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Primo at UNSW
SearchFirst and beyond

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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

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e-Journals e-Resources Catalogue Help

Search for GO

New Search Advanced Search

Sign in for full access

Guest e-Shelf

? Help My Preferences

SearchFirst Facts

What is SearchFirst?

A single starting point for finding items in print and electronic form from UNSW Library's collection.

How is it different to the Catalogue (LRD) and Sirius?

SearchFirst has different search features that allow you to refine your searching more quickly and to limit by "available" and "online" resources.

All items from the Catalogue (LRD) and MyCourse are searchable, as well as a selected group of databases from Sirius.

< < Back to the Library Homepage

We want your feedback!

More Services

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 (UNSWorks)

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

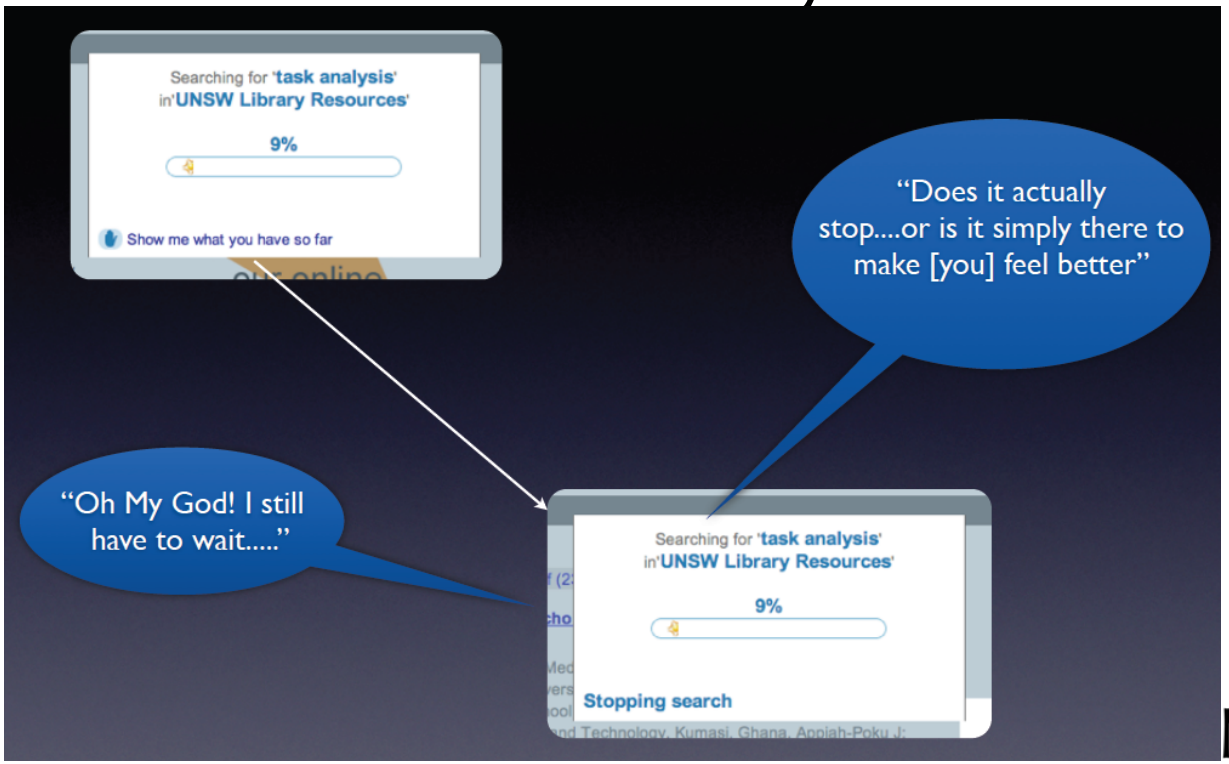
- Blank search box:
  - Unsure what to type
  - Is it sufficient
  - Not confident about the scope of the search

- Search Help not near search box

- 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

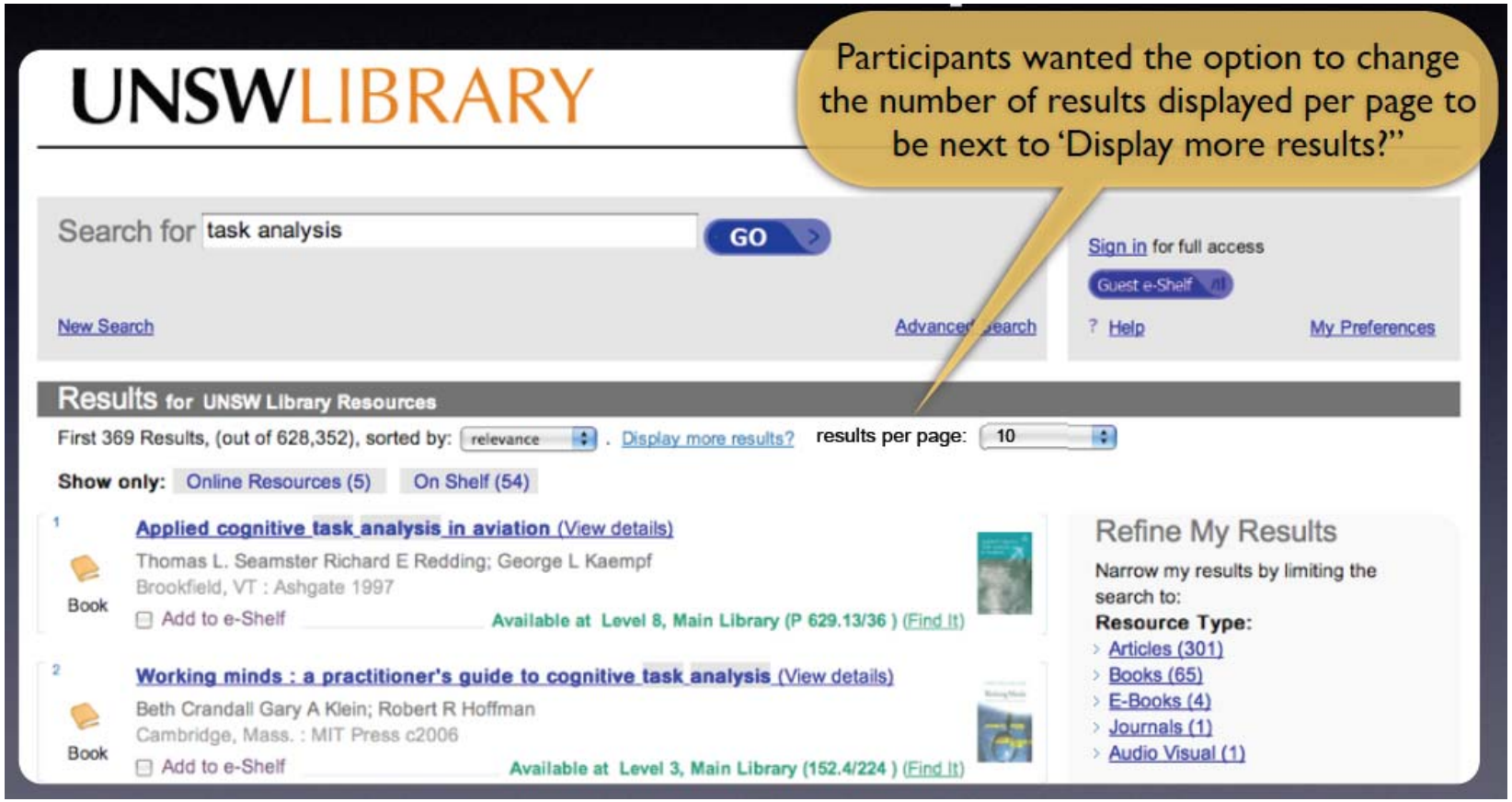
- Find an interesting article (resource)
- Read a brief summary about it
- If interested - search for the article, users don’t want to spend lots of time finding one article
- Article found

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?"
UNSWLIBRARY
Search for task analysis
GO
Sign in for full access
Guest e-Shelf
New Search
Advanced Search
? Help
My Preferences
Results for UNSW Library Resources
First 369 Results, (out of 628,352), sorted by: relevance . Display more results? results per page: 10
Show only: Online Resources (5) On Shelf (54)
1
Applied cognitive task analysis in aviation (View details)
Thomas L. Seamster Richard E Redding; George L Kaempf
Brookfield, VT : Ashgate 1997
Book
Add to e-Shelf
Available at Level 8, Main Library (P 629.13/36) (Find It)
2
Working minds : a practitioner's guide to cognitive task analysis (View details)
Beth Crandall Gary A Klein; Robert R Hoffman
Cambridge, Mass. : MIT Press c2006
Book
Add to e-Shelf
Available at Level 3, Main Library (152.4/224) (Find It)
Refine My Results
Narrow my results by limiting the search to:
Resource Type:
Articles (301)
Books (65)
E-Books (4)
Journals (1)
Audio Visual (1)

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

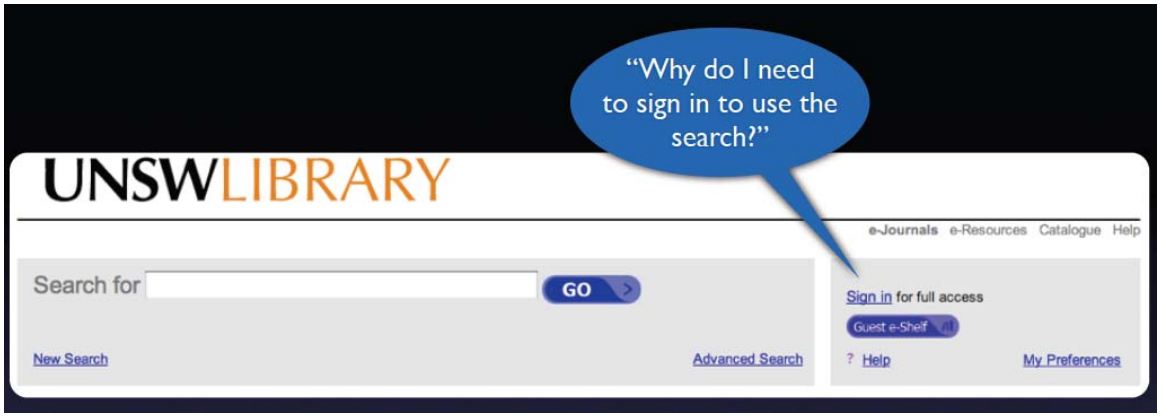
Getting the material
User Conceptual Model

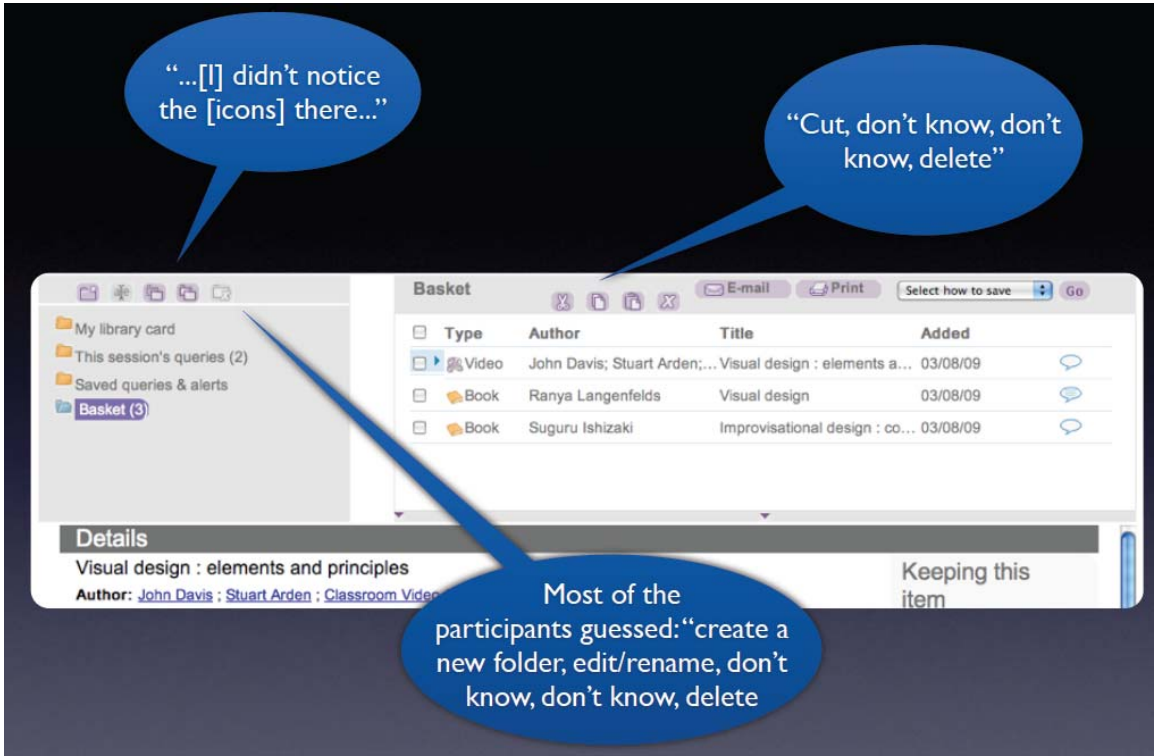
- Go to the computer
- Type in author and title (of book)
- Get the location of the book
- Physically get the book to borrow or read

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





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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