Primo at UNSW
SearchFirst and beyond

Tom Ruthven
Digital Library Innovation and Development
In this presentation

- SearchFirst: current service using Primo
- Usability study
- Next steps
SearchFirst

- For undergraduates
- Full text only: online and library printed material
- One view, One search box, Immediate access
- Simple look & feel
- Perpetual beta service
Testing the top 20

- **10.5 seconds**
  - Medline
  - Expanded Academic
  - Journals@Ovid
  - Scopus
  - Business Source Premier
  - APAFT
  - CAB
  - OmniFile

- **18 seconds**
  - Science Direct
  - PsycInfo
  - Embase
  - Communication Studies
  - Econlit
  - Web of Science
  - CSA Illustrata
  - MathSciNet
  - PsycArticles

- **26.5 seconds**
  - ABI Inform

- **1 minute and 8 seconds** … last 2 were “suspended”
  - IEEE Explore
  - Embase Classic
Resources included

- Library catalogue
- Australian Public Affairs
- Business Source Premier
- Expanded Academic ASAP
- Journals@Ovid Full Text
- MathSciNet
- MEDLINE
- PsycARTICLES
- PsycINFO
- ScienceDirect
- Scopus
- Web of Science
- Library catalogue
- Course reserves
- Institutional repository (UNSWWorks)
Usability testing

• Preliminary results
• School of Computer Science and Engineering, Human Computer Interaction
• 1st year and final year undergraduates
Search - user conceptual model

- On the first page, users are set on finding information
- Only focusing on search
Search - good

- All immediately used search text box
- All easily refined results by resource type
- All noted that help information is really helpful to know how to use the search properly
- All understood the search progress stars
Search - improve

• Blank search box:
  – Unsure what to type
  – Is it sufficient
  – Not confident about the scope of the search
• Search Help not near search box

Not clear this is search-related help

Give the user a clearer defined help option for search
• Have a similar drop down to Google, which assists the user could make searching easier and quicker in getting the results fast
Search progress - improve

- Slow, slow, slow “Is it broken”. Google - quick and fast = reliable!
- Wait for ‘Show me what you have so far’
Refine my results - improve

- When asked to improve the search results: re-typed or re-phrased the search query
- No one noticed ‘Refine My Results’ section on the right or ‘Did not find what you are looking for’ at bottom of screen
- Refine topics not sorted, unusable
- Could not get back after refining
  - Place remove at the top of the results list
  - Or, place remove in same place in Refine My Results
Looking at the results
User workflow

- Find an interesting article (resource)
- Read a brief summary about it
- If interested - search for the article, users don’t want to spend lots of time finding one article
- Article found
Looking at the results - good

- Search results have a similar look and feel to home page
- Highlighted key words and phrases
- Sort by ‘date-newest’ and ‘relevance’
- Distinguished resource types, e.g. book, article
Looking at the results - improve

• First set of search results were not useful
• Sorting: unsure of Popularity; would like resource type, author, keyword
• Could not work out how to change number of results to display: add a drop down at the top of the results
• Next and Previous at top and bottom
• A brief description would be useful
• Title link should go to Full-text
Participants wanted the option to change the number of results displayed per page to be next to ‘Display more results’.
Looking at the results - details

• Dropping down into other applications results in much confusion; contains “difficult English”; pull up into Primo not drop down

• Summary not useful: Description and Tables of Content. Want something clear and brief

• Repeat the Resource type
Getting the material
User Conceptual Model

• Go to the computer
• Type in author and title (of book)
• Get the location of the book
• Physically get the book to borrow or read
Getting the material - improve

• Didn’t notice the “Available at Level 3…”
• Why more than one link to e-resources, “students don’t really care where the article comes from [different links - sources]....only want to see the article”
• Annoyance at the number of clicks required to get to the article
• Sometimes leads to a dead end
E-shelf confusion

“Why do I need to sign in to use the search?”

“...[I] didn’t notice the [icons] there...”

“Cut, don’t know, don’t know, delete”

Most of the participants guessed: “create a new folder, edit/rename, don’t know, don’t know, delete”
E-shelf - confusion

• Understood the concept of e-shelf
• Did not understand “Sign in for full access”
• Did not realise there is more information than e-shelf
• Not sure of ‘Guest e-shelf’
• Understood the 2 sets of email, print, save
• Didn’t understand the icons used in e-shelf
• Expected to ‘click’ add after ‘Add to e-shelf’
Key improvements

- Improve speed, add more resources
- Pull functionality up into Primo
- Rethink e-shelf, user preferences
- Better grouping and placement of refinement options
Next steps

• Integrate into Learning Management System (Blackboard9)

• Front end for institutional repository
  – Academics edit their works listed in search results
  – Persistent link to Primo metadata record (handle)
  – Full text search
  – Restrict results based on user and user role
  – Hide datastreams based on user role
  – Browsing of facets
Next steps

• Front end for e-research repositories
  – Display relationships and ORE resource maps
  – Deep search to a level in resource maps
  – Display multiple metadata schema together: MODS, MatML, organisation
  – Embed in wider e-research infrastructure, wiki, blog, bliki

• Search interface for university websites