Primo usability testing
La Trobe University

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ANZREG in July 2016 – Alma / Primo Best Practice Day

Background

- Changed from Summon and Millennium OPAC
- Went live with Primo in January 2015
- Changes to university structure
- Change to Library way of working (less f2f training – more online/self-help)
- Need to simplify access for users
- Implementation problems/issues after we went live

Issues to be studied

•Major concerns:

- Relevance of search results are not clear, or are inaccurate
- Too many clicks to get to full text
- Requesting of items is difficult, including interlibrary loans
- International students struggled to find & cite relevant resources
- Ability to pre-limit searches to a campus (and remember preferences) are important

•What we did:

- Study carried out by professional usability company (Symplicit)
- Study undertaken in December 2015

Participants

Participant 1: (male)
Postgraduate
PhD, IT Systems

Participant 2: (female)
Postgraduate
Master of Dietetic Practice

Participant 4: (female)
Postgraduate, International
Masters of Business Information Management & Systems

Participant 5: (female)
Postgraduate
Speech Pathology

Participant 6: (male)
Undergraduate
Bachelor of Science

Participant 7: (female)
Undergraduate
Bachelor of Animal & Veterinary Biosciences

Participant 8: (female)
Undergraduate, International
Bachelor of Biomedical Science

Participant 9: (female)
Undergraduate
Bachelor of Commerce / Law

Participant 10: (male)
Undergraduate
Electronic Engineering

Participant 12: (male)
Postgraduate
Diploma of Primary Education

Note: Participants 3 and 11 did not attend testing session

Summary of outcomes

Good

- Catalogue Search
- Journals
- Databases
- Search Items Home Page
- Search Filters: Date
- My Account Login & Records

- Add additional functionality to enhance the site such as advanced filters
- Proactively contact students via email re: overdue items / fines

Minor Problem

- Overall look and feel: Aesthetics & Functionality
- Display of Search Items: Look and Feel
- Resource Type

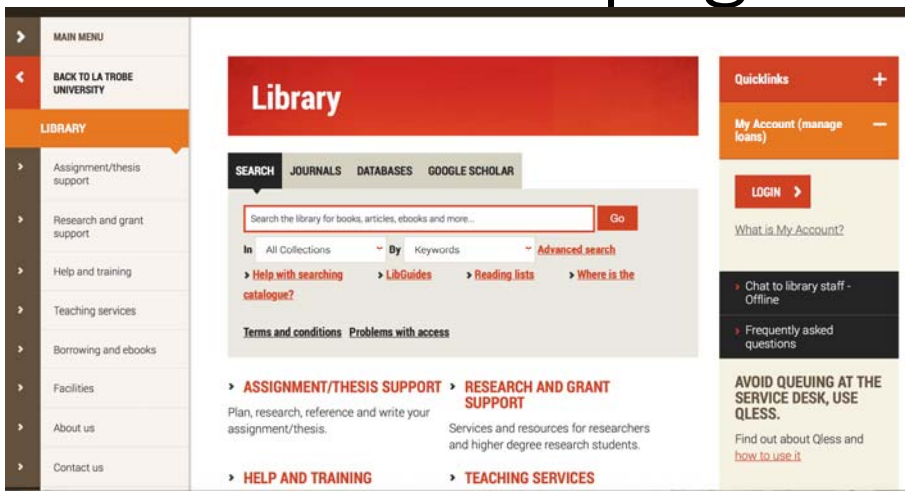
- Simplify design with a focus on 'search'
- Reduce the # of clicks to obtain search data

Serious Problem

- Display of Search Items: Abstracts
- Relevance of Search Items
- Advanced Search
- Refine Search: Subjects
- Search and Place an Item on Hold

- Design the site more inline with other popular (retail) websites e.g. add to cart and recommendations
- Simplify and reduce the # of pages /clicks to borrow items

Home page



"Too much showing on the page - focus on search facility, not all the rest on page. It's very busy"

"You don't need to see it twice"

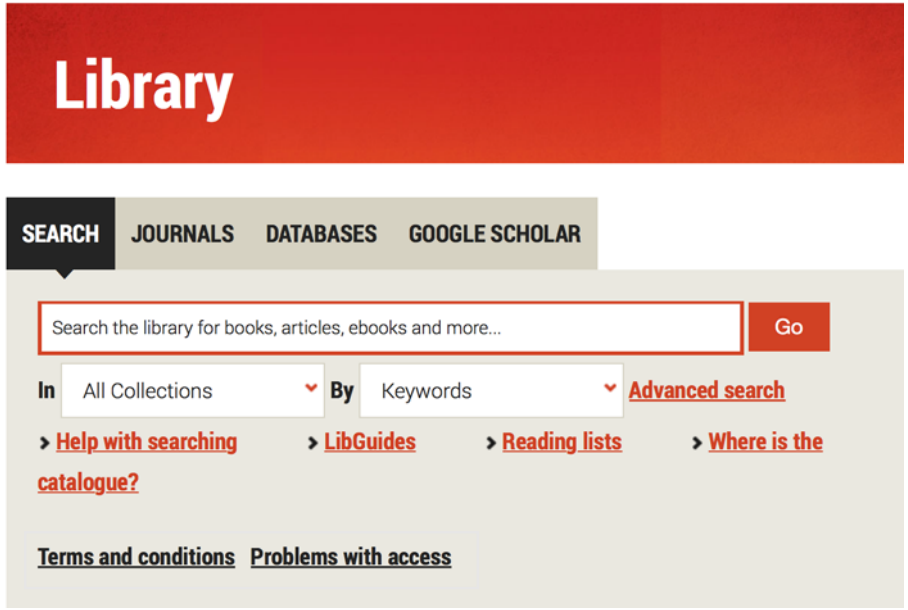
"The simpler the site is in terms of clutter, the better"

- Home page too busy – should be more like Google
- International students struggled with some of the language and could benefit from some descriptions of key words
- Students expected basic functions such as 'add to cart' and 'recommendations'
- Repetitive – with menus repeated on the left and under the search section

Recommendations …..

- Simplify the design of the site to focus on 'search'
- Maintain consistent look and feel
- Explore more engaging use of fonts and colours to keep the site clean and fresh
- Simplify the design of the site to focus on 'search'
- Remove duplication of menu items and unused options

Search, Journals, Databases



"The search tabs work well and are very easy and quick to use"

"If you spell something wrong, it should come up with 'did you mean'"

"I searched for 'Gastrosophy Insertion' and nothing came up with is not a good sign as it is my topic"

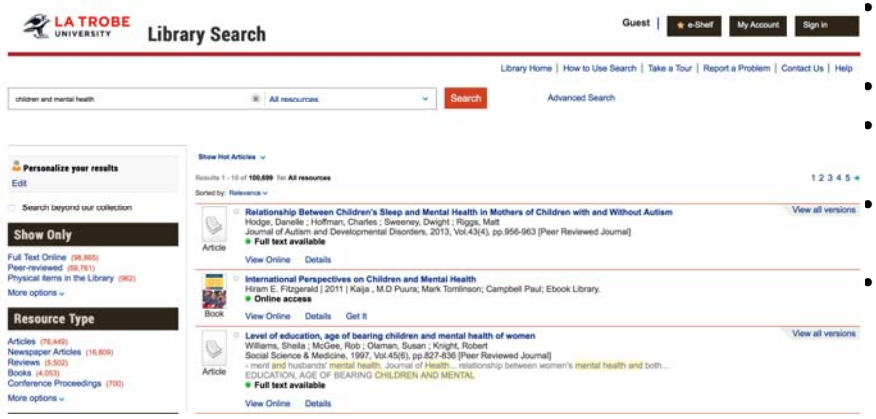
"Journals are easy to search - the actual section and toolbar and very good"

- Overall, students were able to use this page to conduct their research
- Students liked the tabs for quick access to journals and databases
- Students would like the website to remember previous searches so they can access them next time they log in
- Overall, students were able to easily search for journal articles

Recommendations …..

- Maintain the overall structure of this page in terms of tabs
- Build in some functionality such as auto correct and remember previous searches
- Simplify the databases page by removing / clarifying items such as Alumni access

Search results: Minor issues



"Filters can be improved to multi-select"

"The site is frustrating in relation to broad searches"

"Lots of words and numbers which are of a similar size"

In relation to ebooks, "Should say ebook, looks like a book, not ebook"

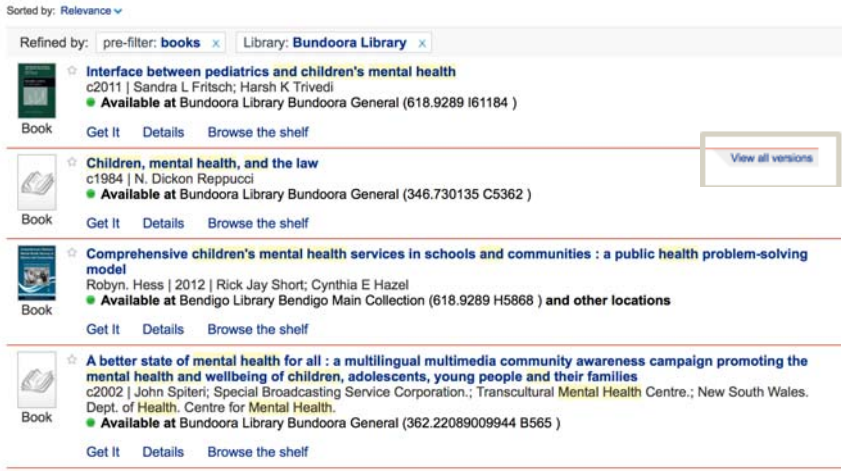
"Related articles / books could be shown under the listing to help find similar items"

- Prefer download/request item directly from this page
- Filter lists are too long
- 'Full Text' and 'Peer Reviewed' filters were very well used by students
- Lots of text shown – different hierarchies of text could improve the display
- Many students didn't find listing the Dewey Decimal # helpful – but would have preferred details / map/ subject area in library to help them locate the item
- eBooks are listed as books which students found confusing

Recommendations…..

- Add ebooks as a resource type
- Allow for 'Get It' directly from this page
- Improve hierarchy of information
- Add in a map/description where the book is available in the library (e.g. hover over)
- Reduce the number of listings shown (allow students to select how many they wish to see)
- Allow for multiple selection of items (bookmark)

Search results: Major issues



"It's hard to find what you want, a lot is not relevant"

"I would like to see areas specific searches, abstracts and recommendations"

"Soil biology came up with 52k items - there is no way you can find what you want"

"The abstract is good to see before trying to find the article"

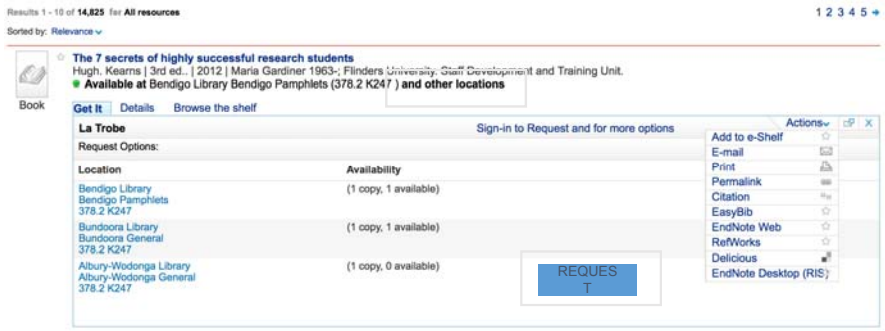
"Need a brief description of the article, rather than having to click through"

- Subjects - more like keywords – not useful
- Narrow search by discipline if possible
- Abstract needed to be shown in the search items to help them find the items they need easier
- Overall, students felt finding relevant items was somewhat of a trial and error
- None of the students used the 'Sort by Relevance' option to help refine the search
- Students struggled to find the latest editions of books – few noticed the 'view all versions' option

Recommendations……

- Include abstracts for all resources on the listings page without the need to click through
- Improve visibility of functionality such as 'sorted by' and 'view all versions'
- Review default algorithms – latest publication date could be the default as students seemed to use date as a proxy for relevance

Search and Place Holds



"A bit ridiculous, 10 minutes to find a request button"

"You can request the item to be sent to your campus, but more explanation is needed what this means"

"I wish Request was somewhere visible"

"Requesting to borrow a book was unintuitive"

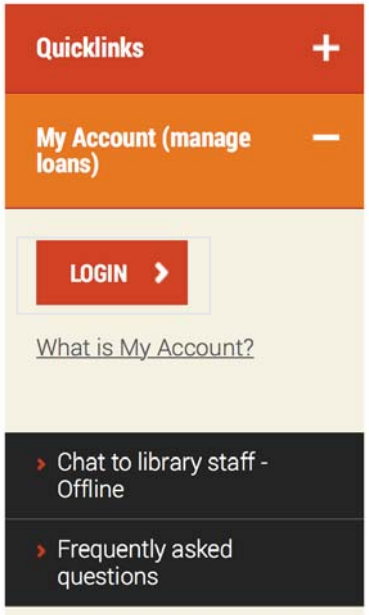
"There are too many drop down menus - would lose interest"

- Used Actions tab to try to borrow the item
- Not clear that they needed to sign in before placing an item on hold – no clear prompt
- Shouldn't be separate tabs for Get It and Details
- Students tried clicking on all text on this page to try and find a way to borrow the book
- "Other locations" - confusing – all campuses should be listed
- Hold form very confusing

Recommendations…..

- Add in 'Request' button on page next to each item (or alternatively directly from search listing)
- Use campus codes
- Remove the drop down menu if there is only one option
- Should be able to request items directly from the search page (not this page)
- Pre-populate information based on search where available

My Account Login



- Students felt the login was easy to access on the homepage
- Students would prefer the input of login details directly on the homepage rather than having to click on 'Login' and being directed to another screen
- Students found the site easier to use once logged in – when students needed to login to complete the process was unclear (no prompt)

Recommendations …..

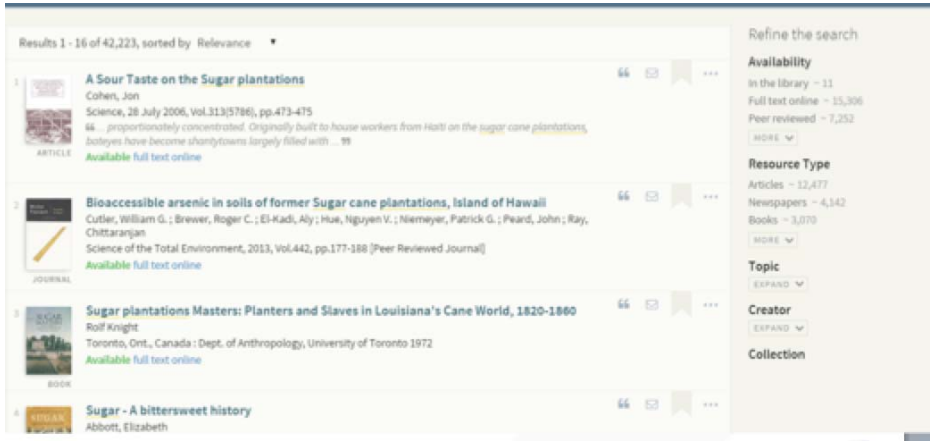
- Enable students to be able to enter login details directly from homepage (input data on homepage)
- Include prompts / clarify when students need to login to progress to next step

"Very easy to find because it was on the main page which is very good, it's the extra pages / steps which are a pain"

"You could enter the login details already on the page – don't need to click through"

"The login is easy to access on the home page"

New Search interface



- Prefer the look &feel of the new site
- Simpler, cleaner & more logical in the way it is laid out
- Use of different fonts and colours made the site easier to use
- Liked the resource covers being displayed
- Like that the filters were kept more compact but could be expanded to show more options
- Noticed and liked the 'sort by relevance' function

"The new site looks more modern"

"A big improvement over LAT"

"I like this website better"

"A lot more user friendly"

"Everything is a different colour – LAT is all black and white – really dull"

Everything is just there, you don't have to hunt for it"

"Looks a lot more thought out than LAT"

"The blue looks more academic than the orange"

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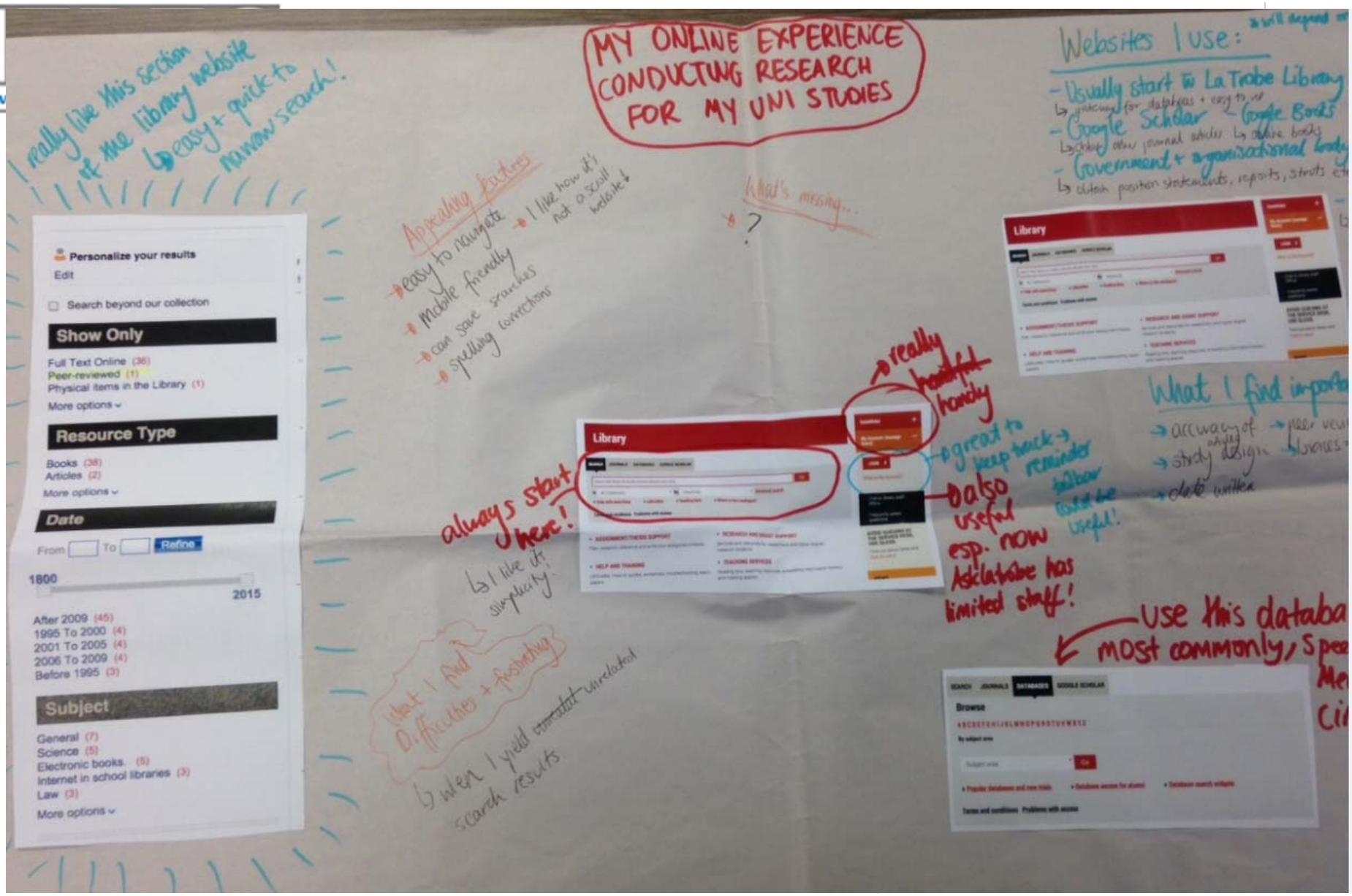

Summary and next steps

- SUS score of 49.1.
- 56 items identified in the study (47 relating to Primo)
- Sorted into categories – Fixable; In new interface; Investigate; Can't do (24 fixable ; 16 in new interface)
- Some issues fixed this year already
- Decision to move to new interface
- Working on resourcing and project management
- Keen to re-test new UI when it has gone live with our users (2017)

Thanks.
Questions, Issues, Comments?

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