

Putting Student Input to Work: Using Low-Tech Methods to Gather Feedback on a New Technology

Sarah C. Williams

Illinois State University, Milner Library

USAIN 2008

Overview

- Timeline
- Current screenshots
- Usability testing details
- Usability testing highlights
- Focus group details
- Focus group highlights

“Search It” Timeline

January – June 2006	Customization
June 5, 2006	Implementation
August 2006	Usability Testing
June & September 2007	Focus Groups

Milner Library Homepage



MILNER LIBRARY
ILLINOIS STATE UNIVERSITY

Milner Catalog | Databases
Course Reserves | iCampus

Home

About ▾

Research ▾

Services ▾

Get Help ▾

Contact Us



Instant Messaging



Email



Phone



In Person

Personnel Directory

Subject Resources

My Account

Interlibrary Loan

E-Journals

Copyright Questions

FAQs

Site Map

Search this website

GO

find articles on your topic

Search Databases

find books and other materials

Search the Library Catalog

find a known article

Specific Articles or Citations

find course reserves

Listed by Department, Course, and Instructor

find isu digital collections

ILLSTUDIA, Illinois State University History

Search 12 Selected Library Resources Simultaneously

Search It

[Advanced Search It](#)

Announcements

Elsevier ScienceDirect Web Editions - posted 4/1/08

Elsevier's ScienceDirect has discontinued online access to its Web Editions (current issues of subscribed journals) as of March 31, 2008. Milner Library will be investigating other options for access. Access to content from 1994 or earlier is still available for subjects for which Milner has purchased backfiles.

Enter the Milner Library Poster Contest - posted 3/5/08

for a chance to WIN a **Dick Blick** gift certificate. [More information](#) is available regarding eligibility, design criteria, and prize details. Deadline for submission is April 11, 2008.

New Services



Pilot web-based citation management service

Library Hours

04-03-2008

Main Floor: 7:00 a.m. - 2:00 a.m.
Other Floors: 8:00 a.m. - 2:00 a.m.
MRC: 8:00 a.m. - 11:30 p.m.

[More Library Hours](#)

Upcoming Events

- Documentary "A Look at Librarians Through Film"
- Bryant Jackson Lecturehip Featuring Ann Seidl
- A Chat with Marc Aronson on Race
- Friends of Milner Library Mini-Book Sales

Milner Library Database Page



MILNER LIBRARY
ILLINOIS STATE UNIVERSITY

Milner Catalog | Databases
Course Reserves | iCampus

[Home](#)


[About](#) ▾


[Research](#) ▾


[Services](#) ▾


[Get Help](#) ▾

Contact Us

 Instant Messaging

 Email

 Phone

 In Person

[Library Hours](#)

[Subject Resources](#)

[Personnel Directory](#)

[My Account](#)

[Interlibrary Loan](#)

[E-Journals](#)

Databases & Article Indexes

Includes online periodicals.

Databases by subject:

Databases by title: *Select a database or index*

Or Search 12 Selected Library Resources Simultaneously.

[Advanced Search It](#)

Online journals, magazines, and newspapers:

If you have an article citation and want full text, try [Citation Linker](#).

Journal title: Starts with Contains Exact

Milner Library Advanced Search



MILNER LIBRARY
ILLINOIS STATE UNIVERSITY

Milner Catalog | Databases | Ask a Librarian
Course Reserves | iCampus | WebCT

Home About Research Services Get Help

Advanced Search It: Search Library Resources Simultaneously

Search Criteria [Searching FAQ](#)

Keyword

And Keyword

And Keyword

Limits
Publication date:
 All dates Year range
From: To:

Categories

<input type="checkbox"/> General	<input type="checkbox"/> Social Sciences
<input type="checkbox"/> Humanities	<input type="checkbox"/> Science and Technology

Databases All

- [Academic Search Premier](#) INFO
- [Academic Search Premier Images](#) INFO
- [Academic Universe \(Biographical Reference\)](#) INFO
- [Academic Universe quick search](#) INFO
- [ACM Online Guide](#) INFO
- [AdAccess](#) INFO

Milner Library Results Page

Search Criteria

Keyword

And

And

Limits
Publication date:
 All dates Year range
From: To:

[Clear](#) [Search It](#)

Complete!

Hits	Database	Description
5	GPO Access	
0	Reader's Guide Abstracts	
2309	Newspaper Source	
216	Health Source Consumer Edition	
1047	General Science Abstracts	
20	Humanities Abstracts	
102	Milner Library Catalog	
27	ERIC (FirstSearch)	
6246	Academic Search Premier	
291	Social Sciences Abstracts	
5987	Current Contents	

[PRINT RESULTS](#) [EMAIL RESULTS](#) [SAVE RESULTS](#)

Sort by:

GPO Access

Results 1 to 5 of 5

Usability Testing Details

- Goals
 - Learn how users might use Search It
 - Study Search It's ease of use for new users
- Planning
 - Complete Institutional Review Board paperwork
 - Recruit & select volunteers
- Execution
 - 1 participant & 2 facilitators per session
 - 5 research scenarios
 - Observed participants actions on projected screen
 - Asked participants to think aloud
 - 6 debriefing questions

Usability Testing Details

- Scenarios/Questions
 - See <http://www.library.ilstu.edu/page/1199>
- Participants
 - 4 Undergraduate Students & 3 Graduate Students
 - 4 Males & 3 Females
 - 1 Science, 6 Social Sciences & 0 Humanities

Usability Testing Highlights

- Quick Search Box
 - *Feedback*: No participants realized that Quick Search box only included 12 resources.
 - *Action*: Revised subheading to say, “Search 12 Selected Library Resources Simultaneously”
- Library Catalog
 - *Feedback*: No participants used the “Include Milner Catalog” option on Advanced Search page.
 - *Action*: Automatically included the library catalog in most categories and subcategories.

Milner Library Old Advanced Search



MILNER LIBRARY
ILLINOIS STATE UNIVERSITY

Milner Catalog | Databases | Ask a Librarian
Course Reserves | iCampus | WebCT

Home About ▾ Research ▾ Services ▾ Get Help ▾

Search It: Search library resources simultaneously

Search Criteria

[Searching FAQ](#)

Keyword
And ▾ Keyword
And ▾ Keyword
 Include Milner Catalog

Limits
Publication date:
 All dates Year range
From: 2006 ▾ To: 2006 ▾

Categories

General Science and Technology
 Humanities Social Sciences

Clear  Search It

Databases

All

[ABI/INFORM](#) INFO
 [Academic Search Premier](#) INFO
 [Academic Search Premier Images](#) INFO
 [Academic Universe \(Biographical Reference\)](#) INFO
 [Academic Universe quick search](#) INFO

Clear  Search It

Milner Library **New** Advanced Search

The screenshot shows the Milner Library Advanced Search page. At the top is a red header with the library logo and name, and navigation links for Home, About, Research, Services, and Get Help. Below the header is a navigation bar with links to Milner Catalog, Databases, Ask a Librarian, Course Reserves, iCampus, and WebCT. The main heading reads "Advanced Search It: Search Library Resources Simultaneously".

The search interface is divided into several sections:

- Search Criteria:** Includes a "Searching FAQ" link, a "Keyword" dropdown menu, and three "And" dropdown menus for combining search terms.
- Limits:** Includes a "Publication date:" section with radio buttons for "All dates" (selected) and "Year range", and "From:" and "To:" dropdown menus set to "2007".
- Categories:** A list of checkboxes for "General", "Humanities", "Social Sciences", and "Science and Technology".
- Databases:** A list of checkboxes for various databases, including "Academic Search Premier", "Academic Search Premier Images", "Academic Universe (Biographical Reference)", "Academic Universe quick search", "ACM Online Guide", and "AdAccess".

At the bottom right of the search area, there are two "Clear" buttons and two "Search It" buttons with a magnifying glass icon.

Focus Group Details

- Goals
 - Gather students' input on
 - Their use of Search It
 - Their satisfaction with Search It
 - Their ideas on integrating Search It into the library's website
- Planning
 - Complete Institutional Review Board paperwork
 - Recruit & select volunteers
- Execution
 - 2-6 participants, 1 facilitator & 1-2 recorders
 - Series of questions to guide discussion

Focus Group Details

- Questions
 - See <http://www.library.ilstu.edu/page/1199>
- Participants
 - 10 Undergraduate Students & 8 Graduate Students
 - 7 Males & 11 Females
 - 6 Science, 11 Social Sciences & 1 Humanities

Focus Group Highlights

Use

- Frequency
 - Use often: 11 (61%)
5 undergrad & 6 grads
 - Use occasionally: 7 (39%)
5 undergrads & 2 grads
- Why participants use Search It rather than something else
 - Faster/easier/less confusing
 - Good beginning point

After two years on campus, participant doesn't understand "the different database thing."

Focus Group Highlights

Use

- Change in Research Process
 - Some changed little because they preferred familiar tools
 - Some changed because it broadened their horizons
 - Some changed because it allowed them to easily find reliable sources
 - Some do not give up on library research as quickly now.

“Still like to go with what I was taught as a freshman.”

“...it’s broadened my perspective on what articles I can find in what databases.”

“This whole concept of Search It is like their equivalent Academic Google....”

Focus Group Highlights

Satisfaction

- Likes
 - Broaden their horizons
- Dislikes
 - Placement of Quick Search box on library's homepage
 - Reliability/logic of the results
- Helped with Assignment/Research
 - 9 of 12 respondents said Search It helped

“A lot of time the word I put in, it brings up off the wall topics.”

“For me it has. I'm doing comprehensive literature reviews. It's a great way to say ‘have I gotten everything?’”


Focus Group Highlights

Website Integration

- Participants did not like placement on homepage
 - Right-hand column
 - Colors
- Most common suggestion was to move it above/below the 5 main options on the homepage

“As far as the placement on the website, goes, I find it could be better... It’s almost like it’s a calendar event which is something not here to stay.... That green background kind of puts it in the background...”



Milner Library Old Homepage



MILNER LIBRARY ILLINOIS STATE UNIVERSITY

Milner Catalog | Databases | Ask a Librarian
Course Reserves | iCampus | WebCT

Home About Research Services Get Help



PRESIDENT
1995-1999
David A. Strand

find articles on your topic [Search Databases](#)

find books and other materials [Search the Library Catalog](#)


find a known article [Specific Articles or Citations](#)

find course reserves [Listed by Department, Course, and Instructor](#)

find isu digital collections [ILSTUDIA, Illinois State University History](#)

Announcements

New Directions Updates - posted 5/4/07



For current updates on changes at Milner Library including relocation of collections and services, click on the New Directions Button. Collection moves as of **July 17** can be seen by clicking on the "New Directions" button.



New Services

Quick **Search It:**
Search 12 Selected Library Resources Simultaneously.

[Search It](#)

Upcoming Events

- Around the Corner Artist Group Exhibit - June 4 - July 30



[Giving Opportunities](#)

Library Hours

Ask a Librarian

Subject Resources

Personnel Directory

My Account

Interlibrary Loan

Citation Linker

Copyright Questions


FAQs

Site Map

Search this website

Illinois State University, Milner Library • Campus Box 8900 • 201 North School St. • Normal, IL 61790-8900
Phone: 309-438-3451 • Fax: 309-438-3676 • [Suggestions?](#)

Milner Library New Homepage



MILNER LIBRARY
ILLINOIS STATE UNIVERSITY

Milner Catalog | Databases
Course Reserves | iCampus

Home





About ▾

Research ▾

Services ▾

Get Help ▾

Contact Us

-  Instant Messaging
-  Email
-  Phone
-  In Person
- Personnel Directory
- Subject Resources
- My Account
- Interlibrary Loan
- E-Journals
- Copyright Questions
- FAQs
- Site Map


find articles on your topic Search Databases

find books and other materials Search the Library Catalog

find a known article Specific Articles or Citations

find course reserves Listed by Department, Course, and Instructor

find isu digital collections ILLSTUDIA, Illinois State University History

Search 12 Selected Library Resources Simultaneously
  [Advanced Search It](#)

Announcements


Elsevier ScienceDirect Web Editions - posted 4/1/08

Elsevier's ScienceDirect has discontinued online access to its Web Editions (current issues of subscribed journals) as of March 31, 2008. Milner Library will be investigating other options for access. Access to content from 1994 or earlier is still available for subjects for which Milner has purchased backfiles.

Enter the Milner Library Poster Contest - posted 3/5/08

for a chance to WIN a **Dick Blick** gift certificate. [More information](#) is available regarding eligibility, design criteria, and prize details. Deadline for submission is April 11, 2008.

New Services



Pilot web-based citation management service

Library Hours

04-03-2008

Main Floor: 7:00 a.m. - 2:00 a.m.
Other Floors: 8:00 a.m. - 2:00 a.m.
MRC: 8:00 a.m. - 11:30 p.m.

[More Library Hours](#)

Upcoming Events

- Documentary "A Look at Librarians Through Film"
- Bryant Jackson Lecturehip Featuring Ann Seidl
- A Chat with Marc Aronson on Race
- Friends of Milner Library Mini-Book Sales

Search this website **GO**

Questions?

Sarah C. Williams

Science & Technology Librarian

ssteini@ilstu.edu

www.ilstu.edu/~ssteini