

Questions with an easiness rating of 3.3 or lower are highlighted in orange below.

1. Search for [a specific book by title].

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	1:15	3
A2	0:25	5
A3	0:30	5
A4	0:45	5
A5	0:52	5
A6	0:39	4
Average	0:44	4.5

1.a Which editions does the library hold?

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	2:15	3
A2	1:05	4
A3	1:15	3
A4	1:26	3
A5	0:27	3.5
A6	0:23	4
Average	1:09	3.42

1.b Is a copy currently available?

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	[missed]	
A2	1:05	4
A3	1:15	3
A4	0:10	5
A5	[missed]	
A6	0:07	[no rating provided]
Average	0:39	4

1.c Where is it located?

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	0:14	5
A2	1:05	3

A3	1:15	4
A4	0:10	5
A5	0:10	5
A6	0:07	5
Average	0:30	4.5

1.d Request a copy of the item.

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	[missed]	
A2	0:53	3
A3	1:37	4
A4	0:54	3
A5	0:37	4
A6	1:39	2.75
Average	1:08	3.35

2. Search for articles that deal with [a subject including two keywords].

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	2:00	1
A2	1:38	5
A3	0:40	4
A4	0:17	[no rating provided]
A5	1:24	3.5
A6	1:28	3
Average	1:14	3.3*

*Note: all participants were able to complete this task successfully. Some lower ratings were due to disappointing search results (A1) and forgetting that a previous search was filtered to Inside the Libraries (A5).

2.a You decide that you only want to see articles **published within the last ten years**. Limit your search results.

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	1:42	2
A2	1:03	5
A3	0:39	4
A4	2:20	3
A5	0:15	5
A6	3:51	1

Average	1:38	3.33
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2.b Choose one article, and find out how to **access the full text**.

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	0:43	1
A2	0:12	4
A3	0:15	4
A4	0:08	5
A5	0:17	[no rating provided]
A6	0:32	5
Average	0:21	3.8

2.c Save a few articles from your results to your **Favorites list**, to look at later.

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	2:00 attempted [not completed]	1
A2	0:11	4
A3	0:40	3
A4	1:03	4
A5	0:33	4
A6	1:12	3
Average	0:57	3.16

3. You remember that a colleague/prof recently mentioned an article about [a few keywords from title] by [author], which was published in the last year. **Can you access this article through the UofM Libraries?**

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	6:32	1
A2	5:03	3
A3	5:13	2
A4	4:12	1
A5	2:58	3
A6	7:28	[no rating provided]
Average	5:14	2

4. You would like to see what's been published in the **latest issue of [a specific journal]**. Can you access this issue?

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	1:04	5
A2	2:00	4
A3	1:37	5
A4	0:45	5
A5	1:07	4
A6	3:44	[no rating provided]
Average	1:43	4.6

5. View the items currently checked out on **your account**.

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	0:16	2
A2	[missed]	
A3	0:47	5
A4	0:09	5
A5	0:15	5
A6	0:21	5
Average	0:22	4.4

5.a **Renew** the item that is due later today.

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	1:28	2
A2	[missed]	
A3	0:38	4
A4	0:24	5
A5	0:21	3
A6	1:01	3
Average	0:46	3.4

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

Participant Code	Time to Completion (mm:ss)	Easiness Rating (1 = very frustrating to 5 = very easy)
A1	[missed]	
A2	[missed]	
A3	1:42	5
A4	1:55	4
A5	0:35	4
A6	3:01	3
Average	1:48	4

General Comments: What stood out most to participants, overall impressions:

Participant Code	Comments
A1	A1: "It looks pretty nice; I like that it's a cool-coloured screen [...] I think that looks very professional." "I was pretty scared of that X [to close item details window], cause I thought I would have to log in again, what if I close the whole thing? It didn't feel like I was just gonna close the pop-up. But once you got used to that I think that would be okay, actually."
A2	A2: "I think the interface looks nice. I'm curious if people are going to find... how they adapt to the Full Text link (in the absence of GetIt@UML, that button was more prominent).
A3	Some difficulty navigating between multiple version of e-book and multiple version of print book. Thought more options would be available under the three dots for each record ("Show Actions Items"), e.g. the link to request within our system or via DocDel. Noted that they had tested out the new UI prior to the test, so they had the chance to get used to the new Publication Filter.
A4	Publication Date - the old UI is more obvious, with the boxes as they are. A4 thinks that default searches should include results beyond U of M.
A5	Parts that were confusing: "Having to remember the search filters that you've used." (The "Inside the Libraries" doesn't show up as a filter.)
A6	"Please bring back date slider. Some elements not as clear to locate." [e.g. how to narrow a search to physical books, requesting via docdel link, Favorites list feature]