

IMPLEMENTING RAPIDO

USER DESIGN AND FOCUS
AT BOND

**STAND
OUT**



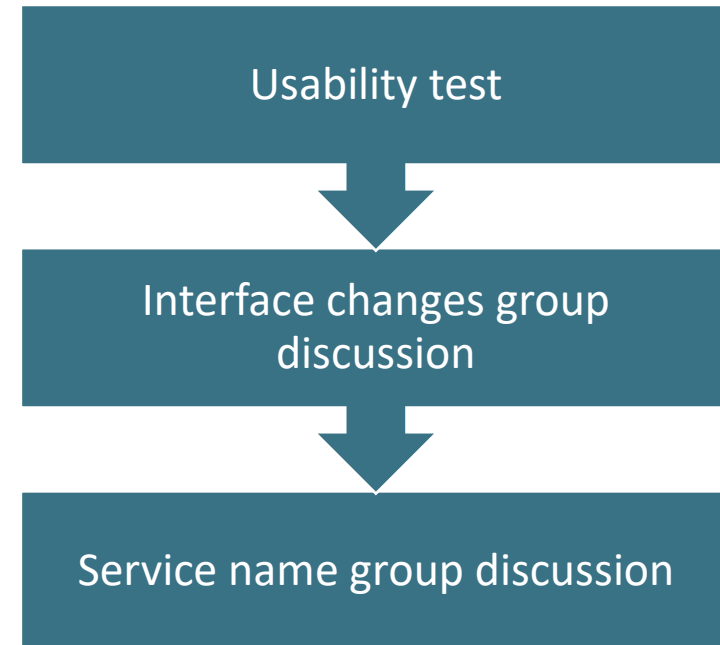
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FOCUS GROUP

QUESTIONS

- Are the changes to the requesting process in Primo intuitive?
- Are we meeting user expectations?
- Is the wording used for the Rapido labels user friendly?
- Is there a more meaningful name for the service (formerly known as Document Delivery)?



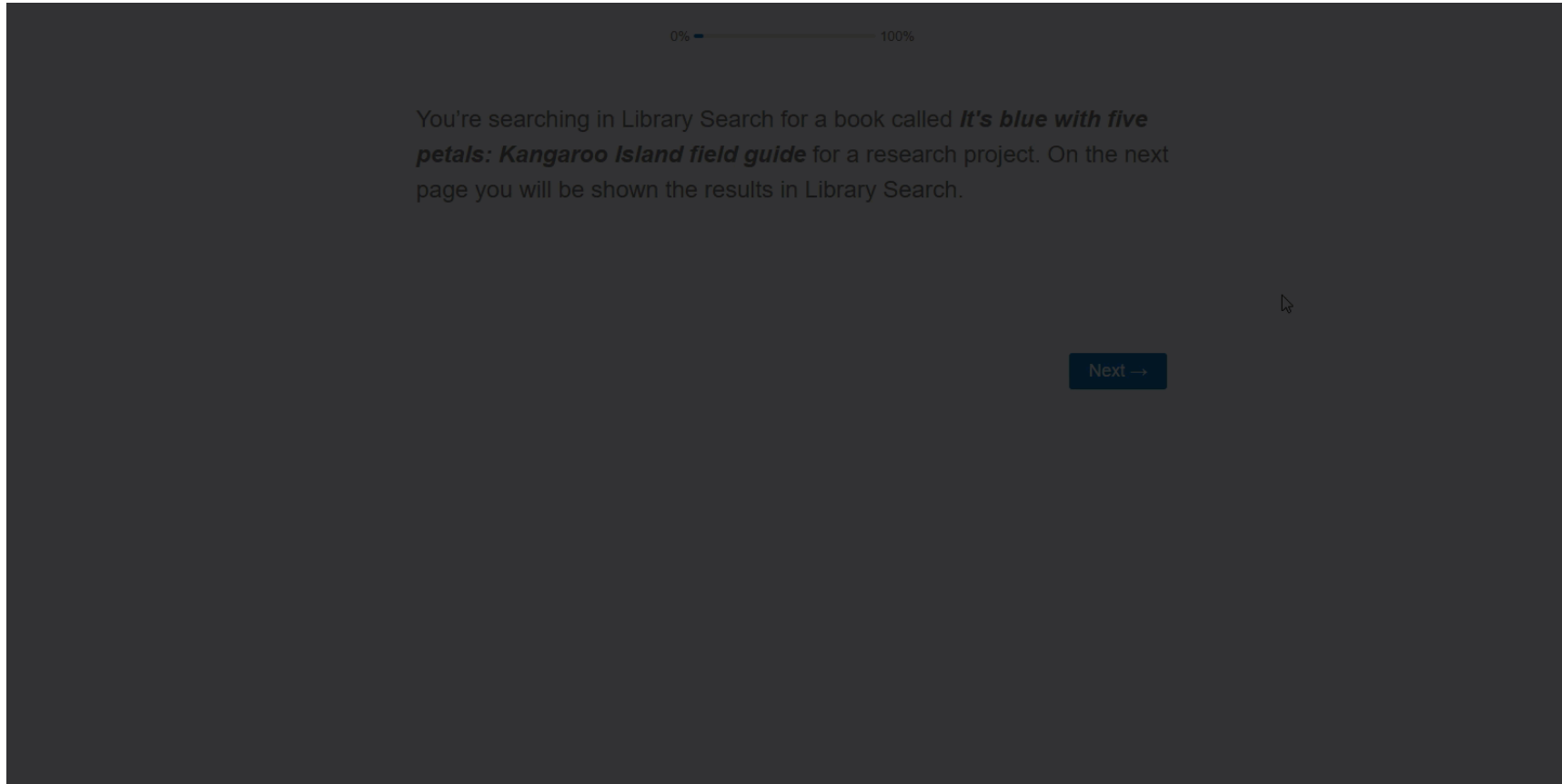
FIRST CLICK TEST

PURPOSE

Verify whether the first click required for a specific task is intuitive.

If a user makes the first click correctly, they are more likely to successfully complete the task.

FIRST CLICK TEST



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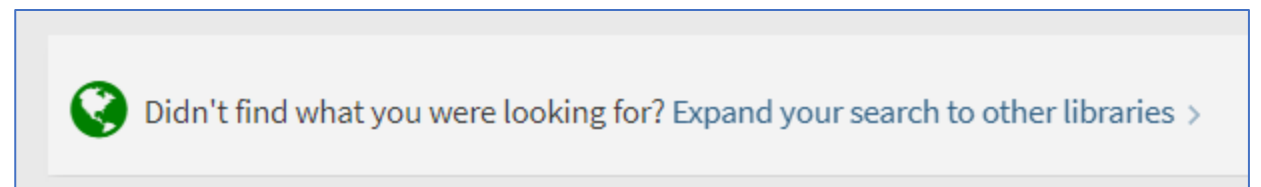
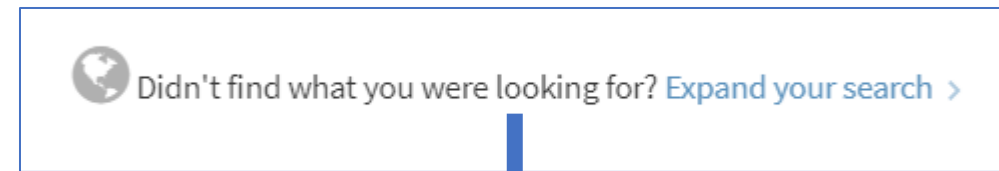
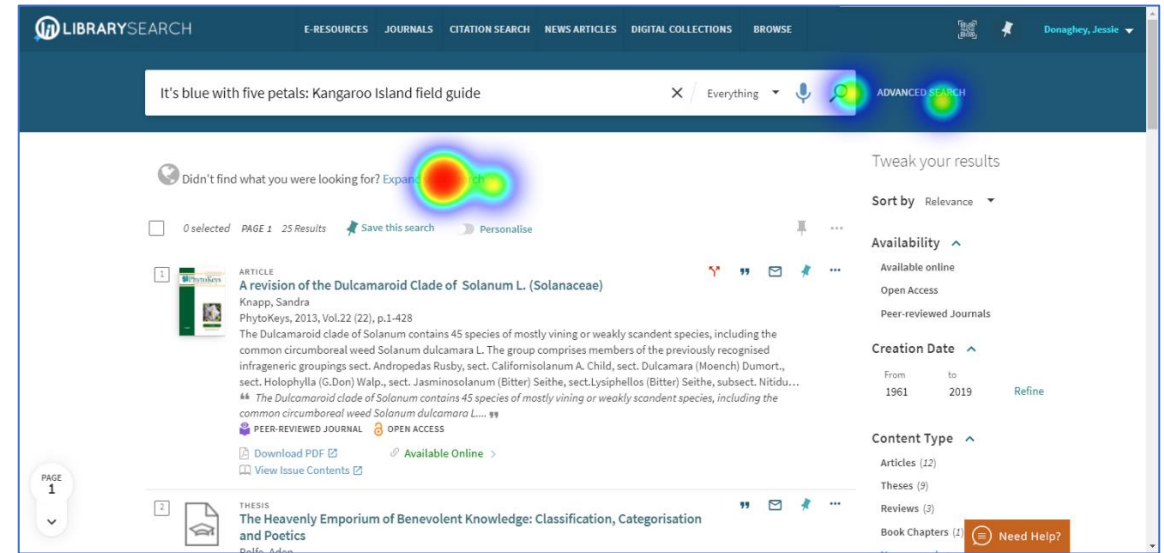
FIRST CLICK TEST

RESULTS

1. 7 out of 9 participants successful
2. Split between somewhat easy and somewhat difficult

WHAT WE DID AFTER

Customised the expand option to increase its visibility.



FIRST CLICK TEST

USING QUALTRICS

1. Use the **Heat map** question type
2. Upload your screenshot as the graphic
3. Choose 1 click as the number of interactions

The image shows the Qualtrics 'Edit question' interface. On the left, the 'Question type' is set to 'Heat map'. Under the 'Graphic' section, there is a 'Choose graphic' button and an 'Add region' button. Under the 'Interaction' section, the 'Clicks' value is set to 1. Under the 'Response requirements' section, 'Force response' and 'Add validation' are both disabled. Under the 'Question behavior' section, 'Display logic', 'Skip logic', and 'JavaScript' options are available.

On the right, the question text reads: 'Q3 You can't see the book in the results, but you absolutely need a spot on the image below? Once you've chosen a spot, click the M...'. Below the text is a screenshot of a library search results page. The page header includes 'LIBRARYSEARCH', 'E-RESOURCES', and 'JOURNALS'. A search bar contains the text 'It's blue with five petals: Kangaroo Island...'. Below the search bar, there is a message: 'Didn't find what you were looking for? Expand your search'. The search results show '0 selected', 'PAGE 1', and '25 Results'. A search result is displayed for an article titled 'A revision of the Dulcamaroid' by Knapp, Sandra, published in PhytoKeys, 2013, Vol.22 (22), p.1-42. The article is described as 'The Dulcamaroid clade of Solanum common circumboreal weed Solanum infrageneric groupings sect. Andropogon sect. Holophylla (G.Don) Walp., sect. The Dulcamaroid clade of Solanum common circumboreal weed Solanum'. The article is marked as 'PEER-REVIEWED JOURNAL' and 'OPEN ACCESS'. There are links for 'Download PDF' and 'View Issue Contents'.

5 SECOND TEST

PURPOSE

Find out what a user can easily recall about a webpage after 5 seconds.

Determine how well a website design communicates a message.

5 SECOND TEST

0% 100%

On the next page, you will see *It's blue with five petals: Kangaroo Island field guide* book record from Library Search.

You are still interested in obtaining the book. You will have **20 seconds** to look at the options available to you on the book record.

After the 20 seconds is up, you will be asked to recall information about how you could access it.

Next >

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5 SECOND TEST

RESULTS

1. 7 out of 9 participants were able to recall the Rapido request options
2. 1/3 participants recalled delivery time
3. 1 participant recalled loan length

WHAT WE DID AFTER

Customised the full record view to prioritise the Rapido tiles.

BOOK
It's blue with five petals: Kangaroo Island field guide : wildflowers of Kangaroo Island and the Fleurieu Peninsula
Prescott, Ann
1995
[Get it for me. See request options >](#)

TOP
SEND TO
HOW TO GET IT
DETAILS
LINKS

Send to

READING LIST CITATION RIS - ENDNOTE & MENDELEY REWORKS ENDNOTE WEB PRINT EMAIL PERMALINK

How to get it

Ask the Library to purchase for the collection. >

Want a physical copy?
Estimated delivery
5 Business Days
Keep for 112 days
GET IT

OR

Only want a chapter?
Estimated delivery
24 Hours
by email
GET IT

5 SECOND TEST

USING QUALTRICS

1. Use the **Timing** question type
2. Select **Auto advance** after 5 seconds
3. Create another question within the same block using the **Text/Graphic** question type
4. Select **Graphic** as the content type and upload your screenshot

The screenshot displays the Qualtrics question editor interface. On the left, the 'Edit question' panel is visible, showing the 'Question type' set to 'Timing'. Under 'Timer settings', 'Delay showing submit button' is off, 'Auto advance' is on, and 'Auto-advance after (seconds)' is set to 5. 'Show timer' is also off. Under 'Question behavior', 'Display logic', 'Skip logic', and 'JavaScript' options are available. On the right, the question preview shows 'Block 6' containing question Q12: 'This question lets you record and manage how long a participant spends on this page.' Below Q12 is question Q13, which is a 'BOOK' titled 'It's blue with five petals: Kangaroo Island field the Fleurieu Peninsula' by Prescott, Ann (1995). The book preview includes a 'Get it for me' link, a 'TOP' button, and a 'SEND TO' section with options for 'READING LIST', 'CITATION', and 'RIS - ENDNOTE & MENDELEY'. A 'How to get it' field is also present.

USER TESTING

ANZREG WEBINAR

Alex Daly (UNSW) presentation on Introduction to User Experience

<https://anzreg.igelu.org/webinars/>

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THANK YOU

Jessie Donaghey
jdonaghe@bond.edu.au

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