

Persona: Steven (Bannatyne Faculty)

Steven is a recently hired instructor in the Faculty of Medicine. He is a seasoned researcher, but is new to the UofM and to One Stop Search. He has had good experiences with library staff so far, and is comfortable asking for help when he runs into problems with the website. He needs to do some research in preparation for a course he's teaching next term.

Key points:

- Experienced researcher - good understanding of citations, previous experience with other library systems
- Brand new to our systems
- Comfortable asking for help

Testing account:

Username: uxtest Password: uxtest2018

Tasks:

1. Search for the book *Infectious Disease Epidemiology: Theory and Practice*.
 - a. Which edition(s) does the library hold?
 - b. Is a copy currently available?
 - c. Where is it located?

2. Search for articles that deal with both hematology and immunology.
 - a. You decide that you only want to see articles published within the last ten years. Limit your search results.
 - b. Choose one article, and find out how to access the full text.
 - c. Save a few articles from your results to your Favorites list, to look at later.

3. You remember that a colleague recently mentioned an article about Kikuchi-Fujimoto disease by Trivedi, which was published last year. Can you access this article through the UofM Libraries?

4. You would like to see what's been published in the latest issue of the journal *Critical Reviews in Oncology/Hematology*. Can you access this issue?

5. View the items currently checked out on your account.
 - a. Renew the item that is due later today.

6. You're curious as to whether the UM Libraries have any books about teaching medical students. Conduct a search for physical books on that topic.
 - a. Request that a book from your search results be held for you at the NJM Library.

Primo Usability Testing: Feedback Questionnaire

Participant Code: __

Task	Level of ease: 1 = very frustrating to 5 = very easy	Comments <i>Use additional paper provided for more commenting space if necessary.</i>
1. Search for the book <i>Infectious Disease Epidemiology: Theory and Practice</i> .		
a. Which editions does the library hold?		
b. Is a copy currently available?		
c. Where is it located?		
2. Search for articles that deal with both hematology and immunology.		
a. You decide that you only want to see articles published within the last ten years. Limit your search results.		

<p>b. Choose one article, and find out how to access the full text.</p>		
<p>c. Save a few articles from your results to your Favorites list, to look at later.</p>		
<p>3. You remember that a colleague recently mentioned an article about Kikuchi-Fujimoto disease by Trivedi, which was published last year. Can you access this article through the UofM Libraries?</p>		
<p>4. You would like to see what's been published in the latest issue of the journal <i>Critical Reviews in Oncology/Hematology</i>. Can you access this issue?</p>		
<p>5. View the items currently checked out on your account.</p>		
<p>a. Renew the item that is due later today.</p>		

6. You're curious as to whether the UM Libraries have any books about teaching medical students. Conduct a search for physical books on that topic.		
b. Request that a book from your search results be held for you at the NJM Library.		

Were there any parts of the test today that stood out as particularly confusing or frustrating?

Do you have any additional comments on the new interface?

Persona: Melissa (Bannatyne Grad Student)

Melissa is a graduate student in Pharmacy. She is comfortable using One Stop Search, and has had some library instruction on advanced searching techniques. She doesn't have a lot of time to devote to finding sources for her research, but is interested in learning about the latest ways to stay up to date on research in her field. She has just learned about a new medication for high blood pressure, and wants to do some research on it.

Key points:

- Fairly comfortable with the system as it is now
- Knows a few advanced searching tricks (but not as many as library staff)

Testing account:

Username: uxtest Password: uxtest2018

Tasks:

1. Search for the book *Principles of Clinical Pharmacology*.
 - a. Which editions does the library hold?
 - b. Is a copy currently available?
 - c. Where is it located?

2. Search for articles that deal with both hematology and immunology.
 - a. You decide that you only want to see articles published within the last ten years. Limit your search results.
 - b. Choose one article, and find out how to access the full text.
 - c. Save a few articles from your results to your Favorites list, to look at later.

3. You remember that a colleague recently mentioned an article about Kikuchi-Fujimoto disease by Trivedi, which was published last year. Can you access this article through the UofM Libraries?

4. You would like to see what's been published in the latest issue of the journal *Critical Reviews in Oncology/Hematology*. Can you access this issue?

5. View the items currently checked out on your account.
 - a. Renew the item that is due later today.

6. You're curious as to whether the UM Libraries have any books about teaching medical students. Conduct a search for physical books on that topic.
 - a. Request that a book from your search results be held for you at the NJM Library.

Primo Usability Testing: Feedback Questionnaire

Participant Code: __

Task	Level of ease: 1 = very frustrating to 5 = very easy	Comments <i>Use additional paper provided for more commenting space if necessary.</i>
1. Search for the book <i>Principles of Clinical Pharmacology</i> .		
a. Which editions does the library hold?		
b. Is a copy currently available?		
c. Where is it located?		
2. Search for articles that deal with both hematology and immunology.		
a. You decide that you only want to see articles published within the last ten years. Limit your search results.		

<p>b. Choose one article, and find out how to access the full text.</p>		
<p>c. Save a few articles from your results to your Favorites list, to look at later.</p>		
<p>3. You remember that a colleague recently mentioned an article about Kikuchi-Fujimoto disease by Trivedi, which was published last year. Can you access this article through the UofM Libraries?</p>		
<p>4. You would like to see what's been published in the latest issue of the journal <i>Critical Reviews in Oncology/Hematology</i>. Can you access this issue?</p>		
<p>5. View the items currently checked out on your account.</p>		
<p>a. Renew the item that is due later today.</p>		

<p>6. You're curious as to whether the UM Libraries have any books about teaching medical students. Conduct a search for physical books on that topic.</p>		
<p>a. Request that a book from your search results be held for you at the NJM Library.</p>		

Were there any parts of the test today that stood out as particularly confusing or frustrating?

Do you have any additional comments on the new interface?

Persona: Max (Arts Undergraduate Student)

Max is beginning his second year in Anthropology. He had a couple of assignments in his first year that required him to use One Stop Search, but he's still not entirely confident when navigating the system. He's pretty tech-savvy and has a good basic knowledge of how browsers work; because of this, he would rather try to find a solution on his own than ask for help. He has gotten a bit behind with his study schedule, and needs to quickly find some sources for a paper due in five days.

Key points:

- A little experience with OSS, but not much
- Pretty tech-savvy in general
- In a bit of a rush to find resources

Testing account:

Username: uxtest Password: uxtest2018

Tasks:

1. Search for the book *Cultural Anthropology* by Conrad Philip Kottak.
 - a. Which editions does the library hold?
 - b. Is a copy currently available?
 - c. Where is it located?
 - d. Place a request for one copy of this book.

2. Search for articles that deal with cultural anthropology in South America.
 - a. You decide that you only want to see articles published within the last ten years. Limit your search results.
 - b. Choose one article, and find out how to access the full text.
 - c. Save a few articles from your results to your Favorites list, to look at later.

3. View the items currently checked out on your account.
 - a. Renew the item that is due later today.

4. You remember that your prof recently mentioned an article about the Digital Humanities by Chad Gaffield, which was published earlier this year. Can you access this article through the UofM Libraries?

5. You have an assignment that requires you to use articles from the latest issue of the journal *Anthropology & Aging*. Can you access this issue?

6. You're curious as to whether the UM Libraries have any books about careers in anthropology. Conduct a search for physical books on that topic.

Primo Usability Testing: Feedback Questionnaire

Participant Code: __

Task	Level of ease: 1 = very frustrating to 5 = very easy	Comments <i>Use additional paper provided for more commenting space if necessary.</i>
1. Search for the book <i>Cultural Anthropology</i> by Conrad Philip Kottak.		
a. Which editions does the library hold?		
b. Is a copy currently available?		
c. Where is it located?		
d. Place a request for one copy of this book.		
2. Search for articles that deal with cultural anthropology in South America.		
a. You decide that you only want to see articles published within the last ten years. Limit your search results.		

<p>b. Choose one article, and find out how to access the full text.</p>		
<p>c. Save a few articles from your results to your Favorites list, to look at later.</p>		
<p>3. View the items currently checked out on your account.</p>		
<p>a. Renew the item that is due later today.</p>		
<p>4. You remember that your prof recently mentioned an article about the Digital Humanities by Chad Gaffield, which was published earlier this year. Can you access this article through the UofM Libraries?</p>		
<p>5. You have an assignment that requires you to use articles from the latest issue of the journal <i>Anthropology & Aging</i>. Can you access this issue?</p>		

6. You're curious as to whether the UM Libraries have any books about careers in anthropology. Conduct a search for physical books on that topic.		
---	--	--

Were there any parts of the test today that stood out as particularly confusing or frustrating?

Do you have any additional comments on the new interface?

Persona: Maria (Fort Garry)

Maria has been a professor in the faculty of Architecture for fifteen years. She often alternates between using Google Scholar and One Stop Search to find research material. She's fairly familiar with the basic functions of One Stop Search, but she's not highly skilled when it comes to troubleshooting technical problems, and is not as tech savvy as her younger peers. She's very busy at the moment and needing to do some quick research.

Key points:

- Fairly comfortable with the system
- Not very tech-savvy in general
- Wants fast results

Testing account:

Username: uxtest Password: uxtest2018

Tasks:

1. Search for the book *The Practice of Landscape Architecture in Canada*.
 - a. Which editions does the library hold?
 - b. Is a copy currently available?
 - c. Where is it located?
 - d. Place a request for one copy of this book.

2. Search for articles that deal with landscape architecture in Brazil.
 - a. You decide that you only want to see articles published within the last ten years. Limit your search results.
 - b. Choose one article, and find out how to access the full text.
 - c. Save a few articles from your results to your Favorites list, to look at later.

3. View the items currently checked out on your account.
 - a. Renew the item that is due later today.

4. You remember that a colleague recently mentioned an article about landscape architecture aiding flexible learning. You know the author is Nida Chikte, and that it was published last year. Can you access this article through the UofM Libraries?

5. You would like to have a look at the latest issue of the *Journal of Landscape Architecture*. Can you access this issue?

6. You're curious as to whether the UM Libraries have any books about teaching architecture. Conduct a search for physical books on that topic.

Primo Usability Testing: Feedback Questionnaire

Participant Code: _ _

Task	Level of ease: 1 = very frustrating to 5 = very easy	Comments <i>Use additional paper provided for more commenting space if necessary.</i>
1. Search for the book <i>The Practice of Landscape Architecture in Canada</i> .		
a. Which editions does the library hold?		
b. Is a copy currently available?		
c. Where is it located?		
d. Place a request for one copy of this book.		
2. Search for articles that deal with landscape architecture in Brazil.		
a. You decide that you only want to see articles published within the last ten years. Limit your search results.		

<p>b. Choose one article, and find out how to access the full text.</p>		
<p>c. Save a few articles from your results to your Favorites list, to look at later.</p>		
<p>3. View the items currently checked out on your account.</p>		
<p>a. Renew the item that is due later today.</p>		
<p>4. You remember that a colleague recently mentioned an article about landscape architecture aiding flexible learning. You know the author is Nida Chikte, and that it was published last year. Can you access this article through the UofM Libraries?</p>		
<p>5. You would like to have a look at the latest issue of the <i>Journal of Landscape Architecture</i>. Can you access this issue?</p>		

6. You're curious as to whether the UM Libraries have any books about teaching architecture. Conduct a search for physical books on that topic.		
---	--	--

Were there any parts of the test today that stood out as particularly confusing or frustrating?

Do you have any additional comments on the new interface?

Persona: Sally (Science)

Sally is just beginning the second term of her first year in the Faculty of Science. She had an assignment in her first term that involved using One Stop Search to find journal articles, so she has some experience with it, but she wouldn't call herself a pro-user. She needs to use One Stop Search to find some materials for an assignment due next week.

Key points:

- Minimal experience with OSS
- Young student, used to using Google

Testing account:

Username: uxtest Password: uxtest2018

Tasks:

1. Search for the book *Organic Chemistry* by T. W. Graham Solomons.
 - a. Which editions does the library hold?
 - b. Is a copy currently available?
 - c. Where is it located?
 - d. Place a request for one copy of this book.
2. Search for articles that deal with the use of nanoparticles in chemistry.
 - a. You decide that you only want to see articles published within the last ten years. Limit your search results.
 - b. Choose one article, and find out how to access the full text.
 - c. Save a few articles from your results to your Favorites list, to look at later.
3. View the items currently checked out on your account.
 - a. Renew the item that is due later today.
4. You remember that your prof recently mentioned an article about the use of diatoms in Killarney Provincial Park lakes in Ontario. You remember that one author's name is John Smol, and that it was published last year. Can you access this article through the UofM Libraries?
5. You have an assignment that requires you to use articles from the latest issue of the *International Journal of Environmental Analytical Chemistry*. Can you access this issue?
6. You're curious as to whether the UM Libraries have any books about careers in chemistry. Conduct a search for physical books on that topic.

Primo Usability Testing: Feedback Questionnaire

Participant Code: __

Task	Level of ease: 1 = very frustrating to 5 = very easy	Comments <i>Use additional paper provided for more commenting space if necessary.</i>
1. Search for the book <i>Organic Chemistry</i> by T. W. Graham Solomons.		
a. Which editions does the library hold?		
b. Is a copy currently available?		
c. Where is it located?		
d. Place a request for one copy of this book.		
2. Search for articles that deal with the use of nanoparticles in chemistry.		
a. You decide that you only want to see articles published within the last ten years. Limit your search results.		

b. Choose one article, and find out how to access the full text.		
c. Save a few articles from your results to your Favorites list, to look at later.		
3. View the items currently checked out on your account.		
b. Renew the item that is due later today.		
4. You remember that your prof recently mentioned an article about the use of diatoms in Killarney Provincial Park lakes in Ontario. You remember that one author's name is John Smol, and that it was published last year. Can you access this article through the UofM Libraries?		
5. You have an assignment that requires you to use articles from the latest issue of the <i>International Journal of Environmental Analytical Chemistry</i> . Can you access this issue?		

6. You're curious as to whether the UM Libraries have any books about careers in chemistry. Conduct a search for physical books on that topic.		
--	--	--

Were there any parts of the test today that stood out as particularly confusing or frustrating?

Do you have any additional comments on the new interface?