

Test Questions

For each step, participants were asked to provide an easiness rating, from 1 = very frustrating to 5 = very easy. The percentage of participants who were able to complete the task with no help is also provided below. More detailed results for each participant are [available in a spreadsheet here](#).

Searching for a known book

1. Search for a book by title/author

Average easiness rating: 4.8/5	Completed without help: 100%
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1.a Determine which editions the library holds

Average easiness rating: 4.2/5	Completed without help: 90%
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- Somewhat challenging for some users to find this information in item record

1.b Find out whether a copy is currently available

Average easiness rating: 4.5/5	Completed without help: 100%
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1.c Find out where each copy is located

Average easiness rating: 4.6/5	Completed without help: 90%
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- A4 noted that Map It is a nice feature; A7 also used Map It.

1.d Place a request for one copy of that book.

Average easiness rating: 4.8/5	Completed without help: 100%
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- **Request button** is finicky - if you're clicking directly on the letters, it doesn't go through. A3, A7 and A8 had some trouble with this.

Searching for articles on a topic

2. Search for articles using two subject keywords

Average easiness rating: 4.8/5	Completed without help: 100%
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- **Boolean operators** need to be capitalized, or they will be highlighted as search keywords. This is also the case in the current Primo. Some participants were using booleans like "and" but not capitalizing, so lower case "and" was highlighted in search results. Something to keep in mind for instruction.

2.a Limit results by date

Average easiness rating: 4.35/5	Completed without help: 90%
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- Fewer issues with Publication Date filter in this round; only A5 and A7 had problems using it.

2.b Save a few articles to your Favorites list

Average easiness rating: 3.45/5	Completed without help: 70%
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- Some users had trouble finding this (A9, A7, A6, A3, A2, A1)
- Others found the Pin icon fairly intuitive (A10, A8, A5, A4)

2.c Access the full text.

Average easiness rating: 4.7/5	Completed without help: 90%
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Accessing an article we don't have

For this question, participants were provided with most of a citation for an article to which we don't subscribe.

Average easiness rating: 3.5/5	Completed without help: 20%
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- Two participants were able to successfully request an item we don't have using doc del via Primo, without any guidance. Other users noted that they would switch to Google Scholar when no results came up (A9, A6, A5), or go straight to the Document Delivery pages on the website (A10, A6, A1), or ask library staff for help (A7).

Access the latest issue of a specific journal

This question was mainly challenging for users who had little experience with this type of search. Once they reached the point at which they would need to ask for guidance, they noted that the process was not that complicated.

Average easiness rating: 4.35/5	Completed without help: 70%
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Using My Account

5. View the items checked out on your account (the test account)

Average easiness rating: 3.72/5	Completed without help: 50%
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- Ability to locate My Account was impacted by the original hover text over the user's name ("Click to sign out, change language, or view library card"). Many users read as far as "click to sign out" and then moved on. Only A4 and A5 had no issues finding My Account with this hover text; it was notably difficult to locate for 5 participants (A2, A3, A6, A7, A8).
- This text has already been edited, so that "Click to access your account" is the first thing that users will see. The edited text was implemented before the last two tests took place (A9 and A10), and both of those users had no problems finding the link to My Account.

5.a Renew the item due later today

Average easiness rating: 4.3/5	Completed without help: 100%
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Searching for physical books on a topic

Average easiness rating: 4.1/5	Completed without help: 80%
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- "E-book" and "Electronic book" come up in the Subjects filter area. This was confusing for 3 participants (A5, A7, A8). If we exclude this subject filter, it doesn't exclude all e-books. Would be ideal if those subjects could be removed.