



Primo New UI - Not Just for Undergrads: A usability study

**Dr. Lynne Porat & Nir Zinger
University of Haifa**

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Aims of presentation

- To show how usability testing enabled the University of Haifa to adapt Primo to its users, before launching the new UI
- To provide insights that might be relevant and useful to other libraries



University of Haifa...

Situated atop Mt. Carmel, stunning views of
Mediterranean sea





University of Haifa

Founded in 1972, 7 faculties: Humanities, Social Sciences, Law, Social Welfare & Health, Natural Sciences, Education, and Management

Over 18,000 students studying in B.A., M.A., and Ph.D.



University of Haifa

Varied ethnic backgrounds of student population

Mission to foster academic excellence, tolerance & multiculturalism



The Younes & Soraya Nazarian Library

One central library
serving all research &
teaching needs

One of the largest
academic libraries in
Israel with professional
staff & advanced
information systems



Younes & Soraya Nazarian Library
University of Haifa





Younes & Soraya Nazarian Library
University of Haifa





Younes & Soraya Nazarian Library
University of Haifa





Why usability testing?

All library discovery tools have limitations, & observation of users enables librarians to customize according to their needs

Users who navigate the discovery tool with ease are more likely to perceive it as an asset to their study/research



Aims of usability test

To determine the extent to which users are able to locate & obtain the information they need in a timely manner

To identify the problems users encounter during this process

To determine how to improve user experience, success & satisfaction



Unique Issues in Haifa

Non-blended interface: Books & more, Articles (Hebrew), Articles & more

Bilingual interface: Hebrew & English

Right to Left script for Hebrew; Left to Right script for English



Library Website



Younes & Soraya Nazarian Library
University of Haifa



Index to Hebrew Periodicals



About ▾

Ask Us ▾

Library Services ▾

Faculty and Researchers ▾

Collections & Projects ▾

Orientation & Accessibility ▾

Moodle

Books & more

Articles (Hebrew)

Articles & more

Databases

Course Reserves

Search

Search in:
ONESEARCH

Books, theses, diagnostic tests, questionnaires, periodicals (not the articles they contain) films, pictures, audio recordings, archival materials, maps, aerial photographs, music scores.
All the materials (electronic and other formats) are available to University of Haifa students and staff members.

Digital Media Center

Israel Union Catalog

Interlibrary Loan

New Items



My Account
Loans & Requests



Remote
Access



Opening
Hours



E-mail
Reference



Chat



1X1
Reference
Sessions



Citation
Management
Tools



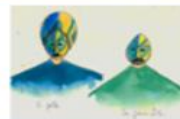
Reserve a
Discussion Room



Contact Us

Library Spotlight

Archives
and Digital
Projects



Good to Know



Too busy to come to the library?
Need help in searching for materials?
Contact our E-mail Reference team!

We will send you an E-mail with our search
results within two work days, at the most.

Announcements and Updates

- n During the University's Open House on Thursday, 16.8.2018, the public computers in the area near the entrance to the Library and those adjacent the photocopy service (stand-up stations) will not be available from 14:00 onward.
We apologize for the temporary inconvenience.



Non-Blended Interface

nature



Books & more
Articles (Hebrew)
Articles & more

University of Haifa Library Catalog



ADVANCED SEARCH

All items ▾ All of the words ▾ Anywhere in the record

Sign in for full-texts, online videos and book requesting [Sign in](#) | [HIDE MESSAGE](#)

21,871 Results

1



JOURNAL

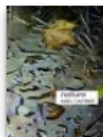
[Nature](#)
XQ .N28

Nature (Online) ; Nature Publishing Group. ; NPG ; N.P.G.
London : Macmillan Magazine Ltd. 1869

**Available at Periodicals - Storage (Not For Loan)
and at additional locations**
[Online access](#)



2



BOOK

[Nature / Noel Castree](#)
QH45.2 .C27 2005

Castree, Noel, 1968-
London : Routledge c2005

**Available at General Collection (14 Days)
and at additional locations**



3



BOOK

[Nature / edited by Jeff Kastner](#)
BH301.N3 N39 2012

Kastner, Jeffrey
London : Whitechapel Gallery 2012

**Available at General Collection (14 Days)
and at additional locations**



PAGE
1



Sort by Relevance ▾

Filter by Availability ^

Available in the Library (8,320)
Online Access (13,324)

Filter by Language ^

English (19,887)
Hebrew (1,013)
French (398)
More Options

Filter by Resource Type ^

Ebooks (12,567)
Books (8,221)
Journals (556)
More Options



Hebrew Language Interface

דפדוף לפי נושא

התחברות מהבית

השאלה בין-ספרייתית

הקטלוג הארצי

חיפוש חדש

ספריית יונס וסוראיה נזריאן
אוניברסיטת חיפה



חיפוש מתקדם



אוסף הספרייה של אוניברסיטת חיפה

ספרים ועוד

מאמרים בעברית

מאמרים באנגלית

nature

בכל מקום

עם מילות החיפוש

הכול

הסתרת ההודעה

כניסה לחשבון האישי

יש להיכנס לחשבון האישי לקבלת גישה לטקסטים מלאים, לצפייה בסרטים ולהזמנת ספרים

21,871 תוצאות

מיון לפי רלוונטיות

צמצום לפי זמינות

פריטים שאינם מושאלים (8,320)

גישה מקוונת (13,324)

צמצום לפי שפה

אנגלית (19,887)

עברית (1,013)

צרפתית (398)

אפשרויות נוספות

צמצום לפי סוג חומר

ספרים אלקטרוניים (12,567)

ספרים (8,221)

כתבי עת (556)

אפשרויות נוספות



Nature
XQ .N28

.Nature (Online) ; Nature Publishing Group. ; NPG ; N.P.G
London : Macmillan Magazine Ltd. 1869



כתב עת

זמין ב כתבי עת - מחסן (לא להשאלה)
ובמיקומים נוספים
גישה מקוונת

Nature / Noel Castree
QH45.2 .C27 2005

-Castree, Noel, 1968
London : Routledge c2005



ספר

זמין ב אוסף כללי (14 ימים)
ובמיקומים נוספים

Nature / edited by Jeff Kastner
BH301.N3 N39 2012

Kastner, Jeffrey
London : Whitechapel Gallery 2012



ספר

זמין ב אוסף כללי (14 ימים)
ובמיקומים נוספים

Chat now

עמוד
1





Method

Participants recruited by email

Representative sample of students and faculty chosen

Three one-hour sessions

Ten participants

Camtasia software

Note-taking and interaction with participants



רוצה להשפיע? Want to make an impact?



Want to make an impact?

We would like to invite you to a session on the library's new search system.
It will last about an hour and will focus on simulating information searches -
there is no need for prior knowledge.

The session will take place in room 166 in the library - you can choose
the most convenient time from the list.

We appreciate your participation.
Light refreshments will be provided.

Registration

See you soon,
Library Assessment Team



Examples of Tasks

1. Find the book "Fictions" by Borges in English
2. Is it currently available? Request it
3. How many M.A. theses on "Russian Jewry" are available online / for loan?
4. How many items are currently on loan to you?
5. Find three articles on "Sexual Harassment in the Army"



Searching

fictions borges



Books & more

University of Haifa Library Catalog



ADVANCED SEARCH

All items

All of the words

Anywhere in the record

49 Results

Save query



BOOK

Fictions / edited, and with an introd., by Anthony Kerrigan ;
[translated from the Spanish by Emece editores]
PQ7797.B635 F513 1974

Borges, Jorge Luis, 1899-1986 ; Kerrigan, Anthony
London : Calder & Boyars 1974 c1962

Available at General Collection (14 Days)
and at additional locations



BOOK

Paper tigers : the ideal fictions of Jorge Luis **Borges** / John Sturrock
PQ7797.B635 Z919

Sturrock, John
Oxford Eng. : Clarendon Press 1977

Available at General Collection (14 Days)
and at additional locations



BOOK

Borges and his fiction : a guide to his mind and art / Gene H. Bell-
Villada
PQ7797.B635 Z6

Bell-Villada, Gene H., 1941-
Chapel Hill : University of North Carolina Press c1981

Available at General Collection (14 Days)
and at additional locations



PAGE
1



Filtered by

English

Reset Filters

Sort by Relevance

Filter by Availability

Available in the Library (17)

Online Access (32)

Filter by Resource Type

Ebooks (32)

Books (17)

Theses - MA & PhD (1)

More Options

Filter by Subject

1899-1986 -- בורחס, חורחה לואיס, (7)

Borges, Jorge Luis, -- 1899-1986 (7)



My Account (No. of items currently on loan)



My Account - Loans & Requests



MY SAVED ITEMS AND SEARCHES

OVERVIEW

LOANS

REQUESTS

FINES AND FEES

PERSONAL DETAILS

Loans

RENEW ALL

¹ Marriage records of the Great Synagogue, London, 1791-1885 / Harold & Miriam Lewin.
General Collection (14 Days) DS135.E...
Due: 27/08/18, 20:00

² Burial Records of the Great & Hambro Synagogues - London 1791-1837 / [Harold & Miriam Lewin].
General Collection (14 Days) DS135.E...
Due: 27/08/18, 20:00

³ Birth records of the Great & Hambro Synagogues, London / [Harold & Miriam Lewin].
General Collection (14 Days) DS135.E...
Due: 27/08/18, 20:00

[VIEW ALL 8 LOANS](#)

Fines and fees

[ONLINE PAYMENT](#)



There are no fines

Requests

¹ בית יעקוביאן / אל-אסואני, עלאא, 1957- מחבר<< REQUEST. . Place in queue is:1

Short video clip

The screenshot displays the Primo search results interface. On the left, a sidebar contains filters for 'זמינות' (Availability) and 'סוג חומר' (Material Type). The main area shows search results for 'יהדות רוסיה' (Russian Jewry) with detailed entry information including titles, authors, and call numbers.

Filters:

- זמינות (Availability):**
 - פריטים שאינם מושאלים (77)
 - גישה אלקטרונית (15)
- סוג חומר (Material Type):**
 - ספרים (60)
 - תמונות (7)
 - ספרות ילדים (6)
 - כתבי עת (6)
 - ספרים אלקטרוניים (5)
 - תזות MA (חיפה) (4)
 - תזות MA (4)
 - תזות (4)
 - הקלטות וידאו - הכול (2)
 - קלטות וידאו (1)
 - DVD (1)

Search Results:

- תולדות ישראל על שם בנציון דינור**
ירושלים : מרכז דינור לחקר תולדות ישראל תשס"ז 2006
מושאל
- תהליך ההתגבשות של יהדות רוסיה לאור פעילות "הברית להשגת מלוא הזכויות עבור העם היהודי ברוסיה" בתקופת המהפכה הרוסית הראשונה, 1905-1907 מאת: איליה וובשין ; בהנחיית: אדם טלר, שמעון קרייז.**
ZD120 .V69 2008
וובשין, איליה ; וובשין, איליה, Universitat Hefah. ha-Hug le-toldot Yisra'el, חיפה : חמו"ל תשס"ח 2008 עבודת גמר--אוניברסיטת חיפה, החוג לתולדות ישראל
זמין - מיקום והזמנה
גישה מקוונת
- יהדות ברוסיה הסובייטית**
גרשוני, אהרן אליהו ; אוצר החכמה (ירושלים) ירושלים : חמו"ל תשכ"א 1961
גישה מקוונת
- תנועת ההשכלה ביהדות רוסיה / יהודה סלוצקי.**
DS135.R9 S63
סלוצקי, יהודה, 1915-1978 ירושלים : מרכז זלמן שזר תשל"ז 1977
זמין - מיקום והזמנה

Buttons:

- לחצו לצמצום התוצאות
- ביטול

Chat: לחצו לצ'אט עם הספרייה עכשיו

Page Info: עמוד 1

System Bar: 10:47 12/12/2017



Participants' Comments

Students	Faculty	Both Students & Faculty
Easy to use & intuitive	Not simple, Need instruction	Nice graphics & clean lines
Liked the Advanced Search	Next time I will perform better	Simple & modern
Friendly, especially the Facets	Don't understand the symbols	Pleasant to the eye
No problems getting used to it	Different from old catalog	Facets are helpful



Issues & Solutions

- **Searching**
- **Layout**
- **My Account**
- **Locating Items**
- **Requesting Items**
- **Saving Items**
- **Narrowing Results**



Searching

Issue	Solution
"New Search" box already contains text	Text was suppressed in "New Search" box and Browse
Books & more - "& more" not clear	No solution found as unable to add alternative text to indicate that "& more" includes other resource types
Inconsistent terminology in Pre-filters	Changed "Words from Subject" to "Subject"



Layout

Issue	Solution
New Search button is last button on Main Menu in English and Hebrew interfaces	New Search is now first button on Main Menu in both interfaces
Chat banner hides the X button to exit the Full Display on English interface	Created two chat banners: one on right side of screen for English interface, another on left side for Hebrew interface



Old chat banner

 Younes & Soraya Nazarian Library
University of Haifa

Chat now





TOP

SHARE / SAVE

DETAILS

2 Records

LINKS

VIRTUAL BROWSE


BOOK

Heroizability : an anthroposemiotic theory of literary characters / Ibrahim Taha
P99.4.I26 T34 2015
Taha, Ibrahim, 1960-
Berlin : De Gruyter Mouton 2015

Get It

Sign in

General Collection (14 Days) P99.4.I26 T34 2015

(1 copy, 0 available, 0 requests)

1 - 1 of 1 Records

BARCODE	TYPE	POLICY LOAN	DESCRIPTION	STATUS
1875789-10	Book	To check Borrowing Policy, sign in User Account		On loan until 23/07/2018 20:00



New chat banner

Heroizability : an anthroposemiotic theory of literary characters / Ibrahim Taha
P99.4.I26 T34 2015
Taha, Ibrahim, 1960-
Berlin : De Gruyter Mouton 2015

Get It

Sign in

Chat now

General Collection (14 Days) P99.4.I26 T34 2015
(1 copy, 0 available, 1 requested)

1 - 1 of 1 Records

BARCODE	TYPE	POLICY LOAN	DESCRIPTION	STATUS
1875789-10	Book	To check Borrowing Policy, sign in User Account		On loan until 23/07/2018 20:00



My Account

Issue	Solution
Unclear how to Login to My Account as need to enter Personal Area first	Recently redesigned by EXL: changed to: Menu & Sign-in
No indication under "Sort by" of the order of Loaned items	EXL acknowledged this as a bug; fix date February 2019



Locating Items...

Issue	Solution
No indication on Results List of physical volumes available	One additional click on Available at leads to: Location & Request which provides this information; Idea posted on Idea Exchange
Clicking on Online Access sometimes leads to only one vendor even though there may be other more relevant vendors available	Clicking on Online Access now displays all vendors



Locating Items

Issue	Solution
Difficult to find Language of Subtitles for videos	Language of Subtitles added as a separate field to videos
My Last Searches button on Top Bar was confused with the Refresh button	Removed My Last Searches from Top Bar (now accessible via My Saved Items)



Requesting Items

Issue	Solution
Loan Period drop-down menu is displayed when Requesting items even though it is often a non-mandatory field	An idea was posted on Idea Exchange to automatically populate the drop-down menu when there is only one option
No confirmation when an item was successfully-requested or where to collect it from	Confirmation text now appears on the request screen



Saving Items...

Issue	Solution
Save Items pin is easily-missed in the top corner of the Full Display	A NERS request was posted to add the pin to the Share/Save section
No indication when selecting All Search Queries in My Saved Items: Saved Searches & My Last Searches that only the visible searches are selected (first 10)	A warning was added to indicate that only queries on this page were selected
Unclear indication that queries have been successfully saved	Confirmation message was changed to bolder, colored text, indicating that queries were saved under My Saved Items



Saving Items

Issue	Solution
Unclear that clicking on the bell icon in My Saved Searches creates an alert	The bell icon's color was change to red when the alert is active
Cannot access My Saved Items from My Account	A link to My Saved Items was added to My Account
Unclear that it is necessary to click ... to send an email of Saved Records from My Account	The Three Dots were colored red and animated when one or more records are selected to indicate that they should be clicked



Narrowing Results...

Issue	Solution
Selected pre-filters are not displayed with selected Facets at top of Facets column	An idea was posted on Idea Exchange to display the selected pre-filters together with the selected Facets
Need to Select a value <u>and</u> click it to narrow search results in Facets	One click on a Facet narrows the search result (changed back to default)
Several categories in the Scopes drop-down menu are not clearly displayed	New Facet was created for Collections instead of Scopes: Peer-Reviewed Articles, Archives...



Narrowing Results...

Issue	Solution
Unclear meaning of Facet Resource Type: Video Recording	Video Recording changed to Video Cassettes, DVDs, and Streaming Video
Unclear that Facet Resource Type: Ph.D. and M.A. Theses includes Haifa Ph.D. & M.A. Theses	The Facet captions were changed so the hierarchy is clearer



Narrowing Results

Issue	Solution
Unclear how to narrow search results by Creation Date	The To and From date boxes were given a frame which made them clearer
Unclear whether Creation Date indicates Publication Date	Creation Date was changed to Publication Date



Summary & Conclusions

Time-consuming process, but worthwhile as highlighted known & new issues, enabling staff to prioritize and take care of them

Several issues were implemented immediately by Primo Team, others required more planning or were submitted as Sales Force Cases/NERS/Alma-L/Idea Exchange



Questions

- Hope our insights can be applied in other libraries
- Full report: see University of Haifa Library [Assessment website](#)
- Article to be published in October 2018 in [Weave: Journal of Library User Experience](#)
- My email: porat@univ.haifa.ac.il

Thank you!