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# ArticlesPlus Launch Survey

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Project | ArticlesPlus Launch Survey

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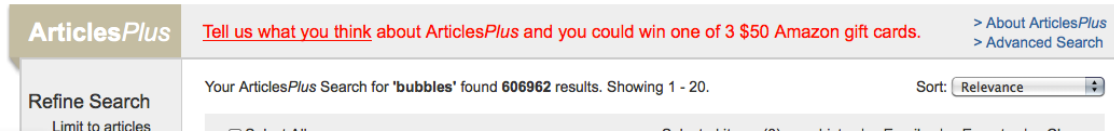
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## Introduction

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?

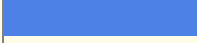




#	Answer	Response	%
1	Undergraduate student	61	33%
2	Graduate student	79	42%
3	Faculty	18	10%
4	Staff	26	14%
5	No affiliation	3	2%
	Total	187	100%

**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

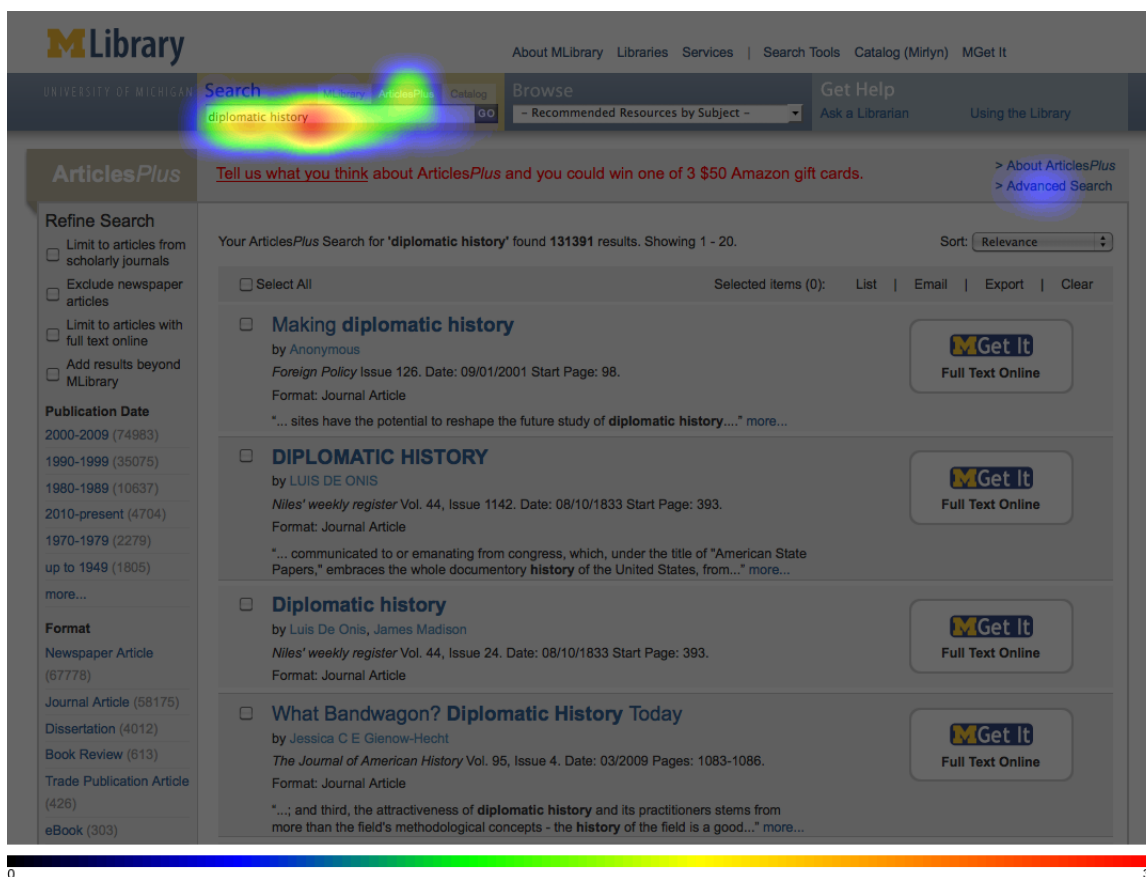
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For this section of the survey, we asked six questions about where the respondent would click to accomplish a particular goal. The questions were designed to assess the success of particular decisions that had been made during the implementation process, 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

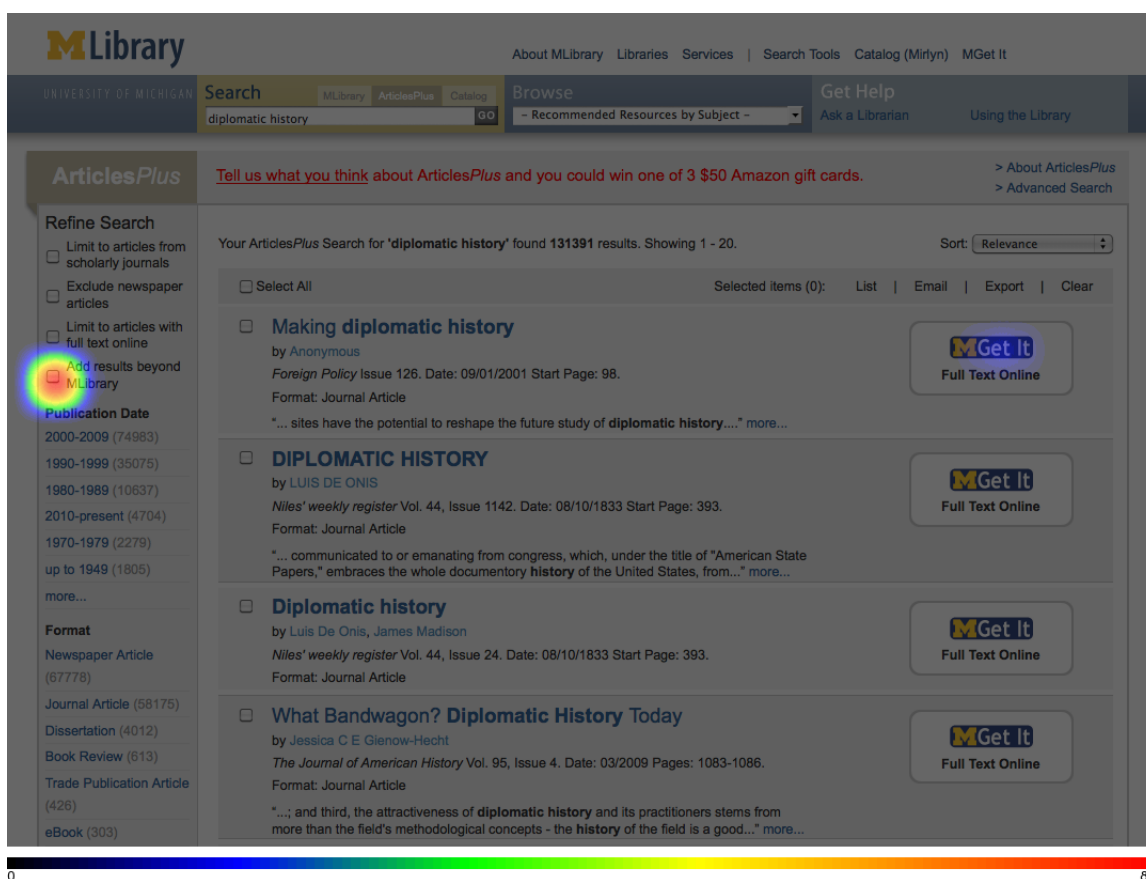




**Q7: Where would you click to get results for items not owned by the University of Michigan Library on this page?**

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.

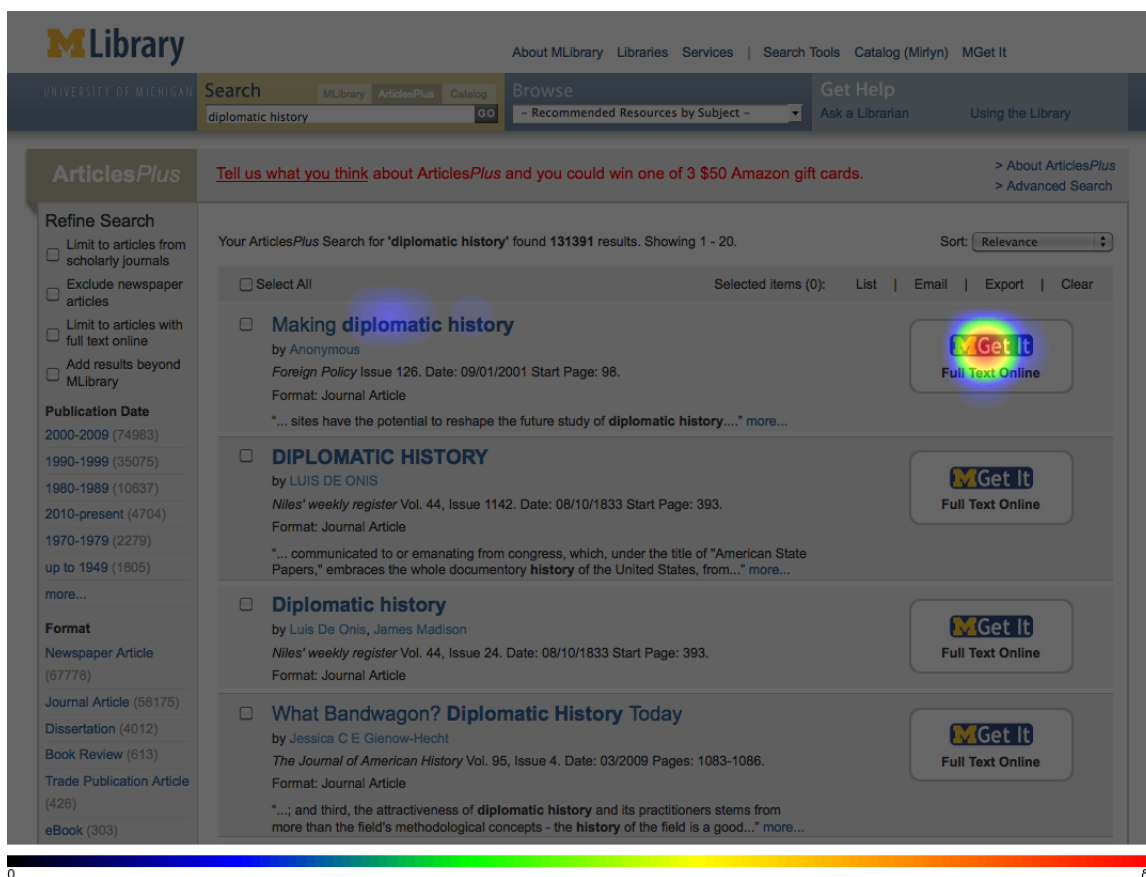
- **63% (97/155) were able to find the “Add results beyond MLibrary” checkbox**
- 16% (25/155) chose the “MGet It” graphic – but since the MGet It menu *does* offer alternative methods for getting materials beyond MLibrary, this isn’t entirely an “incorrect” answer
- 21% (33/155) clicked elsewhere



**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



**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 search interface. The search term is 'diplomatic history'. On the left sidebar, under 'Refine Search', the checkbox 'Limit to articles with full text online' is highlighted with a red circle. The main search results area shows 131391 results. The first three results are visible, each with an 'MGet It Full Text Online' button. The results are:

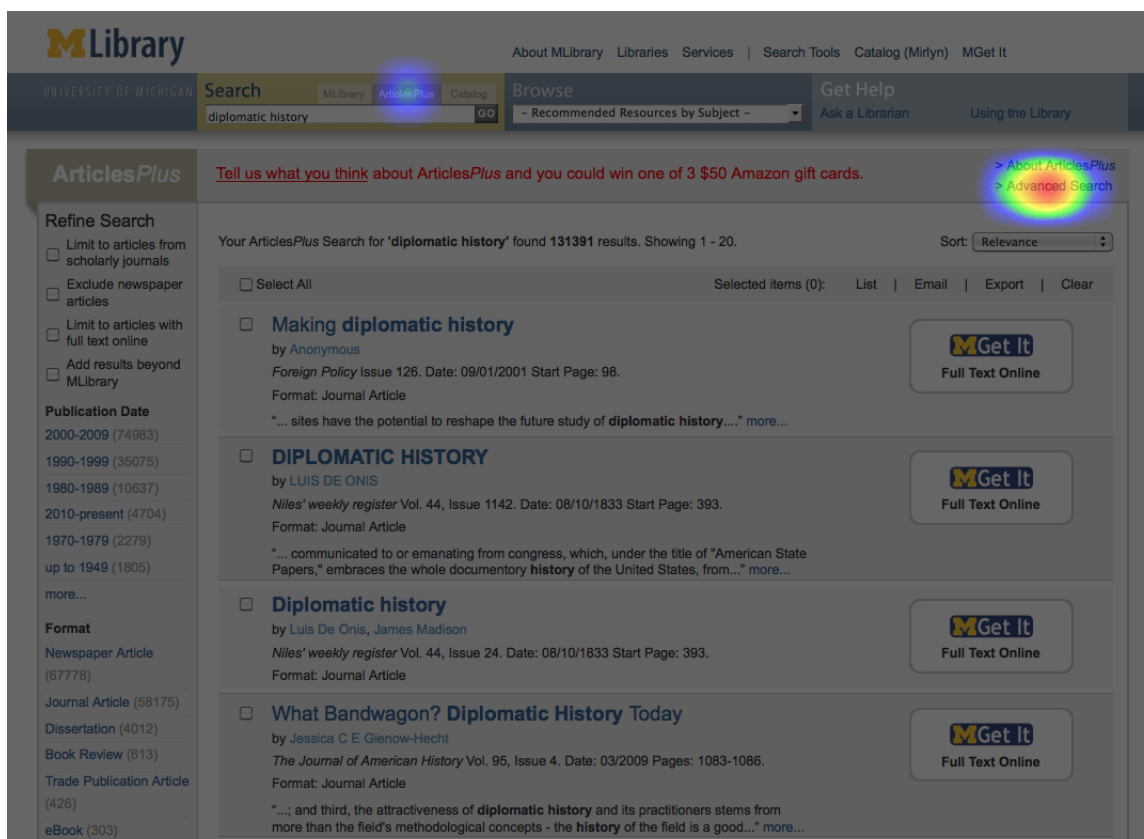
- Making diplomatic history** by Anonymous. *Foreign Policy* Issue 126. Date: 09/01/2001 Start Page: 98. Format: Journal Article. "... sites have the potential to reshape the future study of **diplomatic history**..." more...
- DIPLOMATIC HISTORY** by LUIS DE ONIS. *Niles' weekly register* Vol. 44, Issue 1142. Date: 08/10/1833 Start Page: 393. Format: Journal Article. "... 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...
- 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.
- 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. "...; 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...

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**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

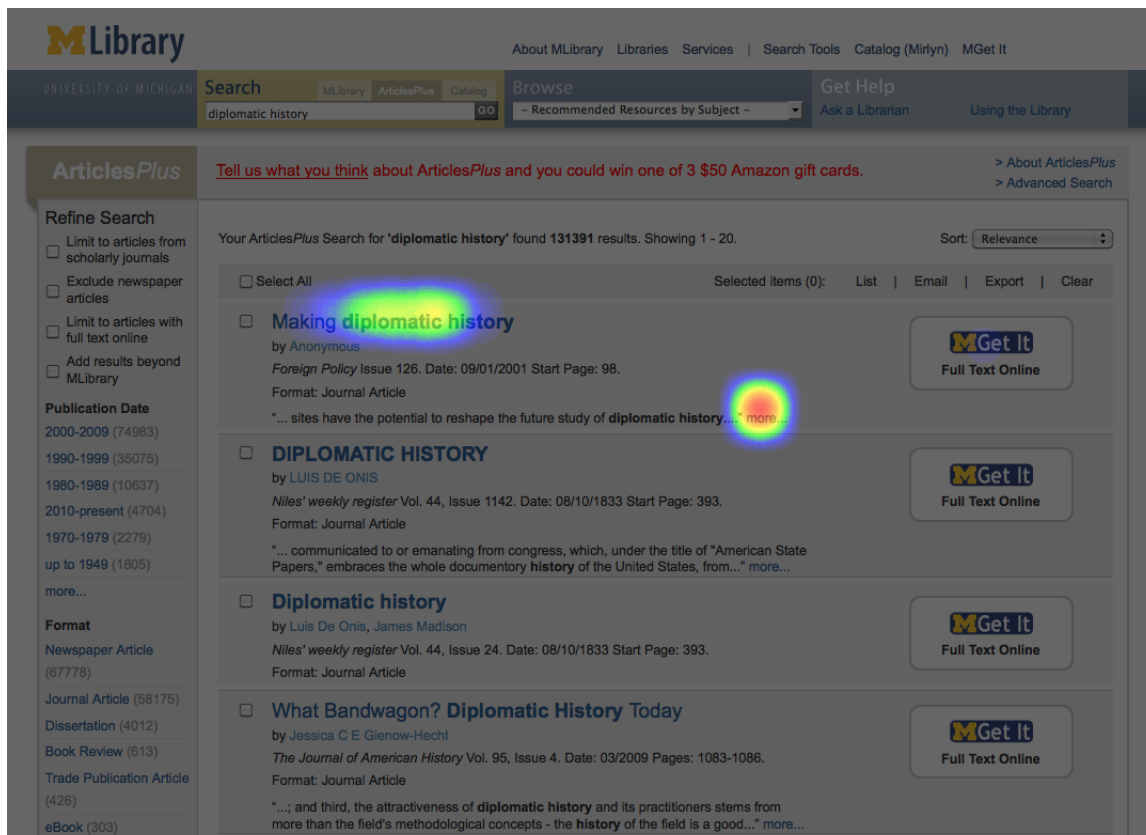


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**Q11: Where would you click to find more information about the first item in the list?**

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



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