX screens</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>trouble understanding holdings: &quot;available from&quot;. Example: Available from 1964 volume: 1 issue: 1 until 2000 volume: 36 issue: 4</td>
<td>tell people why there are multiple options maybe the dates should be the prominent thing Idea:</td>
</tr>
</tbody>
</table>
Research Guides (LibGuides) Usability Results - Fall 2008

This page is maintained by Nicole Hennig, Web Manager & Usability Specialist of the MIT Libraries. The User Interface Group plans and conducts usability tests for the libraries' web sites and other interfaces.

Summary

Site tested: Research Guides

Overall people appreciated the sub-categories and useful information about which databases to choose. There are several aspects that were still a bit confusing though.

A. System changes

1. The page that lists all the guides had so many choices that some felt it to be overwhelming. (see Research Guides)

![Research Guides - Databases by Subject](image)

Ideas:
- make the broad headings clickable to each sub-page, such as this one for Science:
- smaller font size, show the hierarchy
- expand and collapse each category (still want to enable "find in page" for the whole thing)

2. When clicking on "info" links, it was hard to see the description at first for each database, because the search box at the top takes up so much room and there is a lot of space under it. Example: [http://libraries.mit.edu/info/artbiblio](http://libraries.mit.edu/info/artbiblio)

Ideas:

Make the search box smaller, with very little space under it. Make the database description more prominent.

3. Some users were confused about the purpose of the Vera and Barton search boxes on a single page (not clear about the difference between Vera and Barton).

![MIT Libraries catalog](image)

![Vera Multi-Search](image)

Ideas:
Make a combined box for Vera and Barton with tabs labeled by what you are searching for: Books | Journals | Articles (etc)

Change wording on boxes to:
Vera Multi-Search: Find Articles
Barton: MIT Libraries catalog: Find Books & More...

B. Changes that each LibGuide author can make within a guide

1. Users were very literal about their reading of the names of each database. They looked for descriptive words that would tell what the database contained and would often skip over databases with proper names, such as "Factiva."

Ideas:
Where possible add descriptive words to your listings. For example:
Some librarians may choose to write the descriptions on the guide itself, rather than relying on the "info" links. Example of an excellent design that does this:
Biotechnology & Pharmaceutical Industry Information (Maggie Bartley)
(see other tabs of that page)

2. Users more often selected databases that were near the top of the lists.

Ideas:
Instead of alphabetical ordering, use ordering by importance, where possible.

3. Tabs and subtabs:

- Users mostly didn't see or use sub-tabs when they existed. Example with subtabs: Market Research: Do-It-Yourself

Idea:
Put more info on each page, so sub-tabs are not required.
or
If you MUST have sub-tabs, make a box near the top of each page that serves as a list of navigation links to those subtabs.

This is a good idea even for one layer of tabs (without subtabs). Good example:
Biotechnology & Pharmaceutical Industry Information (Maggie Bartley)
First page has links to the other tabbed pages.

- Users were confused if the name of the tab didn't match the name of the page it linked to.

- Users were very confused if a tab linked to an outside page (that breaks the metaphor of tabs being pages in the same guide).
Bad example: (with Amy's permission :)
Computer Science

Idea: Make sure your tabs are used to link to pages within the same guide.

4. Some users not certain who to contact when there was both and "ask-dewey" link and an "Ask Us" link on the same page.
Idea:
Have only one contact box. Remove the Ask Us box on those pages that need different contact info.

5. Users loved seeing photos of librarians on the page and found it easy to see right away who to contact if there was a photo. Guides without photos took longer for users to notice the contact info.

Ideas:
We strongly encourage people to add their photos!

Other ideas:
Can we have a generic avatar of some sort as an option?
Mathew Willmott
Library Liaison for
Physics

Online Chat / Networks:

My Contact Info:
Science Library
14S-134
617-324-5855
Email Me

My Links:
My Profile & Guides

My Subjects:
Physics, Astronomy

The generic "no photo available" box in LibGuides:
Subject Guide

no photo available

Michael Noga

My Contact Info:
Science Library, 14S
617.253.1290
Email Me

My Links:
My Profile & Guides

My Subjects:
mathematics, applied
mathematics, earth sciences,
planetary science, maps
Research Guides (LibGuides) Usability Results - Fall 2008

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Fall 2008 usability results | LibGuides summary | LibGuides details

Detailed list of problems

Sites tested:
Research Guides (index page to our guides created with LibGuides + some older subject pages)

<table>
<thead>
<tr>
<th>the problem</th>
<th>brainstormed ideas</th>
<th>follow-up</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Index page</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 people were overwhelmed by the lists - too many choices; would often use Ctrl-F to search for subjects they wanted</td>
<td>• consider a search box for all the guides</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• consider adding HTML metatags with keywords for all the libguides, then google search them</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• consider tags in LibGuides</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• consider smaller font size and the ability to show the hierarchy</td>
<td></td>
</tr>
<tr>
<td>2 people had trouble with broadening their topics to match a subject or deciding which guide to use if across subjects (market info for medical devices)</td>
<td>• if we could provide a search, is there a thesaurus to increase the chances of matching with our guides</td>
<td></td>
</tr>
<tr>
<td>3 people tried to click on broad headings - expected to see results for everything together</td>
<td>• consider making broad headings link to subpages</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• consider only showing a few subtopics, with a more link</td>
<td></td>
</tr>
<tr>
<td><strong>Guides</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 all the links and boxes were overwhelming</td>
<td>less is more, make guideline to put less info on each page, fewer boxes, fewer columns</td>
<td></td>
</tr>
<tr>
<td>2 testers were not clicking on orange &quot;info&quot; links, and if they did they were confused since the database and description was a small part of page; people wanted to not have to go somewhere else to read the database description</td>
<td>• make search box smaller on A-Z results screen where db descriptions are, get rid of extra space to eliminate scrolling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sands suggested description could pop-up when database name is hovered over</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(except the data is stored in SFX, not LibGuides, so we would have to create a new system where the descriptions are stored in LibGuides)</td>
<td></td>
</tr>
</tbody>
</table>

http://libstaff.mit.edu/usability/2008/research-guides.html
| 3 | users tended to choose databases based on names - if the name of the database didn't indicate the content (like SciFinder) then they didn't go there | use descriptive words in or near the titles if not clear (see draft esl pages for examples)  
Example of a clear way to do this:  
Find articles related to...  
* biology: BIOSIS  
* chemistry: SciFinder  
* computer science, electrical engineering, physics: Inspec  
* engineering: Compendex  
* math: MathSciNet  
* medicine: PubMed/MEDLINE  
* science: Web of Science |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>users tended to choose the first databases in the list - order matters</td>
<td>don't use alpha ordering, order by importance for each sub-topic</td>
</tr>
</tbody>
</table>
| 5 | confused about difference between Vera and Barton search boxes; assumed the multi-search searched all databases on the page | we could consider creating a consolidated tabbed search box for all our tools (vera, Barton, etc)... with more descriptive names on the tabs (use that instead of separate boxes)  
Example: Tabs that say:  
- Books & more  
- Journals  
- Articles  
- Databases |
| 6 | how librarians are described is important (one user didn't want to bother the head librarian, another would want to consult the head) | consider a welcoming message asking people to contact us and who can best help  
consider having more uniform way to get in touch? Ask Us links only? |
| 7 | confused about contacts - what is the difference between Ask Dewey and Ask Us?; one student thought the Dewey Research Advisor was a person they could contact | consider a more uniform way to use Ask Us on all pages  
(Maybe the Dewey one could still say "ask us" but only go to the Dewey queue?) |
| 8 | people didn't notice sub-tabs; tab names didn't always match page name | link to the tabs on the main page (creating an index of all your tabbed pages)  
make page names and tab names match |
| 9 | News vs. Newspapers, Foreign Languages - people often chose the latter when they wanted the former | what if the foreign language newspapers guide was a subtab of the larger news guide?  
consider changing name of News to "News, Newspapers, Current Events" (or something) |
Worldcat Local Usability Results - Fall 2008

This page is maintained by Nicole Hennig, Web Manager & Usability Specialist of the MIT Libraries. The User Interface Group plans and conducts usability tests for the libraries' web sites and other interfaces.

Fall 2008 usability results | Worldcat summary | Worldcat details

Summary

Site tested: MIT's Worldcat

The Worldcat Task Force will be going over the detailed results soon and making recommendations to OCLC for some items as well as suggesting changes that we ourselves can make. The task force has not yet made a recommendation as to whether to go forward with Worldcat Local.

A representative from OCLC came to our usability results meeting where these results were discussed. We will be sending them more details after further discussion.

Some interesting observations:

1. People mostly didn't care about contributing reviews or ratings in an academic catalog. They might read reviews if they were there, but would prefer if those reviews were from trusted members of the MIT community.

2. A few people never used the "facets" at all. Not sure why. They used the Advanced Search screen instead.

3. For those that used the facets, the topical and format facets were the most often used. (but these are not the ones on the top of the sidebar, they are down near the bottom)

4. Our SFX button was not noticed at all by many. ("Check for Electronic Resources"). We need to consider changing the wording and we also wonder if a hyperlink or customized icon would work better. Also could benefit from more prominent placement on the screen.

5. It's difficult for users to know what's NOT in MIT's Worldcat. We wished for a box on the home screen that we could customize whenever we like that tells people to also check Barton for completeness.

6. Since Worldcat Local also contains articles, some users assumed it was ALL articles we owned, when in reality it's a small percentage. We discussed the idea of having a tabbed box where the "articles" tab would search Vera Multi-Search instead of Worldcat. We also discussed the idea of asking if OCLC could filter out the articles all together in our instance, so that this confusion would be less likely.

7. Most people made positive comments about the overall look and feel and functionality of the user interface.
# WorldCat Local Usability Results - Fall 2008

This page is maintained by Nicole Hennig, Web Manager & Usability Specialist of the MIT Libraries. The User Interface Group plans and conducts usability tests for the libraries’ web sites and other interfaces.

Fall 2008 usability results | Worldcat summary | Worldcat details

## Detailed list of problems

Site tested: MIT's Worldcat

<table>
<thead>
<tr>
<th>the problem</th>
<th>brainstormed ideas solutions</th>
<th>technical discussion notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Searching &amp; results screen</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Some users completely ignored the facets (used Advanced Search instead) and some didn’t notice it at first.</td>
<td>OCLC: Is there a way to make it even more prominent? (hard to imagine what else to do) Maybe we don’t know why some people used the advanced search instead of the facets.</td>
<td>Priority: 0.</td>
</tr>
<tr>
<td>2 Hard to find your search terms in the results screen. People wondering why certain results came up when it's not obvious where their terms are.</td>
<td>OCLC: Would be great to highlight terms that you’ve searched in results.</td>
<td>Priority: 2. Note: Barton does this.</td>
</tr>
<tr>
<td>3 A few people didn’t know what the term facet browsing is.</td>
<td>MIT: Don’t use the term, “faceted browsing” in usability tests or help pages.</td>
<td>Priority: 0.</td>
</tr>
<tr>
<td>4 Some people would like results to be on one page, so they can “find on page.”</td>
<td>OCLC: Increase default number of results on search screens. (or at least let people set it as a preference) 10 per page is pretty small these days. Most people are on high-speed connections.</td>
<td>Priority: 2. Recommend showing 50 as a default, 100 as a maximum (ALL is just too much for most searches). Also offer fewer than 50 as an option.</td>
</tr>
<tr>
<td>5 People wanted to use topical and format facets more than other facets, but they weren’t the most obvious ones on the page.</td>
<td>OCLC: Change order of facets! Move topics and format to the top. People don’t want to narrow by author as much as by topics or format.</td>
<td>Priority: 1. We recommend Topics first, Format second. Move Author to last.</td>
</tr>
<tr>
<td>6 A few people wanted to be able to check off multiple facets, and not just choose one facet.</td>
<td>OCLC: Make it possible to choose more than one facet. (possible?)</td>
<td>Priority: 2.</td>
</tr>
<tr>
<td>7 Misleading to some users: when you click on name of the book, it goes to record, not to the book.</td>
<td>OCLC: People expect full text everywhere all the time these days. Not sure if there is a solution right now for this.</td>
<td>Priority: 2. Notes: Make title an SFX link? (may not be feasible, also may encourage users not to look further when the title is not linked). Put SFX buttons on brief results page? Recommend making it somehow possible to get directly to an e-resource from the brief results list.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monograph series</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>8 Very difficult to find volumes of a monograph series (Progress in Brain Research) if you don’t know the volume title. Looking at the serial record says that MIT doesn’t</td>
<td>OCLC: ILL button should not appear whenever availability info was not found - if holdings indicate we should have this. We think it was not appearing before the latest monthly updates.</td>
<td>Priority: ?. Notes: We don’t like the new ILL button (?). &quot;Check at circulation desk for assistance&quot; should be a custom message. Is it? We</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>9</td>
<td>When you search for &quot;Progress in Brain Research v. 140&quot; you get no results, because &quot;v.&quot; isn't in the record.</td>
<td>OCLC: Ignore &quot;v.&quot;, &quot;vol.&quot;, and &quot;volume&quot; in searches.</td>
</tr>
<tr>
<td>10</td>
<td>One person found a record for a different volume, and thought that we owned just that volume.</td>
<td>OCLC: Link to other volumes in series.</td>
</tr>
<tr>
<td>11</td>
<td>Icon that says &quot;journals, magazine: series&quot;: People don't think in those terms. [librarian observation] (it's not a journal or a magazine, it's a book series)</td>
<td>OCLC: Change icon text to &quot;book series.&quot; for monographic series.</td>
</tr>
<tr>
<td>12</td>
<td>Some entered &quot;Progress in Brain Research,&quot; then expected a drop down menu or search box to find the volume.</td>
<td>OCLC: Add volume as an option in advanced search. Add &quot;Search within this series&quot; similarly to existing search within this journal.</td>
</tr>
<tr>
<td><strong>Item screen</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Users don't know what Illiad is. When you click &quot;request item,&quot; you get dumped into Illiad without explanation.</td>
<td>MIT: Should we change the name to something more descriptive? Revisit this question after we attempt Touchstone integration</td>
</tr>
<tr>
<td>14</td>
<td>Many connection problems; often times out in availability screen. Spinning wheel not obvious, so users don't know to wait.</td>
<td>OCLC: More prominent way to tell users to wait?</td>
</tr>
<tr>
<td>15</td>
<td>Request item button doesn't always show up.</td>
<td>OCLC: ?? This may be our setup? E.g. Items that are not requestable in Barton. Not clear where this comment came from.</td>
</tr>
<tr>
<td>16</td>
<td>List of journal volumes isn't very helpful, since nothing is actionable anyway within WCL. (repeats what's on our OPAC screen)</td>
<td>OCLC: Consider linking to local OPAC and not repeating the info in worldcat, since it's not clickable anyway.</td>
</tr>
<tr>
<td><strong>SFX button</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Didn't see &quot;check for electronic resources&quot; button, or didn't think to click on it.</td>
<td>OCLC: Consider a hyperlink instead of a button? Consider allowing our custom SFX button? (can we already do this?)</td>
</tr>
<tr>
<td>18</td>
<td>Text on the button means nothing to people, and it isn't recognizable.</td>
<td>MIT: Make text shorter. Maybe change to a &quot;Get this: MIT SFX&quot; button, like in other databases?</td>
</tr>
<tr>
<td>19</td>
<td>Placement of button not ideal. &quot;hovers&quot;</td>
<td>OCLC: Change placement of button, and make it clear that the button relates to getting that particular item.</td>
</tr>
<tr>
<td><strong>Special features:</strong></td>
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<td>20</td>
<td>error message: &quot;Minimum review length too short.&quot; Several people annoyed by this message.</td>
<td>OCLC: Consider allowing very short reviews.</td>
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<td>21</td>
<td>Most people said that they wouldn't think about creating an account and saving lists by themselves, but after we showed them, they</td>
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<td>Thought it was cool, but still might not use it.</td>
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<td>22</td>
<td>People don't want to write reviews, but they want to read others; wouldn't use WCL for pleasure purposes</td>
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<td>23</td>
<td>Students want to be able to save records to their own system (EndNote, Zotero, or whatever they use); OCLC: Since students use so many different bibliographic software packages, it would be great if WCL can be as open to exporting as possible. Priority: 0.</td>
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<tr>
<td>24</td>
<td>A few didn't know what &quot;export to CSV&quot; meant, and they thought we should use &quot;export&quot; or &quot;download to computer&quot;. They would know &quot;export to spreadsheet&quot; or &quot;text file.&quot; OCLC: change wording. Priority: 2.</td>
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<td>25</td>
<td>Didn't know that &quot;share&quot; meant with other people. OCLC: change wording Priority: 0.</td>
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<td>26</td>
<td>RSS feed doesn't export book cover images [an observation from librarians] OCLC: Would be great if the RSS feed would export book cover images along with the item info. We could use that in various ways in mashups. Priority: 2.</td>
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<td>27</td>
<td>Many students might not want to set up a new account, and that's a big barrier. OCLC: Consider open ID? Or integration with our campus single signon somehow. Priority: 2.</td>
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<tr>
<td>28</td>
<td>Students want to be able to just email records to themselves. OCLC: From list view of results, add &quot;email checked items&quot; (without need to sign in or create account) Priority: 2. In connection with # 4.</td>
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<td>29</td>
<td>A few people like special features like reviews and lists in Amazon, but they wouldn't necessarily care about them in the library catalog. Students don't do much &quot;pleasure reading&quot; at MIT, so don't care as much about reviews.</td>
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<td>30</td>
<td>When you make a list for the first time and are asked to create an account, it seems like it's saving your list, but it doesn't. You have to recreate the list again after making the account. (everyone had this problem) OCLC: bug fix Submit this to customer support...</td>
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<tr>
<td>31</td>
<td>Few people found star ratings, and those that did were confused about how it works. There's a time lag from when the time you rate the item and the time the rating shows up. (Long wait time and &quot;your rating has been recorded, feels weird and non-intuitive) OCLC: Make the stars more prominent and make them stay yellow right away when you click them. (like Netflix) Priority: 3.</td>
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<tr>
<td>32</td>
<td>When they see them, people don't find star ratings helpful. (in the context of academic library catalog) People wanted to know if ratings were limited to MIT people, and that would be valued, but then &quot;there wouldn't be enough content.&quot; OCLC: Would be more useful it we could show ratings by the MIT community only with names or status of the person doing the rating.</td>
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<td>33</td>
<td>People assumed that items with no ratings would have no reviews. In general, people were confused about the difference between OCLC</td>
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<tr>
<td>Rating</td>
<td>Issue Description</td>
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<td>34</td>
<td>Permalinks: No indication that you've generated the hyperlink. The URL changes in the browser location bar, but users didn't notice that. <strong>OCLC</strong>: add a visible permalink to every page automatically. <strong>Priority</strong>: 2.</td>
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<td>35</td>
<td>People don't know what's in WCL, and what's not. <strong>We need to address what's not in WCL, as we do in &quot;about this beta,&quot; since few will look at the page anyway!</strong> <strong>OCLC</strong>: Add the option to put our own unique message above the search box. (and change that on our own whenever we need to) <strong>Priority</strong>: 2. Can we put our own &quot;About this beta&quot; page under the About Worldcat menu?? Consider changing the &quot;About beta&quot; link to &quot;What's in this catalog?&quot;</td>
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<td>36</td>
<td>Since WCL indexes some articles, users think it contains all articles we own. It's actually a very small percentage. <strong>MIT</strong>: Maybe we should make our own page, where we have a search box for journals, and one for WCL... We could have a search box with tabs, where users pick books (WCL), DVDs, articles (multisearch) etc. Make it embeddable, so you can put it on any page. <strong>OCLC</strong>: Consider allowing us to not have articles in our worldcat local because of the confusion for users when most of our content is in another system. <strong>Priority</strong>: ?. Notes: Investigate this further, situation may be much better since addition of British Library serials. Can we get a list of what those titles are somehow?</td>
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<td>37</td>
<td>People that do find it think that it's annoying that &quot;About this beta&quot; opens in a tiny window. Would just prefer that the page just opened full screen. (same for all links to our stuff in top banner) <strong>OCLC</strong>: make the top links open full screen. <strong>Priority</strong>: 2.</td>
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<tr>
<td>38</td>
<td>Couldn't find the &quot;about this beta&quot; page. <strong>MIT</strong>: Change wording. Make more obvious somehow.</td>
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<tr>
<td>39</td>
<td>In Barton, some people clicked &quot;request item&quot; to request the pdf. <strong>MIT</strong>: Do we need to change the wording of the 2 buttons in Barton?</td>
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