

Project | Articles*Plus* Launch Survey

Report Info

Report Author: Suzanne Chapman  
Contact Information: [suzchap@umich.edu](mailto:suzchap@umich.edu)  
Project Group: User Experience Department  
Stakeholder: Article Discovery Working Group  
Report Date: July 25, 2011

## Table of Contents

---

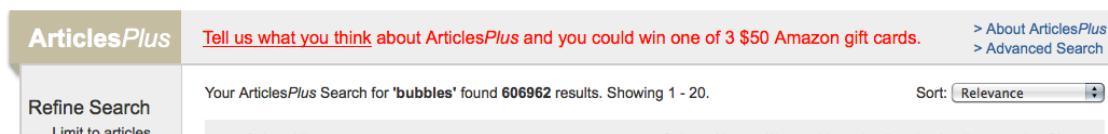
<b>Introduction .....</b>	<b>2</b>
<b>Results for Demographic &amp; Satisfaction Section.....</b>	<b>2</b>
Q1: What is your University of Michigan affiliation? .....	2
Q2: To what department/school/college/institution of the University of Michigan is your affiliation? .....	3
Q3: What did you think of the ArticlesPlus search? .....	4
Q4: Did you get the search results you expected? Please explain. ....	4
Q5: Do you have any other comments about ArticlesPlus?.....	6
<b>Results for the Task-based Usability Section.....</b>	<b>6</b>
Q6: Where would you click to start a new search in this page? .....	7
Q7: Where would you click to get results for items not owned by the University of Michigan Library on this page? .....	8
Q8: Where would you click to go directly to this article? .....	9
Q9: Where would you click to show just items that have full text available? .....	10
Q10: Where would you click to go the Advanced ArticlesPlus search page? .....	11
Q11: Where would you click to find more information about the first item in the list? .....	12

## Introduction

The University of Michigan Library launched a new article discovery tool in the Fall of 2010. This tool is powered by Summon™ and rebranded locally as “ArticlesPlus.” Immediately upon launch, we conducted a survey using Qualtrics survey software to gather demographics, gauge user satisfaction, and evaluate usability. The latter was accomplished via static screenshots and task-based questions.

Overall, satisfaction levels were high and a majority of the respondents succeeded in accomplishing goals of the task-based usability questions.

- 194 surveys started but since not all questions were mandatory, total per question varies.
- Survey ran from Sept 27, 2010 – October 31, 2010.
- On completion of the survey, the respondents were given the opportunity to submit their contact information via a form that was disconnected from the survey to ensure participant anonymity. Three respondents were selected at random to receive a \$50 Amazon gift certificate.
- Survey was linked from top of the ArticlesPlus interface.











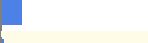












## Results for Demographic & Satisfaction Section

### Q1: What is your University of Michigan affiliation?

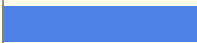




#	Answer		Response	%
1	Undergraduate student		61	33%
2	Graduate student		79	42%
3	Faculty		18	10%
4	Staff		26	14%
5	No affiliation		3	2%
	Total		187	100%

**Q2: To what department/school/college/institution of the University of Michigan is your affiliation?**

#	Answer		Response	%
1	Rackham School of Graduate Studies		16	9%
2	Architecture & Urban Planning		5	3%
3	Art & Design		2	1%
4	Business		2	1%
5	Dentistry		1	1%
6	Education		6	3%
7	Engineering		12	6%
8	Information		14	7%
9	Kinesiology		5	3%
10	Law		1	1%
11	Literature, Science & Arts		57	30%
12	Music		4	2%
13	Natural Resources & Environment		9	5%
14	Nursing		8	4%
15	Pharmacy		0	0%
16	Public Health		7	4%
17	Public Policy		1	1%
18	Social Work		10	5%
19	University of Michigan Health System		6	3%
21	University of Michigan Library		20	11%
20	None		1	1%
	Total		187	100%

**Q3: What did you think of the ArticlesPlus search?**

Overall, it received a positive response with 79% of the respondents selecting “liked it” or “liked it a lot”.

#	Answer		Response	%
1	I liked it a lot		76	41%
2	I liked it		71	38%
3	It was okay		31	17%
4	I did not like it		7	4%
5	I did not like it one bit!		2	1%
	Total		187	100%

**Q4: Did you get the search results you expected? Please explain.**

101 respondents answered this question. Trends in responses were as follows:

*Generally Positive:*

59 respondents expressed their general satisfaction.

- “Rather than searching through piles of journals(as was done previously via myrlyn search), the fluidity of the interface provided an extremely user friendly interaction. The documents that I needed appeared at/near the top of the search as well, decreasing the total time.”
- “yes, it provided a number of credible sources for me to use.”
- “Yes. It gave me access to many journals all at once instead of looking in each one individually”
- “I got more than expected. It is so much faster and easier to find and access the articles needed. Great!
- “Yes - it was easy to use and the M get it link next to the articles made it easier than google scholar.”
- “Yes. I had a specific article that I was looking for and was able to get the full text in only a few clicks.”
- “I can go straight to what I need. Many less steps and clicks to get to the article I want. LOVE it!!”
- “...After using the tool for a couple of weeks now, I can't tell you how wonderful this is, and how much easier it is to find a particular article (rather than in going through Mirlyn to search for the journal title before searching for the article title as we've had to do in the past) and in conducting keyword searches for topics of interest. I'm totally sold and eager to tell others about its utility. Thank you!”
- “The results exceeded my expectations. I used it to look for reviews of a book that straddles different disciplines, which normally requires a painstaking search

through different databases. ArticlesPlus gave me what appears to be a full listing of reviews, as well as citations in scholarly books and articles.”

- “Holy crap, where has this been all my life?”

#### *Reports of problems with linking or getting full-text:*

18 respondents expressed frustration with their ability to link to individual articles. Some responses were clearly referring to a problem with the MGet It linking mechanism that resulted in error messages when trying to access the full text. During the course of the survey, issues with linking were identified and resolved resulting in a decrease in these kinds of comments as the survey continued. However, there were a few other comments that were more ambiguous and may have been referring to frustration with the level of access to full-text articles.

- “i got a lot of great search results but was unfortunately unable to actually access the articles.”
- “Yes, though I was surprised how many results did not have links to the full text.”
- “Yes, but not the access that I wanted!”

#### *Other trends:*

24 of respondents expressed a variety of positive and negative reactions to a particular part of the interface.

- Facets (7 total)
  - “yes, once I narrowed down what I was searching for, I got exactly what I wanted.”
  - “I did get the search results I expected, and the tabs at the side of the page are extra helpful to narrow down the result set.”
  - “Yes, for the most part. But, I wish the left side bar was more intuitive and useful. It would help narrow down the results considerably...”
- Search functionality (precision/recall) (5)
  - “Yes, but additionally the Boolean search engine produces some unexpected results, e.g., "AND" searches result in hits more resembling "OR" searches.”
  - “It pulled up several article that did not have anything to do with the topic I was searching for.”
  - “Not exactly - I received over 2,000 articles and when I tried to narrow it down with the advanced search, I got nothing.”
  - “No. When I tried searching for articles of interest, none of the returned results were even remotely related. SearchTools gave me what I was looking for.
- Gaps in coverage (3 total)
  - “...sometimes it will not show up but when I search for the journal in Mirlyn I will find that we do have it and electronically”
  - “No. I searched for an article written by me and it could not be found--even with the "advanced search" method, providing author and two keywords from the title...”

### Q5: Do you have any other comments about ArticlesPlus?

Responses to this question were typically similar to the responses to question 4. However, there were a few suggestions & compliments worth noting:

- “I like being able to limit by date and format. It's a nice way to search across disciplines.”
- “The sheer awesomeness of the U of M library system hits one in waves over time. ArticlesPlus is one such huge wave.”
- “PLEASE don't go back to the old system!”
- “please include a save feature, such as "favorites" with folders to organize and save selected results from searches without having to export the data. MGetIt does NOT always link to articles found in IIMP, (hit or miss)(owned by ProQuest), but seems to work better in ProQuest proper.”
- “I think it is hidden, it should be out there so everyone can use. It is much more effective than finding the database and looking for an article. Some of the suggestions: Make it visible and loud, Make it faster and clearly mention the function/goal of ArticlePlus! “
- “Add another keyword box with an "and" function.”
- “It is really cool. It would be nice to see what types of subjects the articles belong in.”
- “My heartiest congratulations! After so many tries over so many years I think you finally conquered the finding-articles problem. For years I've had to explain to students (and frankly, myself) the database piece of the old search system, but they so regularly got lost at that point. Now, with a hidden-database, federated search, you've mastered the problem. Again, I am so impressed. Congratulations.”
- “I need to remember to clear my results, even when I go back in the next day - I'm not sure yet if this is a positive or negative feature.”
- i wanted a "Refine search" box

### Results for the Task-based Usability Section

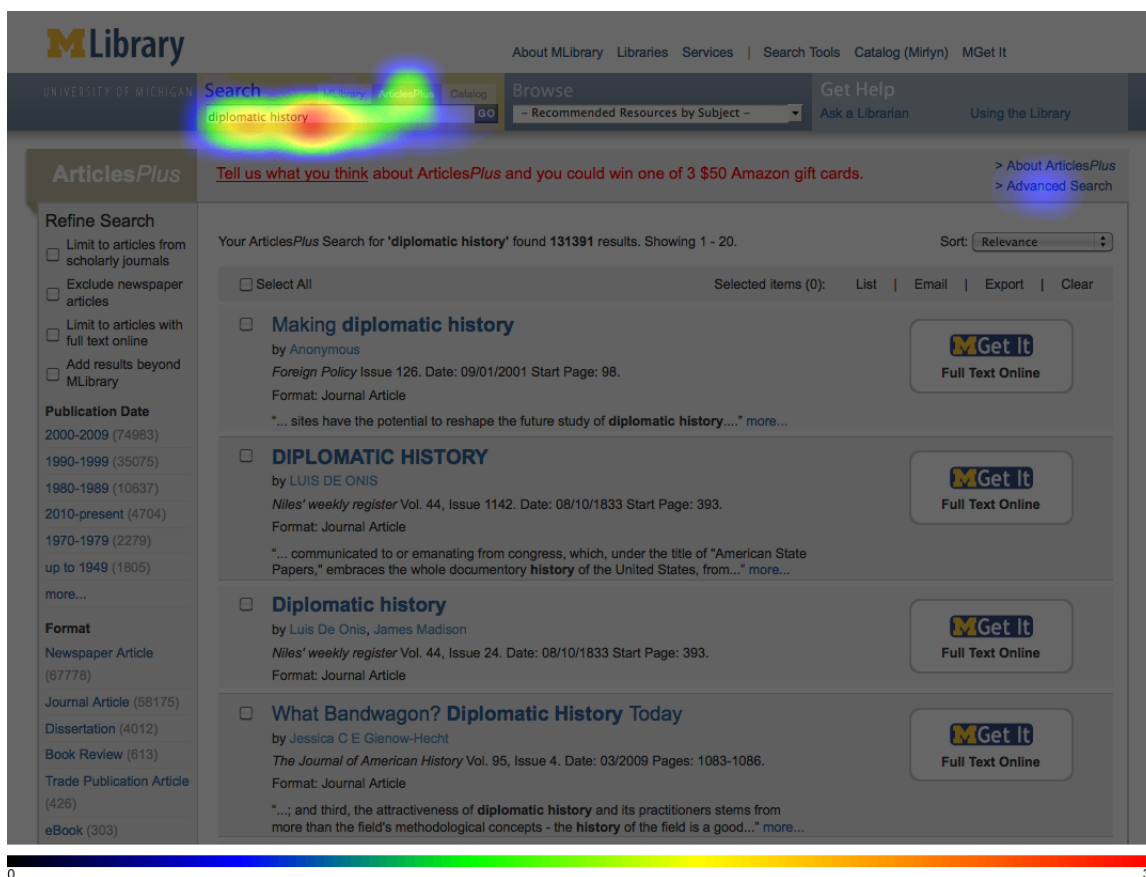
---

For this section of the survey, we asked six questions about where the respondent would click to accomplish a particular goal. The questions were designed to assess the success of particular decisions that had been made during the implementation process, especially decisions that had been heavily debated by the implementation team. Most of the questions were designed with a primary target or two in mind, which were used to evaluate “success.” However, many of the tasks could still be accomplished via a secondary, possibly less direct, route.

## Q6. Where would you click to start a new search in this page?

Since searching of ArticlesPlus is done via the search box in the website's header, we were concerned that it may not be obvious that there isn't a specific ArticlesPlus search home page. However, all of the respondents chose a path that would allow them to submit a new search.

- **91% (147/161) chose the most direct path to the search bar at the top**
- 7% (11/161) chose the advanced search button – a correct but less direct path
- 2% (3/161) clicked elsewhere



## Q7: Where would you click to get results for items not owned by the University of Michigan Library on this page?

This question is specifically geared to determine if the “Add results beyond MLibrary” checkbox under “Refine Search” is findable since it’s an important feature but could easily get lost among the other facet options.

- **63% (97/155) were able to find the “Add results beyond MLibrary” checkbox**
- 16% (25/155) chose the “MGet It” graphic – but since the MGet It menu *does* offer alternative methods for getting materials beyond MLibrary, this isn’t entirely an “incorrect” answer
- 21% (33/155) clicked elsewhere

The screenshot shows the MLibrary ArticlesPlus interface. At the top, there's a navigation bar with links like 'About MLibrary', 'Libraries', 'Services', 'Search Tools', 'Catalog (Mirlyn)', and 'MGet It'. Below this is a search bar with 'diplomatic history' entered. The 'Refine Search' sidebar on the left includes options like 'Limit to articles from scholarly journals', 'Exclude newspaper articles', and 'Add results beyond MLibrary' (highlighted with a red circle). The main results area shows 131391 results for 'diplomatic history'. Three results are visible, each with an 'MGet It Full Text Online' button.

Refine Search	Search Results
<input type="checkbox"/> Limit to articles from scholarly journals	<input type="checkbox"/> Select All
<input type="checkbox"/> Exclude newspaper articles	Selected items (0): List   Email   Export   Clear
<input type="checkbox"/> Limit to articles with full text online	<input type="checkbox"/> <b>Making diplomatic history</b>
<input checked="" type="checkbox"/> Add results beyond MLibrary	by Anonymous
<b>Publication Date</b>	Foreign Policy Issue 126. Date: 09/01/2001 Start Page: 98.
2000-2009 (74983)	Format: Journal Article
1990-1999 (35075)	"... sites have the potential to reshape the future study of diplomatic history..." more...
1980-1989 (10637)	<input type="checkbox"/> <b>DIPLOMATIC HISTORY</b>
2010-present (4704)	by LUIS DE ONIS
1970-1979 (2279)	Niles' weekly register Vol. 44, Issue 1142. Date: 08/10/1833 Start Page: 393.
up to 1949 (1805)	Format: Journal Article
more...	"... communicated to or emanating from congress, which, under the title of "American State Papers," embraces the whole documentary history of the United States, from..." more...
<b>Format</b>	<input type="checkbox"/> <b>Diplomatic history</b>
Newspaper Article (67778)	by Luis De Onis, James Madison
Journal Article (58175)	Niles' weekly register Vol. 44, Issue 24. Date: 08/10/1833 Start Page: 393.
Dissertation (4012)	Format: Journal Article
Book Review (813)	<input type="checkbox"/> <b>What Bandwagon? Diplomatic History Today</b>
Trade Publication Article (426)	by Jessica C E Glenow-Hecht
eBook (303)	The Journal of American History Vol. 95, Issue 4. Date: 03/2009 Pages: 1083-1086.
	Format: Journal Article
	"...; and third, the attractiveness of diplomatic history and its practitioners stems from more than the field's methodological concepts - the history of the field is a good..." more...



## Q8: Where would you click to go directly to this article?

Currently, the “MGet It” graphic is the only *direct* path to an article (when available in full text). The interface implementation team debated whether or not to also have the Article title do the same but decided to link it to the expanded record instead.

- **72% (113/158) chose the MGet It graphic**
- 22% (35/158) chose the article title – not the most direct route but would still lead the user to the article
- 6% (10/158) clicked elsewhere

The screenshot shows the MLibrary ArticlesPlus interface. At the top, there's a navigation bar with links like 'About MLibrary', 'Libraries', 'Services', 'Search Tools', 'Catalog (Mirlyn)', and 'MGet It'. Below this is a search bar with the text 'diplomatic history' and a 'GO' button. To the right of the search bar is a 'Browse' section with a dropdown menu set to 'Recommended Resources by Subject'. Further right is a 'Get Help' section with links 'Ask a Librarian' and 'Using the Library'.

The main content area is titled 'ArticlesPlus' and includes a promotional banner: 'Tell us what you think about ArticlesPlus and you could win one of 3 \$50 Amazon gift cards.' Below the banner, there's a 'Refine Search' section with checkboxes for 'Limit to articles from scholarly journals', 'Exclude newspaper articles', 'Limit to articles with full text online', and 'Add results beyond MLibrary'. There's also a 'Publication Date' section with ranges like '2000-2009 (74983)', '1990-1999 (35075)', etc., and a 'Format' section with options like 'Newspaper Article (67778)', 'Journal Article (58175)', etc.

The search results are displayed in a list. The first result is 'Making diplomatic history' by Anonymous, from Foreign Policy, Issue 126, dated 09/01/2001. It has a 'Full Text Online' button with the 'MGet It' logo. The second result is 'DIPLOMATIC HISTORY' by Luis De Onis, from Niles' weekly register, Vol. 44, Issue 1142, dated 08/10/1833. It also has a 'Full Text Online' button with the 'MGet It' logo. The third result is 'Diplomatic history' by Luis De Onis, James Madison, from Niles' weekly register, Vol. 44, Issue 24, dated 08/10/1833. It has a 'Full Text Online' button with the 'MGet It' logo. The fourth result is 'What Bandwagon? Diplomatic History Today' by Jessica C E Glenow-Hecht, from The Journal of American History, Vol. 95, Issue 4, dated 03/2009. It has a 'Full Text Online' button with the 'MGet It' logo.

A red circle highlights the 'MGet It' button for the first result, 'Making diplomatic history'. Below the screenshot, there is a color calibration bar with a gradient from black to red, labeled with '0' on the left and '82' on the right.

## Q9: Where would you click to show just items that have full text available?

Since many users are primarily interested in finding articles that have full text available, we wanted to ensure that the “Limit to articles with full text online” could be easily found.

- **82% (130/158) chose the checkbox**
- 7% (11/158) chose the MGet It graphic
- 11% (17/158) clicked elsewhere

The screenshot shows the MLibrary ArticlesPlus interface. At the top, there's a navigation bar with links like 'About MLibrary', 'Libraries', 'Services', 'Search Tools', 'Catalog (Mirlyn)', and 'MGet It'. Below this is a search bar with the query 'diplomatic history' and a 'GO' button. To the right of the search bar is a 'Browse' section with a dropdown menu set to 'Recommended Resources by Subject'. Further right is a 'Get Help' section with links to 'Ask a Librarian' and 'Using the Library'.

The main content area is titled 'ArticlesPlus' and includes a promotional banner: 'Tell us what you think about ArticlesPlus and you could win one of 3 \$50 Amazon gift cards.' Below the banner, it states 'Your ArticlesPlus Search for "diplomatic history" found 131391 results. Showing 1 - 20.' and a 'Sort: Relevance' dropdown.

On the left side, there's a 'Refine Search' section with several checkboxes:
 

- ☐ Limit to articles from scholarly journals
- ☐ Exclude newspaper articles
- ☒ Limit to articles with full text online (highlighted with a red circle)
- ☐ Add results beyond MLibrary

 Below these are 'Publication Date' and 'Format' filters.

The search results list includes:
 

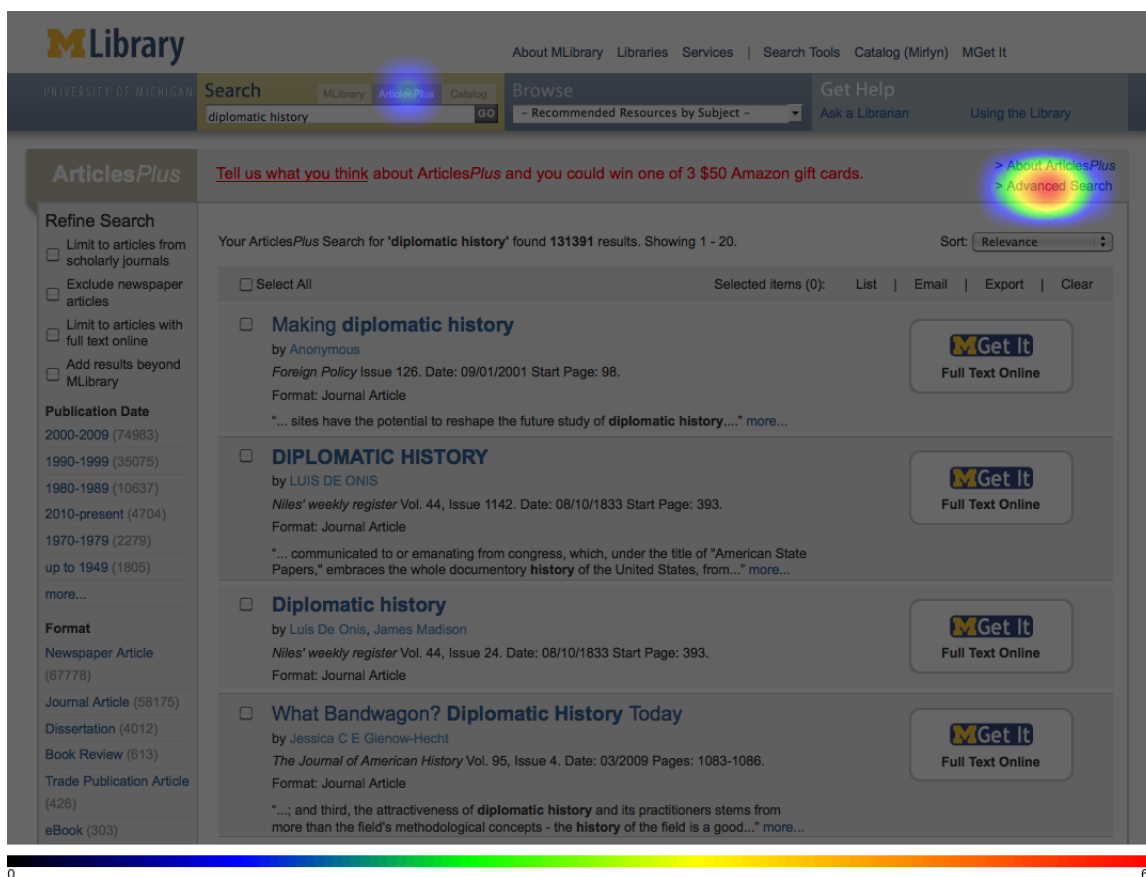
- Making diplomatic history** by Anonymous, Foreign Policy Issue 126. Date: 09/01/2001 Start Page: 98. Format: Journal Article. Includes an 'MGet It Full Text Online' button.
- DIPLOMATIC HISTORY** by LUIS DE ONIS, Niles' weekly register Vol. 44, Issue 1142. Date: 08/10/1833 Start Page: 393. Format: Journal Article. Includes an 'MGet It Full Text Online' button.
- Diplomatic history** by Luis De Onis, James Madison, Niles' weekly register Vol. 44, Issue 24. Date: 08/10/1833 Start Page: 393. Format: Journal Article. Includes an 'MGet It Full Text Online' button.
- What Bandwagon? Diplomatic History Today** by Jessica C E Glenow-Hecht, The Journal of American History Vol. 95, Issue 4. Date: 03/2009 Pages: 1083-1086. Format: Journal Article. Includes an 'MGet It Full Text Online' button.

At the bottom of the page, there is a horizontal color bar with a gradient from blue to red, labeled with '0' on the left and '119' on the right.

## Q10: Where would you click to go the Advanced ArticlesPlus search page?

There are 2 locations to access the Advanced Search page: from the link in the upper right or from within the ArticlesPlus search tab drop-down.

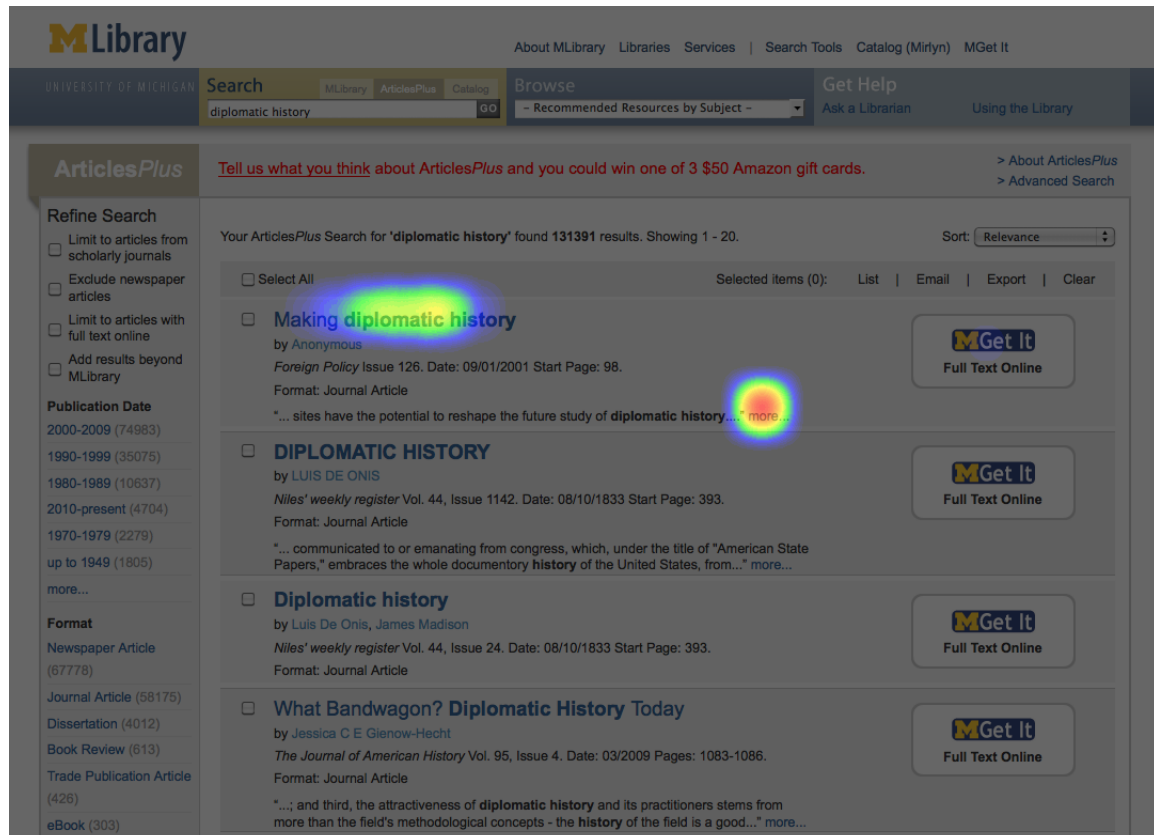
- **94% (147/157) clicked the Advanced Search link or the search tab**
- **6% (10/157) clicked elsewhere**



## Q11: Where would you click to find more information about the first item in the list?

As an extension to question 8, this question aimed to find out if users could figure out how to view more information about an article – either by clicking the article title or the “more...” link at the end of the citation.

- 91% (145/159) clicked either the title or the “more” link
- 8% (14/159) clicked elsewhere



0 45