Usability Test Notes

Participant: Ore, an ornithologist and infrequent user of BHL | Tester: Bianca | Date: 10/19 @ Cal Academy

**Task 1**

BHL US: went to author search tab, author search by last name, 3 hits, then browse by titles, chose third, item ID 60885

BHL AU: author browse, “prettier website”, then browse down to Cory, “before (in BHL US) there was a search w/in authors” which he preferred, again 3 hits, hit last like above, title ID 20878/itemID 60885

**Task 2**

BHL AU: title browse, then search for “entomological news” cliked on 2nd title then pulled up v. 20, easy to find, no probs

BHL US: likes tabs - search w/in sub-category, books/journals tab, searched for entomological news & year but no results, doesn’t like that going back in the browser defaults to google-like search box and not the books/journals tab, then searches via books/journals tab for title and vol. no > found! Mentioned he was used to entering lots of info for performing searches, i.e. not just a single keyword google-like search

**Task 3**

BHL US: clicking on scroll down on RH side but it doesn’t work as he expects (scrolls vol. not window) goes too far, skips pages, etc., frustrated a bit; Oh, pages are listed! Then finds page quickly

BHL AU: Enters 103 into page search box > fail, then calculates the mathematical difference b/w the page search box results and the literal page to find the literal page 103.

**Task 4**

BHL AU: stumped…finally finds hover menu, Oh! A few minutes to find; clean, nice to not have all options in your face but not clear

BHL US: “Names on this page” doesn’t translate to scientific names; found really quickly

**Task 5**

BHL AU: Now that hover menu w/ mouse over is known to exist it was fairly straight forward; “view text” doesn’t translate to OCR, I’m already viewing the text on the page.

BHL US: stumped…window appears to have other options available but out of view; expects scroll to scroll window but scrolls vol. instead; Oh ok “view text” link found

**Task 6**

BHL AU: clicked in vol. drop down but odd that he ended up on pg. 164/9 – would have preferred to end up on title page of new vol.

BHL US: vol. drop down used, went to title page immediately and was satisfied

**Task 7**

BHL US: Q-“is there supposed to be a quick way to do this?”; title browse to J titles, ctrl+F to find title, then selected “view book”

BHL AU: stumped…”I am lost”; clicked on “Bibliography” but said “wasn’t useful”; then to search box and searched on title; said “Bibliography doesn’t translate to title information”

**Task 8**

BHL US: stumped…looking for “plate” or “illustration”; title page, scroll right side \***deep sigh\*** try again, still stumped…looking for info w/in book like in TOC, found a bird ill. Randomly, found list of plates – but all taxonomic names (stubborn, really wants to complete this task); selecting pages at random, finds lemur, then skunk on pg. 107?, remembered difference b/w text pages and plates but couldn’t remember specifics; overall took a long time and was very frustrated

BHL AU: Now goest to TOC in vol.; asks if different book?; finds list of plates again, pg. 74 then math to 113; harder to navigate within book, numbering off; I showed him thumbnail view – “takes a while to load but really nice”, better than looking at “text” pages

(reads all questions aloud to himself BTW)

**Task 9**

BHL AU: stumped…guess’s about correct link, doesn’t take long at all actually

BHL US: used to clicking on things that look like links, mentioned that in BHLAU he couldn’t see that it was a link; nice that EOL logo still takes you to “Strix varia” pg.

**Task 10**

BHL AU:

* ugh, frustrated; then thumbnail view into 8 columns, scrolls, finds title page, not long at all
* thumbnail, 4 column view, scroll, pt 2…finds title page, not long

BHL US:

* scroll down pages in L nav bar and finds no prob
* starts by saying “this one may be more difficult”; goes to text pages at random and pulls up vol. 6 pt. 1 – too far; then ends up on a plate; “doesn’t tell you what vol. that’s annoying, ugh”, finds more plates, stumbles upon task title page finally; “definitely thumbnails are easier

**Final Questions**

Featured books: “didn’t even see that really”

Maps: not sure what is being shown, clicks on pin, “oh I see”

General comments: AU site is “prettier” more professional looking, loves thumbnails but functionality “not self-evident”; US site: pages annotated very helpful; normally just googles for content and pulls it up in BHL that way; initially thought that these scanned books were just some guy doing for fun when time; didn’t realize there actually was so much content in the site since website not so polished