

# Using the User: A User-Centered Approach to a Primo Redesign

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therapy dogs



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Peer-reviewed Journals (9,903)  
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Newspaper Articles (2,406)  
Reviews (743)  
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Conference Proceedings (214)

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#### Creation Date

Before 1960 (150)  
1960 To 1973 (453)  
1974 To 1987 (1,372)  
1988 To 2002 (4,822)  
After 2002 (13,145)

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#### Subject

Dogs (4,492)  
Dog Diseases (2,358)  
Animals (1,917)  
Index Medicus (1,186)  
Dog (832)

More options ▾

Results 1 - 10 of 19,508 for Everything

Sorted by: Relevance ▾

1 2 3 4 5 ➔

Show only Peer-reviewed Journals (9,903) Full Text Online (19,495)



Article

- ☆ **Can Therapy Dogs Improve Pain and Satisfaction After Total Joint Arthroplasty? A Randomized Controlled Trial**  
Harper, Carl M. ; Dong, Yan ; Thornhill, Thomas S. ; Wright, John ; Ready, John ; Brick, Gregory W. ; Dyer, George  
Clinical Orthopaedics and Related Research, 2014, Vol.473(1), pp.372-379

● Full text available

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eBook

- ☆ **Physical therapy and massage for the dog**  
Julia. Robertson Andy Mead 2013

● Online access

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Article

- ☆ **Therapy dogs help library patrons to learn.(news desk)**  
Library Journal, March 1, 2012, Vol.137(4), p.12(1)  
Connecticut, Massachusetts Institute of Technology, Yale Law School, and the University of San Diego have brought in **therapy dogs** during finals to reduce

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Book

- ☆ **Great Dane : gentle giant**  
Stephen. Person 2012  
● Check holdings at UHCL/JUVENILE 636.73 Per 2012

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DELL



Competitive Analysis

Focus Group

Usability Testing

## User-centered Redesign Activities



# Activities: Competitive Analysis

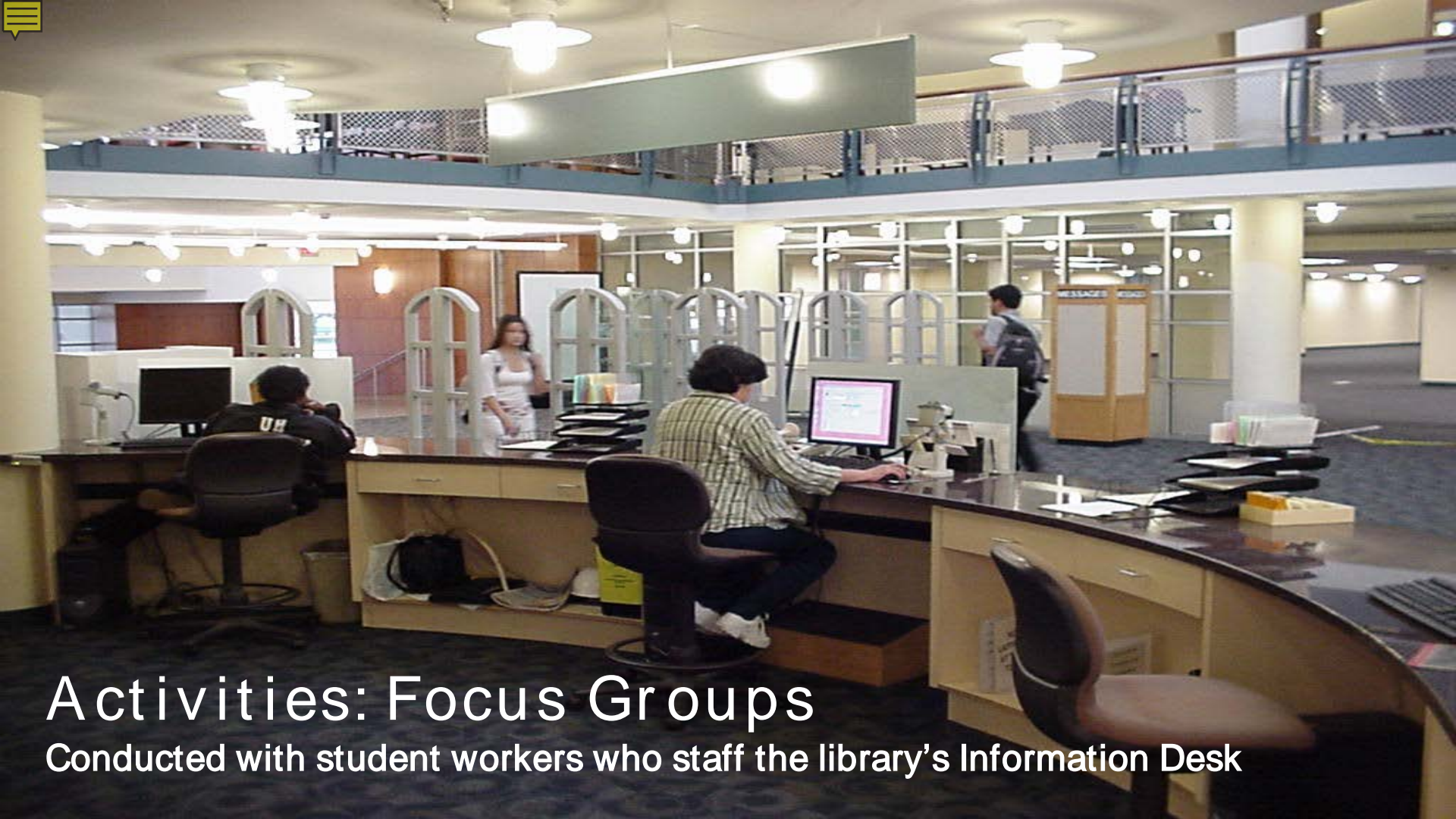
Conducted by the Discovery Advisory Group,  
with membership throughout the UH Libraries  
(public services, technical services, and systems)





- "Available in the Library" Facet
  - Creation date slider
  - Facets collapsed by default
  - Minimize the number of facets displayed
  - Cleaner and larger font
  - Improved 'add to e-shelf' icon
  - Clean up the display of of call number and availability information
  - Make tabs look like buttons

# Results of Competitive Analysis



# Activities: Focus Groups

Conducted with student workers who staff the library's Information Desk



# Focus Groups Takeaways

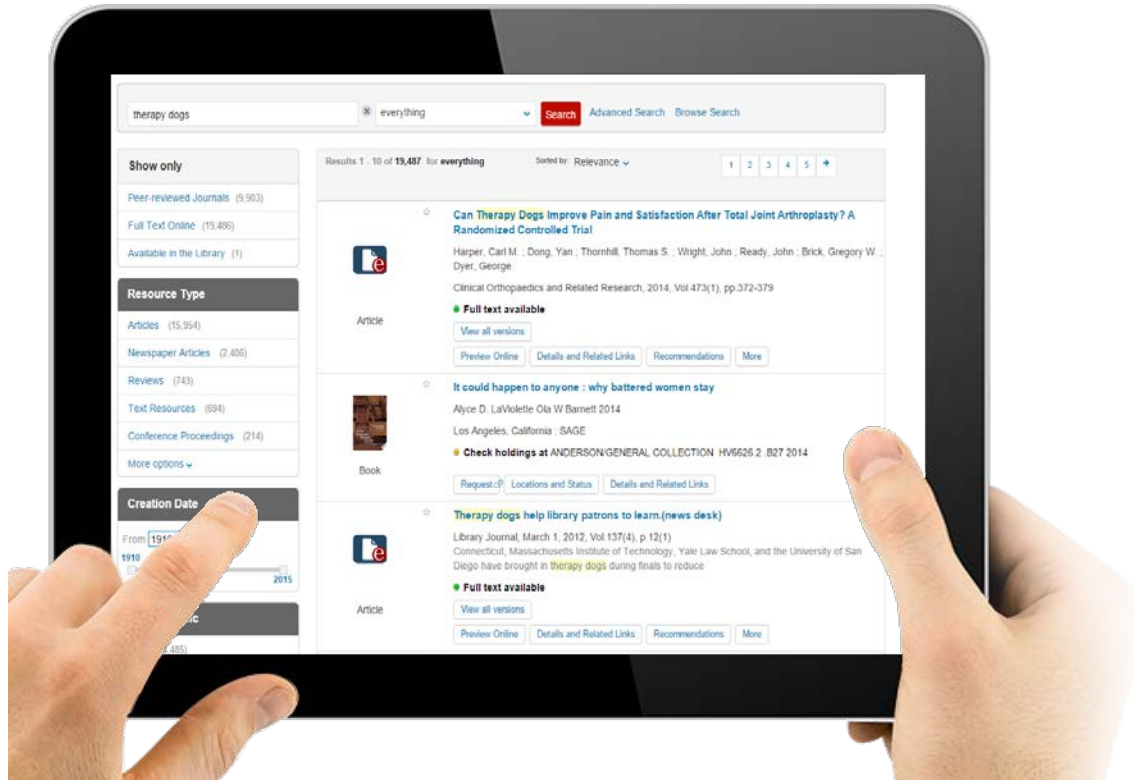
*Experiences with  
Primo are more  
positive than  
negative, but...*



# Focus Groups - Changes Made

## Suggestions for Improvement:

- The ability to limit to full-text prior to searching – perhaps via a drop down menu on the homepage
- Call the “view online” link “preview” and the “open source in new window” link “open full view”
- If something is unavailable have a direct link to ILL
- The ability to save resources into a personal (permanent) account







# Activities: Usability Testing

Conducted in Spring of  
2014 on the Primo  
Sandbox environment






# Usability Testing Takeaways: Intangibles

- Users modify their search terms if results aren't relevant

Users do not make effective use of facets

Users do not easily distinguish between scholarly and non-scholarly resources

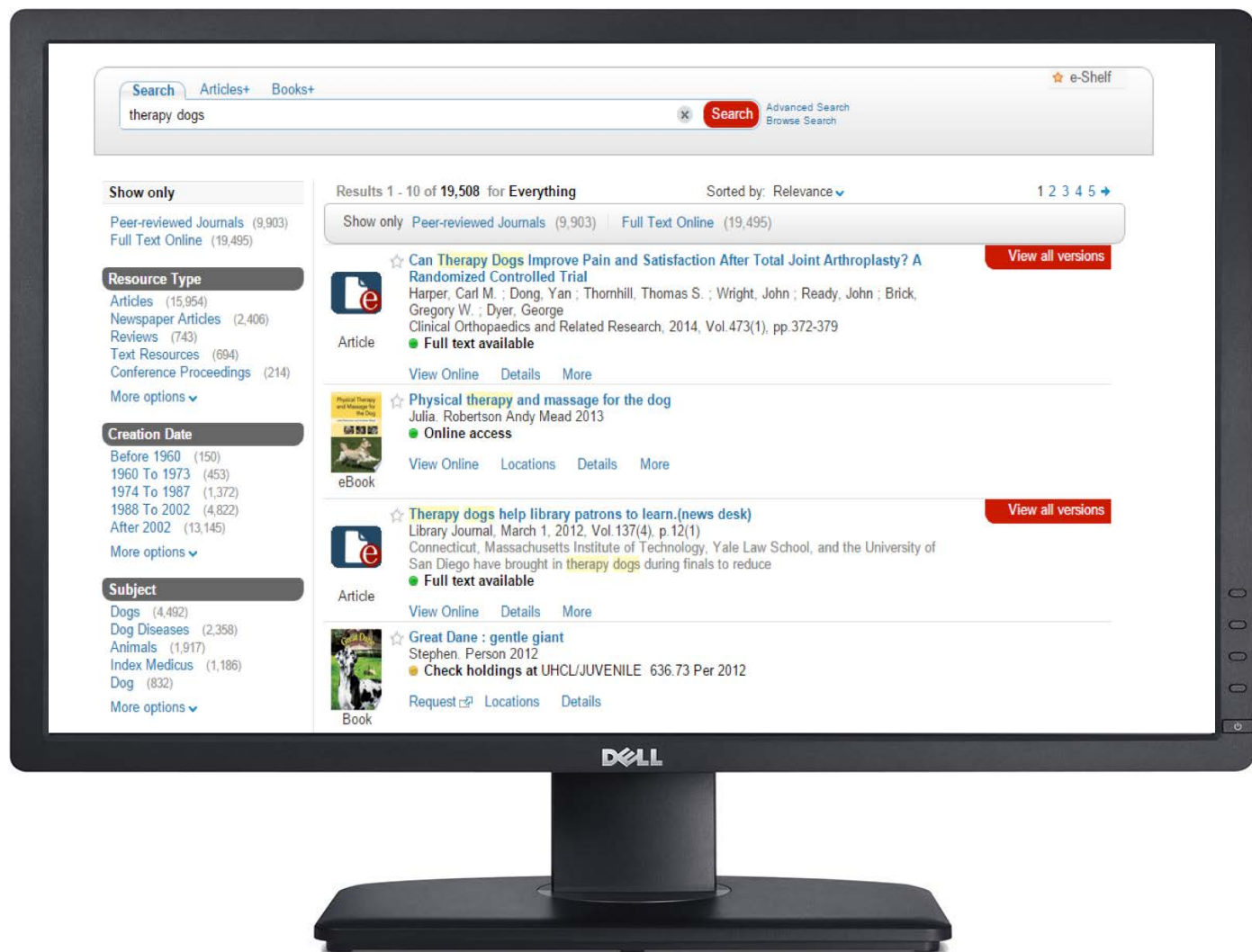
- 
- Jargon such as 'Peer-review' and 'Digital Library' confuse users

Users appreciate pre-search filtering options

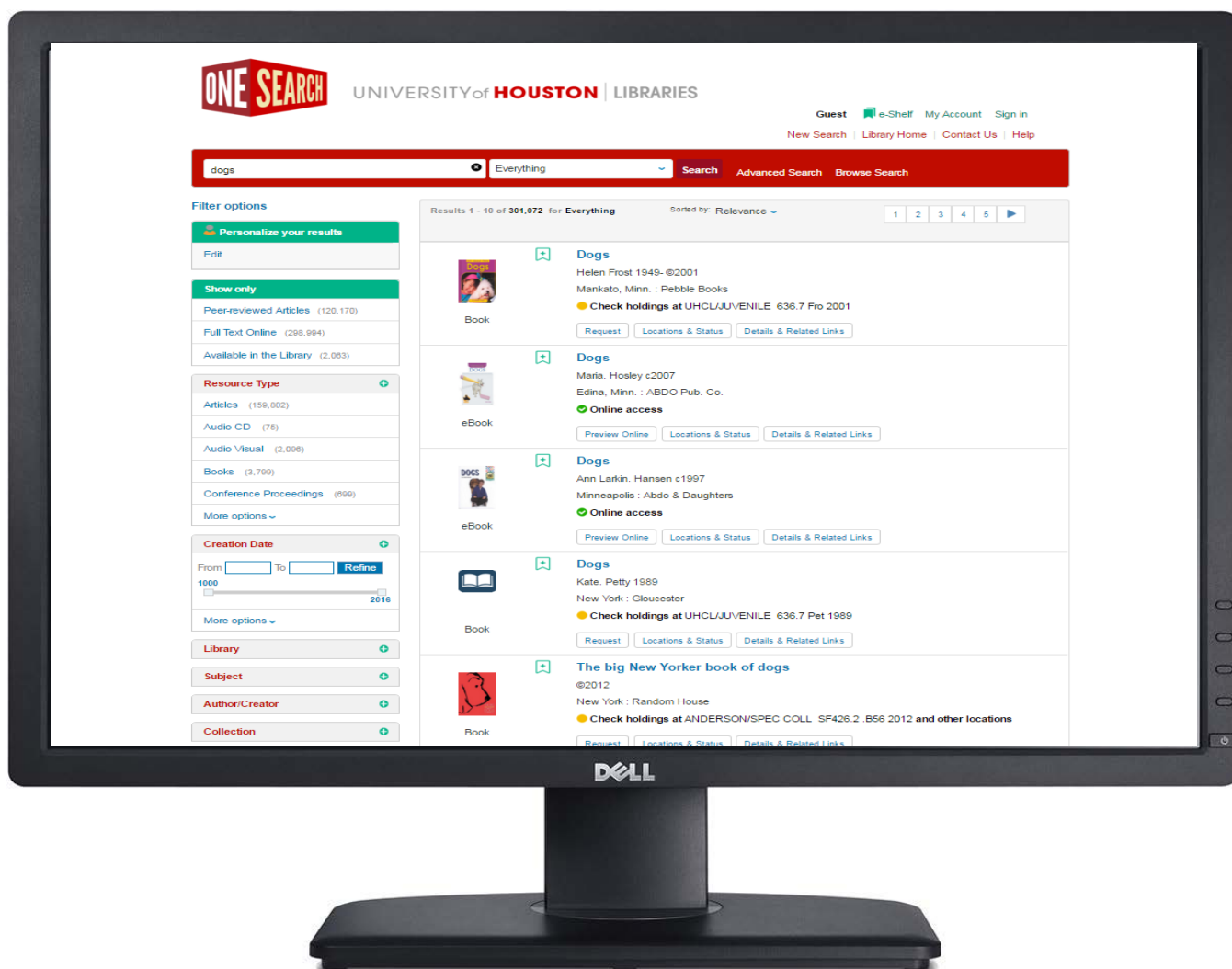
Users click on the title to access items

Usability Testing  
Takeaways:  
Tangibles

# Before



# After



# Thank you!

## Any Questions?

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# Appendix: Focus Group Questions

1. How long you have worked at the Info Desk and what has been your experience using OneSearch? How long and how frequently do you use it?
2. For what purposes do you use OneSearch? To assist patrons? For your own study?
3. Does OneSearch often give you results you expect?
4. What do you like about the OneSearch?
5. What do you dislike about it?
  - a. What is the primary difficulty you have using OneSearch
6. What difficulties have you observed patrons having when they use OneSearch?
7. If you could change a couple of things to make OneSearch better what would they be? (Look and feel, functionality, added features, etc.)



# Appendix: Focus Group Results

- Most useful for finding electronic resources

Good tool if you do not know what you are looking for

Finding items that we do not have access to is not helpful for users

Links that do not resolve are frustrating

Facets for full-text and peer-review are useful

Most used facets are Resource Type and Date

Lack of item availability is frustrating (our implementation still lacks up-to-date item availability from our catalog)

The e-shelf feature goes unnoticed, and is not useful because it is a temporary storage

Mixed feelings over 'View Online' tab: Good because the user can review items without opening a lot of tabs; Bad because the tiny window is not expected

Experiences are more positive than negative

# Appendix: Usability Testing Tasks

## Test Version 1

### Task 1:

You are trying to find an article that was cited in a paper you read recently. You have the following citation:

Clapp, E., & Edwards, L. (2013). Expanding our vision for the arts in education. *Harvard Educational Review*, 83(1), 5-14.

### Task 2:

Find this article using OneSearch.

You are doing a research project on the effects of video games on early childhood development.

Find a peer-reviewed article on this topic, using OneSearch.

## Test Version 2

### Task 1:

Recently your friend recommended the book, "The Lighthouse" by P.D. James.

Use OneSearch to find out if you can check out this book from the library.

### Task 2:

You are writing a paper about the drug cartel's influence on Mexico's relationship with the United States.

Find a newspaper article on this topic, using OneSearch.