

# Navigating User Understanding of the OPAC Interface: Case Study from OHSU's Web Usability Testing

Online Northwest 2008

Laura Zeigen, MA, MLIS  
Systems & Web Development Librarian, OHSU

[www.ohsu.edu/library/staff/zeigenl](http://www.ohsu.edu/library/staff/zeigenl)

[zeigenl@ohsu.edu](mailto:zeigenl@ohsu.edu)



## Overview

- Why conduct usability testing?
- How to conduct usability testing
- Findings and surprises
- What to do with findings (and surprises!)
- Implications for future OPAC design
- Discussion



## Why conduct usability testing?



- It can take a lot of staff time
- It is almost always a challenge to recruit subjects\*
- Sometimes the results might not be what you want to hear or things you actually cannot change at this time.
- So...why do it?

\* Although, according to Jakob Nielsen (<http://www.useit.com/alertbox/20000319.html>), you only need 5-8 people to adequately test.

## Why conduct usability testing?

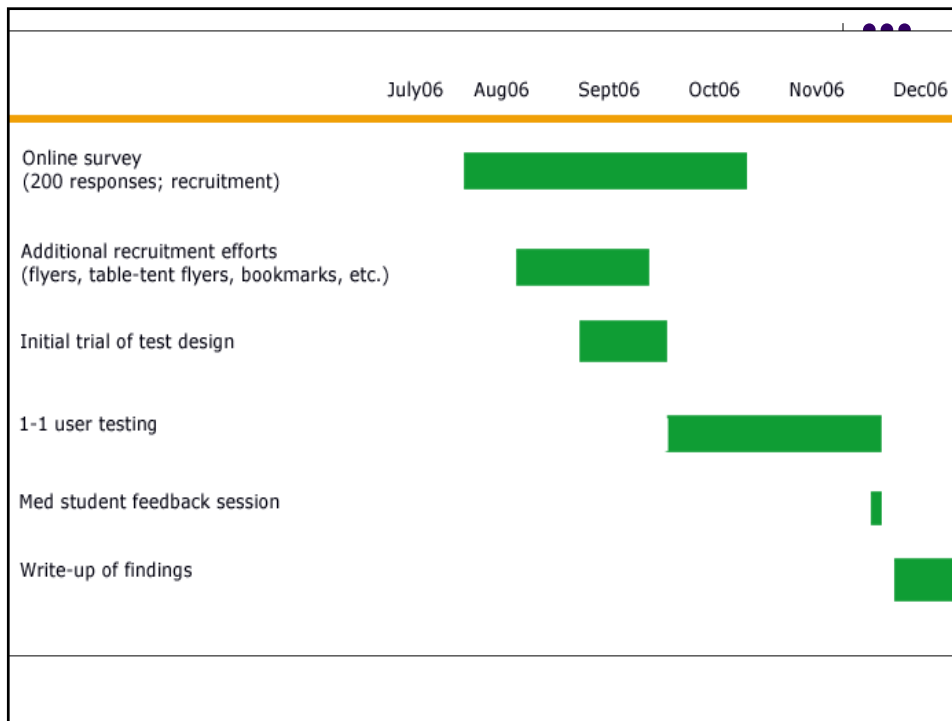


- What do users want and need in searching the catalog (interface and functionality)?
- Conducting testing allows you to see first-hand how people are searching and uncovers searching behaviors
- Usability testing gives you more data so you can design your interfaces and systems to better meet user searching needs
- How can we best utilize new technologies (tagging, other Web 2.0) if we don't know how they might be useful to our users?
- Marketing opportunity!

## How do you conduct usability testing?



- Different methodologies
  - <http://www.usability.gov/methods>
  - ACRL eLearning class "Introduction to Web Usability"
- **Paper prototyping**
  - "Draft model (or mock-up) of the Web site that allows the design team to explore ideas before fully implementing them."
- **Usability testing/contextual interview**
  - "One-on-one sessions where a "real-life" user performs tasks on the Web site in order to identify user frustrations and problems with the site."
- **Cognitive walkthrough**
  - "starts with a task analysis that specifies the sequence of steps or actions required by a user to accomplish a task, and the system responses to those actions. The designers...then walkthrough the steps, asking themselves a set of questions at each step."
- Choose a method(s) that work for your budget and goals
- Human subjects permissions!
- Recruitment!
- Test design!



## Survey and other subject 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 website)
  - Flyers all over
  - Table-tent flyers
  - Bookmarks at circ desk, new employee orientation
  - Contacts across campus

## Test design



- Paper prototyping, modified
  - *Paper Prototyping*, Carolyn Snyder
- Team helped develop tasks
- Recording devices?
- Anonymized results, but noted status (student, faculty, department, etc.)
- 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)



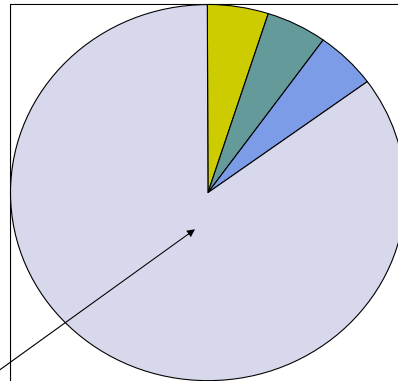
- Staff – 15
- Students – 11
  - Additional 7 med students in person
  - Email feedback from 8 additional med students
- Clinicians – 3
- Researchers – 4
- Other faculty/instructors – 3
- Member of public (ret. prof) – 1

## Findings 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.

## Patron's mental model of library, based on usability survey



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

## Usability testing: Findings and surprises



- 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 and surprises



- Many gaps between user understanding of their searches and how we have the OPAC set up.
- 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 - journals/ejournals 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 | 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)** **85%**

**JOURNAL TITLE BEGINS WITH:**

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:**

Search for title, subject or publisher by KEYWORD.  
[Tips on limiting searches](#)

**SUBJECT SEARCHES:**  
Select search from list

**ISSN SEARCH:**

**Browse PRINT AND ELECTRONIC JOURNAL TITLES** **15%**

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

**FREE Electronic Journals**

**Link to free online journals by journal title**  
Free electronic journals (over 2200 titles)

**Search for free online articles**  
[PubMed 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**

(Search History)

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

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

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

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**

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
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



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 pediatrics 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 8 Found
1	<input type="checkbox"/>	<a href="#">Pediatrics</a>		3
2	<input type="checkbox"/>	<a href="#">Pediatrics (Evanston)</a>	1948-	1
3	<input type="checkbox"/>	<a href="#">Pediatrics For Parents</a>		1
4	<input type="checkbox"/>	<a href="#">Pediatrics In Review</a>	1979-	1
5	<input type="checkbox"/>	<a href="#">Pediatrics International</a>		1
6	<input type="checkbox"/>	<a href="#">Pediatrics ; Orthopedic Surgery</a>	1923	1

Save Marked Records Save All On Page

New Search Extended display Limit/sort search Repeat search in Summit (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 MARC Display Limit/Sort Search Another Search  
 (Search History)

TITLE clinical guide to periodontics View Entire Collection System Sorted 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	<a href="#">WU240 S399c 1995</a>	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 Catalog  
**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"/> <a href="#">WU240 R172pe 1989 [Oversize]</a> : 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 <b>???</b>
<input type="checkbox"/> <a href="#">WU 240 R311 1978</a> : 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 <b>STORAGE:AVAILABLE</b>	c1978
<input type="checkbox"/> <a href="#">WU240 S365c 1996</a> : 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"/> <a href="#">WU240 S381p 1986</a> : 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

New Search Extended Display Limit/Sort Search Search As Words Another Search Search Summit (Search History)

TITLE  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"/>	<a href="#">Trigger Points II.</a>	c1984	1
<input type="checkbox"/>	<a href="#">Trigger Points One</a>	c1984	1
<input type="checkbox"/>	<a href="#">Trigger Points Two</a>	c1984	1
<input type="checkbox"/>	<a href="#">Trigger-Proofing Your Home For Asthma &amp; Allergy</a>	c1992	1
Your entry <b>trigonometric</b> would be here <a href="#">Search as Words</a>			
<input type="checkbox"/>	<a href="#">Triiodothyronines In Health And Disease</a>	c1981	1
<input type="checkbox"/>	<a href="#">Trillium Nutrition Series</a>	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.  
 hary potter

(Search History) [v] **???!\* & ^ % !**

Language: ANY [v]  
 Material Type: ANY [v]  
 Location: ANY [v]  
 View Entire Collection [v]  
 Search and Sort: Grouped by relevance, sorted by date [v]  
 Year: After [ ] and Before [ ]

Submit

## 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>
- 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 and surprises



- 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?”)

## What was done to help address these issues



- Fixed major issues to top page and OPAC
- Results after the new OPAC launched
- Follow-up testing
- Additional OPAC changes to serials display, based on customer support email questions.
- Remember that library staff are also a user-group constituency of the OPAC!

The screenshot shows the OHSU Library OPAC interface. At the top, there is a navigation bar with links for 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, and WSCC Catalog. A red box highlights the 'CUSTOMER SUPPORT' link. Below the navigation bar, there are tabs for 'Keyword', 'Title', 'Journals', 'Author', 'Subject', 'Reserves', and 'Other'. The 'Journals' tab is selected. The main content area is titled 'Journal Search' and includes a search form with the following sections:

- Journal Search**: Search PRINT AND ELECTRONIC JOURNAL TITLES (not articles). Includes a text input field and a 'Go' button.
- JOURNAL TITLE BEGINS WITH:**: Includes a text input field and a 'Go' button.
- KEYWORD SEARCH:**: Includes a text input field and a 'Go' button.
- SUBJECT SEARCHES:**: Includes a dropdown menu labeled 'Select search from list' and a 'Go' button.

On the right side of the page, there are links for 'OHSU licensed online journals' (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), 'Free online journals (A-Z)', 'MadBioWorld', 'RSS OHSU print journals received today', and 'What is RSS?'. A red box highlights a message: 'Problems accessing an ejournal or article? Contact library customer support.'

### 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"/>	<a href="#">Diabetes And Cardiovascular Disease</a>	c2005	1
2	<input type="checkbox"/>	<a href="#">Diabetes And Cardiovascular Disease : Etiology, Treatment, And Outcomes</a>	c2001	1
3	<input type="checkbox"/>	<a href="#">Diabetes And Cardiovascular Disease : Integrating Science And Clinical Medicine</a>	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
- 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
<a href="#">OHSU OLD LIB. - CLOSED STACKS</a>	<a href="#">WU240 S399c 1995</a>	AVAILABLE

- Changed text for location
- Linked location text to page explaining to go back to use "Request" button
- Altered briefcit.html coding

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 Record | Staff view | Limit/sort search

(Search History)

**Author** Schwartz, M.  
**Title** Clinical guide  
**Imprint** Philadelphia, PA

**LOCATION**  
 OHSU\_OLD LIB. - CLOSED  
 WU240 S399c 1995  
 AVAILABLE

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](#).

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

## Follow-up testing

- Dec 2007-Jan 2008
- 6 subjects
- Different recruitment tactic
- Used same format and form
- Things original testers cited as problems and fixed were not mentioned.
- Things we were unable to change were still a problem for users.

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"/>	<a href="#">Harry J. Sears Glass Lantern Slide Collection.</a>	1941	1
<input type="checkbox"/>	<a href="#">Harry L. Chiles Memorial Publication.</a>	1954	1
<input type="checkbox"/>	<a href="#">Harry Levinson On The Psychology Of Leadership</a>	c2006	1
<input type="checkbox"/>	<a href="#">Harry Oldfield's Invisible Universe : The Story Of One Man's Search For The Healing Methods That Wil</a>	1998	1
<b>Your entry <span style="color: red;">harry potter</span> would be here</b>			
<input type="checkbox"/>	<a href="#">Harry R. Cliff, M.D.</a>	1937?	1
<input type="checkbox"/>	<a href="#">Harry Semler, Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, Leonard R. Andr</a>	1935?	1
<input type="checkbox"/>	<a href="#">Harry Semler, Plaintiff And Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, L</a>	1933?	1
<input type="checkbox"/>	<a href="#">Hartland's Medical &amp; Dental Hypnosis.</a>		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"/>	<a href="#">Harry J. Sears Glass Lantern Slide Collection.</a>	1941	1
<input type="checkbox"/>	<a href="#">Harry L. Chiles Memorial Publication.</a>	1954	1
<input type="checkbox"/>	<a href="#">Harry R. Cliff, M.D.</a>	c2006	1
<input type="checkbox"/>	<a href="#">Harry Semler, Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, Leonard R. Andr</a>	1998	1
<input type="checkbox"/>	<a href="#">Harry Semler, Plaintiff And Appellant, Vs. Oregon State Board Of Dental Examiners, L.A. Rosenthal, L</a>		
<input type="checkbox"/>	<a href="#">Hartland's Medical &amp; Dental Hypnosis.</a>		
<input type="checkbox"/>	<a href="#">Hartmann's Theory Of Acute Diseases And Their Homeopathic Treatment.</a>	1937?	1
<input type="checkbox"/>	<a href="#">Hartmann's Theory Of Chronic Diseases And Their Homeopathic Treatment.</a>	1935?	1
<input type="checkbox"/>	<a href="#">Hartmann's Theory Of Chronic Diseases And Their Homeopathic Treatment.</a>	1933?	1
<input type="checkbox"/>	<a href="#">Hartman's Theory Of Acute Diseases And Their Homeopathic Treatment.</a>		2
<input type="checkbox"/>	<a href="#">Hartman's Theory Of Acute Diseases And Their Homeopathic Treatment.</a>	1849	1
<input type="checkbox"/>	<a href="#">Hartman's Theory Of Acute Diseases And Their Homeopathic Treatment.</a>		2
<input type="checkbox"/>	<a href="#">Harty's Endodontics In Clinical Practice.</a>	1840	1

## Implications for future OPAC design



- OPAC is only one piece of a search strategy
- Interfaces should not be a barrier to users in their information-seeking processes
- Check in with users and actively respond to needs
- Our ability to quickly customize our environment in response to our particular user needs is critical
- In order to properly respond to our users' needs, OPACs need to have the same flexibility and speed of response for updates as do Web sites

## OPAC options



- Third-party vendors
  - Endeca (Innovative)
  - Aquabrowser
- WorldCat Local
  - University of Washington: [www.lib.washington.edu/](http://www.lib.washington.edu/)
- Open source
  - Koha ([www.koha.org](http://www.koha.org) – workshop at code4lib)
  - PINES/Evergreen (Georgia state public libraries)
- Symposium on Future of Integrated Library Systems  
[www.itls.org/ilssymposium2007/agendapage.html](http://www.itls.org/ilssymposium2007/agendapage.html)



## Discussion

- What, if any, issues have you seen with user understanding of the OPAC at your institution?
- What usability testing methods have you found worked (or not) and why?
- What are viable design solutions you are looking at now?
- What options look interesting, but not yet viable at this time? What would it take to make them viable?



## Tips for conducting testing

1. Determine your goals for testing
2. Utilize cross-departmental knowledge
3. Test out the test and redesign as necessary before testing for real
4. Give your subjects an incentive!
5. Be willing to take the testing to them
6. Compare what people say with what they really do
7. Allow enough time and opportunity to be “off script”
8. Keep an open mind – release your assumptions!
9. Test your changes and see if they worked
10. Integrate usability testing as ongoing process
11. DO IT!

## Resources



- ACRL eLearning class: “Introduction to Website Usability”  
[http://www.ala.org/ala/acrl/acrlproftools/Website\\_Usability.cfm](http://www.ala.org/ala/acrl/acrlproftools/Website_Usability.cfm)  
Taught by Nora Dimmock, University of Rochester
- Breeding, Marshall. (2007). *Next-Generation Library Catalogs*. (Library Technology Reports: Expert Guides to Library Systems and Services, 43/4). Chicago: ALA TechSource.
- Krug, S. (2006). *Don't Make Me Think: A Common Sense Approach to Web Usability* (2<sup>nd</sup> ed). Berkeley, CA: New Riders Publishing.
- Kupersmith, John (2008). *Library Terms Users Understand*. Retrieved February 20, 2008 from <http://www.jkup.net/terms.html>
- Nielsen, Jakob (2005). *Summary of Usability Testing Methods*. Retrieved February 20, 2008 from useit.com:  
[http://www.useit.com/papers/heuristic/inspection\\_summary.html](http://www.useit.com/papers/heuristic/inspection_summary.html)
- Nielsen, Jakob (2003). *Usability 101: Introduction to Usability*. Retrieved February 20, 2008 from useit.com:  
<http://www.useit.com/alertbox/20030825.html>

## Resources



- Nielsen, Jakob (2000). *Why You Only Need Five People to Test*. Retrieved February 20, 2008 from useit.com:  
<http://www.useit.com/alertbox/20000319.html>
- Snyder, C. (2003). *Paper Prototyping: The Fast and Easy Way to Design and Refine User Interfaces*. San Francisco, CA: Morgan Kaufman Publishers.
- *Usability.gov: Your guide to creating usable Web sites*. Retrieved February 20, 2008 from <http://www.usability.gov>
  - <http://www.usability.gov/methods/>
  - <http://www.usability.gov/design/prototyping.html>
  - <http://www.usability.gov/refine/learnusa.html>
  - <http://www.usability.gov/methods/contextual.html>
- Weinberg, David (2007). *Everything is Miscellaneous: The Power of the New Digital Disorder*. New York: Henry Holt and Company.
- Wikipedia.org: *Cognitive Walkthrough*. Retrieved February 20, 2008 from [http://en.wikipedia.org/wiki/Cognitive\\_walkthrough](http://en.wikipedia.org/wiki/Cognitive_walkthrough)
- Wikipedia.org: *Comparison of Usability Evaluation Methods*. Retrieved February 20, 2008 from [http://en.wikipedia.org/wiki/Comparison\\_of\\_usability\\_evaluation\\_methods](http://en.wikipedia.org/wiki/Comparison_of_usability_evaluation_methods)

## Contact Information



Laura Zeigen, MA, MLIS  
Systems & Web Development Librarian  
Oregon Health & Science University

503-494-0505

[zeigenl@ohsu.edu](mailto:zeigenl@ohsu.edu)

<http://www.ohsu.edu/library/staff/zeigenl>



***Thank you!***