



Pratt Institute Libraries

User Testing Report

Cameron Dudzisz, Cathy Hu,
Eesha Parasnis, Sharon(Yuxin) Tao

Executive Summary

Pratt Institute Libraries aims to support its students, faculty, and staff by providing access to resources and materials that enrich thinking, teaching, and learning within the Pratt community¹. The Libraries are working to improve the overall search experience for the library website by upgrading the discovery layer (EBSCO Discovery Service) to a new interface.

This study assessed the usability of the new discovery interface through nine moderated remote usability tests conducted with undergraduate students at Pratt Institute via Zoom. The nine participants simulated a typical student's journey by locating the LibraryChat feature, searching for an ebook, downloading a chapter of the ebook, and creating an APA citation of the ebook.

The findings included difficulties with locating the "Ask A Librarian" chat function, accessing the PDF reader, determining whether a source is within Pratt's collection or hosted on an external website, and understanding the function of some filters.

To remedy these issues and improve the usability of the discovery interface, this report recommends the following:

1. Enlarge the existing Library Chat button and add an additional LibraryChat section in the left sidebar.
2. Add a separate "PDF Reader" button on the source card and source details page.
3. Explicitly state when the user will be redirected to a third-party website.
4. Display tooltips when hovering over filter category headings.

Implementing these suggestions would provide a smoother experience for students as they navigate through the website, making their research process more efficient and intuitive.

¹ <https://library.pratt.edu/libraries/>

Table of Contents

Introduction	3
Methodology	4
Tasks	4
Pilot Tests and Analysis	5
Quantitative Findings	7
Qualitative Findings	10
Main Findings and Recommendations	12
Finding 1: Existing LibraryChat icon too small	12
Recommendation 1. Enlarge existing Library Chat button, add an additional LibraryChat section in the left sidebar	13
Finding 2: PDF reader difficult to access from search results	14
Recommendation 2. Add a “PDF Reader” button	15
Finding 3. Participants were unaware whether a source was hosted on a third-party website or not	17
Recommendation 3. Explicitly state when the user will be redirected to a third-party website	18
Finding 4. Certain filter categories are confusing	19
Recommendation 4. Display tooltips when hovering over filter category headings	20
Conclusion	22
References	23
Appendix A - Participant Demographics & Screener Questionnaire	24
Appendix B - Test Materials	26
Appendix C - Quantitative Metrics	28
Appendix D - Qualitative Metrics & Quotes	30
Appendix E - Rainbow Sheet	36

Introduction

Pratt Institute Libraries' primary mission is to support the Institute's academic programs by providing materials and information services to students, faculty, staff, alumni, and visiting scholars. It is a state-of-the-art integrated library system of interfaces with an up-to-date website, which provides broad access to electronic materials as well as information about the Libraries to students and faculty. From the library's online catalog, Pratt students can easily access an impressive collection of ebooks and request more than 10 million print books from the college and university libraries of Adelphi University, Bard College, Canisius College, and the other nine colleges and universities located near New York.²

Pratt Institute Libraries are working to improve the overall search experience on their website. Part of the plan involves upgrading the discovery layer (EBSCO Discovery Service). EBSCO Discovery Service is an all-inclusive search solution that makes in-depth research easy.³ The platform offers sophisticated features and functionality that anticipate user intent, helping them get to exactly what they are looking for quickly and easily.

Researchers conducted remote moderated usability testing to evaluate the user experience of Pratt Libraries discovery search interface by assessing how easily users identify and navigate relevant features including chat tools, search and filter tools, resources, and citation features. The following sections describe the methods the researchers utilized, the findings of the usability tests, along with recommendations based on real user feedback to improve the usability and overall experience of the site. Additionally, this real-world data would be helpful when reaching out to the vendor for customization requests that are outside of the library's areas of control.

² <https://catalog.pratt.edu/graduate/libraries/>

³ <https://www.ebsco.com/products/ebsco-discovery-service>

Methodology

Nine remote moderated usability tests were conducted during which participants' behaviors, attitudes, and pain points when interacting with the Pratt Libraries discovery search interface were observed to “uncover problems, discover opportunities, and learn about users”⁴. Remote moderated usability tests are a good alternative to traditional usability tests (which typically take place in a lab) since they can be conducted remotely over video-conferencing platforms such as Zoom, eliminating any geographical limitations⁵. This is especially beneficial in times of the COVID-19 pandemic and for teams like ours in which all of us are on very different schedules, and not all of us reside in New York City or close to the Pratt Institute campuses. In addition, since our team had limited resources and was on a tight deadline, remote moderated usability testing was the better option as it is “less expensive and less time-consuming” compared to moderated in-person usability tests.⁶ Lastly, thanks to the moderated nature of the tests, facilitators had the opportunity to ask follow-up questions directly to the participants during the sessions to uncover deeper insights.

Participants

A recruitment email was sent out to Pratt Institute students, which included a screener survey for the students to complete. Graduate students were filtered out from the screener responses. Out of the 71 students who qualified for the study, a smaller pool of undergraduate students was created for further outreach. Care was taken to invite students from different grade levels and majors to participate in the study, in an effort to make the participant pool as diverse and representative as possible. Nine participants⁷ ultimately completed the user tests who fit the following criteria: current undergraduate students at Pratt Institute.

Tasks

During the usability tests, the participants were read aloud the following scenario:

You are writing a report on art styles during the Renaissance era. You are using the Pratt Library website to conduct your research.

⁴ <https://www.nngroup.com/articles/usability-testing-101/>

⁵ <https://www.nngroup.com/articles/moderated-remote-usability-test-why/>

⁶ <https://www.nngroup.com/articles/moderated-remote-usability-test/>

⁷ [Appendix A](#)

Next, each participant had to complete the following tasks on the Pratt Libraries discovery search interface:

Task 1: You are having trouble getting started with your research. Which tool would you use to connect with someone to find help?

Task 2: You remember your professor gave you some articles to read about art during the Renaissance period and you want to look up related books. Find a book that fits these criteria which you can read on your computer, and skim through the chapter titles (the table of contents) of the book.

Task 3: You want to start reading on your subway commute. Save Chapter 1 on your computer.

Task 4: You want to include this book in your report as an APA reference. How would you find the information you need?

Participants were encouraged to talk out loud while completing the tasks and also elaborate on their answers. After completing each task, each participant was asked to answer whether they successfully completed the task or not, as well as rate the difficulty of each task. After all the tasks were completed, participants were asked to answer additional questions to gain further insights into their experiences with the interface. All pre-test, post-task, and post-test responses⁸ were collected through a Google Form.

Pilot Tests and Analysis

Prior to launching the usability tests, four pilot tests were conducted to ensure that the tasks were easy to understand and follow and not too difficult to complete. The tasks mentioned in the previous section are the finalized versions after conducting the pilot tests.

Four usability experts, all graduate students at the Pratt Institute School of Information, remotely moderated the usability tests and analyzed the results. Attention was paid to how long it took for participants to complete each task⁹, whether participants did

⁸ [Appendix B](#)

⁹ [Appendix C](#)

something unexpected when completing tasks, where participants encountered difficulties, and if any notable quotes¹⁰ came up during the tests. The observations were compiled in a Rainbow Sheet^{11 12}, which is a visual tool UX researchers use to synthesize and prioritize observations efficiently. Observations that were seen across 4 or more participants were prioritized. The main findings uncovered in the analysis are expanded upon in the next section.

¹⁰ [Appendix D](#)

¹¹ <https://uxdesign.cc/the-rainbow-sheet-a-visual-method-for-research-analysis-a7e7d2011058>

¹² [Appendix E](#)

Overall Findings

Overall, the redesign can be considered a major success. All participants thought that the new tool was an overall improvement compared to the existing platform.

Participants had particular praise for how fast and quick the tool was to use and that it was much more simplified compared to the current version.

However, despite the overall approval and noted refinements, some areas where further improvements are needed were also identified. A few participants had difficulty finding action buttons such as the “Ask a Librarian” feature, due to its small size and distant location from other items on the page. The “Access Now” dropdown was also somewhat unclear and confusing in terms of its contents, and some participants had difficulties finding the PDF formats they were looking for as a result. The tool redirecting participants to a third-party site when a particular source was not hosted within the discovery tool was another source of confusion and annoyance. Finally, somewhat ambiguous and difficult to understand filter categories were a source of confusion and loss of confidence among some participants while using the tool.

Quantitative Findings

Four quantitative metrics¹³ were recorded throughout the usability tests: task success or failure, task difficulty, task completion time, and System Usability Scale scores.

The task success or failure metric revealed that participants had the most trouble with the second task. Eight out of nine participants had to be given hints or assistance to complete the task, and two out of those eight participants were still unable to complete the task successfully.

The task difficulty metric also further supported the fact that participants found the second task more difficult to complete than the other tasks. Participants were asked to rate the difficulty of each task on a 5-point Likert scale with 1 representing “very easy,” and 5 representing “very difficult,” and the average task difficulty rating for the second task was 2.5. The average task difficulty ratings can be seen in Table 1 below.

¹³ [Appendix C](#)

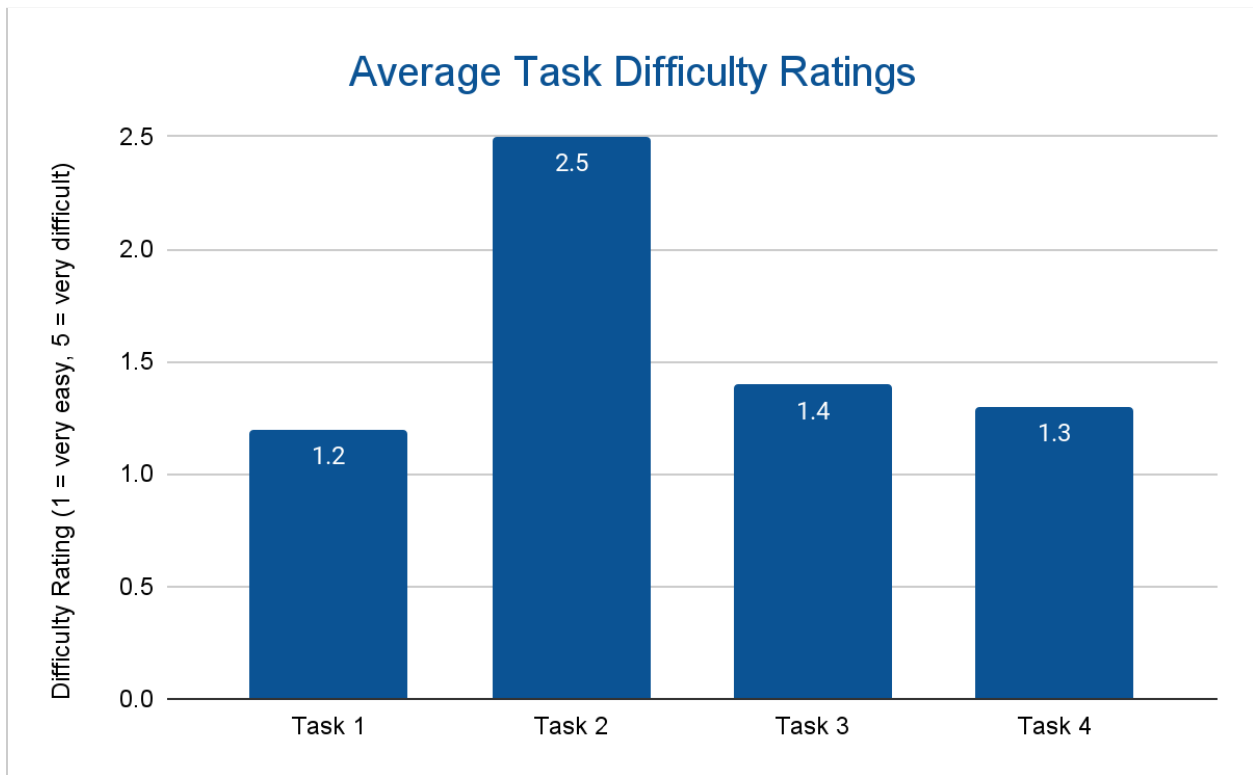


Table 1. Average task difficulty ratings.

The average task completion time also indicated that participants took the most time to complete the second task; the average time for the second task was 4:56 minutes, which is over four times as long as the next longest to complete task (1:01 minutes for task 3). However, the other three tasks took an average of about a minute or less to complete. The average task completion time can be seen in Table 2 below.

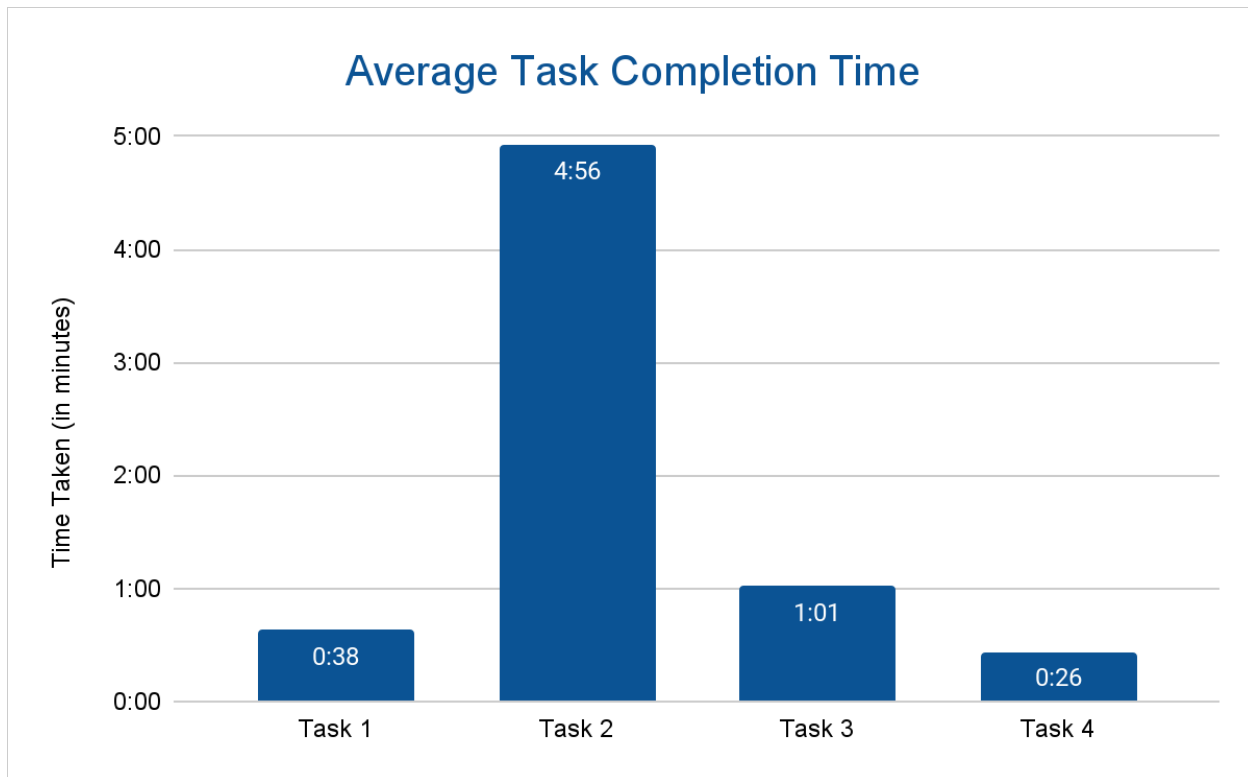


Table 2. Average task completion time.

The System Usability Scale (SUS) is a reliable tool for measuring the usability of a website¹⁴. The System Usability Scale consists of a 10-item questionnaire that is answered through a 5-point Likert scale with options from 1 (indicating “Strongly Disagree”) to 5 (indicating “Strongly Agree”). The questionnaire contains statements such as “I think that I would like to use this system frequently,” “I thought the system was easy to use,” and “I found the system very cumbersome to use.”

A SUS score above 68 indicates that a website has higher than average usability, while a score below 68 indicates that a website has lower than average usability.

Table 3 below displays the SUS scores for all nine participants. The mean SUS score was an 82.2, indicating that the usability of Discovery Service interface is higher than average.

¹⁴<https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>

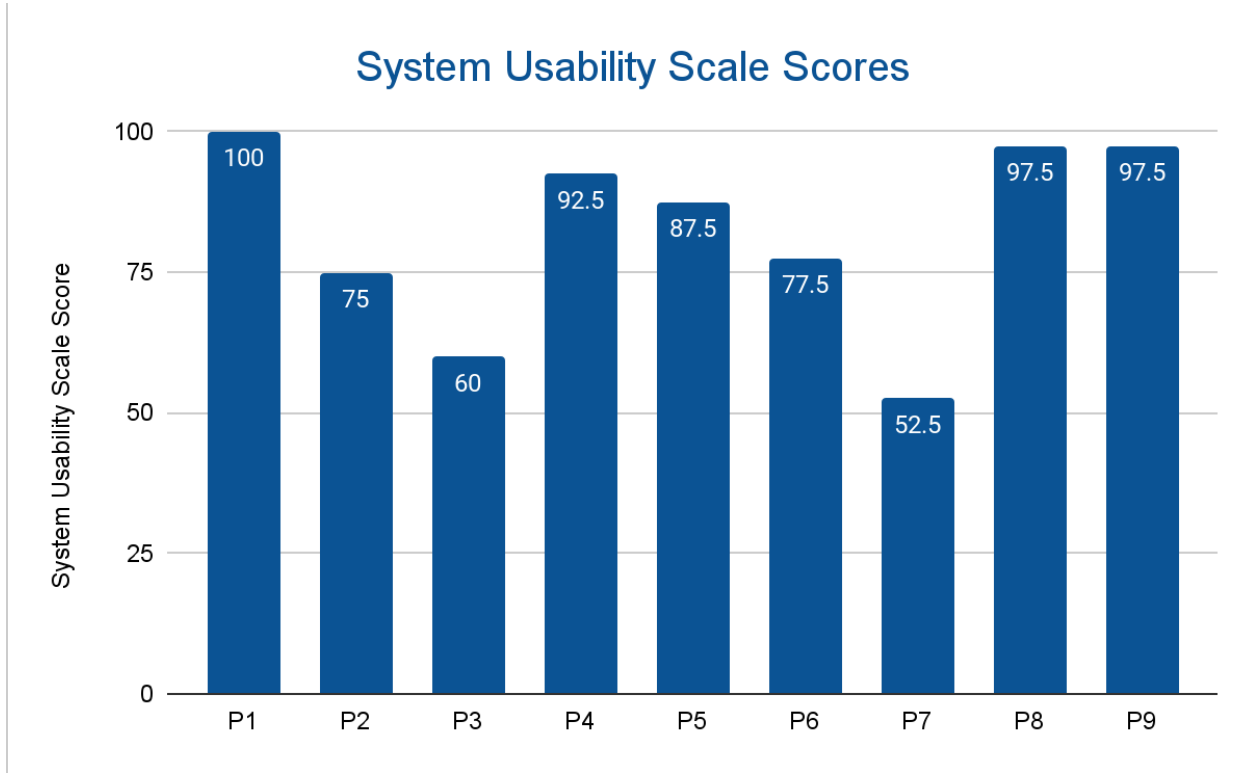


Table 3. System Usability Scale scores across all participants.

Main Findings and Recommendations

Finding 1: Existing LibraryChat icon too small

The first issue identified was that the “Ask a Librarian” button is too small and in the bottom right corner of the screen, far away from any other content on the screen (see Figure 1). One of the participants noted that “some of the elements, like the chat, wasn't [sic] very welcoming in the sense that it seems it's hiding from the user and not presenting itself as something the user can use” [P7]. While it is a web convention standard to have the help chat in the lower right corner, the icon was small so it was hard to miss.

The same participant first looked for the tool on the left side menu and then mentioned that the “Ask a Librarian’ tool is a little out of the way” [P7]. Another participant even began to look in the staff listing for the University before a help pop-up alerted him to the option. Other participants thought that the “icon towards the bottom looks a little ominous” and “doesn't look like a lot so [their] first instinct was to ignore it” [P8].

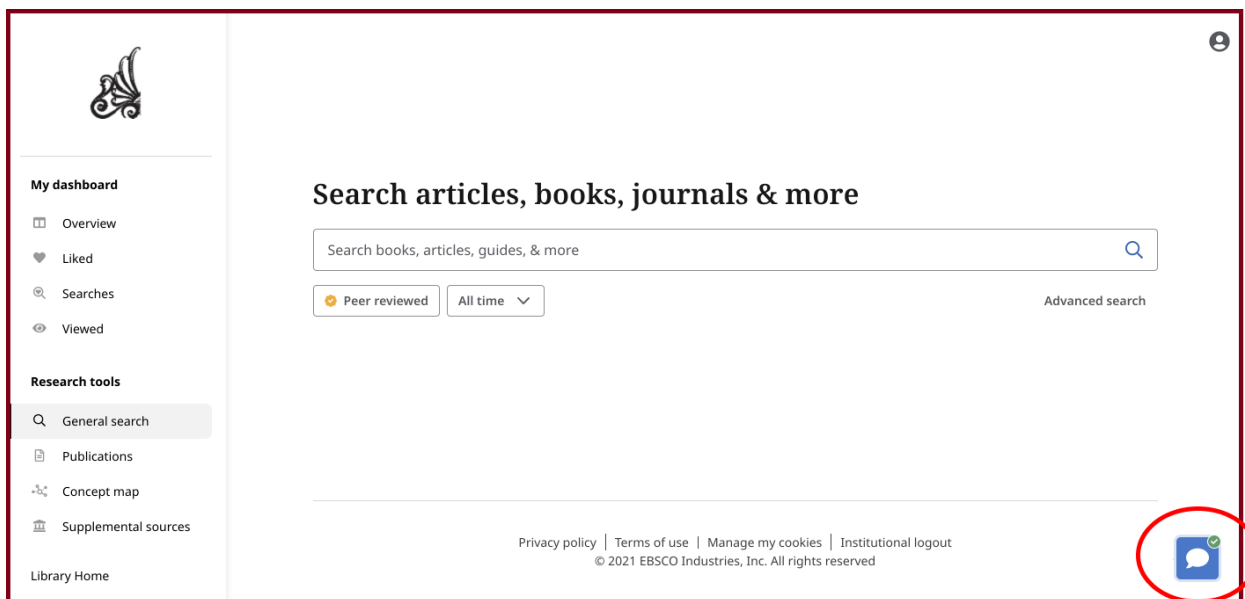


Figure 1. Current view of the search page with Library Chat at the bottom right

Recommendation 1. Enlarge existing Library Chat button, add an additional LibraryChat section in the left sidebar

To make the “Ask a Librarian” feature more apparent and easily discoverable, the size of the icon should be significantly increased. Additionally, adding a “LibraryChat” link in the left sidebar will better assist users by visually prioritizing the ask for help feature (see Figure 2). As one of the essential features on the search page - especially to users who are not familiar with the research topic and process - implementing this recommendation would catch users’ attention when they encounter questions and problems and make it more discoverable. In addition, since the “LibraryChat” is specifically a help feature, redundant methods to access the feature will make sure that all users will be able to find help as needed.

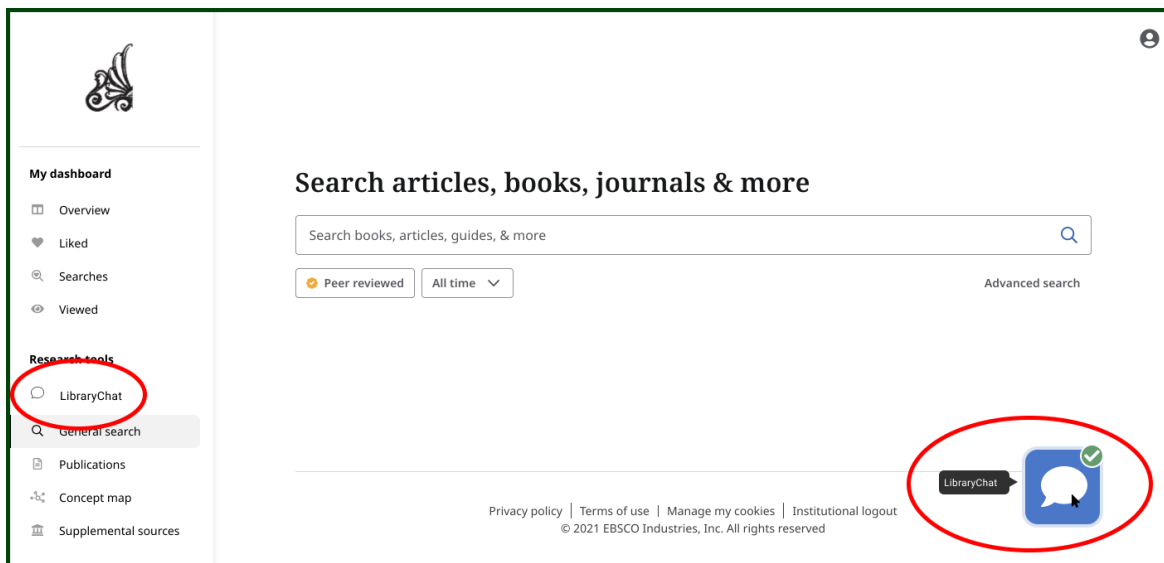


Figure 2. Adding a Library Chat link to the left sidebar and enlarging the icon to catch more attention.

This implementation would allow users to connect with a librarian for help during their research at any point, and the larger icon will promote the research workflow to be more efficient and easy.

Finding 2: PDF reader difficult to access from search results

The second finding was that several participants had difficulty locating the PDF reader within the “Access Now” dropdown (see Figures 3 & 4). Participants didn’t realize what this small submenu in the results page cards is used for, and thus made several additional exploratory clicks such as clicking on the Research Starter page, or searched on other parts of the page, which led to frustration and additional time taken. The following quote represents this finding quite aptly - “Personally, having the PDF preview (if it's available) on the bottom of the page, not a new popup view. It might be faster for people who are skimming through multiple resources” [P5].

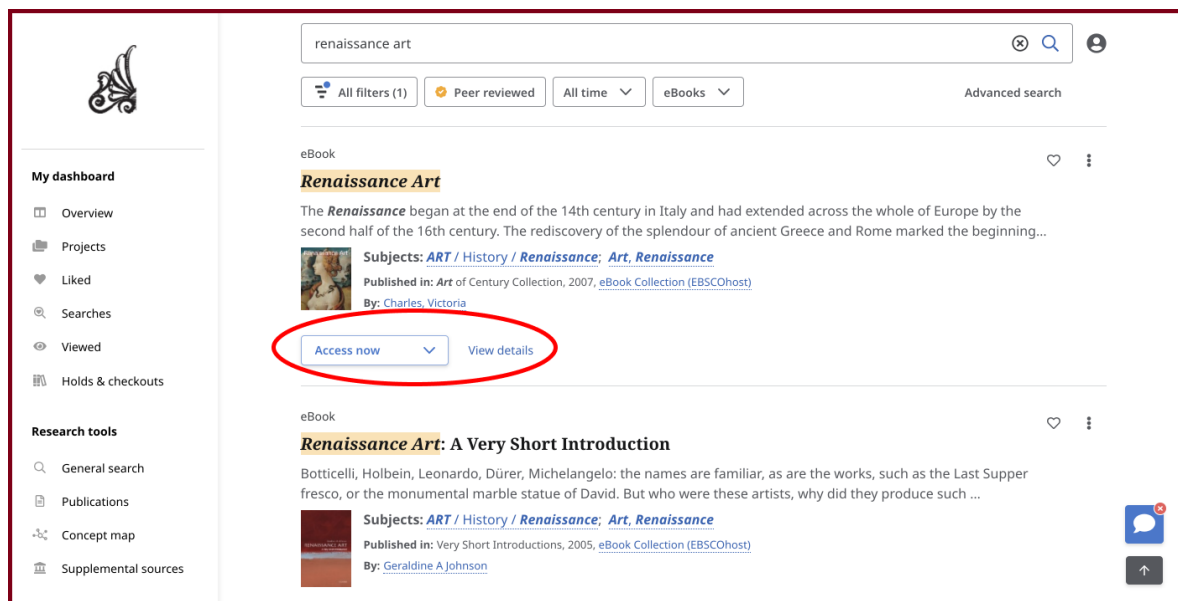


Figure 3. Current UI of “Access Now” button on source card.

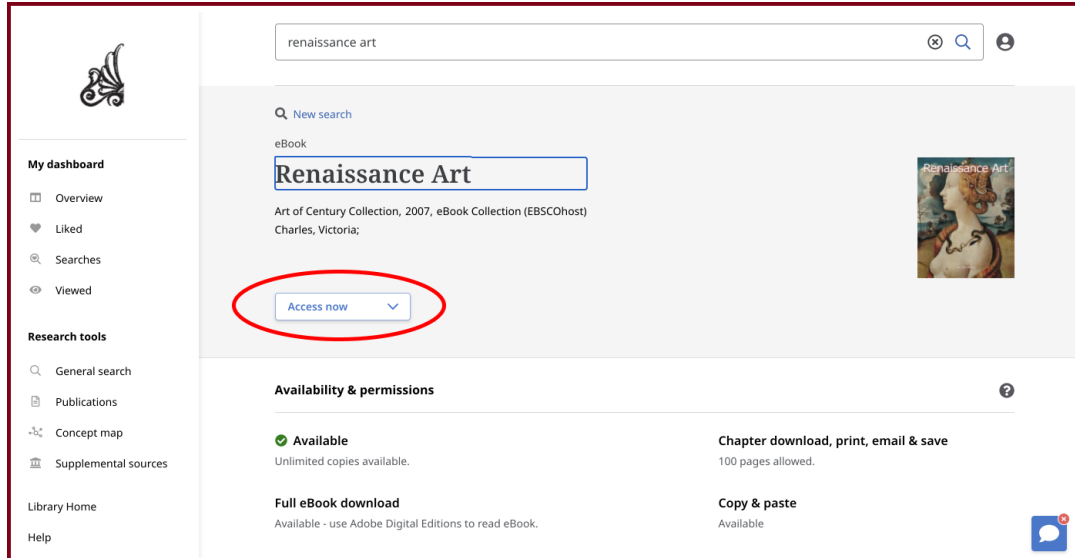


Figure 4. Current UI of “Access Now” button on source details page.

Recommendation 2. Add a separate “PDF Reader” button on the source card and source details page

To simplify the steps users have to take to access a source in the PDF reader, a “PDF Reader” button should be explicitly shown on each source card, if the PDF version exists for the source. This will allow users to efficiently navigate to the PDF reader page and look through the research content that fits their requirements. The button for “PDF Reader” should be visually prioritized and be placed both on the source card page and source details page (see Figures 5 & 6.). After implementing this change, users won’t have to click on “Access Now” to get to the PDF reader and by eliminating an extra step, users will be able to locate the PDF reader tool more quickly and efficiently. We also recommend updating the “Access Now” button to say “Other Access Options” instead, so that it’s more clear to users to click on that button if they want to access the source in a format different from the PDF reader.

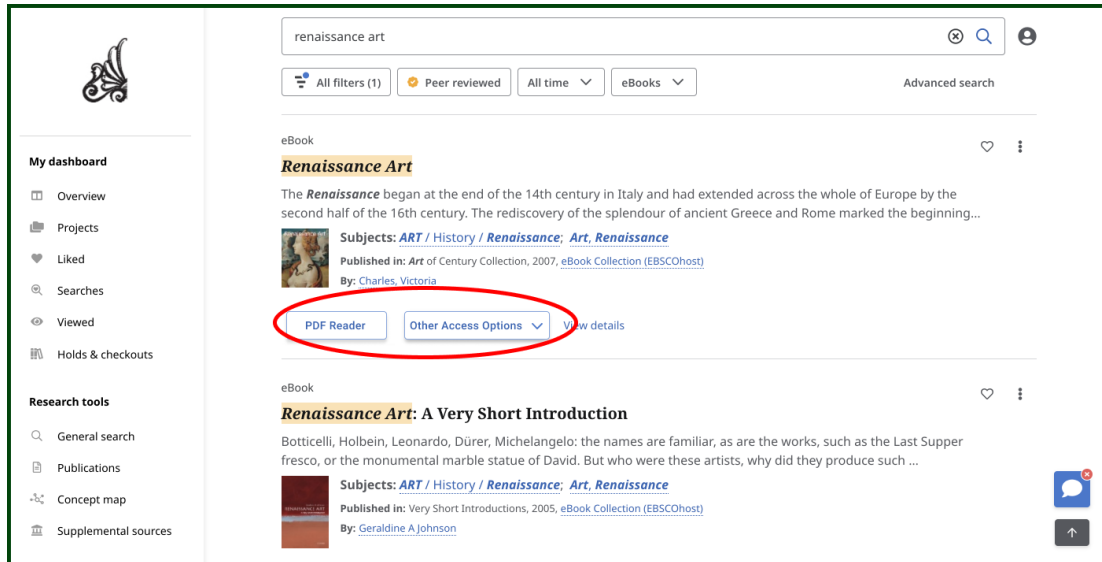


Figure 5. “PDF Reader” Button added to the source card for more efficient and quicker access, “Access Now” button reworded to “Other Access Options”.

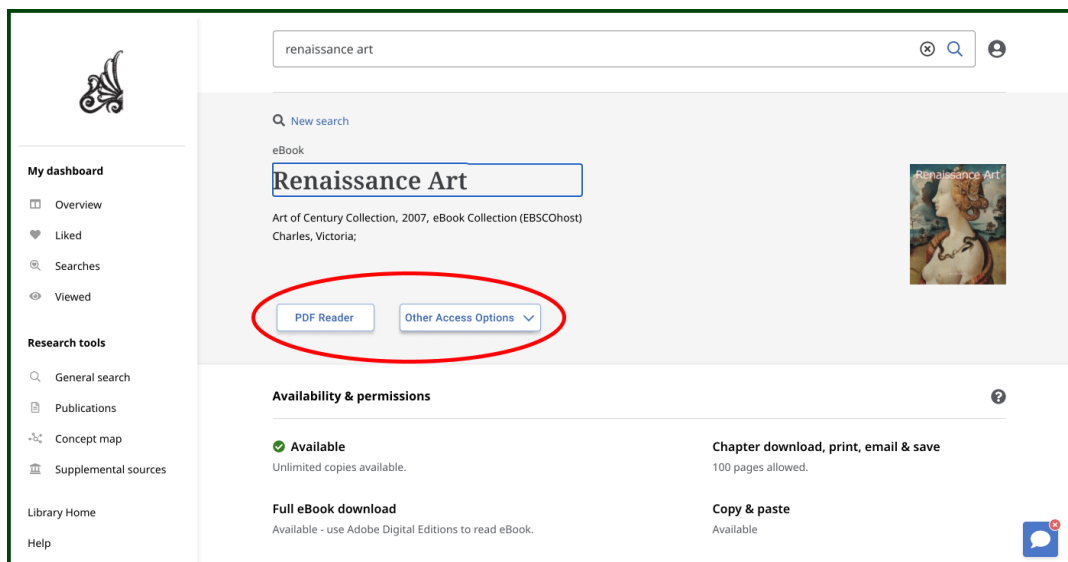


Figure 6. “PDF Reader” Button added to the source details page for quicker and easier access, “Access Now” button reworded to “Other Access Options”.

Finding 3. Participants were unaware whether a source was hosted on a third-party website or not

Six out of nine participants had a difficult time getting to the PDF reader because they clicked on sources that redirected them to a third-party website when completing task 2 (see Figure 7). Participants went through the search results one by one and clicked on the “Access Now” button until they eventually found a source that opened within the Pratt Libraries website’s PDF reader itself.

"I didn't know what I was looking for, like I didn't know which sources would keep me on the website. I didn't know what would indicate whether a source was on an external site" [P9].

One participant noted that [they were] finding sources but most of them were redirecting [them] to a different portal rather than showing [them] anything that was within the Pratt database.

Another participant mentioned that “it’s a little confusing because it says ‘through ILL’ so it means that this book is not available in the Pratt Library” and “maybe that could be a little more clear before I click on the book” [P3].

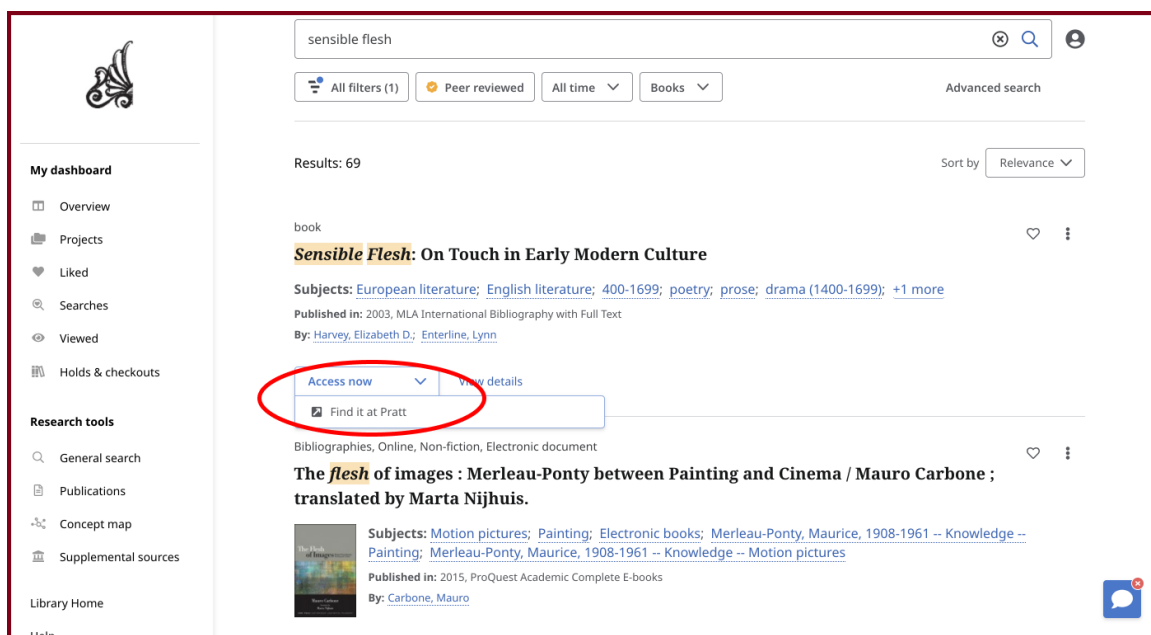


Figure 7. Current UI of search results source pages.

Eight out of nine participants needed to be prompted or given hints when finding a source that could be opened in the PDF reader. Although the publisher information is listed in the details under the source's title on each source card and this could theoretically be a clue, only two out of nine participants looked at it to determine where a source was hosted.

Recommendation 3. Explicitly state when the user will be redirected to a third-party website

To make the process of finding sources hosted on the Pratt Libraries website itself (and eventually accessing the PDF reader) more efficient, our recommendation is to add some distinguishing text on each source's card on the search results page which provides information to users about whether a source is hosted on the Pratt Libraries website or on a third-party website (see Figure 8). Having this information upfront would streamline the process because then, users won't have to click on the "Access Now" button of each source to learn whether it is hosted on a third-party website or not. In addition, it would also eliminate the need for users to rely only on the publisher information located under the source title as a clue since it is not easily noticeable at the moment anyways.

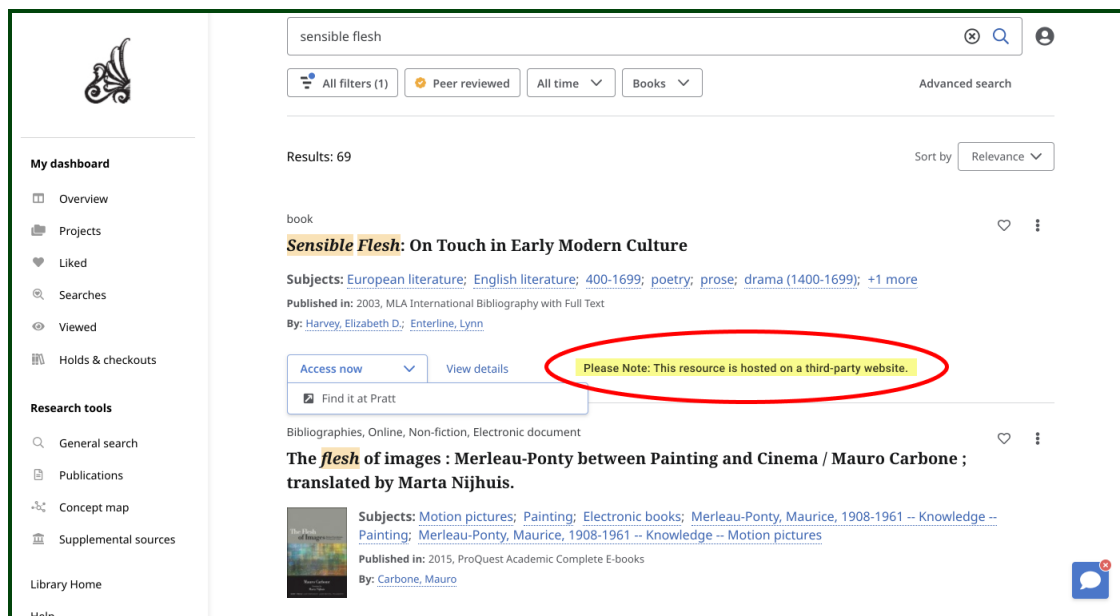


Figure 8. Notification informing users that they will be directed to a third-party website.

Finding 4. Certain filter categories are confusing

Almost half of the participants applied filters when looking for a source, with mixed feelings towards the filters. While some participants found the filters “detailed and thorough” [P9] and “made the search process more efficient” [P7], others felt that the filters for certain categories such as “Content Provider” or Subject “can be clarified further” [P7]. As shown in Figures 9 & 10, users can see all of the filter category titles listed on the right side, but unless they click on a category, users don’t know which specific filters fall under each category. Had participants known to select the “eBook Collection (EBSCOhost)” filter under the “Content Provider” category, they would have had an easier time finding books that can be opened in the Pratt Libraries website PDF reader.

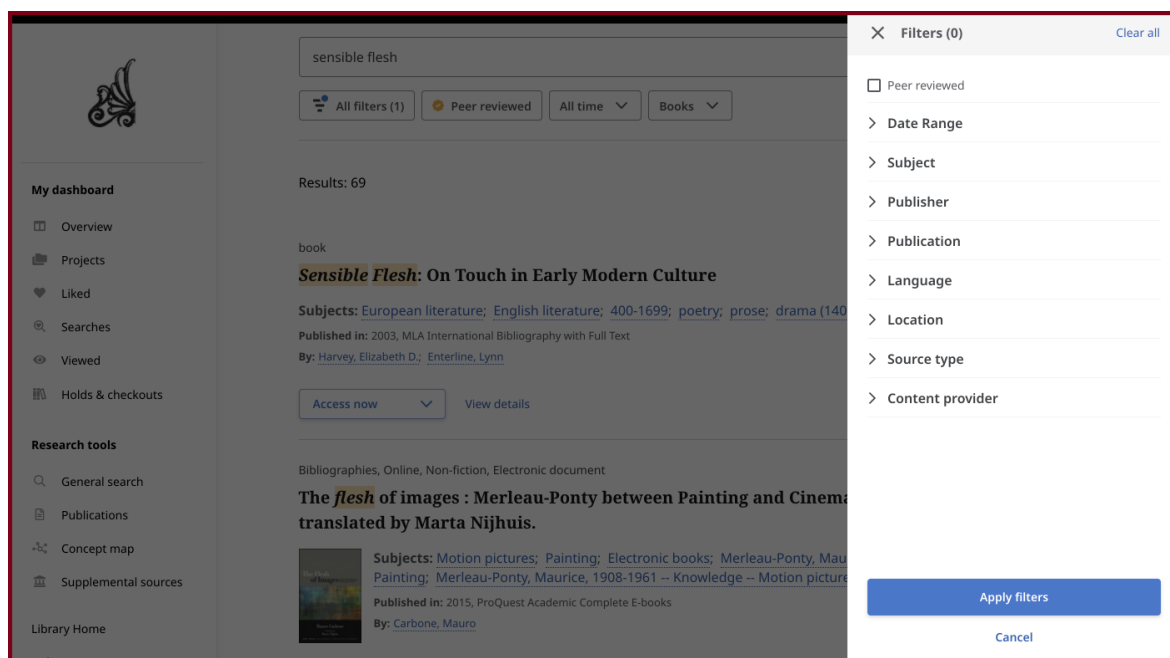


Figure 9. Current UI of filters page on the right.

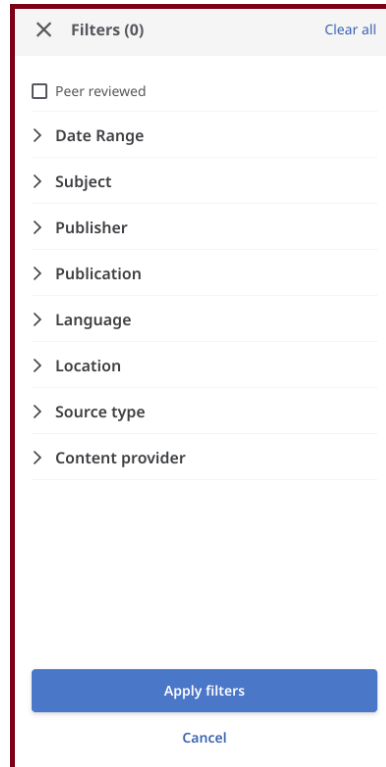


Figure 10. Current UI of filters page on the right.

Recommendation 4. Display tooltips when hovering over filter category headings

To aid users in the process of applying the appropriate filters, we recommend displaying a tooltip when a user hovers over a filter category (see Figures 11 & 12). This tooltip should contain a small description of what the filter category is referring to, which would be especially helpful when distinguishing between filter categories that sound similar such as “Geography” and “Location”, or “Publisher” and “Publication”. For example, the Publisher category can display a tooltip on hover with the description “Refers to a publishing company, also applied to people” while the Publication tooltip can say “Refers to an issue of printed or other matter, offered for sale or distribution”. In addition, a tooltip would add more context for certain categories which may not be very clear or obvious in their meaning such as “Source Type” or “Content Provider”. The filter descriptions will give users the information they need when deciding which filter(s) they should apply for their specific search context. This clarification will eliminate any confusion or ambiguity and provide a smoother and more intuitive research experience.

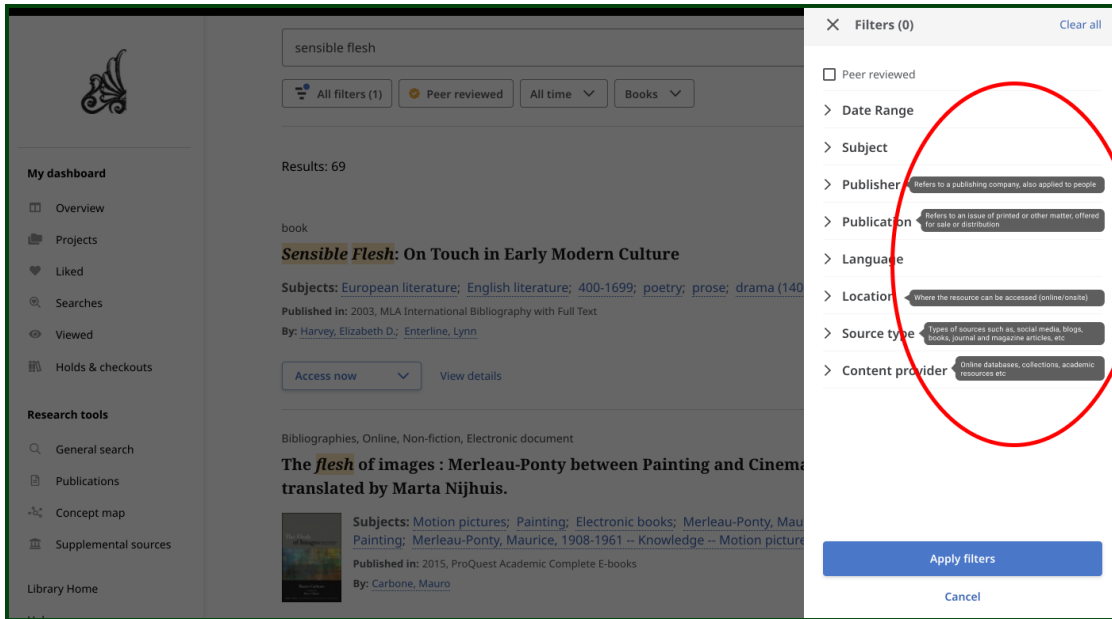


Figure 11. Tooltips displayed on hover indicate and clarify the purpose of each filter category.

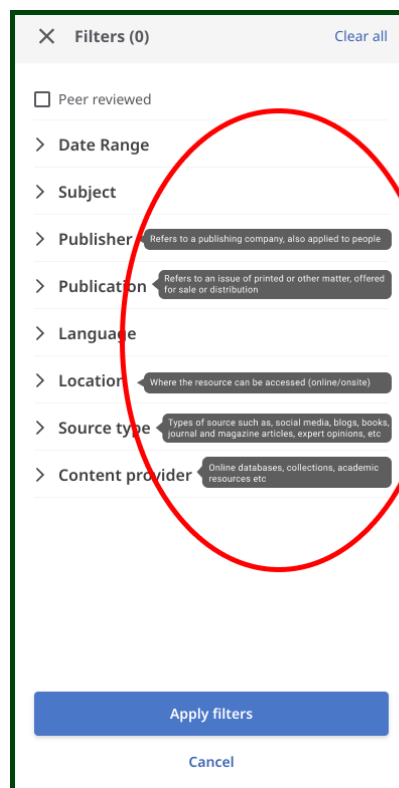


Figure 12. Tooltips displayed on hover indicate and clarify the purpose of each filter category.

Conclusion

Opened in 2011, Pratt Institute Libraries provide a unique community where students and faculty can access tons of resources that meet their academic needs. Pratt Libraries stated, “No matter if you’re a novice researcher or an expert, EDS has the smarts to give you the results you need in the time you need it by finding the most current, on-point, peer-reviewed materials for your chosen research topic”.¹⁵

Nine usability tests were moderated over Zoom to understand undergraduate students’ experiences when navigating through the Pratt Libraries discovery search interface. Overall, participants found the discovery search tool to be relatively easy to navigate and participants liked the new interface more than the current one. For example, one user noted that “The site actually is a lot easier than I expected. I wasn't confused about anything. I have a research paper that is coming, [sic] I'm going to use this”.

However, the main findings provided insights into areas of further improvement for the website, and can be grouped under the following themes: struggle when locating the feature to ask for help, confusion about how to access the PDF reader, lack of clarity in terms of whether users would be redirected to a third-party website, and misunderstanding regarding the function of some filter categories. This report recommends 4 feasible changes to help improve the usability for users:

1. Enlarge the existing Library Chat button, add an additional LibraryChat section in the left sidebar.
2. Add a separate “PDF Reader” button on the source card and source details page.
3. Explicitly state when the user will be redirected to a third-party website.
4. Display tooltips when hovering over filter category headings.

By implementing these changes, the website would provide clearer accessibility to meet the various demands of users. These changes would also remedy simple usability roadblocks, hence improving the overall user experience and setting users up for success for their research processes.

¹⁵ "EBSCO Discovery Service - Academic Libraries."
<https://www.ebsco.com/academic-libraries/products/ebsco-discovery-service>.

References

- Cabrera-Mieles, Z. (2019, June 9). *The rainbow sheet: A visual method for research analysis*. Medium. Retrieved October 19, 2021, from <https://uxdesign.cc/the-rainbow-sheet-a-visual-method-for-research-analysis-a7e7d2011058>
- EBSCO Discovery Service - Academic Libraries | EBSCO. (2019). EBSCO Information Services, Inc. | www.ebsco.com.
<https://www.ebsco.com/academic-libraries/products/ebsco-discovery-service>
- Moran, K. (2019, December 1). *Usability Testing 101*. Nielsen Norman Group.
<https://www.nngroup.com/articles/usability-testing-101/>
- Moran, K., & Pernice, K. (2020, April 12). *Remote Moderated Usability Tests: Why to Do Them*. Nielsen Norman Group.
<https://www.nngroup.com/articles/moderated-remote-usability-test-why/>
- Moran, K., & Pernice, K. (2020, April 26). *Remote Moderated Usability Tests: Why to Do Them*. Nielsen Norman Group.
<https://www.nngroup.com/articles/moderated-remote-usability-test/>
- System Usability Scale (SUS)* | *Usability.gov*. Usability.Gov. Retrieved December 1, 2021, from <https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>
- The Libraries*. Pratt Institute Libraries. Retrieved December 3, 2021, from <https://library.pratt.edu/libraries/>

Appendix A - Participant Demographics & Screener Questionnaire

Participant Demographic Breakdown:

Participant #	Age	Gender	Grade Level	Major	Previous Usage of Pratt Library Website
1	21	Female	Junior	3D Animation	Yes
2	20	Did not disclose	Junior	ComD Illustration	Yes
3	20	Female	Junior	Architecture	Yes
4	22	Female	Senior	Communications Design	Yes
5	21	Male	Senior	Architecture	Yes
6	35	Male	Junior	Industrial Design	Yes
7	21	Male	Senior	Writing	Yes
8	18	Female	Freshman	Photography	No
9	20	Female	Junior	2D Animation	Yes
Mean	22	-	-	-	-

Recruitment Screener Questionnaire

1. What do you want us to call you?
2. Are you an undergraduate student?
 - Yes
 - No
3. Are you willing to participate in a remote user test in the next 2-3 weeks?
 - Yes
 - No

4. What year of your undergraduate program are you currently in?
 - Freshman (1st year)
 - Sophomore (2nd year)
 - Junior (3rd year)
 - Senior (4th year or more)
5. What major/program are you in?
6. Have you previously used Pratt Library's website or services?
 - Yes
 - No
7. Have you previously used any online research tools outside of Pratt?
 - Yes
 - No
8. Which days of the week are you available for the user test? (Please select all that apply.)
9. What is your preference in terms of the time(s) of day for the user test? (Please select all that apply.)
10. If you chose "Other" in the previous question, please specify at which times you are available.

** Respondents who did not select "Yes" for Q2 and Q3 were manually screened out.*

Appendix B - Test Materials

Pre-Test Questionnaire

1. What gender do you identify with? You have the option to skip this question.
2. Are you a part-time or full-time student?
3. How would you describe your comfort level when using library technologies? (1 = Very Comfortable, 5 = Not at all comfortable)

Post-Task Questionnaire

The following questions were asked after the participant completed each task:

1. Were you able to successfully complete the task?
 - Yes, I completed the task
 - No, I was unable to complete the task
 - No, I'm not sure
 - Other
2. How easy or difficult was it for you to complete this task? (1 = Very Easy, 5 = Very difficult)

System Usability Scale Questionnaire

**Each of the following statements was rated on a scale of 1 - 5 with 1 = Strongly agree and 5 = Strongly disagree*

1. I think that I would like to use this system frequently.
2. I found the system unnecessarily complex.
3. I thought the system was easy to use.
4. I think that I would need the support of a technical person to be able to use this system.
5. I found the various functions in this system were well integrated.
6. I thought there was too much inconsistency in this system.
7. I would imagine that most people would learn to use this system very quickly.
8. I found the system very cumbersome to use.
9. I felt very confident using the system.
10. I needed to learn a lot of things before I could get going with this system.

Post-Test Questionnaire

1. Please describe your overall experience with the website in three words.
2. What parts of the website did you like?
3. What parts of the website did you dislike?
4. How does this search tool compare to the current Pratt Library search tool?

Appendix C - Quantitative Metrics

Task Success and Failures with Task Difficulty Ratings:

The task difficulties were rated by the evaluators on a scale of 1 to 5, with 1 being “very easy” and 5 being “very difficult.”

Task success without assistance	Task success with assistance	Task failure
---------------------------------	------------------------------	--------------

	P1	P2	P3	P4	P5	P6	P7	P8	P9	Mean
Task 1	1	1	1	1	2	2	1	1	1	1.2
Task 2	1	3	3	2	1	4	4	2	3	2.5
Task 3	1	1	2	1	1	1	1	3	2	1.4
Task 4	1	1	1	2	1	1	1	2	1	1.3

Average Task Completion Times:

	P1	P2	P3	P4	P5	P6	P7	P8	P9	Mean
Task 1	0:30	0:55	0:51	1:17	1:20	0:10	0:35	0:07	0:02	0:38
Task 2	0:49	3:07	4:57	1:19	2:10	2:30	11:00	12:33	6:01	4:56
Task 3	0:20	0:12	2:50	0:11	0:12	2:50	0:10	0:07	2:24	1:01
Task 4	0:18	0:08	0:22	0:41	0:11	1:20	0:45	0:03	0:10	0:26

System Usability Scale (SUS) Scores:

A system usability scale score above 68 indicates a website with above average usability, and a score below 68 indicates a website with below average usability.

Participant	System Usability Scale Score
P1	100.0
P2	75.0
P3	60.0
P4	92.5
P5	87.5
P6	77.5
P7	52.5
P8	97.5
P9	97.5
Mean	82.2

Appendix D - Qualitative Metrics & Quotes

Notable Participant Quotes:

Participant	Task	Quote
P9	1	"The [LibraryChat] icon is intuitive because it's in blue and everything is in black and white and that draws your eye. The icon is recognizable as a chat feature and this is found on a lot of other websites as well so it's easily recognizable."
P1	1	"I think the library chat is a good option. If I'm not able to find stuff here, I'll just ask my question here too."
P8	1	"Icon towards the bottom looks a little ominous. Doesn't look like a lot so my first instinct was to ignore it. Moving the icon to the left menu bar under 'Research Tools' would make it easier to find."
P6	1	"The chat icon [is located] so far away from the center of the page, perhaps because my screen is too big. "
P5	1	"I think I'm stuck on who to reach out to." [before Ask A Librarian pop-up appeared, did not see button in lower right]
P7	2	"'Ask a Librarian' is a little out of the way." [possibly because the user first looked for the tool on the left-side menu]
P7	2	"Experience was interesting because I was finding materials but most of them were redirecting me to a different portal rather than showing me anything that was within the Pratt database. It's okay because of the onekey access but it was confusing. It was difficult to find materials that fell under the parameter of the task. The issue is with accessing ebooks that are within the Pratt collection. However, this version is more usable than versions I've used in the past. I like how it's clear where you're going. I prefer to be able to download the PDF because it's more flexible - can download to G drive, on your computer etc."
P7	2	"I inferred what headings of filter categories meant and didn't find them too confusing. I would have looked at Content Provider earlier but those labels are a little confusing - the filters under this

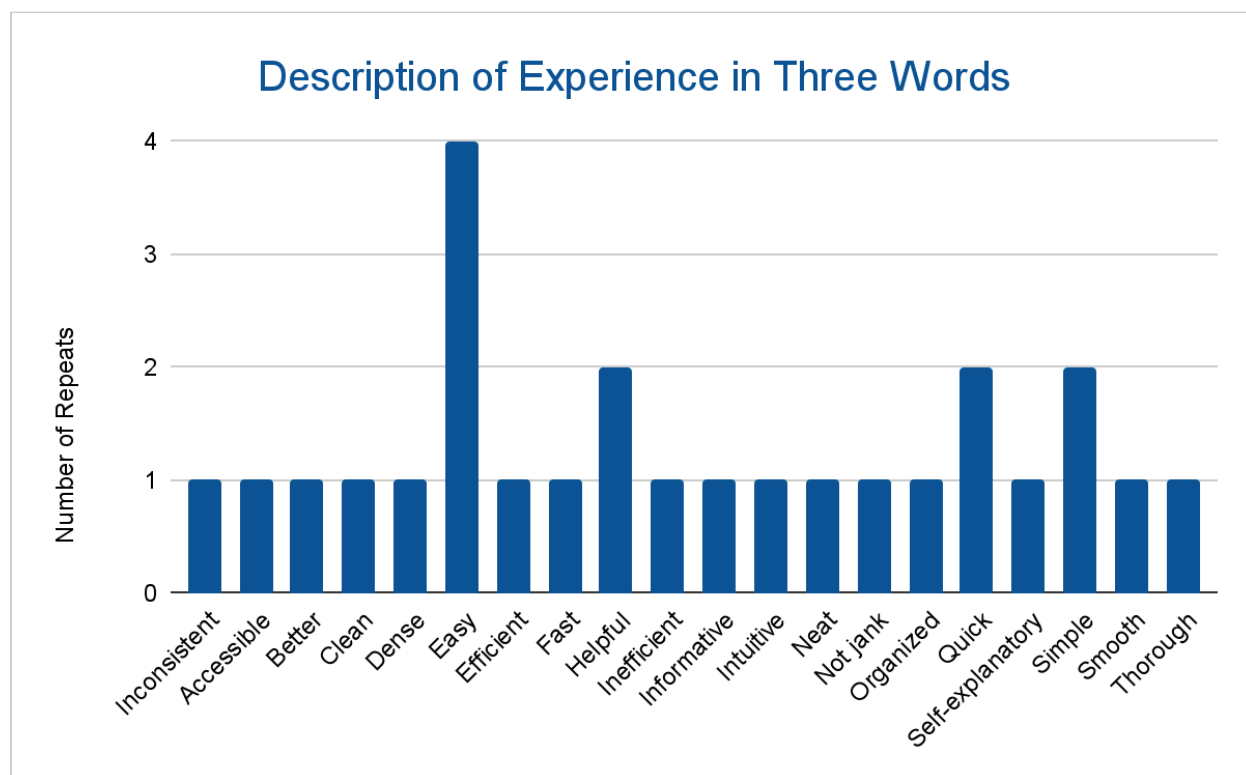
		category can be clarified further. The filters made the process efficient."
P7	2	"The small summary under title is helpful. For some sources there are a lot of tags and it's hard to tell if a source is an abstract or a full book. It would be useful to have publisher information because it adds context as to who put out the sources - I like to focus on institutional sources instead of popular books. The subject line is useful but it is a little distracting because it's grouped with the summary and the publishing info. I was expecting to find the subject info on the 'View Details' page. The fact that the subjects are all combined also makes it more dense."
P7	2	"The research starter is cool. It's convenient."
P8	2	"Advanced Search doesn't give as many options as other websites because it only has three entry fields which makes it hard to narrow down the search even more."
P8	2	"I'm not sure about the difference between Books -- Reviews and Books -- Book Reviews."
P3	2	"It's a little confusing because it says 'through ILL' so it means this book is not available in the Pratt Library. Maybe that could be a little more clear before I click on the book."
P9	2	"Nice that the Access Now function is at the top of the [View Details] page."
P1	2	"And I see the table of contents, so I can open each chapter. It's pretty easy to use."
P7	3	"The table of contents is really useful. Being able to download separate chapters is great because I have downloaded 300-page books in the past and then I can't find the chapter I need. Big fan of the function that allows me to download separate chapters."
P9	3	"I would expect to find the chapter titles in the View Details section. When doing research, I would usually go through the View Details page first to get more info on the source and I would see the titles before opening the source."
P8	4	"I was able to find the [citation] icon because it matches the icon for citations I have used on other websites."

P7	4	"This is very easy to use, I appreciate that the [citation] icon is labeled on the hover."
P9	4	"A lot of pages have places where you can get citations, so that's nice. It was very easy because it was an identifiable icon and right there."

Overall Experience in Three Words:

P1	"Easy, quick, helpful"
P2	"Smooth, easier, not jank"
P3	"Thorough, a bit inconsistent"
P4	"Efficient, simple, intuitive"
P5	"Better, neat, easy"
P6	"Fast, inefficient, dense"
P7	"Easy-ish, helpful, informative"
P8	"Quick, simple, clean"
P9	"Self-explanatory, accessible, organized"

Overall Experience in Three Words - Frequency of Words:



What Participants Liked About the Website:

P1	“Minimalist design.”
P2	“The search bar is more clear, the white background instead of the picture, easy access to PDFs.”
P3	“The publications search bar allowed for a narrower search.”
P4	“I liked how the search bar was easily recognizable on the page. I also like how the information about the resource was displayed when you click it.”
P5	“The simple search bar and the organization of the search results. I also liked the little help chat popping up on the right side, and it would have been helpful if I needed to talk to someone.”
P6	“The cite tool, chapter downloads, MUCH better search/filters.”
P7	“I liked using the filters to narrow down my searches along with having the various options on the left sidebar to help guide me in my research.”
P8	“How the site was straight to the point.”

p9	“The filters are detailed and thorough, the design is clean, it gives various options for accessing material.”
----	--

What Participants Disliked About the Website:

P1	[Participant did not answer]
P2	“Not a dislike, but it would be nice to have a category section somewhere for browsing.”
P3	“The general search did not help much.”
P4	“At first, it was difficult for me to immediately determine what kind of resource I was looking at (ebooks, articles, etc).”
P5	“Personally, having the PDF preview (if it's available) on the bottom of the page, not a new popup view. It might be faster for people who are skimming through multiple resources.”
P6	“Tags/categorization, hard to differentiate digital sources (ebooks/epubs vs. articles). Visual info (source, publisher) not super visible.”
P7	“Some of the elements, like the chat, weren't very welcoming in the sense that it seems it's hiding from the user and not presenting itself as something the user can use. Along with the chat, the Advanced Search option didn't do as much as other Advanced Search options with only providing the three search words.”
p8	“I would have appreciated the help icon being more prominent on the screen or having more weight on the page.”
P9	“Not immediately clear if things are third-party.”

Comparison of the Discovery Service Interface to the Current Pratt Libraries Website:

P1	“It's a lot clearer and easy to use.”
P2	“Much better. I dislike the picture behind the search on Pratt Libraries, but I like that this new one is clean. I also like the recommendations when you type because it doesn't do that on the Pratt Libraries website.”
p3	“The existing website has a general search bar that I frequently use and helps a lot, as it finds results based on keywords. The new website did not give the results with just keywords. Also the existing website has different search pages for images, journals, etc.”

P4	"It's a bit more approachable in terms of how it looks and it feels like there isn't an overwhelming amount of content for me to take in/understand."
P5	"It is definitely an improved version in terms of organization. However, it does lack a little more than the current one in terms of visually striking and making an impression in my head for next time use."
P6	"Much cleaner, colors are not grating, more information, faster."
P7	"Compared to the current one, the new version is more clean design-wise and organizes the tools slightly better than before. However, the current website with the chat box and Advanced Search option serves better."
P8	"It is a bit better in being decluttered but could stand to have ready access to filters for searches."
P9	"I think it's neater and more simplified. It hasn't taken away options but it's less complex."

Appendix E - Rainbow Sheet

Task #	Observation	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Looks over at the left sidebar first									
2	Initially finds a publication/article instead of a book									
2	Utilizes "Access now" to find the PDF Full Text or eBook viewer									
2	Finds book that links offsite (JSTOR, ProQuest, etc.) rather than within Pratt Libraries									
2	Finds it hard to distinguish between a journal article and a book									
3	Uses the download icon on the eBook viewer to download chapter 1									
4	Clicks the Cite icon ("") on the top right of the eBook viewer to download a citation									
2	Uses the Publication Finder (left sidebar) to find a book									
3	Mispells "Renaissance," leading to inaccurate search results									
2	User applied filters									
2	User reset filters									
2	User restarted the search									
2	User looked at the publisher information to determine where the source was third-party or not									
2	User went to the Research Starter page									
2	User was asked to allow downloads when clicked on PDF Full Text under Access Now									
2	User clicked on View Details of a source									
2	User found the table of contents on the View Details page (not on the PDF reader page)									
2	User needed to be prompted/given hints									
2	User found the citation button on the View Details page (not on the PDF reader page)									

