NOTES FOR OUR SECOND TEST administered from MBLWHOI Library to Center for Society and Biology ASU grad student - notes compiled by Matt Person and Diane Rielinger

October 25th 2011

Matt Person and Diane Rielinger at the physical MBLWHOI Library tested ASU Grad student, physically located at the Center for Biology and Society, Arizona State University, Tempe.

A number of faculty members at the CBS at ASU are MBLWHOI Library/MBL Center for Library and Informatics adjunct faculty members.

Recently ASU has installed Vidyo, a web conferencing system, and they were eager to use it with us for this test. I (Matt) knew from my first test experiences that listening to the test subject describe her actions is fairly important, and seeing what they are doing is less important, but does complete the picture.

MBL established a Vidyo account. I did all preliminary introductions/preparations with the test subject via email. We arranged a time for the test, and when that time came I discovered that Arizona is in the Pacific time zone…an hour later we began again.

ASU has a large video screen unit with a detachable camera. They set this up with the camera slightly to the left of the test subject and facing the screen, which we could see pretty clearly on our macbook Pro. So I was speaking with and listening to the subject, and seeing his screen. In person- the test was quite similar, though long distance the subject’s voice was amplified, and I was closer to his screen. Once I had to stop him as the screen went out of focus, but this happened only once. Otherwise it was a pretty smooth experience, except for my chicken-feed notes.

Notes:

Task 1

US

clicked to homepage, entered search term in main search box, book easily found. 60 seconds

AU

used main search box, entered title, returned data did not have author, had to click into title to verify author 60 seconds

Task 2

AU

clicked on titles box, he searched right searchbox, with 2 results, clicked bottom result, with only a single volume appearing, tried a-z search – went to alpha “e” but found same two volumes – SIL record only goes to vol 30. , tried years box search using sliders at top, no luck,

after 8 min, he said that his impression is “the content is not on the website”

US

he clicked to website, searched under Books/journals tab..entered in all the metadata, came up with zero, with fewer search parameters he hit the Toronto, and the SIL record clicked into the SIL record, scrolled list of volumes, mouses over download/about this book, looked at PDF, OCR.

Task 3

US

clicked into book, used left box to find page – verified within 45 seconds

AU

clicked into book using bottom scroll bar found p 103 50 seconds

Task 4, 5, 6

AU

No scientific names seen found drop box that allowed for selection of “names on this page”…he thinks that name finding should be obvious and automatic. Then he noticed “view text on this page” for 4. and “ubio”for 5 for the name count

used left drop down to navigate between volumes.

US

4 - he mouses over top toolbar, then goes to left box, and sees names in lower left box

5 –looked for OCR across top bars, took some time to scroll pages up and down using right sidebar first, then found “download OCR” in “about this book” at top

6 used drop down at top right. of volumes to navigate from one volume to another

Task 7

US

clicked into title, went to upper right search box entered title found JSR

UK

clicked into title, could not find search functionality on that page, hit back button and searched for and found title.

Task 8

US

clicked into title, looking for an image search feature; looked at pagination box…sees there is not a clear path to skunk…mutters “this will take forever” asks aloud “CAN I search for skunk?” “complicated”, he rereads question “wow” “I can try srcolling through” page by page…sees butterflies…

says”looks incredibly onerous” …looks at TOC in vol. does lots of scrolling like 5 min of this…end up on page 546 “collections of mammals” while scrolling, realizes that in pagination box, “text” corresponds with “plates”…so he scrolls backwards through plates in entire volume, eventually gets to skunk…10 minutes

UK

clicked into title, moused around top toolbar, then used bottom button …looking for TOC, tried names feature at top – didn’t work, didn’t see common name. returned to bottom button, and searched page-by page…finds bat, continues until he finds SKUNK! – task complete.

Task 9

AU

clicked into page, moused over name saw eol url at bottom left, clicked + found EOL

US

clicks into page, sees eol logo next to name, clicks on it.

Task 10

AU

comment “too tedious”

first part : clicks into title, looked at volume information on left, notices no issue information, uses bottom button to find descriptions of pages navitates through pages using up down arrows, takes bottom button scroll bar all the way to end of volume , goes to the left, sees he’s in issue 4, eventually got to #2 using scroll button.

second part: clicks into title, uses scroll button, sees that pagination is lousy, uses page advance arrow feature to scroll backwards and forward, used previous experience understanding that “text” means a plat or some other break, to navigate to part 3

US

part 1 – went straight to left pagination box scrolled to issue.

part 2 – used left pagination box, tried to discern pattern, scrolled down through big chunks of text to part 3 of volume 5.

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Additional comments by test subject:

Both sites have cool features.

Finding images/ image search would be helpful.

AU site is “witty” but found simpler text menu on US site more usable

**US site: Intuitive, Robust, More Functionality than AU site.**

**AU – prettier**

Reiterated importance of images, site is better than JSTOR…image retrieval easier than JSTOR…and the viewers are more valuable than JSTOR because they are more book like

Comments from Matt and Diane –

After working on BHL for so many years, this testing opportunity was invaluable to us – to see and understand how people use the content we worked to create. Every BHL staff member should have this opportunity. It was a remarkable experience!

Submitted by Matt Person and Diane Rielinger October 27, 2011