

Usability Testing the OPAC

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Overview

- Usability testing goals
- Survey and testing findings
- Breakdown of findings from 1-1 testing
- Gaps in understanding between user's mental models and existing interfaces.
- Short-term fixes
- Long-term needs



Test goals

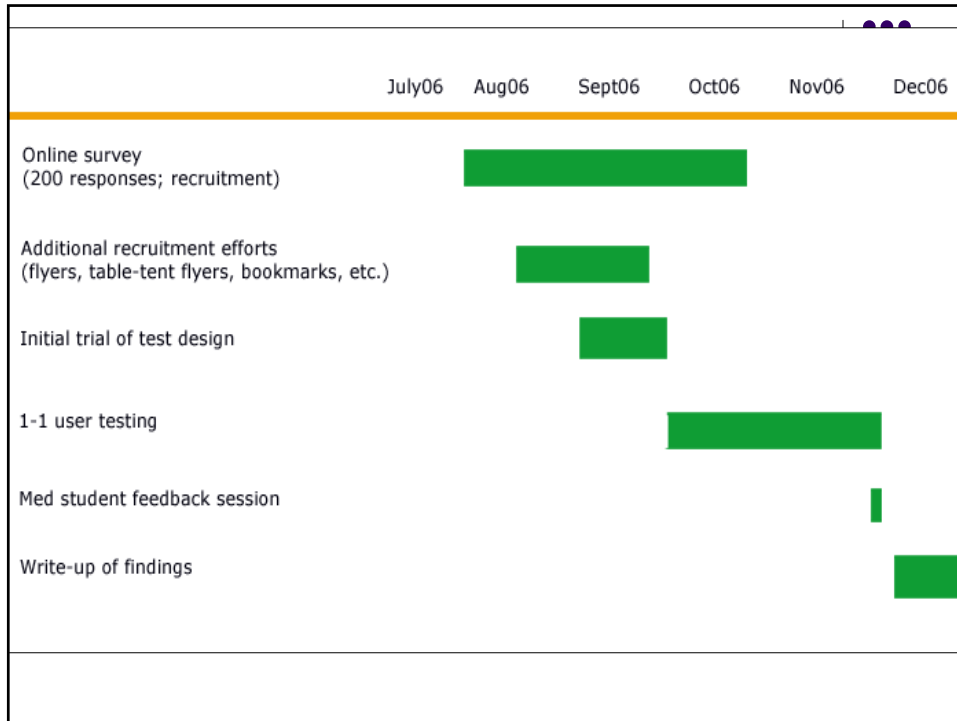


- Do our patrons understand how to go through basic functions using our main page and OPAC?
- Does the layout and information architecture of our main page and OPAC make sense to our patrons?
- Assumptions:
 - Most of what we had would make sense to people, except some of the labelling.
 - We found this, and much more, to be in need of redesign!

Survey and other recruitment



- Survey – 200 responses
 - SurveyMonkey
 - Linked from top Web and OPAC pages
 - Used to obtain initial information and for recruitment
- Additional subject recruitment efforts
 - Campus newsletter (email and web site)
 - Flyers all over
 - Table-tent flyers
 - Bookmarks at circ desk, new employee orientation
 - Contacts across campus

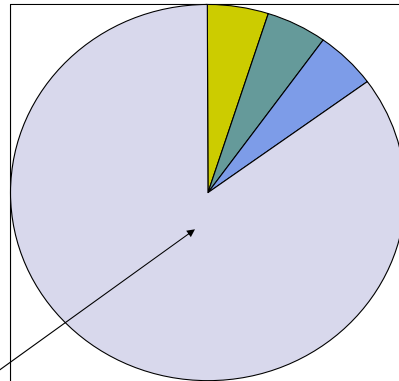


Highlights from usability survey



- People like the content we provide
- People do not like the layers of navigation they have to go through to gain access to or peruse these resources.
- Too many links, clutter on top page and OPAC.
- Users would like us to fix the existing interface first before introducing any “new and improved” technology such as RSS or podcasts.

Mental model patrons have



Trying to wade through library Web site and catalog to gain access to desired articles and other materials

- Helpful librarians
- Study space
- Getting stuff from other libraries

Test design



- Paper prototyping, modified
 - *Paper Prototyping*, Carolyn Snyder
- Team helped develop tasks
- Tasks or questions relevant to OPAC
 - <http://catalogs.ohsu.edu>
 - How would you find a particular journal?
 - How would you request a book from the Old Library?
 - What would you do if the library didn't have the item you wanted?
 - How do you connect to full-text of your desired article?

Overview of usability test – 37 people tested (+15 SOM)



- Staff – 15
- Students – 11
 - Additional 7 med students in person
 - Email feedback from 8 additional med students
- Clinicians – 3
- Researchers – 4
- Other faculty/instructors – 3
- Member of public (ret. prof) – 1

Usability testing - Findings



- Similar findings in 1-1 usability testing as in survey
- They love us in person
- Some of our resources (HOM, DRL) delight and inspire them
- Some of our resources (Journals access, OPAC, WebBridge) frustrate them to no end

Usability testing – Findings



- Many gaps between user understanding of their searches and how we have the OPAC set up.
- Different answers with or without computer.
- No one person had a complete understanding of what we could offer with all these tasks.
- People who understood our systems best (about 5 out of the 37) all had had some experience working in libraries or heavily doing research in libraries.
- They think they are searching well, but they are confusing things and in the process missing a lot.

Question 1 and 2 – How do people look for journals?



- Confusion between journals, ejournals, other labeling on top page
- Desire to have search function from top Library page
- Layers of the OPAC unclear
- Confusing interface at various steps in process
 - Display of print and electronic confusing
 - Print or electronic? Electronic favored
 - Which years?
 - Desire for explicit links (“Available online”)
- Non-chronological display of volumes confusing



Question 1 and 2

- Confusion about what we can or cannot provide (mental model)
 - “Google has it and you don’t”
 - “Why can’t I click on the volume?”
- “If I can click on it, it must be the thing”
- They have their own systems we know nothing about.
- Multiple listings of items extremely frustrating for users
 - *Pediatrics* example

OHSU Library | OGI Library | ONPRC Library

Ovid MEDLINE | Catalog | Search | Site Map | Help/FAQ | Ask A Librarian | Hours | Directions | For Staff

Databases

Catalog

Journals

Electronic Journals

Electronic Resources

Print & Electronic Reserves

Consumer Health

Historical Collections/Archives

Digital Resources Library

Help with our Web site redesign!

Electronic Journals

- Search by journal title, keyword, or subject
- Free trials
- Free electronic journals
- Suggest a journal for the library to purchase
- Customer support form

What's New

About the Library

Departments

Services for OHSU patrons

Services for Non-OHSU patrons

Classes

ILL Express (Request Books or Articles)

Online Request Forms

Off-campus access

Contact us | 503-494-3460 | 503-494-3322 fax
Oregon Health & Science University Library
3181 SW Sam Jackson Park Rd. - LIB | Portland, Oregon 97239-3098

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
CUSTOMER SUPPORT

About journals at OHSU
 FAQ/Help: Electronic Journals
 Access Your Patron Record
 Renew materials and view checked out items
 Request an item from Another Location
 Help/ Customer Support

Search all local catalogs for journals

Search for PRINT AND ELECTRONIC JOURNAL TITLES (not articles)

JOURNAL TITLE BEGINS WITH: **Go** 85%

Enter the first word or abbreviation of the JOURNAL TITLE.
 Example: Journal of Biological Chemistry or J Biol Chem.
 Expand search by using KEYWORD search below.

KEYWORD SEARCH: **Go**

Search for title, subject or publisher by KEYWORD.
Tips on limiting searches

SUBJECT SEARCHES: Select search from list **Go**

ISSN SEARCH: **Go**

Browse PRINT AND ELECTRONIC JOURNAL TITLES

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z 15%

FREE Electronic Journals

Link to free online journals by journal title
Free electronic journals (over 3200 titles)

Search for free online articles
[BioMed Central](#) | [MedBioWorld](#)

Problems accessing an ejournal or article?
 Contact [Library customer support](#).

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
CUSTOMER SUPPORT

New Search Request Save Records MARC Display Limit/Sort Search Another Search
 (Search History)

TITLE journal of medical micro Journals in all OHSU and NCNM libraries System Sorted Search

Record: [Prev](#) [Next](#)
[Search Summary](#)

Title Journal of medical microbiology.
Imprint [London, Longman]

Electronic Access: ***FREE* Full Text available to all via Highwire Press. *FREE*** Jan. 01, 2000- Dec. 19, 2005 [Terms of Use](#)

Location OHSU MAIN--PRINT JOURNALS
Lib Has v.2 (1969)- v.39 (1993)

LOCATION	CALL #	STATUS
OHSU MAIN--PRINT JOURNALS	V.36 1992	AVAILABLE
OHSU MAIN--PRINT JOURNALS	V.37 1992	AVAILABLE
OHSU MAIN--PRINT JOURNALS	V.38 1993	AVAILABLE
OHSU MAIN--PRINT JOURNALS	V.39 1993	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.34 1991	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.35 1991	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.28 1989	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.29 1989	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.30 1989	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.31 1990	AVAILABLE

[View additional copies or search for a specific volume/copy](#)

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
 CUSTOMER SUPPORT

Register Display Limit to Available

LOCATION	CALL #	AVAILABILITY
OHSU MAIN--PRINT JOURNALS	V.36 1992	AVAILABLE
OHSU MAIN--PRINT JOURNALS	V.37 1992	AVAILABLE
OHSU MAIN--PRINT JOURNALS	V.38 1993	AVAILABLE
OHSU MAIN--PRINT JOURNALS	V.39 1993	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.34 1991	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.35 1991	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.28 1989	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.29 1989	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.30 1989	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.31 1990	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.32 1990	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.33 1990	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.21 1986	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.22 1986	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.23 1987	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.24 1987	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.25 1988	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.26 1988	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.2 1969	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.3 1970	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.4 1971	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.5 1972	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.6 1973	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.7 1974	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.8 1975	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.9 1976	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.10 1977	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.11 1978	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.12 1979	AVAILABLE
OHSU OLD LIB.--PRINT JOURNALS	V.13 1980	AVAILABLE

Pediatrics example

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 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
 CUSTOMER SUPPORT

New Search Extended display Limit/sort search Repeat search in Summary (Search History)

TITLE Journals in all OHSU, NCNM and WSCC libraries System Sorted Sort Search

Save Marked Records Save All On Page

Num	Mark	TITLES (1-6 of 6)	Year	Entries Found
1	<input type="checkbox"/>	Pediatrics		3
2	<input type="checkbox"/>	Pediatrics (Evanston)	1948-	1
3	<input type="checkbox"/>	Pediatrics For Parents		1
4	<input type="checkbox"/>	Pediatrics In Review	1979-	1
5	<input type="checkbox"/>	Pediatrics International		1
6	<input type="checkbox"/>	Pediatrics ; Orthopedic Surgery	1923	1

Save Marked Records Save All On Page

New Search Extended display Limit/sort search Repeat search in Summary (Search History)

Question 3 – Finding books



- Easily got into catalog to do a title search, but not sure they would have known where to go (“Catalog”) without prompting.
- Completely stuck on what to do next if said was in Old Library.
 - Some would go to Old Library
 - Some thought they had to come into Library to fill out a form.
 - Clicked on call number link

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
 CUSTOMER SUPPORT

[New Search](#)
[Request](#)
[Save Records](#)
[Mark Display](#)
[Limit/Sort Search](#)
[Another Search](#)

(Search History)

TITLE View Entire Collection Search

Record: [Prev](#) [Next](#)

[Search Summit](#)

Author [Schwartz, Murray, 1929-](#)

Title Clinical guide to periodontics / Murray Schwartz, Ira B. Lamster, James Burke Fine.

Imprint Philadelphia, PA : W.B.Saunders, c1995.

LOCATION	CALL #	STATUS
OHSU OLD LIBRARY	WU240 S399c 1995	AVAILABLE

Descript x, 214 p. : ill. ; 26 cm.

Bibliog. Includes bibliographical references and index.

Subject [Periodontal Diseases -- diagnosis.](#)
[Periodontal Diseases -- therapy.](#)

Alt Author [Lamster, Ira B.](#)
[Fine, James Burke.](#)

ISBN 0721648231 (pbk.)

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Ca
 CUSTOMER SUPPORT

New Search Brief Display Limit/Sort Search Another Search Search Summit (Search History)

CALLNO WU240 S399c 1995 View Entire Collection Search

Nearby CALL NOS are:
 Result page: [Prev](#) [Next](#)

Save Marked Records Save All On Page

Mark	Year
<input type="checkbox"/> WU240 R172pe 1989 [Oversize] : Periodontology and periodontics : modern theory and practice / Sigurd P. Ramfjord, Major M. Ash, Jr. Periodontology and periodontics : modern theory and practice / Sigurd P. Ramfjord, Major M. Ash, Jr. Ramfjord, Sigurd Peder.; OHSU OLD LIBRARY:AVAILABLE	c1989
<input type="checkbox"/> WU 240 R311 1978 : Recognizing periodontal disease / Section on Instrumental System Design, Dept. of Periodontology, School of Dentistry, University of California, San Francisco. Recognizing periodontal disease / Section on Instrumental System Design, Dept. of Periodontology, Sc OHSU STORAGE:AVAILABLE	???
<input type="checkbox"/> WU240 S365c 1996 : Contemporary periodontal instrumentation / Diane H. Schoen, Mary-Catherine Dean. Contemporary periodontal instrumentation / Diane H. Schoen, Mary-Catherine Dean. Schoen, Diane.; OHSU MAIN LIBRARY:AVAILABLE	c1996
<input type="checkbox"/> WU240 S381p 1986 : The Periodontium / Hubert E. Schroeder ; with technical assistance of Margrit Amstad-Jossi, Rosmarie Kröni,	

Question 4 – Books through Summit

Question 4: You search for a book and the catalog says ‘Your entry would be here’, indicating that the OHSU Library does not have that book. Where would you look to see how you could request the book?

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
CUSTOMER SUPPORT

(Search History)

TITLE View Entire Collection Search

No matches found; nearby TITLES are:
 Result page: [Prev](#) [Next](#)

Mark		Year	Entries
<input type="checkbox"/>	Trigger Points II.	c1984	1
<input type="checkbox"/>	Trigger Points One	c1984	1
<input type="checkbox"/>	Trigger Points Two	c1984	1
<input type="checkbox"/>	Trigger-Proofing Your Home For Asthma & Allergy	c1992	1
Your entry trigonometric would be here <input type="button" value="Search as Words"/>			
<input type="checkbox"/>	Triiodothyronines In Health And Disease	c1981	1
<input type="checkbox"/>	Trillium Nutrition Series	c1992	1

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog
CUSTOMER SUPPORT

Search by:
 • Keyword
 • Title
 • Author
 • Author/Title
 • Journals
 • Medical Subject
 • Call number
 • Book series
 • ISSN/ISBN
 • Course reserves
 • Reserves by professor
 • View Your Patron Record

Search all local catalogs

NO ENTRIES FOUND

Type the **KEYWORD(S)** you want, then click Submit Search. Search hints available below.

(Search History)

Language:

Material Type:

Location:

View Entire Collection

Search and Sort:

Year: After and Before

???!*&^%!

Question 4 – Findings

What people did on this task



- Said they would assume we did not have item.
- Did not know we could get it for them.
- Assumed they had misspelled and tried again.
- Would check Multnomah County Library or PSU or go to Amazon.com to buy book if desired.
- No one knew what “Summit” was
- No one could find the button even if they surmised we should have this function.

Question 5 – Finding full-text (WebBridge)



- Few used WebBridge
- Some understood the function, but not the name
- Some guessed from the name, but were not sure of the function
- Most people never opened WebBridge initially, but opened a second window to the catalog and searched for the journal there.
- Tested in both PubMed and Ovid
- Did not go back after an initial bad experience with WebBridge
- “Not working” meant it did not provide full-text.

16. Scott LK. **Insulin resistance syndrome in children.** [Review] [42 refs] [Journal Article. Review] *Pediatric Nursing*. 32(2):119-24, 143, 2006 Mar-Apr. [Abstract](#) [Complete Reference](#) 

UI: 16719421
Authors Full Name
 Scott, Leslie K.

[Find Similar](#) | [Find Citing Articles](#)

17. Habich M. **Establishing a standard for pediatric inpatient diabetes education.** [Evaluation Studies. Journal Article] *Pediatric Nursing*. 32(2):113-5, 2006 Mar-Apr. [Abstract](#) [Complete Reference](#) 

UI: 16719420
Authors Full Name
 Habich, Michele.


[Find Similar](#) | [Find Citing Articles](#)

18. Zarowitz BJ. **Management of diabetes mellitus in older persons.** [Review] [22 refs] [Journal Article. Review] *Geriatric Nursing*. 27(2):77-82, 2006 Mar-Apr. [Complete Reference](#) [Full Text](#) 

UI: 16638476
Authors Full Name
 Zarowitz, Barbara J.

[Find Similar](#) | [Find Citing Articles](#)

WebBridge Resolution Server - Microsoft Internet Explorer

OHSU/OGI/ONPRC Libraries
WebBridge  [WebBridge FAQ](#) [Customer Support](#)

Title: *Insulin resistance syndrome in children.*
 Author: Scott
 Source: *Pediatric Nursing* (ISSN 0097-9805) 2006 32 (2): 119-

If no full text links of the article were found, the OHSU Library may still have what you're looking for. Use the links below to search the OHSU Catalog and beyond for both print and electronic resources.

Full Text - OHSU Only

Find at Journals@Ovid
 LIB HAS 01-01-2003 -

Find at EBSCOHost.
 LIB HAS 01-01-1999 -

Library Catalogs

OHSU/OGI/NCNM Library Catalog (Journals only)
 Search for *Pediatric Nursing*

OHSU/OGI/NCNM Library Catalog
 Search for *Pediatric Nursing*

OCLC WorldCat
 Check libraries in Oregon and beyond. Enter state or ZIP code when prompted.

Document Delivery

Request article from [ILL Express](#) (OHSU Marquam Hill)

Request article from [ILL Express](#) (OGI)

Trusted sites

Gaps between understanding and interface



- Confusion with terminology used in OPAC and on site
 - Users not sure which links go to where
 - Our terminology does not make sense to them
 - *Library Terms Users Understand:*
<http://www.jkup.net/terms.html#summary>
- Confusion with legacy information organization and terminology
 - Previous separation on top page of JOURNALS vs. E-JOURNALS
- Confusion with layout of OPAC in general
- Confusion with layout of bib records for both journals and books

Gaps between understanding and interface



- Finding something “good enough” if not exact article
- “Getting stuff from other libraries”
- Confusion/overlap about which resources and services do what
 - ILL, Summit, WorldCat?
 - Databases or ejournals?
 - “Want it? Get it!” – Judith and Cindy
- No returns after a bad experience
- Used GoogleScholar

Other findings



- Unexpected two-way interaction, education
- Different mental models people have point to need to stay in closer touch with them more regularly.
 - Liaison program
 - Mobile lab
 - Other connections
 - “What’s New” a blog (“Did you know?”)

Short-term fixes

- Tidied up wording/categories on top page
- Journals page much the same

OHSU | OHSU Library | OGI S&E Library | NCMN Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCMN Catalog | ONPRC Catalog | WSCC Catalog
CUSTOMER SUPPORT

New Search Extended display Limit/sort search Repeat search in Summit (Search History)

TITLE View Entire Collection System Sorted Sort Search

Save Marked Records Save All On Page

Num	Mark	TITLES (1-3 of 3)	Year	Entries Found
1	<input type="checkbox"/>	Diabetes And Cardiovascular Disease	c2005	1
2	<input type="checkbox"/>	Diabetes And Cardiovascular Disease : Etiology, Treatment, And Outcomes	c2001	1
3	<input type="checkbox"/>	Diabetes And Cardiovascular Disease : Integrating Science And Clinical Medicine	c2004	1

Save Marked Records Save All On Page

New Search Extended display Limit/sort search Repeat search in Summit (Search History)

Home | Help

Short-term fixes

- Reduced number of buttons in that seemed cluttered to people
 - Suppress_Option wwwoption for MARC, Another Search
 - Manual page # 106891
- Changed buttons to be all-text (and large font)
- Made Request, Summit buttons stand out more
- Changed Summit wording

OHSU | OHSU Library | OGI S&E Library | NCMN Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCMN Catalog | ONPRC Catalog | WSCC Catalog
CUSTOMER SUPPORT

New Search Request Save Record Staff view Limit/sort search

(Search History)

TITLE View Entire Collection System Sorted Search

Record: [Prev](#) [Next](#) **Additional Info:** Repeat search in Summit

Copy Status Find Similar Items Full Record

LOCATION	CALL #	STATUS
OHSU OLD LIB. - CLOSED STACKS	WU240 S399c 1995	AVAILABLE

- Changed text for location
- Linked location text to page explaining to go back to use "Request" button
 - Used LOC_codes in wwwoptions

LOC_h0130=javascript:open('/screens/requestinstruct.html','xpop','height=200,width=500,screenX=300,screenY=300,top=300,left=300');location.href=location.href;"

- Altered briefcit.html coding
 - Manual page #107034

The screenshot shows a library catalog interface. At the top, there are navigation links for various libraries (OHSU, OHSU Library, OGI S&E Library, NCNM Library, ONPRC Library, WSCC Library) and a 'CUSTOMER SUPPORT' link. Below this are buttons for 'New Search', 'Request' (highlighted in red), 'Save Record', 'Staff view', and 'Limit/sort search'. A search history dropdown is visible. A pop-up window titled 'Requesting Instructions - Microsoft Internet Explorer' is overlaid on the page, containing the following text:

Request this item by clicking on the **REQUEST** button on the previous page above.

For more information about using the Request feature to request books and journals from the OHSU Library, go to [Request Books and Journals from the OHSU or NCNM Libraries](#).

The background interface shows a record for a book with fields for Author (Schwartz, M.), Title (Clinical guide), Imprint (Philadelphia, PA), Copy Status (Find Similar), and LOCATION (OHSU_OLD LIB. - CLOSED, WU240 S399c 1995, AVAILABLE).

- Not ideal: when people click on the location, they want to go directly to the request form.

The screenshot shows a search results page with three entries. Each entry includes a checkbox, a citation, and a 'Find It@OHSU Library' button. The entries are:

1. Scott LK. **Insulin resistance syndrome in children.** [Review] [42 refs] [Journal Article. Review] *Pediatric Nursing*. 32(2):119-24, 143, 2006 Mar-Apr. UI: 16719421
 Authors Full Name: Scott, Leslie K.
 Find Similar | Find Citing Articles
2. Steinbeck KS. **Insulin resistance syndrome in children and adolescents: clinical meaning and indication for action.**[comment]. [Comment. Editoria] *International Journal of Obesity & Related Metabolic Disorders: Journal of the International Association for the Study of Obesity*. 28(7):829-32, 2004 Jul. UI: 15208648
 Authors Full Name: Steinbeck, K S.
 Find Similar | Find Citing Articles
3. Ten S, Maclaren N. **Insulin resistance syndrome in children.** [Review] [125 refs] [Journal Article. Review] *Journal of Clinical Endocrinology & Metabolism*. 89(6):2526-39, 2004 Jun. UI: 15181020
 Authors Full Name: Ten, Svetlana, Maclaren, Noel.
 Find Similar | Find Citing Articles

Options for each entry include Abstract, Complete Reference, Full Text, and Ovid Full Text.

- Made more obvious wording on WebBridge button.



Title: *Insulin resistance syndrome in children.*
Author: Scott
Source: **Pediatric Nursing** (ISSN 0097-9805) 2006 32 (2): 119-

Link to article - OHSU only

Full-text available through [Journals@Ovid](#)
LIB HAS 01-01-2003 -

Full-text available through [EBSCOHost](#)
LIB HAS 01-01-1999 -

Having trouble finding what you need? Contact the library [using our online form](#) or call 503-494-3462.

- Introduced conditional programming
 - Suppressed non-desired links
 - Manual page #106546
- Altered resserv_panel.html page and associated .css files
 - Manual page #106495



Title: *BK polyomavirus in renal transplants: role of electron microscopy and immunostaining in detecting early infection.*
Author: Latif
Source: **Ultrastructural Pathology** (ISSN 1521-0758) 2007 31 (3): 199-

Library Catalogs

[OHSU/OGI/NCNMWSCC Library Catalog \(Journals only\)](#)
Search to see if library has *Ultrastructural Pathology*

[OCLC WorldCat](#)
Check libraries in Oregon and beyond. Enter state or ZIP code when prompted.

Interlibrary Loan

Request article through [Interlibrary Loan](#)

Having trouble finding what you need? Contact the library [using our online form](#) or call 503-494-3462.

WebBridge Management - Category Suppression Rule

Name:

Description:

Categories:

If resource available in...

Available Categories:

...then don't display:

AND
 OR

- WebBridge Admin
- Edit Category Suppression Rules
- Created rule to suppressing catalog and ILL categories if one of the link to or browse article categories is available

Recommendations for future

- Allow “Search as Words” link to link to another function (i.e. “Search affiliated libraries”)
- “Your item would be here” redesign
- More faceted/grouped searching in OPAC – less layers and confusion
- More “chunked” information
- Catalog available through top page
- Additional user education (PubMed, ILL)
- More liaison work
- More testing of “new and improved” interfaces to confirm changes moving in the right direction.

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog

CUSTOMER SUPPORT

New Search Extended display Limit/sort search Repeat search in Summit (Search History)

TITLE harry potter View Entire Collection Search

No matches found; nearby TITLES are:
 Result page: [Prev](#) [Next](#)

Save Marked Records Save All On Page

Mark		Year	Entries
<input type="checkbox"/>	Harry J. Sears Glass Lantern Slide Collection.	1941	1
<input type="checkbox"/>	Harry L. Chiles Memorial Publication.	1954	1
<input type="checkbox"/>	Harry Levinson On The Psychology Of Leadership	c2006	1
<input type="checkbox"/>	Harry Oldfield's Invisible Universe : The Story Of One Man's Search For The Healing Methods That Wil	1998	1
Your entry harry potter would be here			
<input type="checkbox"/>	Harry R. Cliff, M.D.	1937?	1
<input type="checkbox"/>	Harry Semler, Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, Leonard R. Andr	1935?	1
<input type="checkbox"/>	Harry Semler, Plaintiff And Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, L	1933?	1
<input type="checkbox"/>	Hartland's Medical & Dental Hypnosis.		2

OHSU | OHSU Library | OGI S&E Library | NCNM Library | ONPRC Library | WSCC Library
 Main menu | OHSU Library Catalog | OGI S&E Catalog | NCNM Catalog | ONPRC Catalog | WSCC Catalog

CUSTOMER SUPPORT

New Search Extended display Limit/sort search Repeat search in Summit (Search History)

TITLE harry potter View Entire Collection Search

Your search for Harry Potter did not find anything in our system The OHSU Library does not carry this item
 Check affiliated libraries (Summit)
 Request through interlibrary loan

Mark		Year	Entries
<input type="checkbox"/>	Harry J. Sears Glass Lantern Slide Collection.	1941	1
<input type="checkbox"/>	Harry L. Chiles Memorial Publication.	1954	1
<input type="checkbox"/>	Harry R. Cliff, M.D.	c2006	1
<input type="checkbox"/>	Harry Semler, Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, Leonard R. Andr	1998	1
<input type="checkbox"/>	Harry Semler, Plaintiff And Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, L		
<input type="checkbox"/>	Hartland's Medical & Dental Hypnosis.		
<input type="checkbox"/>	Hartmann's Theory Of Acute Diseases And Their Homeopathic Treatment.	1937?	1
<input type="checkbox"/>	Hartmann's Theory Of Chronic Diseases And Their Homeopathic Treatment.	1935?	1
<input type="checkbox"/>	Hartmann's Theory Of Chronic Diseases And Their Homeopathic Treatment.	1933?	1
<input type="checkbox"/>	Hartman's Theory Of Acute Diseases And Their Homeopathic Treatment.		2
<input type="checkbox"/>	Hartman's Theory Of Acute Diseases And Their Homeopathic Treatment.	1849	1
<input type="checkbox"/>	Hartman's Theory Of Acute Diseases And Their Homeopathic Treatment.		2
<input type="checkbox"/>	Harty's Endodontics In Clinical Practice.	1840	1

Summary

- The OPAC is only one part of a vast network of how people are using us to search for information
- Important to not have interfaces be a barrier to users in their information-seeking processes
- Important to check in with users to see what they need and actively respond to them.
- Our ability to quickly customize our environment in response to our particular user needs is critical.



Resources

- Breeding, Marshall. (2007). *Next-Generation Library Catalogs*. (Library Technology Reports: Expert Guides to Library Systems and Services, 43/4). Chicago: ALA TechSource.
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- Snyder, C. (2003). *Paper Prototyping: The Fast and Easy Way to Design and Refine User Interfaces*. San Francisco, CA: Morgan Kaufman Publishers.



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