



# Library One Search Usability at ASU

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Tammy Allgood Wolf  
Jordyn Kush



# About me



**Tammy Allgood Wolf**


@tallgood

Arizona native, Associate Librarian,  
directs Discovery Services at Arizona  
State University Libraries.

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 **Tammy Allgood Wolf** @tallgood · Mar 31  
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# Jordyn Kush

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[Jordyn.Kush@asu.edu](mailto:Jordyn.Kush@asu.edu)

User Interface Designer Lib  
Cyberinfrastructure Services  
University Staff

Mail Code: 1006

# Arizona State University

---

- Arizona Metropolitan Academic Campuses
  - Tempe 50,246
  - Downtown Phoenix 11,277
  - Polytechnic 4,173
  - West 3,701
  - (Thunderbird)
- Arizona Learning Centers
  - Colleges at Lake Havasu City 123
  - Eastern Arizona College 31
- ASU Online 13,750





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campus library**



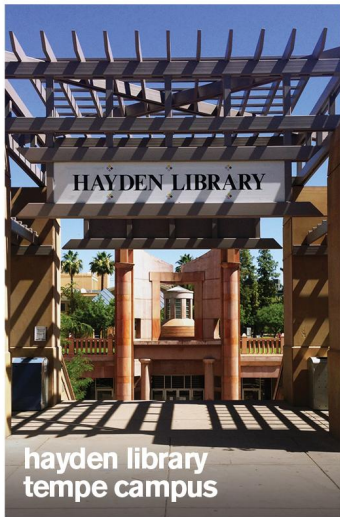
**polytechnic campus  
library**



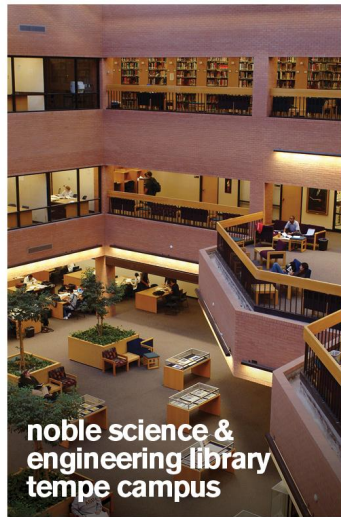
**fletcher library on the  
west campus**



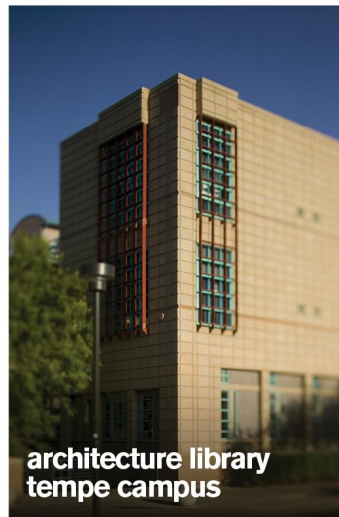
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# User Experience



- Make it **Useful Usable** and **Desirable**
- You are not your user
- The user is not broken

# 2006 OpenUrl Linking Usability Testing Results

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- SFX
- Users were confused when there wasn't a direct link to the article from the database
- Users often confused by multiple options on the “Get it @ ASU” page
- Staff concerns with the number of broken links using OpenUrl resolver outweighed user confusion
- Direct linking was not implemented

**Author:** Adesnik

**Title:** Engaging Autocratic Allies to Promote Democracy.

**Source:** The Washington quarterly [0163-660X] yr:2006 vol:29 iss:2 pg:7

Get It! ASU

#### Available Online:

From **EBSCOhost Electronic Journals Service**

Year:  Volume:  Issue:  Start Page:  [GO](#)

From **LexisNexis Academic** [GO](#)

*Must search for article in database.*

From **Project Muse Standard Collection**

Year:  Volume:  Issue:  Start Page:  [GO](#)

From **Wilson Social Sciences Index**

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*Sometimes "refereed" is called "scholarly" or "peer-reviewed."*

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**Author:** Adesnik  
**Title:** Engaging Autocratic Allies to Promote Democracy.  
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**Search criteria:** [Refine or alter criteria](#)

Article: Aboriginal rights, aboriginal culture, and protection  
Author: Christie, Gordon  
Journal: Osgoode Hall law journal (1960)  
ISSN: 0030-6185 Date: 1998  
Volume: 36 Issue: 3 Page: 447

**Content is available via the following links:**

Coverage Range	Resource	Links to content
1960 - present	<a href="#">HeinOnline International &amp; Non-U.S. Law Journals</a>	<a href="#">▶ Get Article</a> <a href="#">Go to Journal</a>
1960 - present	<a href="#">HeinOnline Law Journal Library</a>	<a href="#">▶ Get Article</a> <a href="#">Go to Journal</a>
09/01/1994 - present	<a href="#">LexisNexis Academic</a>	<a href="#">▶ Get Article</a> <a href="#">Go to Journal</a>

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# Efficient Bipedal Robots Based on Passive-Dynamic Walkers

Steve Collins, Andy Ruina, Russ Tedrake and Martijn Wisse  
Science  
New Series, Vol. 307, No. 5712 (Feb. 18, 2005), pp. 1082-1085

Published by: [American Association for the Advancement of Science](#)  
Stable URL:  
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Viewing page 1082 of pages 1082-1085

### REPORTS

ammonia would react directly with compounds **4a** and **4b**, and a dissociative path D, in which ammonia would react with a 14-electron complex formed after dissociation of olefin (Scheme 5). The rates of decay of the pentene complex **4b** were measured by <sup>31</sup>P NMR spectroscopy with varied amounts of olefin and ratios of ammonia to olefin (data and plot are shown in figs. S1 and S2 and table S1). The observable rate constants,  $k_{obs}$ , predicted for reaction by associative path C (Eq. 1) and dissociative path D (Eq. 2), were derived with the steady state approximation. For path C, the observed rate constant would be independent of the concentration of olefin, but for path D, a plot of  $1/k_{obs}$  versus the ratio of olefin to ammonia

N-H bonds under mild conditions. We anticipate that this understanding will accelerate the development of catalytic chemistry that parallels the existing reactions of hydrogen, hydrocarbons, silanes, and boranes but begins with oxidative addition of the N-H bond of abundant and inexpensive ammonia.

#### References and Notes

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15. D. Morales-Morales, D. W. Lee, Z. Wang, C. M. Jensen, *Organometallics* 20, 1144 (2001).
16. M. Kanzelberger et al., *J. Am. Chem. Soc.* 125, 13644 (2003).
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19. M. A. McLoughlin, R. J. Fleisher, W. C. Kaska, H. A. Mayer, *Organometallics* 13, 3816 (1994).
20. Materials and methods, including the details of the synthesis of the olefin complexes, are available as supporting material on Science Online.
21. J. F. Riehl, Y. Jean, O. Eisenstein, M. Pelissier, *Organometallics* 11, 729 (1992).
22. J. F. Hartwig, R. C. Bergman, R. A. Andersen, *J. Am. Chem. Soc.* 113, 3404 (1991).
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## ASU Libraries

### Efficient bipedal robots based on passive-dynamic walkers.

Author: Collins, Steve S  
Journal: Science (New York, N.Y.)  
ISSN: 0036-8075  
Date: 02/2005  
Volume: 307 Issue: 5712 Page: 1082-1085  
PMID: 15718465  
DOI: 10.1126/science.1107799

Journal Details

JSTOR Life Sciences  
[Browse Journal](#)  
07/03/1880 - 12/18/2009

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# Library One Search Usability, Fall 2015

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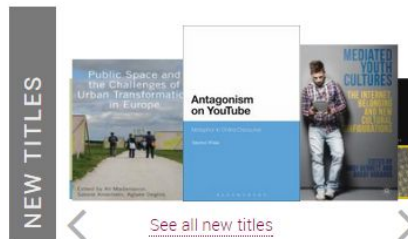
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- [Academic Search Premier](#)
- [CINAHL](#)
- [Dissertations & Theses](#)
- [ERIC](#)
- [Films on Demand \(FMG\)](#)
- [Google Scholar](#)
- [JSTOR](#)
- [LexisNexis Academic](#)
- [Opposing Viewpoints](#)
- [PsycInfo](#)
- [PubMed \(Medline\)](#)
- [Refworks](#)
- [Web of Science](#)
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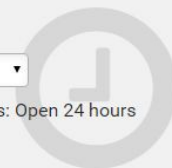
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Hayden Library

ASU Faculty, Staff & Students: Open 24 hours

Visitors: 7am - 12am

[View all Library Hours](#)



### Featured Resource



feedback

## REFINE YOUR SEARCH

## ✓ Any

- Full Text Online
- Scholarly & Peer-Review
- Library Catalog

## CONTENT TYPE

## ✓ Any

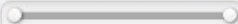
- Newspaper ...
- Book / eBook
- Journal Article
- Magazine A...
- Dissertation
- More...

## DISCIPLINE

## ✓ Any

- languages ...
- biology
- anatomy & ...
- medicine
- history & ar...
- More...

## PUBLICATION DATE



from



to



## SUBJECT TERMS

## LANGUAGE

1,181,039 results sorted by [relevance](#)  Add results beyond your library's collection1. **Frogs: strange and wonderful**by [Pringle, Laurence](#); [Henderson, Meril](#)

2012

[Permalink](#)

Provides information about **frogs** and toads, including different species, habitat, and life cycle.

 Book: [SHELF, HAYDEN CURRICULUM](#)2. **Frogs**by [Bishop, Nic](#)

2008

[Permalink](#)

Nic Bishop's photographs show all different kinds of **frogs**, big ones, very tiny ones, **frogs** with beautiful colors of skin, and one **frog** you can see inside of.

 Book: [SHELF, HAYDEN CURRICULUM](#) (+2 more)3. **Frogs: inside their remarkable world**by [Beltz, Eilin](#)

2005

[Permalink](#) Book: [SHELF, WEST STACKS](#)4. **Frogs: a wildlife handbook**by [Long, Kim](#)

1999

[Permalink](#) eBook: [Full Text Online](#) Book: [SHELF, SCIENCE 3RD FLOOR](#)5. **Frogs**by [Aristophanes](#); [Sommerstein, Alan H](#)

The Comedies of Aristophanes, 1996

## frog

From Credo Reference

Frog comes from Old English frogga, which probably started life as a playful alternative to the more serious frasc or forsc. This derived from the pre-historic Germanic \*fruskaz, which also produced German frosch and Dutch vorsch. Its use as a derogatory synonym for 'French person' goes back to the late 18th century, and was presumably inspired by the proverbial French appetite for the animals' legs (although in fact frog as a general term of abuse can be traced back to the 14th century, and in the 17th century it was used for 'Dutch person'). It is not clear whether frog... [Read more](#)

## Related Topics

- [African clawed frog](#)
- [Tree frog](#)
- [Poison dart frog](#)





# Efficient Bipedal Robots Based on Passive-Dynamic Walkers

Steve Collins, Andy Ruina, Russ Tedrake and Martijn Wisse  
Science  
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# Methodology - Who

## Audience Type

Student (ASU affiliate)	5
Faculty (ASU affiliate)	2
Online users (non-ASU)	9
<b>TOTAL (participants)</b>	<b>16</b>

## Age

18-24	11
25-31	1
32-38	2
39-45	1
45 or older	1
<b>TOTAL (participants)</b>	<b>16</b>

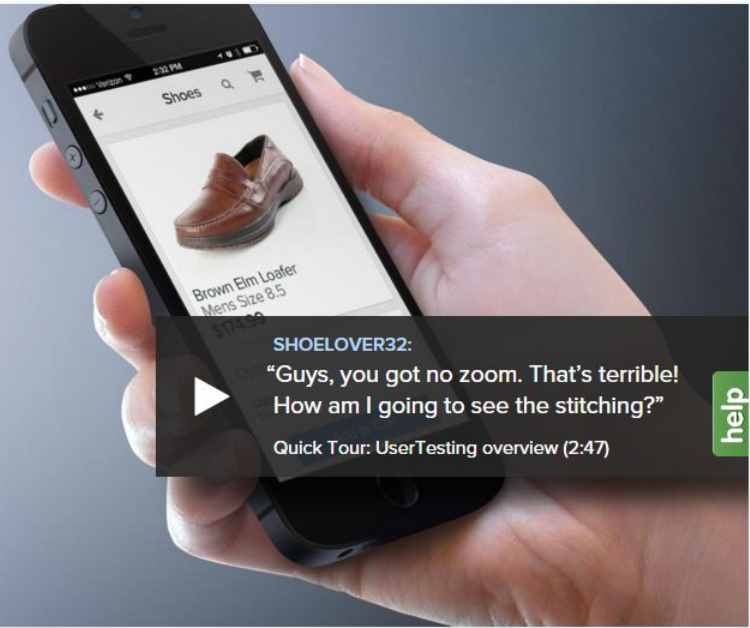


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**SHOELOVER32:**  
"Guys, you got no zoom. That's terrible! How am I going to see the stitching?"  
Quick Tour: UserTesting overview (2:47)

help



See more customers

# Methodology

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- 10 tasks/questions (15-20 minutes)
- 2 questionnaires
  - Demographics
  - System Usability Score
- Observations documented via screen and voice recordings

# Methodology - Data Collected

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- Task completion rates
- Verbal feedback
- System Usability Score

# Findings

## Participant tasks

**Task 1** - *Using the Library One Search tool, please look up information on "Biodiversity"*

Number of participants	16
Percent successful	100%

Findings	Recommendations
<ul style="list-style-type: none"><li>• 16 participants completed the task with ease.</li><li>• 15 participants found the tool via the Library Homepage</li><li>• 1 participant used asu.edu search "Library One" and was brought to tool's specific page (<a href="http://lib.asu.edu/one">lib.asu.edu/one</a>)</li></ul>	<ul style="list-style-type: none"><li>• No recommendations for this portion. All participants interacted well with this step despite source of search.</li></ul>

**Task 2** - *Please point out any database recommendations relevant to this subject*

Number of participants	16
Percent successful	43.75%

<b>Findings</b>	<b>Recommendations</b>
<ul style="list-style-type: none"><li>• 7 of 16 participants completed the task with ease by finding the database recommendations listed above the results</li><li>• 9 of 16 participants needed prompting, had significant difficulty, or failed in completing the task.</li></ul>	<p>Most users said they would find "Database Recommendations" to be helpful if research was being done with a specific field/intent whether they located the recommendations or not.</p> <ul style="list-style-type: none"><li>• Finding a more clear way to differentiate the "Database Recommendations" section from the results would help users identify more clearly.</li></ul>

Task 3 - Identify the number of Scholarly & Peer Reviewed articles are available in Full-text from the years 2000-2005.

Number of participants	16
Percent successful	43.75%

Findings	Recommendations
<ul style="list-style-type: none"><li>• 7 of 16 live participants completed the task with ease by identifying/using all three facets to answer.</li><li>• 7 of 16 live participants needed prompting or had significant difficulty completing the task by identifying/using at least 1 of the 3 facets</li><li>• 2 of 7 were completely unsuccessful in this task and did not identify/use the facets</li></ul>	<p>Most live participants struggled to use the filtering facets.</p> <ul style="list-style-type: none"><li>• Recommending in-depth test be run on use of facets to measure/track data such as gaze plots and time on task</li><li>• Facet section as a whole should be more evident and salient</li><li>• Facet options should not be cut off or shortened so user is clear on the option</li><li>• Some users experienced difficulty/frustration with facets loading while attempting to filter (e.g. Date; inputting first date would <u>resubmit</u> query and users could not input end date facet until query was done). Fine tuning these interactions will help the users have a more fluid, stress-free interaction</li></ul>



#### Task 4 - Identify the number of articles available in Spanish and Italian

Number of participants	16
Percent successful	68.75%

Findings	Recommendations
<ul style="list-style-type: none"><li>• 11 of 16 live participants completed the task with ease by identifying/using the language facet.</li><li>• 5 of 7 live participants were completely unsuccessful at identifying/using language facet.</li></ul>	<p>Despite most <b>live</b> users taking note of the facets during the test, 5 of 7 failed to locate facet at all.</p> <p><b>Online</b> users had a 100% success rate at identifying/using the facet.</p> <ul style="list-style-type: none"><li>• Recommendations from above apply</li></ul> <p><i>Note:</i> Language facet is significantly lower in the facet sidebar. However, it is proximate to the very visual "Publication date" facet.</p>

**Task 5 - Locate the top Journal Article on Biodiversity, save this to your personal folder**

Number of participants	16
Percent successful	81.25%

<b>Findings</b>	<b>Recommendations</b>
<ul style="list-style-type: none"><li>• 13 of 16 participants completed the task by identifying/using the folder icon to the right of the search result listing.</li><li>• 3 of 16 participants missed the folder icon and attempted other paths (e.g. "Save" "Export").</li></ul>	<p>Most users were successful despite often being unsure that they were selecting the correct icon.</p> <ul style="list-style-type: none"><li>• Add an identifier, letting the user know that the folder icon will save the item to their temporary folder.</li><li>• Make information about folder behavior in grey box more evident</li><li>• Further testing could be useful to study expectations of folder. Participants did not seem aware that the items sent to this folder would not be saved for any length of time beyond their current session</li></ul>

Task 7|– *Select the Journal Article to pull up more detailed information (360link sidebar). Is this information open access? What is the publication frequency of the journal?*

Number of participants	16
Percent successful	43.75%

Findings	Recommendations
<ul style="list-style-type: none"><li>• 7 of 16 participants completed the task by identifying both pieces of information in the sidebar.</li><li>• 4 of 16 participants struggled to identify both pieces of information in the sidebar</li><li>• 5 of 16 participants were completely unsuccessful at identifying both pieces of information in the sidebar.</li> <li>• 8 of 9 participant completed the task by locating the publication frequency</li></ul>	<ul style="list-style-type: none"><li>• Further testing may provide useful, detailed feedback in the hierarchy of information and use of the <u>360link</u> sidebar. Many users looked at the tool but the information was not salient.</li></ul> <p><i>Note:</i> The term “open access” was not salient and may have cause confusion among some participants. Locating the publication frequency is a clearer indicator of interaction with the <u>360link</u> sidebar.</p>

<http://hdl.handle.net/2286/R.I.35834>



# Report a Problem Feature

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“I’ve seen a huge increase in these issues being reported. I just looked through old tickets and from what I can tell there were maybe 3 or 4 of these types of issues reported in Salesforce in the month before we implemented the 360Link sidebar, and in the month after there were probably close to 50 reports, and they seem to be coming in at about that same rate ever since then.”


# Further Study

The screenshot shows a web browser window displaying the iLUX website. The browser's address bar shows 'ilux.lab.asu.edu'. The website's navigation menu includes 'Home', 'About Us', 'Services', 'Equipment', 'Gallery', 'Our Team', 'Contact', and 'Blog'. The main content area is titled 'TOOLS & SERVICES' and features four service cards: EEG, Eye Tracking, Lab Environment, and Data Mining and Data Analysis. Each card includes an icon, a title, and a brief description of the service.

**iLUX** INNOVATIVE LEARNER AND USER EXPERIENCE

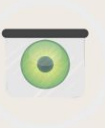
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## TOOLS & SERVICES




### EEG

Sensors placed on the surface of the scalp non-invasively record electrical channels sampled at 256 times per second. Raw brain responses can be translated into measurements of attention, excitement, engagement, frustration or cognitive load. Data can be synchronized with eye tracking, galvanic skin response, and facial expression data to produce a complete array of evidence of user response to stimuli.




### EYE TRACKING

Infrared cameras capture visual attention and fixation. By recording eye movement, eye tracking technology is able to record fixation points and how long a user gazes at certain elements. This data can be used to create heat maps of focus by users. Eye tracking can be used in coordination with EEG and galvanic skin response.



### LAB ENVIRONMENT

iLUX provides a state-of-the-art lab environment located at the Ira A. Fulton Schools of Engineering at Arizona State University in Tempe, Arizona. A complete range of equipment, trained technicians, data analysts, and consultants are available for research ranging from website and device usability to shopper and advertising and biomedical.



### DATA MINING AND DATA ANALYSIS

In coordination with the Arizona State University School of Computing, Informatics, and Decision Systems Engineering, iLUX is able to provide state-of-the-art data mining and data analysis services that can help you make sense of and visualize the data you are gathering.

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