The use of Limo at K.U.Leuven

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Agenda

1. Limo: implementation of Primo at K.U.Leuven
2. Sources to evaluate the use of Limo
3. Observations and changes for the new release
K.U. Leuven

- 33,600 students
- 14 Faculties; 3 groups
- Science, Engineering and Technology
  - 8,000 students (1,600 international)
- Humanities and Social sciences
  - 20,000 students (2,600 international)
- Biomedical sciences
  - 9,000 students (1,000 international)
Leuven Integrated (B)Library and Information System

• Part of K.U.Leuven responsible for central library automation
• Since early 70’s
• Service offer for external organisations
• We run Aleph, SFX, MetaLib, Verde, Digitool
• Development partner for Alma.
## Implementation of Primo in K.U.Leuven

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experiment with own UI</td>
<td>2009</td>
</tr>
<tr>
<td>Bèta tester of Primo Central</td>
<td>Spring 2010</td>
</tr>
<tr>
<td>Bèta release</td>
<td>September 2010</td>
</tr>
<tr>
<td>“Soft launch”</td>
<td>March 2011</td>
</tr>
<tr>
<td>Usability test</td>
<td>May 2011</td>
</tr>
<tr>
<td>Evaluation, finetuning and new lay-out</td>
<td></td>
</tr>
<tr>
<td>Official launch, replacement of OPAC and</td>
<td>September 2011</td>
</tr>
<tr>
<td>MetaLib</td>
<td></td>
</tr>
</tbody>
</table>
The use of Limo at K.U.Leuven

Catalogue
Abt 5M records

Institutional repository
(majority = metadata, abt 300,000 records)

SFX data

MetaLib data

Content from DigiTool (later)
Agenda

• Limo: implementation of Primo at K.U.Leuven
• Sources for evaluation of Limo
• Observations and changes for the new release
Sources to evaluate the use of Limo

- Usability study
- Usage data
- Feedback
Usability study: questions

- Is it clear for users what they can find in Limo?
- Do the users know alternatives to search for documents they didn’t find in Limo?
- Are the logon procedures clear?
- Can users easily
  - Find information about a topic (exploratory search)
  - Find a known item?
  - Find the location of a document in the library?
  - View the full text of a document online?
  - Save and export data?
Usability study: method

• Conducted by company specialised in usability studies
• Testers were asked to perform tasks in Limo while thinking aloud (1u / tester)
• Researcher observes:
  – How is the task executed?
  – What does / doesn’t the tester see on the screen?
  – Body language, comments, ..
• Short pre- and post test questionnaire
Usability study: testers

Experience with Limo:
• 5 testers: never used Limo
• 3 testers: used Limo once
• 2 testers: used Limo a few times
Usage data: Birt reports

- Problem: not all usage appears to be registered
- Very little clicks on recommendations
- Not all search queries appear in the stats (comparison with Google Analytics)

⇒ Incident reported to Ex Libris, solved yesterday
⇒ no hard conclusions based on these reports
Usage data: Google Analytics

- Interesting graphical interface
- Used to monitor (in time)
  - Screen resolution and browsers
  - Referring sites
  - Use of facets
- Comparison with other stats
Dashboard Google Analytics:

visits in K.U.Leuven

### Referring Sites

<table>
<thead>
<tr>
<th>Source</th>
<th>Visits</th>
<th>% visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>pds.libis.be</td>
<td>499</td>
<td>59.26%</td>
</tr>
<tr>
<td>lib.arts.kuleuven.be</td>
<td>61</td>
<td>7.24%</td>
</tr>
<tr>
<td>uncat.be</td>
<td>54</td>
<td>6.41%</td>
</tr>
<tr>
<td>primtest.libis.be</td>
<td>32</td>
<td>3.80%</td>
</tr>
<tr>
<td>arts.kuleuven.be</td>
<td>30</td>
<td>3.56%</td>
</tr>
</tbody>
</table>

**view report**

### Browsers and OS

<table>
<thead>
<tr>
<th>Browser and OS</th>
<th>Visits</th>
<th>% visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer / Windows</td>
<td>1,170</td>
<td>42.12%</td>
</tr>
<tr>
<td>Firefox / Windows</td>
<td>809</td>
<td>29.12%</td>
</tr>
<tr>
<td>Chrome / Windows</td>
<td>431</td>
<td>15.51%</td>
</tr>
<tr>
<td>Safari / Macintosh</td>
<td>157</td>
<td>5.65%</td>
</tr>
<tr>
<td>Firefox / Macintosh</td>
<td>94</td>
<td>3.38%</td>
</tr>
</tbody>
</table>

**view report**

### Traffic Sources Overview

- Direct Traffic: 1,897.00 (68.29%)
- Referring Sites: 842.00 (30.31%)
- Search Engines: 39.00 (1.40%)

**view report**

### Screen Resolutions

<table>
<thead>
<tr>
<th>Screen Resolution</th>
<th>Visits</th>
<th>% visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>1280x1024</td>
<td>818</td>
<td>29.45%</td>
</tr>
<tr>
<td>1280x800</td>
<td>714</td>
<td>25.70%</td>
</tr>
<tr>
<td>1680x1050</td>
<td>234</td>
<td>8.42%</td>
</tr>
<tr>
<td>1366x768</td>
<td>198</td>
<td>7.13%</td>
</tr>
<tr>
<td>1440x900</td>
<td>185</td>
<td>6.66%</td>
</tr>
</tbody>
</table>

**view report**
Visits in K.U.Leuven &
Visits in K.U.Leuven with use of facets
Need for extra stats

- What is the use via search boxes on library websites compared to the use via the standard interface?
- What is the use of Limo per campus?
Need for extra stats

- We want to monitor the performance of searches in Primo Central and local collections separately.

<table>
<thead>
<tr>
<th>Date</th>
<th>Search Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/08/13</td>
<td>297</td>
</tr>
<tr>
<td>2011/08/12</td>
<td>5,425</td>
</tr>
<tr>
<td>2011/08/11</td>
<td>3,693</td>
</tr>
<tr>
<td>2011/08/10</td>
<td>1,294</td>
</tr>
<tr>
<td>2011/08/09</td>
<td>987</td>
</tr>
<tr>
<td>2011/08/08</td>
<td>1,162</td>
</tr>
<tr>
<td>2011/08/07</td>
<td>275</td>
</tr>
</tbody>
</table>

Local Searches

Primo Search Statistics
All Institutions

- Total Searches
- Number of Results
- Response Time (Seconds)
Agenda

• Limo: implementation of Primo at K.U.Leuven
• Sources for evaluation of Limo
• Observations and changes for the new release
Evaluation & changes to Limo following:

- Conclusions from usability study (& usage data)
- Feedback from library staff & end users
- Introduction of New logo:
“I didn’t know what was searchable”

Information on the content of Limo... is hardly noticed
Idea from TUG: visual presentation of content

New version

Search and find printed and electronic publications (articles, books, databases, journals, etc.)

What can you find in Limo?

Limo

LIBISnet Catalogue

Articles & Ebooks

Lirias

You can find printed and electronic publications
• held in the K.U.Leuven and other LIBISnet libraries;
• included in LIRAS, the digital repository for K.U.Leuven research;
• contained in scientific and scholarly databases and e-journal collections licensed by K.U.Leuven or freely available.

News

1.9.2011: New collections added to Limo
Recently, the following collections have been added to Limo:
- Kärger Journals
- Emerald e-journals backfile
- Edinburgh University Press Journals
- Manuscriptorium

4.8.2011: Collections added to Limo
Recently, the following collections have been added to Limo:
- Annual Reviews
- CSIRO Journals
- Duke University Press Journals
- M.E. Sharpe Journals
- SA ePublications from Sabinet

12.7.2011: ScienceDirect publications added to Limo
Recently, a subset of ScienceDirect from Elsevier has been added to Limo. All ScienceDirect publications from 2005-2009 are now available in Limo. The rest of this collection will be added as well in a later stage.

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12-9-2011
Top level facets are often not noticed, testers expected them on the left side of the screen.

Majority of the testers used facets, but more guidance ("Refine my results") appears to be useful.

To quickly find library items

<table>
<thead>
<tr>
<th>Resource Type</th>
<th>Articles (4,273)</th>
<th>News items (3,012)</th>
<th>Reviews (788)</th>
<th>Show 7 more ▼</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creation Date</td>
<td>Until 1980 (22)</td>
<td>1980 To 1987 (500)</td>
<td>1987 To 1994 (1,932)</td>
<td>1994 To 2001 (1,723)</td>
</tr>
<tr>
<td>Creator</td>
<td>Lec, L (37)</td>
<td>Ley, D (19)</td>
<td>Butler, T (19)</td>
<td>Show 34 more ▼</td>
</tr>
<tr>
<td>Topic</td>
<td>Book reviews (284)</td>
<td>Gentrification (102)</td>
<td>Geography (84)</td>
<td>Show 34 more ▼</td>
</tr>
</tbody>
</table>

8,480 Results for All Data sorted by: relevance

- Show only in LIBISnet catalogue (21)
- Peer-reviewed Journals (3,132)
- Full Text Online (6,975)
- Web of Science Cited Articles (695)
Top 10 clicks of facet values
(Google Analytics)

/resource type: Books
/top level: in LIBISnet catalogue
/resource type: Articles
/resource type: Journals
/top level: Full Text Online
/Library: KULeuven Econ. en bedrijfswet.
/List of Versions
/top level: Peer-reviewed Journals
/resource type: Books/Library:KULeuven Econ. en bedrijfswet.
/top level: Web of Science Cited Articles

→ Deep search

Nb: Listing is not favourable for facets with more variable values (Creation date, Author, Topic)
Top level facets on the left side of the screen, with titles

<table>
<thead>
<tr>
<th>Limit My Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Copies</td>
</tr>
<tr>
<td>Peer-reviewed</td>
</tr>
<tr>
<td>Full Text Online</td>
</tr>
<tr>
<td>Cited in WoS</td>
</tr>
</tbody>
</table>

For quick retrieval of local documents: Facet “In LIBISnet Catalogue” replaced by “Print Copies”
Often not noticed
Feedback from libraries: list of versions should be ordered by date
Patch of university of North Western University Library installed
FRBR-list sorted on date
Icons for “My Citations” (Add to E-shelf) not noticed
Other icons for “My Citations (Add to E-shelf)”
Advanced Search

Need of a button to clear search parameters
Suggestion to offer more search fields
- Only 3 of 10 testers used the online Help
- They expect the Help to be context-sensitive
The use of Limo at K.U.Leuven
Alternative access to the native interface of all databases (no metasearch)
5 of the 10 testers tried to search for articles here.
The use of Limo at K.U.Leuven

No search field
Different tabs for different types of records

- Suggestion to always offer the same tabs = more consistent
- Gray out not active tabs
Gray-out non active tabs: not feasible

SFX-button and selected links from SFX-menu
- Link to print copy in Limo if no full text available
- Link to Union Catalog of periodicals
- Impact factor in JCR

View online  Details  Recommendations  Share

Title: Sports Commerce and Peace: The Special Case of the Special Olympics
Creator: Smith, G; Cahn, A; Ford, S
Language: English
Source: Web of Science
Identifier: ISSN: 0167-4544, DOI: 10.1007/s10551-010-0409-1

LibriLink
> Belgian Union Catalogue of Periodicals
> Find print copy
> Impact factor via JCR

Links
> View Web of Science™ Record
Testers expect to find library information (opening hours, address,..) here and not (only) on top of the screen.
Feedback: evaluation of Limo

![Bar chart showing Usability, Overview, and Interest in use ratings]

Usability, Overview, Interest in use