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## Formal Test of MGet It Menu

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# Project Cover Sheet

Project	<p><b>MGet It Menu</b></p> <p><i>Formal Test of MGet It Menu</i></p> <p>The MGet It (SFX) menu is used by library patrons and staff to obtain the full text of books and articles, either electronically or in print.</p>
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Objectives	<p>We wanted to determine whether the current prototype of the MGet It menu, which is still being worked on, had a high degree of usability and reduced improper ILL requests made for items already owned by the Library.</p>
Methodology	<p>Method – Formal User Tests</p> <p>8 participants</p> <p>Dates of study: July-August 2007</p>
Results & Analysis	<p>Many users were confused by the labels in the MGet It menu, particularly for Mirlyn and the delivery services. Four out of 8 users failed the most important task, which was to correctly make a Pull &amp; Copy request rather than an ILL request for material owned by the Library.</p>

## Recommendations

### Priority Recommendations

- Change the MGet It labels to accurately reflect the links under them and to tell users whether the resources are electronic and/or print copies.
- Revise the pop-up window that appears when the user makes a delivery service request so it is cleaner and more descriptive.

### Secondary Recommendations

- Ensure that full-text electronic links to databases have the database with the greatest ease of use listed first.
- Update the Pull & Copy page to be more readable. Until this is done, link directly to the Pull & Copy request form.
- Update the “About Delivery Services” page to be more informative, particularly on electronic resource services.

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## Overview

### Reasons for Testing

The University of Michigan Libraries home page underwent a revision this past spring, with the result that many areas of the library decided to revise their existing web pages to match the new Library template. These revisions were also intended to make the pages more accessible and allow library patrons to more easily access the information they needed. In order to ensure that the pages were both informative and easy to navigate, the Library Usability Working Group (UWG) decided to undertake formal usability testing of several different library services over the summer so that we could make recommendations before they went live in Fall 2007.

### Services Tested

The focus for the UWG this summer was intended to be delivery services and the MGet It service. The interns initially met with Leena Lalwani, the stakeholder for the MGet It menu. The MGet It menu was being redesigned for several reasons, the major one being an influx of ILL requests from MGet It for items that the University Library already owned. This put a heavy burden on the ILL teams at Hatcher and Taubman, as they needed to constantly remind users that ILL could not retrieve items already owned by the library. When we met with the Taubman ILL staff, they told us that many patrons, such as medical researchers, only want an electronic copy. They will often make an ILL request because they do not wish to spend time finding the materials themselves.

The screenshot displays the MGet It interface for a journal article. At the top is the University of Michigan Library logo with the SFX logo. Below the logo, the article details are shown:

- Title:** Omphacite breakdown reactions and relation to eclogite exhumation rates
- Source:** Contributions to mineralogy and petrology [0010-7999] Anderson yr:2007 vol:154 iss:3 pg:253

Below the article details, there are two sections for full text provided by the University Library via:

- [Springer](#) with input fields for Year: 2007, Volume: 154, Issue: 3, and Start Page: 253.
- [Springer Complete Collection](#) with input fields for Year: 2007, Volume: 154, Issue: 3, and Start Page: 253.

There is also a section for searching library catalogs for this item, with a link to [Marilyn Ann Arbor](#).

Under the "Delivery options:" section, there is a link to [Request Delivery Service \(Interlibrary Loan, etc.\)](#).

The "Help:" section includes links to [SFX Frequently Asked Questions](#), [About Delivery Options](#), and [Questions or Comments? Ask Us!](#).

At the bottom of the interface, there is a small logo and the text "© 2005 SFX by Ex Libris (USA) Inc."

Figure 1 - Existing MGet It interface

## Testing Setup

### ***Test Development***

After interviewing the stakeholders, the interns performed a heuristic evaluation of the current MGet It menu, after which they developed scripts for formal testing of the MGet It options menu.

To develop the test, a script was created that the presenter would use to lead the participant through the tasks (Appendix A). This script contained five tasks. We also developed an outline for the tasks that illustrated, using screenshots, the ideal route that a participant would follow to accomplish each task (Appendix B). If a participant deviated from this outline, it could indicate a problem with the interface. Questionnaires were developed for each task, and for the beginning and end of the test. Finally, a prototype of the web pages that would be used for the test was created. This was necessary, as the prototype MGet It menu did not correctly link to Mirlyn or delivery services.

### ***Participant Selection***

Participant breakdown for our tests was:

- 1 faculty member
- 1 staff member
- 2 undergraduate students
- 4 graduate students

To attract faculty members, faculty at the Schools of Nursing and Engineering were emailed. We received two responses from engineering faculty who participated in our study.

To recruit our other participants, we advertised digitally in three ways:

- An advertising flyer on Facebook was run for three days, at a cost of \$15 total
- An advertising listing was posted in the Facebook Marketplace for free
- A news item was post on the University Library home page

Both means of advertising on Facebook were shown only to members of the University of Michigan Facebook network. Preliminary analysis of server logs and feedback from our participants shows that the University Library news item was the most effective in recruiting users, followed by the Facebook Marketplace posting. The flyer, which was the only option that cost money, seems to have been the least effective. We also had several participants that indicated they had heard about us through word of mouth. In the future, we will post for participants in the Facebook Marketplace and on the University Library home page, and indicate that interested parties should feel free to have their friends and acquaintances contact us. Interested parties were asked to indicate their ideal testing location, either central, medical, or north campus.

We received 31 responses from University staff, undergraduate students, and graduate students. This included 9 graduate students, 10 staff members, and 12 undergraduate students. Participants were emailed a list of available time slots and asked to indicate their top three choices. We then assigned test dates and times to each participant.

We were fortunate to be able to compensate testers with \$15 Amazon.com gift certificates.

### ***Testing Procedure***

As previously mentioned, we gave our participants the choice between having the tests carried out on north campus, medical campus, or central campus. We did this even though it caused more work for us because we believed that we could entice a wider pool of applicants to participate if they didn't have to travel to a single location on central campus. Study rooms were used for the testing on each campus, and these rooms were ideal because they had a table, several chairs, wireless Internet connections, and doors that could be closed to block outside noise and give privacy to the test.

To carry out our tests across campus, we created a mobile usability lab for our equipment. We used a backpack and a 29" piece of rolling luggage to carry the equipment around. We used the following equipment in our tests:

- 1 Gateway 14" laptop with 1.6 Ghz Pentium M processor
- 1 USB optical mouse with scroll-wheel
- 1 web camera with microphone
- 2 Sony Handycam digital video cameras
- 2 full tripods

Typically, we would arrive 15-20 minutes before the scheduled test to set up. We would position two chairs next to each other on one side of the table. We would set up the laptop in front of the left chair, with the mouse and web camera set to the right of the laptop so that the interviewer could use the mouse to switch between tasks. This, of course, assumed that our participants were right-handed. One participant was left handed and moved the mouse to the left of the laptop, which caused a small amount of difficulty. In the future, we would ask participants whether they are right or left-handed so we could position the laptop and mouse so the interviewer could easily reach them. The web camera was used simply as a microphone, as the laptop we used was not powerful enough to record video, run our tasks, and run Camtasia to record the screen.

We also set up the two tripods and digital video cameras. One camera was positioned in front of the participant to capture the participant and interviewer's faces as the test was carried out. The other camera was positioned behind and to the left of the participant to capture the screen of the laptop. This video was to serve as a backup in the case that there was a problem with the Camtasia recording. As we did not have a problem with the Camtasia recording for any of our tests, this video proved unnecessary.

The laptop was turned on and the wireless network connection was tested using the web browser Firefox. The interviewer logged in to the university wireless using his or her Kerberos credentials. The interviewer then logged in to Mirlyn and minimized the web browser, so that the participant could use Library services like Mirlyn and ILLiad without having to log themselves in. Firefox was set up to delete history items and cookies so that no user would have the advantage of seeing what other users had done in previous tests. Camtasia screen recording was also started at this point.

Once setup was complete, the non-interviewer would leave to wait for the participant and bring him/her to the meeting room where the test was taking place. The non-interviewer



would then start the video cameras and leave the room. The interviewer would begin reading the script to the participant.



Figure 2 - Our Testing Setup

## Test Overview

### **Outline**

The test we designed is made up of several tasks that our participants went through. These tasks are outlined in Appendix A, and the script that we read to participants is available in Appendix B. The basic order of the test follows:

- Greet the participant and make sure they are settled and comfortable.
- Read an overview of the test to participant, including their roles, and our needs.
- Ask the participant to sign an IRB approved consent form.
- Ask the participant to fill out a questionnaire containing demographic information.
- Take the participant through five different tasks using our laptop:
  - Open the initial webpage for the task on the laptop.
  - Hand the participant a copy of the task description.
  - Read the task description to the participant.
  - Allow the participant to accomplish the task using the webpage, taking notes and providing information to the participant if necessary.
  - Halting the task when the participant has completed or abandoned it.
  - Give the participant a questionnaire about the task to fill out.
  - Take the completed questionnaire from the participant and begin the next task.
- Move the laptop aside and begin the final task.
  - Hand the participant a copy of the task and printed screenshots of the two test interfaces in a random order.
  - Read the task overview and four task questions to the participant.
  - Take notes as the participant answers the questions out loud, providing information if requested by the participant.
- Notify the participant that the test has ended.
- Thank the participant and give them their gift certificate.
- Answer any final questions the participant has.

The purpose and a short description of each task are outlined below. Each task had a similar structure:

- The user began with a web page containing a list of search results from a library database.
- The user was told to get a print or electronic copy of the full-text of a book or article that was available in the list of results.
- The user was expected to use the MGet It link to go to the SFX menu.
- The user would use one of the options in the SFX menu listing to complete the task and get a full-text copy of the book or article.

### ***Task 1 – Get an article available electronically through MGet It***

This task was designed to be a “warm up” task that would be fairly straightforward. Out of the five computer tasks we gave to our users, it was the only one where there were electronic results in the SFX list. We focused on tasks with no electronic results

because we were interested in the problem outlined in “Reasons for Testing”—users who did not get electronic results would make an improper ILL request.

This test was designed to test one issue of the MGet It menu, the issue being how users choose a database from a list of results. We used the New York Times for the article, which had results in Gale, LexisNexis, and NewsBank listed in that order. The Lexis link would take the user directly to the article, which the Gale and NewsBank links required the user to find the correct date and article within the database. Ideally, the user would click the Lexis link to get the article as quickly as possible.

### ***Task 2 – Get an article through Pull & Copy***

In this task, the article that the user needed to retrieve was not available electronically through the MGet It menu, but it was available in print in the library. The user was told that they were a medical faculty member who would only accept an electronic copy of the article. Out of all the tasks, this task was the closest approximation to the problem situation that we were principally concerned with.

Ideally, the user would check Mirlyn to see if the Taubman library had a copy of the journal containing the article, then click the “Request Delivery Services” link and navigate to Pull & Copy, where they would bring up the request form, at which point we would halt the task.

### ***Task 3 – Get an article through ILL***

In this task, the article that the user needed to retrieve was not available electronically through MGet It or in print in the library. The user was told that they were an LS&A researcher who would only accept an electronic copy of the article.

Ideally, the user would see that no electronic resources were available in the MGet It menu and check Mirlyn. The user would see that there were no print copies of the journal as well, click the “Request Delivery Service” link, and make an ILL request to get an electronic copy of the article.

### ***Task 4 – Get a print copy of a book through Library-to-Library delivery***

In this task, the user was told that they were an LS&A student that needed either a print or electronic copy of a book that was listed in the Refworks result list they were presented with. If they obtained a print copy, they preferred to get it at the Shapiro Undergraduate Library. We chose a book for this task assuming that the user would more closely identify a print copy with a book as opposed to an article.

Ideally, the user would see that there were no electronic copies of the book available through MGet It and click the Mirlyn link. The user would see that there was a copy of the book in the Art, Architecture & Engineering Library, and make a library-to-library delivery request to have the book available for pickup at Shapiro.

### ***Task 5 – Get an electronic copy of an article through Mirlyn***

In this task, the user was told that they were a medical student that preferred an electronic copy of an article but would also accept a print copy for pickup at the Taubman Library. The task was designed so that there were both print and electronic copies available through Mirlyn, but no electronic articles listed in MGet It. Apparently this is a frequent occurrence, as MGet It and Mirlyn use different databases for their electronic links, which do not always match, allowing a link to appear in one but not the other.

Ideally, the user would see that there were no electronic copies of the article listed in the MGet It menu and click the Mirlyn link. The user would then notice that an electronic copy of the article was available through Mirlyn and click the electronic access link in Mirlyn to get it.

### ***Final Task – Compare two different Interfaces***

In this task, the laptop was set aside, as it was not needed. The user was given a printed copy of both Interface 1 and Interface 2 (Appendix F). Interface 2 was simply the current MGet It prototype when no electronic results were found used in the previous tasks, while Interface 1 was a mockup with new labels. The user was also given a copy of the Final Task Questions (Appendix E). The interviewer read the four questions to the user and then let the user answer each one in turn. The user was told to answer the questions out loud to better understand their thought process. The first three questions involved evaluating the strengths and weaknesses of each of the two interfaces, while the final question gave the user the opportunity to make any other comments about any part of the test.

This task was primarily designed to evaluate the labels in the MGet It menu. It was created at the urging of the SFX group, who were particularly concerned about the “Nothing Found” label. That label was changed to “Also, have you checked the library catalog?” A box was added above this label that said “No electronic access available through MGet It. Try one of the services below.” Finally, the “Still no luck? We can help” was changed to “Get it delivered from a U-M Library or obtain it from a non-U-M library” and the link under it was changed from “Request Delivery Service (Interlibrary Loan, etc.)” to “Request Delivery Service (Interlibrary Loan, 7-FAST, Pull and Copy)”. We intended the new labels to be more descriptive than the labels currently being tested.

## Results

### Overview

We obtained a rich supply of data from our 8 user tests. Our findings will be organized by task. Quantitative information concerning the user's rating of each task and the number of users that completed the task successfully are listed at the beginning of each tasks' results section and summarized below. Complete information on quantitative results is available in Appendix G. Qualitative information is summarized in the task results.

The text for Question 1 was as follows: *On a scale of 1-9, how effectively do you feel you obtained Article/Book name, with 1 being not well and 9 being very well?*

The text for Question 2 was as follows: *On a scale of 1-9, how easy did you feel it was to get the book/article, with 1 being very hard and 9 being very easy?*

Task number	Average of Task Question 1	Average of Task Question 2	Number of users completing task
1	5.5	5.25	8/8
2	5.375	5.125	4/8
3	6.5	6.625	6/8
4	7	6.25	5/8
5	7.875	7	4/8

Figure 3 - Summary of task results

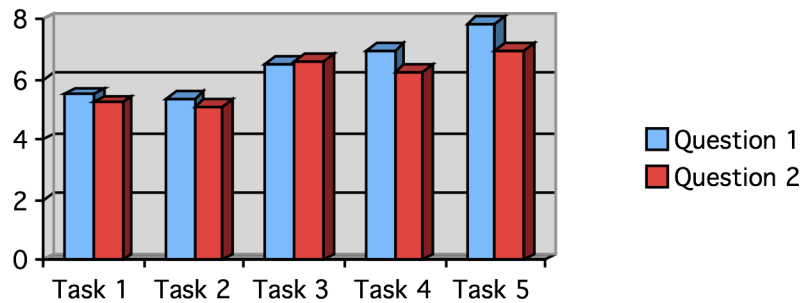


Figure 4 - Graph of question responses by task (averaged)

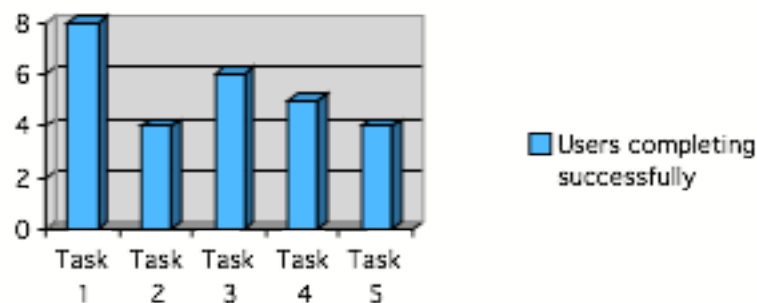


Figure 5 - Graph of task completion rate

### **Task 1 Results**

Task one had the highest success rate of any of the four tasks, with all 8 users successfully obtaining the full-text of the article. The quantitative scores for the task were both the second lowest, however, indicating that users felt that they did not effectively complete the task and that the MGet It Menu was not helpful.

This likely resulted from the fact that 7 out of 8 users clicked the first Gale link to obtain the article, even though it required considerable work to get the article through Gale. The users needed to enter the correct date of the article, then find it from over 200 results. The remaining user used the NewsBank database because they had previously used it and liked it. Not one of the users tried a second database, even though the Lexis database would have taken them directly to the article.

### **Task 2 Results**

As previously mentioned, Task 2 most closely reflected the problem scenario we were testing for, in which a user made an ILL request for material already available in the library. This task was tied for the lowest success rate, with only half of the users successfully placing a Pull & Copy request. 3 users made ILL requests instead, the exact behavior we were hoping to avoid. One user made it to the Pull & Copy page, but gave up after trying to find a request form.

Several users expressed frustration when confronted with the pop-ups under the “Request Delivery Service” link. One user wondered aloud why they had to click through so many screens. Several users pointed out that the third pop-up was very confusing (see Figure 6). The word “Photocopies” was especially problematic for them, as many said they were looking for some indication of a service to provide an electronic copy. One user tried to use the “About Delivery Services” link, but said that it wasn’t helpful because it didn’t indicate which services provided an electronic copy.

Three of the users did not click the Mirlyn link in the MGet It menu to check if the library had it. Two of those eventually chose ILL, while one correctly chose Pull & Copy only because they “assumed the library had it”. Both users that chose ILL said that they assumed the library didn’t own the article because of the “Nothing Found” label in the

SFX menu. One user did look at the Mirlyn record and saw that the library had a print copy, but made an ILL request anyway.



Figure 6 - Third popup after "Request Delivery Services"

### **Task 3 Results**

This task had the 2<sup>nd</sup> highest rate of success, with 6 of the 8 users successfully completing it. One major reason for this higher rate of success is that two of the users who failed Task 2 because they didn't check Mirlyn and simply made an ILL request did the same thing for Task 3. Even though they did correctly make an ILL request, they still did it without knowing whether the article was actually available through the library, and just happened to get lucky and choose ILL. This would indicate that only 4 of the 8 users actually followed the desired procedure of checking Mirlyn before making the ILL request. Clearly, the current menu is not facilitating the workflow desired.

Both of the users who failed outright made delivery service requests, but they chose 7-FAST instead of ILL. One user in particular raised reservations about the third pop-up screen shown above (Figure 6), particularly the first link that mentioned photocopies. Nearly all the users mentioned some problem with this pop-up.

### **Task 4 Results**

Users generally thought that they accomplished this task well, even though only 5 of 8 users actually did correctly get the item through library-to-library delivery. Users had a somewhat lower opinion of how well the interface helped them accomplish the task. Indeed, all 3 users that failed to successfully initiate a library-to-library delivery made an ILL request using the "Request Delivery Service" link instead. One of these users did go to Mirlyn first (the other 2 skipped using Mirlyn entirely), but didn't understand how to

make a library-to-library request, so they went back to the SFX menu and chose “Request Delivery Service”. Again, the other 2 users mentioned that the “Nothing Found” label seemed to indicate that the library didn’t have the item.

### ***Task 5 Results***

Ironically, users rated their success at accomplishing this task higher than any other, yet it was tied for the lowest success rate, with only 4 out of 8 getting the article electronically through Mirlyn. Two of those users navigated to Mirlyn, but failed to notice the electronic link and instead made a library delivery request for the print copy. The other 2 users did not click the Mirlyn link in the MGet It menu, but instead went directly to the “Request Delivery Services” link and made an ILL request.

### ***Final Task Results***

For question 1, seven of the 8 users expressed a strong preference for Interface 1, which is the mockup interface. In particular, users appreciated that there was a label at the top that informed the user that no electronic results were available in the MGet It menu. Several users said they had been confused by the “Nothing Found” label, being unsure whether it meant that the library did not have the item or whether there was no electronic MGet It resources. Several users also said that they appreciated that the new labels for the Mirlyn and delivery services link described their own resources. They felt that “Still no luck? We can help” sounded friendly, but wasn’t very useful.

The single user who preferred Interface 2 had a weak preference, but liked that Interface 2 was “friendly”, though they also said that the label at the top of Interface 1 that notified them that there were no electronic results was very useful.

For questions 2 and 3, two users mentioned that the Source information at the top was incomplete, and had forced them to go back to the list of database results during Task 1. This may be more of a technical issue, however.

Several users also directly mentioned or alluded to the fact that none of the labels in Interface 1 or 2 said whether the resources under the link were electronic or print, and that knowing that information would be very useful.



## Recommendations

### Overview

We have two major recommendations and a number of minor recommendations as to how the MGet It menu can be improved, based on the results of our testing. Our priority recommendations are as follows:

1. Change the labels in the MGet It menu to better inform the user about what functions the links under them perform.
2. Modify the pop-up that appears when the user clicks the “Request Delivery Service” link, particularly the third page (Figure 6).

Our secondary recommendations include the following:

- Insure that the order the electronic resources are listed in for the MGet It menu puts the more direct links to material on the top.
- Update the page that the Pull & Copy link goes to so it is easy for the user to get to a request form.
- Update the “About Delivery Options” page to be more informative, particularly in relation to electronic and print resources.

### ***Priority Recommendation 1 – Change Labels***

The labels seemed to cause a number of problems for users as they attempted to complete tasks 1-5. Several users mistakenly thought that “Nothing Found” meant that the library did not have the article in question. Other users were unaware of what the different delivery services did. In our final task, users overwhelmingly supported the modified labels in Interface 1 (Figure 12).

Our recommendation is to use labels similar to those used for Interface 1. Users reacted positively to having a notification in the place of electronic results when no electronic results were found telling them that no electronic results were available. “No electronic access available through MGet It. Try one of the services below” was very well received, as it notifies the users and urges them to use either Mirlyn or the delivery services.

For the Mirlyn label, we recommend something similar to our label “Also, have you checked the library catalog?” The label should indicate that the link will take them to the library catalog to search for the item. We are hesitant to recommend using just the words “print copy” here, because as we tested in Task 5, Mirlyn often contains electronic links. It may be useful to notify the users that Mirlyn contains both print and electronic copies of resources. Perhaps wording similar to “Try checking our library catalog for an electronic or print copy” would be helpful.

Finally, the label for the delivery services needs to clearly indicate what the different delivery services do. Depending on technical capabilities, it may be useful to create separate links for each delivery service that describes briefly what they do, and roll this change in with Priority Recommendation 2. If it is not possible to change the links, it is important to notify the users that they should find out whether the library owns the item

or not, and what services correspond to each. Finally, the user needs to know that all of the delivery services can deliver articles electronically. Something like “Get it delivered electronically from a U-M Library (7-FAST, Pull & Copy) or obtain it electronically from a non-U-M Library (ILL)” might be a little long, but it would give the necessary information. Perhaps the information could be broken up between the label and the link, so that one says “Get it delivered from a U-M Library (7-FAST, Pull & Copy) or obtain it from a non-U-M Library (ILL)” and the other says “Request a print or electronic copy through delivery services”.

Finally, the current MGet It menu appears to be using two columns for each label box, which causes some of the links, such as “Request Delivery Service”, to wrap to another line (Figure 7). In Interface 1, we had the labels span two columns, and we believe that this makes them easier to read.



Figure 7 - Problems with link wrapping in MGet It menu

### ***Priority Recommendation 2 – “Request Delivery Service” Popup***

Many users found the pop-up that appears after clicking the “Request Delivery Service” link to be confusing. One user in particular noted that it seemed there were too many clicks to get to a result. Another user stated that they would probably have quit before finishing all of the click-through links. It seems that there should be a way to at least consolidate all of the information about campus location and status into a single page.

The major problem with this pop-up is the third page, which is reprinted as Figure 8 below. This short menu begins with the word “photocopies”, which caused confusion among users looking for an electronic copy. One user said that if it had said “electronic copies” rather than “photocopies” they would have clicked on it immediately and finished the Pull & Copy request. As it is, experienced users who know what ILL, 7-FAST, and Pull & Copy were unsure exactly which link corresponded to which delivery service.

There is also no option for users who do not know whether the library owns the work or not, but want an electronic copy anyway, and don’t mind paying \$3.75. If there was a link that directed these types of users to 7-FAST or Pull & Copy, it would help solve the major issue of people making ILL requests for works the library has. As it is, the user simply makes a guess as to whether the library owns the copy or not. All but one of our users who had not checked Mirlyn already and made it to this page simply selected a link, usually the “not owned by library” one, rather than going back to Mirlyn.

Unfortunately this page was not the focus of this user test, so we don’t have the data to make a full recommendation. We recommend that further usability testing be conducted on this page to come up with an ideal design.



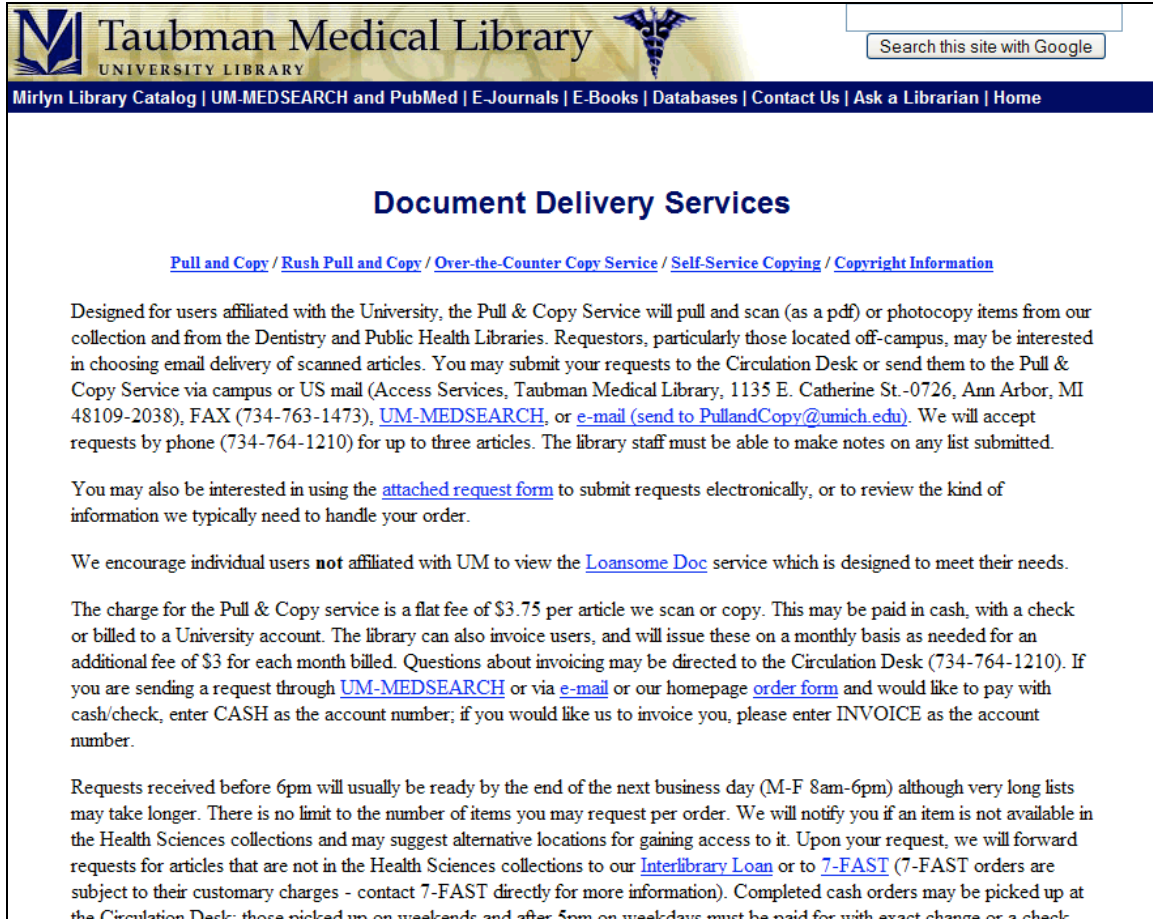
Figure 8 - Request Delivery Service pop-up page 3

### ***Secondary Recommendation 1 – Ordering Electronic Resources***

During Task 1, all of our users used the database under the first link they clicked on, even if it required them to go back to the previous browser window of search results to figure out the date and title of an article. Seven of our users used the first link available, which in this case was Gale. Unfortunately, users gave low scores for ease of use to the menu for Task 1 due to the fact that Gale was clunky and required a lot of extra work. This illustrates that most users will likely click the first link available, and thus the first database listed should be the one that will most likely save the users time. We recommend that the databases being used should be rated by how much time it takes to get an article after linking to it. The system that orders the database could then list them in order of the shortest time taken.

### ***Secondary Recommendation 2 – Update the Pull and Copy Page***

The current Pull & Copy page that appears to users clicking the “Request Delivery Services” link (Figure 9) is very wordy and difficult for users to quickly scan, as it does not contain bullet points but rather paragraphs. It is also difficult for users to find the actual form to make a Pull & Copy request, which is likely what they want to do at this point. Both ILL and 7-FAST requests from the “Request Delivery Service” link are sent directly to the populated form. Ideally, this page will be cleaned up, but for the time being it may be most useful to simply send the user directly to the Pull & Copy request form.



**Taubman Medical Library**  
UNIVERSITY LIBRARY

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## Document Delivery Services

[Pull and Copy](#) / [Rush Pull and Copy](#) / [Over-the-Counter Copy Service](#) / [Self-Service Copying](#) / [Copyright Information](#)

Designed for users affiliated with the University, the Pull & Copy Service will pull and scan (as a pdf) or photocopy items from our collection and from the Dentistry and Public Health Libraries. Requestors, particularly those located off-campus, may be interested in choosing email delivery of scanned articles. You may submit your requests to the Circulation Desk or send them to the Pull & Copy Service via campus or US mail (Access Services, Taubman Medical Library, 1135 E. Catherine St.-0726, Ann Arbor, MI 48109-2038), FAX (734-763-1473), [UM-MEDSEARCH](#), or [e-mail \(send to PullandCopy@umich.edu\)](#). We will accept requests by phone (734-764-1210) for up to three articles. The library staff must be able to make notes on any list submitted.

You may also be interested in using the [attached request form](#) to submit requests electronically, or to review the kind of information we typically need to handle your order.

We encourage individual users **not** affiliated with UM to view the [Loansome Doc](#) service which is designed to meet their needs.

The charge for the Pull & Copy service is a flat fee of \$3.75 per article we scan or copy. This may be paid in cash, with a check or billed to a University account. The library can also invoice users, and will issue these on a monthly basis as needed for an additional fee of \$3 for each month billed. Questions about invoicing may be directed to the Circulation Desk (734-764-1210). If you are sending a request through [UM-MEDSEARCH](#) or via [e-mail](#) or our homepage [order form](#) and would like to pay with cash/check, enter CASH as the account number; if you would like us to invoice you, please enter INVOICE as the account number.

Requests received before 6pm will usually be ready by the end of the next business day (M-F 8am-6pm) although very long lists may take longer. There is no limit to the number of items you may request per order. We will notify you if an item is not available in the Health Sciences collections and may suggest alternative locations for gaining access to it. Upon your request, we will forward requests for articles that are not in the Health Sciences collections to our [Interlibrary Loan](#) or to [7-FAST](#) (7-FAST orders are subject to their customary charges - contact 7-FAST directly for more information). Completed cash orders may be picked up at the Circulation Desk; those picked up on weekends and after 5pm on weekdays must be paid for with exact change or a check.

Figure 9 - Pull & Copy Page

### **Secondary Recommendation 3 – Update the “About Delivery Services” page**

In our test, only one user actually clicked the “About Delivery Options” link, but they were not impressed by what they found. They stated that the brief descriptions of the services were not very helpful, particularly since they did not mention whether they could deliver electronic or print copies.

As this page functions as a sort of Frequently Asked Questions page for delivery services, it should probably contain more information about the services in question. It may be useful to click to the Delivery Services page linked from the current library gateway (<http://lib.umich.edu/services/order/>) to avoid duplicating effort. The major problem with this page is that it doesn't mention services provided by the Health Sciences, Law, or Business libraries, and it doesn't say whether the services offer print or electronic copies. The information in the Delivery Services page on the library gateway could probably be modified to include this information.



The University of Michigan libraries offer many delivery services. Note that depending on the nature of your request and your affiliation, more than one might be available to you.

**UM-Ann Arbor**

General

- ◆ For copies of articles, book chapters, etc. use [7-FAST](#)
- ◆ To have an item delivered to a more convenient library, use [Library-to-Library delivery](#)
- ◆ For items UM doesn't own, use [Interlibrary Loan via ILLiad](#)

Faculty in the Michigan Business School

- ◆ For copies of articles, book chapters, etc., use [Kresge Library's KBAL Document Retrieval](#)

Faculty in the Law School

- ◆ Use [Law Library's Phone Page](#)

Health sciences faculty, staff or currently enrolled students

- ◆ For copies of articles, book chapters, etc. use [Taubman Library's Pull and Copy service](#)
- ◆ For items UM doesn't own, use [Taubman Library's Interlibrary Loan](#)

Law Students

- ◆ For items UM doesn't own, use [Law Library's Interlibrary Loan](#)

**Figure 10 - About Delivery Options Page**

The screenshot shows the University of Michigan Library website. At the top, there is a navigation bar with the University of Michigan logo and the word "Library". Below this is a search bar with the text "Mirlyn: Library Catalog" and a "Go" button. A menu bar contains links for "Resources", "About the Library", "Library Services", "Information for", "Libraries", and "Help". The main content area is titled "Delivery Services" and contains the following text: "Members of the UM community and some guest borrowers may check out books and other materials directly from any campus library through our [Circulation Services](#). For books and other materials that are not available for check out from a campus library, the Library offers a number of services."

**Free Services: For Students, Staff and Faculty**

- ◆ [Library to Library Delivery Service](#)  
Have books and other materials delivered from one campus library to another.
- ◆ [In-Process Locator Service](#)  
Expedite the processing of newly acquired books and other materials.
- ◆ [ILL \(Interlibrary Loan\)](#)  
When the UM Library does not own a copy of a book or other material, borrow it from another library.
- ◆ [Buhr Remote Shelving Request Form](#)  
Have books and other materials delivered from off-site storage.

**For-Fee Services: For Students, Staff and Faculty**

- ◆ [7-FAST Document Delivery](#)  
Have books and other materials delivered quickly to you for a fee, including from the Kresge Business Administration Library and the Law Library. (2-day turnaround)

**For-Fee Services: For Non UM-Affiliated Library Patrons**

- ◆ [Michigan Information Transfer Source \(MITS\)](#)  
If you are not affiliated with UM, have books and other materials delivered to you for a fee.

**Other Services**

- ◆ [ProQuest Dissertation Express](#)  
Have electronic versions or paper versions of U.S. dissertations delivered to you for a fee. Dissertations may also be borrowed for free through Interlibrary Loan.
- ◆ [List of Library Forms](#)  
Online renewal, purchase request, and other forms.

At the bottom of the page, there is a footer with the text: "University Library, [University of Michigan](#)  
Questions or comments? [Library Webmaster](#)  
Last Update: 02:51 PM EDT on Wednesday, June 13, 2007" and the University of Michigan logo with the text "UNIVERSITY OF MICHIGAN" and "Copyright © 2007 The Regents of the University of Michigan".

Figure 11 - Delivery Service Page Linked From the Library Gateway

## Appendices

### Appendix A – MGet It Outline

#### Task 1: Electronic resources (5 electronic results)

1. Show the user a page with ProQuest results, and tell him/her:

“I have a list of results from a search in the Proquest database. In this scenario, you are a student that needs an electronic copy of the article *Political Ad Draws a Criminal Inquiry* to write a paper. Any format for the article will work, but you want to get it as quickly as possible. Please obtain a copy of the article now.”

692 documents found for: *political ads* » [Refine Search](#) | [Set Up Alert](#)

[All sources](#) [Scholarly Journals](#) [Magazines](#) [Trade Publications](#) [Newspapers](#)

Mark all  0 marked items: [Email](#) / [Cite](#) / [Export](#) [Show only full text](#) Sort results by: [Most recent first](#)

41. [Political ad is play: FINAL Edition](#)  
USA TODAY, McLean, Va.: Nov 1, 2006. ; p. A.10

42. [POLITICAL ADS GONE WILD](#)  
Constantine von Hoffman. *Brandweek*. New York: Oct 30, 2006. Vol. 47, Iss. 39; p. 34 (1 page)  
[Full Text - PDF](#) [Citation](#)

43. [Political Ads: Can't We Just Grow Up?](#)  
*Weekend Edition. Saturday*. Washington, D.C.: Oct 28, 2006. ; p. 1  
[Full text](#) [Citation](#)

44. [Political Ads Go For the Jugular In Novel Ways](#)  
Amy Schatz. *Wall Street Journal (Eastern edition)*. New York, N.Y.: Oct 27, 2006. ; p. B.1  
[Full text](#) [Abstract](#)

45. [Political-ad battle goes national](#)  
Ira Teinowitz. *Advertising Age (Midwest region edition)*. Chicago: Oct 23, 2006. Vol. 77, Iss. 43; p. 4 (2 pages)  
[Full text](#) [Abstract](#)

46. [AMERICAN ASSOCIATION OF RETIRED PERSONS SENDS LETTERS TO MEMBERS ABOUT MISLEADING SOCIAL SECURITY POLITICAL ADS](#)  
US Fed News Service, Including US State News. Washington, D.C.: Oct 23, 2006.  
[Full text](#) [Citation](#)

47. [Political Ad Draws A Criminal Inquiry](#)  
*New York Times (Late Edition (East Coast))*. New York, N.Y.: Oct 18, 2006. ; p. A.18

48. [On TV, It's Politics as Usual](#)  
Jon Fine. *Business Week*. New York: Oct 16, 2006. ; p. 30  
[Full text](#) [Abstract](#)

49. [AMERICAN ASSOCIATION OF RETIRED PERSONS SENIOR MANAGING DIRECTOR SLOANE COMMENTS ON MISLEADING POLITICAL ADS ABOUT SOCIAL SECURITY](#)  
US Fed News Service, Including US State News. Washington, D.C.: Oct 13, 2006.  
[Full text](#) [Citation](#)

50. [UNIVERSITY OF MARYLAND RESEARCHERS SAY POLITICAL ADS IN MARYLAND FOLLOW UNUSUAL PATH](#)

2. The user should click the MGet It button, and get a menu from the revised interface that looks similar to the screenshot below:

The screenshot shows the University of Michigan Library search results page. At the top, there is a navigation bar with the University of Michigan logo and 'Library' text, and an 'ASK US' button. Below the search bar, the source is identified as 'new york times [0362-4331] yr:2006'. A section titled 'We have it online!' lists four electronic resources with their availability dates: GaleGroup Custom Newspapers (2000), GaleGroup InfoTrac OneFile (1995), LexisNexis Academic (1980), and Newsbank America's Newspapers (2000). A 'Nothing found? We have more.' section links to 'Marilyn Ann Arbor'. A 'Still no luck? We can help.' section links to 'Request Delivery Service (Interlibrary Loan, etc.)'. A 'Save this citation:' section links to 'Save citation into RefWorks'. A 'Help:' section lists links for 'Frequently Asked Questions', 'About Delivery Options', and 'Questions or Comments?'.

3. The user should open one of the electronic, full-text resources and either download or open an electronic version of the full-text.

The screenshot shows the LexisNexis search results page. The search term is 'Political Ad Draws A Criminal Inquiry'. The results are displayed in a table with columns for 'Document List', 'Expanded List', 'KWIC', and 'Full'. The 'Full' column is selected, showing the full text of the document. The document is titled 'Political Ad Draws A Criminal Inquiry' and is dated October 18, 2006. The text of the document is as follows:

SECTION: Section A; Column 6; National Desk; Pg. 18  
LENGTH: 161 words  
HEADLINE: Political Ad Draws A Criminal Inquiry  
BYLINE: AP  
DATELINE: DENVER, Oct. 17  
BODY:  
Colorado authorities have opened a criminal investigation into whether an attack advertisement run by Representative Bob Beauprez against his opponent in the governor's race illegally used confidential information from a federal law enforcement database.  
The television advertisement in question criticizes Mr. Beauprez's opponent, Bill Ritter, a Democratic former district attorney, for seeking a plea bargain in the case of a suspected illegal immigrant arrested on charges of heroin trafficking.  
Mr. Ritter's campaign has suggested the information was taken from computerized crime records. Use of the federal criminal database for any purpose other than law enforcement is a crime.  
But John Marshall, Mr. Beauprez's spokesman, said Tuesday that the details came from an informant he refused to identify. He said the campaign was cooperating with investigators.  
The race is to succeed Gov. Bill Owens, a Republican who, because of term limits, cannot run again.  
URL: http://www.nytimes.com  
LOAD-DATE: October 18, 2006

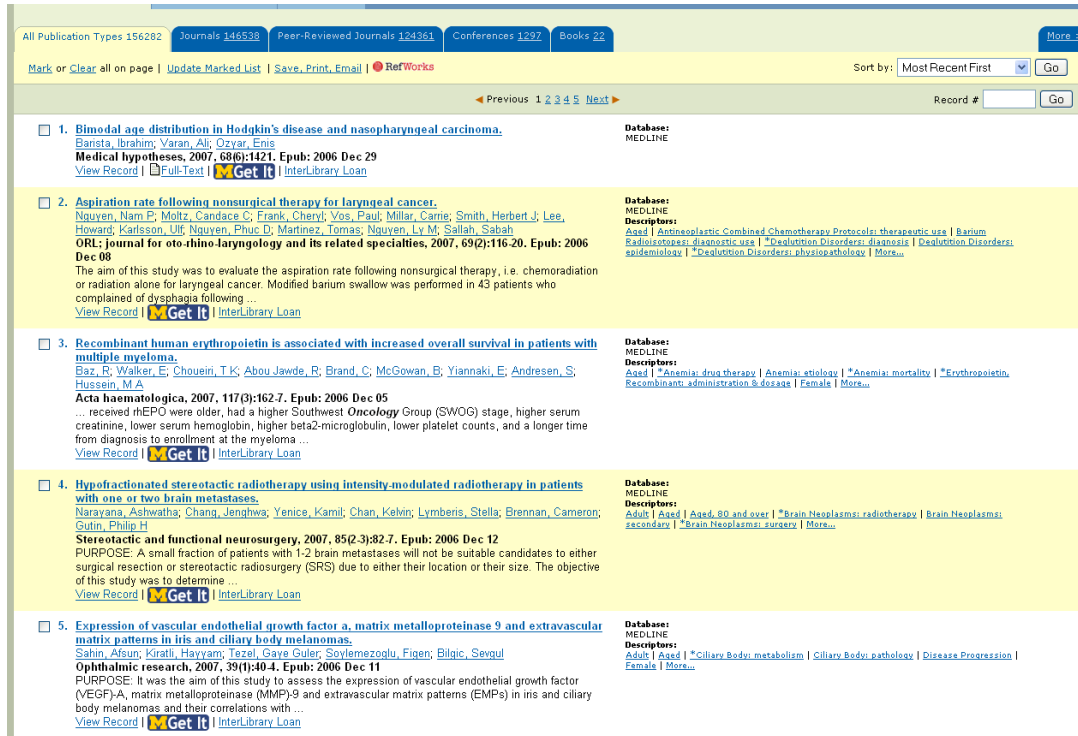
At the bottom of the page, there are links for 'Terms and Conditions' and 'Privacy', and a copyright notice for LexisNexis, a division of Reed Elsevier Inc. All Rights Reserved.



**Task 2: Electronic resources (no electronic, available in Taubman)**

1. Show the user the following page of MedLine results, and tell him/her:

“I have a list of results from a search in the MedLine database. In this scenario, you are a medical researcher who is very busy. You need to get an electronic copy of the article *Aspiration Rate Following Nonsurgical Therapy for Laryngeal Cancer*, and only an electronic copy will work for you. It can be downloaded or emailed to you at a later date. Please obtain an electronic copy of the article now.”



**Results for keyword oncology**

2. The user should click the MGet It button, and get a menu from the revised interface that looks similar to the screenshot below:

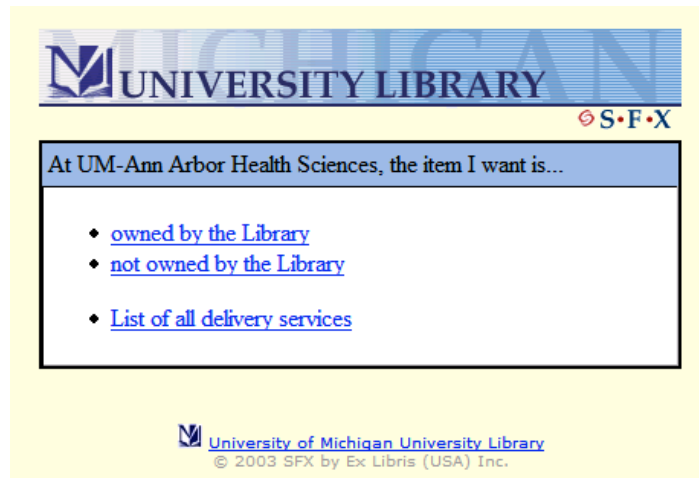
- The user will hopefully click the Mirlyn link and see that the journal is available in Taubman.

<b>Title</b>	ORL; journal for oto-rhino-laryngology and its borderlands.
<b>Holdings</b>	<a href="#">What Libraries Have</a>
<b>Published</b>	Basel.
<b>Format</b>	Journal All Serials Serial
<b>Numbering</b>	v. 34- 1972-
<b>Subject-Lib. Cong.</b>	<a href="#">Otolaryngology -- Periodicals</a> <a href="#">Nose -- Diseases -- Periodicals</a>
<b>Contributors-Other</b>	<a href="#">Gesellschaft schweizerischer Hals-und Ohrenärzte</a>
<b>Other titles</b>	ORL
<b>Continues</b>	<a href="#">Practica oto-rhino-laryngologica</a>
<b>Note</b>	Official organ of Gesellschaft schweizerischer Hals-und Ohrenärzte, vol.5- Subtitle varies
<b>ISSN</b>	0301-1569
<b>Location</b>	<a href="#">Taubman Medical - Journals   Journals</a>

- The user should click “Request Delivery Service” and choose “UM-Ann Arbor faculty, staff or currently enrolled student”. They then get to the following page:



5. The user should click Currently enrolled faculty member in “Health Sciences”. The user will see the following page:



6. The user should select “owned by the Library” and use the Pull & Copy feature.

## Document Delivery Services

[Pull and Copy / Rush Pull and Copy / Over-the-Counter Copy Service / Self-Service Copying / Copyright Information](#)

Designed for users affiliated with the University, the Pull & Copy Service will pull and scan (as a pdf) or photocopy items from our collection and from the Dentistry and Public Health Libraries. Requestors, particularly those located off-campus, may be interested in choosing email delivery of scanned articles. You may submit your requests to the Circulation Desk or send them to the Pull & Copy Service via campus or US mail (Access Services, Taubman Medical Library, 1135 E. Catherine St.-0726, Ann Arbor, MI 48109-2038), FAX (734-763-1473), [UM-MEDSEARCH](#), or [e-mail \(send to PullandCopy@umich.edu\)](mailto:PullandCopy@umich.edu). We will accept requests by phone (734-764-1210) for up to three articles. The library staff must be able to make notes on any list submitted.

You may also be interested in using the [attached request form](#) to submit requests electronically, or to review the kind of information we typically need to handle your order.

We encourage individual users **not** affiliated with UM to view the [Loansome Doc](#) service which is designed to meet their needs.

The charge for the Pull & Copy service is a flat fee of \$3.75 per article we scan or copy. This may be paid in cash, with a check or billed to a University account. The library can also invoice users, and will issue these on a monthly basis as needed for an additional fee of \$3 for each month billed. Questions about invoicing may be directed to the Circulation Desk (734-764-1210). If you are sending a request through [UM-MEDSEARCH](#) or via [e-mail](#) or our homepage [order form](#) and would like to pay with cash/check, enter CASH as the account number; if you would like us to invoice you, please enter INVOICE as the account number.

Requests received before 6pm will usually be ready by the end of the next business day (M-F 8am-6pm) although very long lists may take longer. There is no limit to the number of items you may request per order. We will notify you if an item is not available in the Health Sciences collections and may suggest alternative locations for gaining access to it. Upon your request, we will forward requests for articles that are not in the Health Sciences collections to our [Interlibrary Loan](#) or to [7-FAST](#) (7-FAST orders are subject to their customary charges - contact 7-FAST directly for more information). Completed cash orders may be picked up at the Circulation Desk; those picked up on weekends and after 5pm on weekdays must be paid for with exact change or a check for the exact amount of the order. Orders billed to a University account or invoiced may be emailed, picked up at the Circulation Desk, mailed to a campus address, sent through U.S. Mail (postage will be added), or FAXed. FAX deliveries are limited to eight articles.

Orders to be delivered via email or FAX will be held for ten working days. If any mechanical difficulties make fax delivery of completed orders impossible, you will be notified and the order will be made available for pickup. Please note: if the image quality of a particular page does not meet your expectations, just let us know and we will do our best to improve it.



## Document Delivery Services -- Rush

When you need it fast -- *RUSH IT!*

Taubman Medical Library's RUSH Pull & Copy service is available Monday through Friday from 8am to 6pm to anyone affiliated with the University of Michigan. Orders will be pulled, scanned (as a pdf) or copied, and emailed or ready for pickup or FAX delivery within three hours of submission to the library, provided that the three hours fall within the time the service is available. Although every attempt will be made to complete an order the same day it is submitted, if a request comes in at 5pm, for example, the order will be considered late only if it

**Task 3: Electronic resources (no electronic, only available through ILL)**

1. Show the user the following page of ISI Web of Science results, and tell him/her:

“I have a list of results from a search in the ISI Web of Science database. In this scenario, you are a medical researcher who is very busy. You need to get an electronic copy of the article *Evaluation of Zucchini and Yellow Summer Squash Breeding Lines and Varieties*, and only an electronic copy will work for you. It can be downloaded or emailed to you at a later date. Please obtain an electronic copy of the article now”

The screenshot shows the ISI Web of Science search results page. At the top, there is a navigation bar with 'Web of Science' logo and buttons for 'WELCOME', 'HELP', 'GENERAL SEARCH', 'CITED REF SEARCH', 'SEARCH HISTORY', and 'ADVANCED SEARCH'. Below this is a search bar with the query 'TS=(zucchini summer squash)' and a 'SEARCH' button. The results are summarized as '40 results found (Set #2)'. A list of six articles is displayed, each with a checkbox, author names, title, journal information, and a 'Get It' button. The first article is by Xiao QB, Loy JB, titled 'Inheritance and characterization of a olabrous trait in summer squash'. The second article is by Infante-Casella ML, Wyenandt CA, Henninger MR, titled 'Evaluation of zucchini and yellow summer squash breeding lines and varieties for powdery mildew and downy mildew tolerance'. The third article is by Mattina MJ, Berger WA, Eitzer BD, titled 'Factors affecting the phytoaccumulation of weathered, soil-borne organic contaminants: analyses at the ex Planta and in Planta sides of the plant root'. The fourth article is by Mukherjee A, Speh D, Jones AT, et al., titled 'Longitudinal microbiological survey of fresh produce grown by farmers in the upper midwest'. The fifth article is by Roupheel Y, Rivera CM, Cardarelli M, et al., titled 'Leaf area estimation from linear measurements in zucchini plants of different ages'. The sixth article is by Roupheel Y, Cardarelli M, Rea E, et al., titled 'Comparison of the subirrigation and drip-irrigation systems for greenhouse zucchini squash production using saline and non-saline nutrient solutions'. On the right side, there is a sidebar with options for 'Sort by' (Latest date), 'Analyze Results', 'Citation Report', and 'Output Records' (Selected records on page, All records on page, Records to, Bibliographic Fields, PRINT, E-MAIL, SAVE, EXPORT TO REFERENCE SOFTWARE, SAVE TO MY EndNote Web, Sign in to access EndNote Web, ADD TO MARKED LIST).

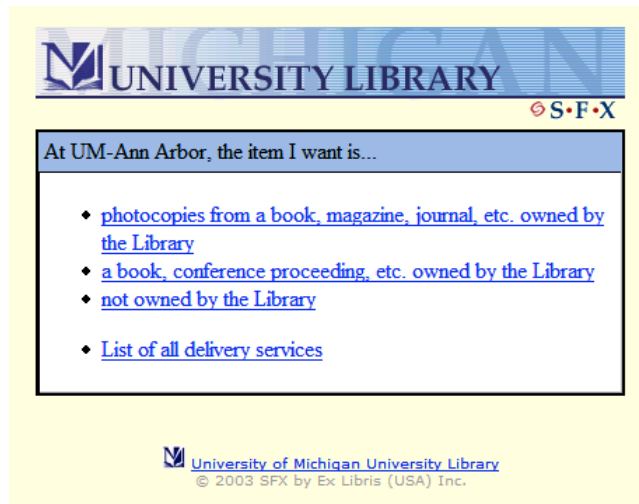
2. The user should click the MGet It button, and get a menu from the revised interface that looks similar to the screenshot below:

3. The user will hopefully click the Mirlyn link and see that the journal is not available in the University library system.

4. The user should click “Request Delivery Service” and choose “UM-Ann Arbor faculty, staff or currently enrolled student”. They then get to the following page:



5. The user should click Currently enrolled student or staff member in “All Others”. The user will see the following page:



6. The user should click “not owned by the Library” and submit the ILL request that appears.

<b>LOAN REQUEST</b> for jjmorse		<a href="#">Exit to Main Menu</a>
<b>Status</b> <i>Enter information below and press the Submit Request button to send.</i>		
One citation (request) per form.		
Patrons are responsible for any lost book or late fees.		
<b>Describe the item you want</b>		
<b>Author/Editor</b>	<input type="text" value="DeVillar, RA, Robert"/>	
<b>Title</b> <small>(required)</small> <small>(Please do not abbreviate unless your citation is abbreviated)</small>	<input type="text" value="Language Distribution Issues in Bilingual Schooling"/>	
<b>Publisher</b>	<input type="text"/>	
<b>Place of Publication</b>	<input type="text"/>	
<b>Date of Publication</b>	<input type="text" value="1990"/>	
<b>Edition</b>	<input type="text"/>	
Will you accept an alternate edition of this item?	<input type="button" value="Yes"/>	
<b>ISBN</b> (Int. Standard Book No.) <small>(speeds request processing)</small>	<input type="text"/>	
<b>Call Number</b> <small>(if known)</small>	<input type="text"/>	



**Task 4: Print resources (available through Mirlyn)**

1. Show the user the following page of Refworks articles, and tell him/her:

“I have a list of results that were previously stored by a student in her Refworks account. In this scenario, you are a student that needs the book *The Chapter* to write a paper. You would prefer an electronic copy, but any format for the book will work. You would prefer to have it at the Shapiro Undergraduate Library, where you have been studying.”

The screenshot shows the RefWorks interface. At the top, it says 'Welcome, Josh. Log out' and 'University of Michigan University Library'. Below that is a navigation menu: 'References', 'Search', 'View', 'Folders', 'Bibliography', 'Tools', 'Help'. A search bar is on the right with the text 'Search RefWorks' and a 'Go' button. The main content area is titled 'All References' and has a 'Switch to: Standard View' dropdown. Below this are several buttons: 'Use: Selected', 'Page', 'All in List', 'Add to My List', 'Put in Folder...', 'Global Edit', 'Delete', 'Print'. There is also a 'Sort by' dropdown set to 'Authors, Primary' and a 'Go to Page: 1 2' link. The list of references includes:

- Ref ID: 22, Journal Reference 1 of 33. Title: WA: Man put baby in dryer to show her "a fun time", court told. Source: AAP General News Wire, 2006, 1.
- Ref ID: 23, Journal Reference 2 of 33. Title: The most Thoughtful Gifts. Source: Seventeen, 2006, 65, 6, 97.
- Ref ID: 24, Journal Reference 3 of 33. Title: Feltwell Facility Tests Unmanned Vehicles; Experts Say Vehicles Tested could Reach 9.81 Meters Per Second. Source: US Fed News Service, Including US State News, 2006, n/a.
- Ref ID: 25, Book, Section Reference 4 of 33. Section Title: 30s File: Art Deco Graphic. Source: 1990, P.I.E. Books, [Tokyo?].

2. The user should click the MGet It button, and get a menu from the revised interface that looks similar to the screenshot below:

© 2007 SFX by Ex Libris (USA) Inc.  
[CrossRef](#) Enabled

3. The user will hopefully click the Mirlyn link and see that the book is available at the AAEL.

<b>Title</b>	30s File : art deco graphic.
<b>Holdings</b>	<a href="#">What Libraries Have</a>
<b>Published</b>	[Tokyo?] : P.I.E. Books, 1990?-
<b>Format</b>	Book
<b>Description</b>	v. : ill. ; 30 cm.
<b>Subject-Lib. Cong.</b>	<a href="#">Commercial art -- History -- 20th century.</a> <a href="#">Art deco.</a>
<b>Other titles</b>	Thirties file.
<b>ISBN</b>	938586010
<b>Location</b>	<a href="#">Art Architecture &amp; Engineering - Basement   NC 998.45 .A7 T47 1990</a> <sup>1</sup>

- The user should click “What Libraries Have” and choose “Get This”. They then get to the following page:

The screenshot shows the Mirlyn library catalog interface. At the top, there are navigation links for "FIND ARTICLES", "FIND DATABASES", and "FIND OTHER LIBRARY CATALOGS". The main header includes the "Library Catalog of the University of Michigan Ann Arbor" and the "Mirlyn" logo. On the right, there are links for "Logout", "My Account", "My Shelf", and "My Saved Searches". Below the header, there are tabs for "Basic Search", "Advanced Search", "Command Language", "Browse", "Results List", and "Previous Searches".

The main content area displays a request for "Ann Arbor - GET THIS REQUEST FOR Morse, Joshua Jacob". Below this, there is a "Back to Holdings" button and a "Use this form to place a hold on a book that's on loan to someone else, or to have the book retrieved" section. A dropdown menu is open, showing a list of pickup locations: "Art Architecture & Engineering", "Buhr Shelving Facility", "Dentistry", "Fine Arts", "Hatcher Graduate", "Herbarium", "Museums", "Public Health", "Shapiro Science", "Shapiro Undergraduate" (selected), "Social Work", "Taubman Medical", and "UM-Flint".

Other form fields include "Item is on an open shelf.", "Item status: Loan 1 (01) Call number: NC 998.45 .A7 T47 1990,", "Pickup location cannot be the same as owning library for Library-to-Library Delivery service with the exception of Special Hatcher/Shapiro Faculty pilot", "Date item is no longer needed:" with a value of "20070815" and a "(Date format : yyyyymmdd)" label, and a "Go" button.

At the bottom, there is a "Links to Libraries & Services" dropdown menu.

- The user should select “Shapiro Undergraduate” for the pickup location and click Go.

**Task 5: Electronic resources, not available in SFX (due to error) but available electronically through Mirlyn**

1. Show the user the following page of PubMed results, and tell him/her:

“I have a list of articles found in a search of the database PubMed. In this scenario, you are a medical student that needs the article *Clinical perspectives in lymphoma*. You would prefer an electronic copy, but any format for the article will work. If you need a print copy, it should be ordered for pickup at the Taubman Medical Library”

The screenshot shows the PubMed search results page for the query "Clinical perspectives lymphoma". The search was performed on the PubMed database, and 97 items were found. The results are displayed in a list format, showing the first four items. Each item includes a checkbox, a title, and publication information. The third item, "Clinical perspectives in lymphoma", is the article of interest. The page also includes navigation options like "Limits", "Preview/Index", "History", "Clipboard", and "Details", as well as a "Display" dropdown set to "Summary" and a "Show 20" option. The search bar at the top shows the query and options to "Go", "Clear", and "Save Search".

2. The user should click on the hyperlink or icon for “Clinical perspectives in lymphoma”.

## MGet It (SFX) Options Menu • Formal Test of MGet It Menu

The screenshot shows the PubMed interface. At the top, there are logos for NCBI and PubMed, along with the text 'A service of the National Library of Medicine and the National Institutes of Health'. Below this is a navigation bar with categories like 'All Databases', 'PubMed', 'Nucleotide', 'Protein', 'Genome', 'Structure', 'OMIM', 'PMC', 'Journals', and 'Books'. A search bar is present with 'PubMed' selected. Below the search bar are options for 'Limits', 'Preview/Index', 'History', 'Clipboard', and 'Details'. The search results show one result: '1: Intern Med J. 2007 Jul;37(7):478-84.' The main content area is titled 'Clinical perspectives in lymphoma.' and includes the authors 'Young GA, Iland HJ.' and a detailed abstract. To the right, there is a 'Related Links' section with several links, including 'Hodgkin's disease and non-Hodokin's lvmphoma.', 'Advances in the management of Hodokin's and non-Hodgkin's lymphoma.', 'Classification of lymphomas.', 'Refractory or relapsed Hodgkin's disease and non-Hodgkin's lymphoma: optimizing in', and '[Radiotherapy of lymphomas. Clinical classification. radiotherapy planning and indir. [Radiol Med (Torino). 1976]'. The 'MGet It' link is highlighted in blue.

3. The user should click the MGet It link.

The screenshot shows the University of Michigan Library website. At the top, there is a banner with the University of Michigan logo and the text 'THE UNIVERSITY OF MICHIGAN Library'. Below this is a search bar with the text 'Source: Internal medicine journal [1444-0903] yr:2007 vol:37 iss:7'. The main content area is titled 'Nothing found? We have more.' and includes several links: 'Mirlyn Ann Arbor', 'Request Delivery Service (Interlibrary Loan, etc.)', and 'Save this citation: Save citation into RefWorks'. Below this is a 'Help:' section with three links: 'MGet It Frequently Asked Questions', 'About Delivery Options', and 'Questions or Comments?'. The 'MGet It' link is highlighted in blue. At the bottom, there is a footer with the text 'Links to Libraries & Services', 'Privacy Policy Appropriate Use', 'C The Regents of the University of Michigan', and 'PROVIDED BY Library'.

4. The user should click the Mirlyn link and notice that electronic text is actually available.

MGet It (SFX) Options Menu • Formal Test of MGet It Menu

Library Catalog of the University of Michigan Ann Arbor

# Mirlyn

Basic Search    Advanced Search    Command Language    Browse    **Results List**    Previous Searches

Ann Arbor : FULL RECORD    Record 1 of 1

This Record: [Print/Export/Mail This](#) | [Save to My Shelf](#)

Format: [Full Record](#) | [Printer Friendly](#) | [Named Tags](#) | [MARC Tags](#)

[How to "Get This"](#)

<b>Title</b>	Internal medicine journal.
<b>Electronic Location</b>	<a href="#">Jan./Feb. 2001- { Access to the Synergy online version restricted (authentication may be required): } http://www.blackwell-synergy.com/rd.asp?goto=journal&amp;code=imj</a>
<b>Holdings</b>	<a href="#">What Libraries Have</a>
<b>Published</b>	Carton, Vic. : Blackwell Science Asia, c2001-
<b>Format</b>	Journal
	Electronic Resource
	All Serials
	Serial
<b>Rel. to oth. Pubs</b>	Electronic serial mode of access: World Wide Web via Synergy.
<b>Description</b>	v. : ill. ; 28 cm.
<b>Frequency</b>	9 issues a year, Dec. 2001-
<b>Numbering</b>	Vol 31 issue 1 (Jan./Feb 2001)-

- The user should click the link for Electronic Location and navigate to the record by clicking on the link for volume 37, issue 7.

Blackwell Synergy

Access to this resource provided by the University of Michigan Libraries

User name:  Password:  **GO**

[Register](#) | [Forgotten Password](#) | [Athens/Institution Login](#)

[Synergy Home](#) | [Browse](#) | [Search](#) | [My Synergy](#) | [Books Online](#) | [Resources](#) | [About](#) | [Help](#)

## INTERNAL MEDICINE JOURNAL

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### Internal Medicine Journal

Published on behalf of the Adult Medicine Division of the Royal Australasian College of Physicians

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#### List of Issues

**OnlineEarly Articles** (Final articles published online for future issues)

- 2007**
  - August 2007** (Vol. 37 Issue 8 Page 513-585)
  - July 2007** (Vol. 37 Issue 7 Page 429-511)
  - June 2007** (Vol. 37 Issue 6 Page 353-428)
  - May 2007** (Vol. 37 Suppl. 2: Australasian Rheumatology Association in conjunction with Rheumatology Health Professional Association, 49th ASM 2007, Sydney, Australia Page A27-A61)
  - May 2007** (Vol. 37 Issue 5 Page 287-351)
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  - March 2007** (Vol. 37 Issue 3 Page 145-212)
  - February 2007** (Vol. 37 Issue 2 Page 71-143)

The Royal Australasian College of Physicians

internal medicine submit your paper via manuscript central

Quick Search: Search in: All Journals, This Journal

Quick Link: Intern Med J

Vol: Issue: Page: **GO**

Sign up for free email table of contents alerts

## **Appendix B – MGet It Test Script**

### **Script: Usability Test of the new SFX/MGetIt menu**

---

#### **Greeting the participant**

*Meet the participant at the appointed place*

Good afternoon. My name is **moderator name** and I will be working with you today. This session should take no more than 30 minutes. Before we sit down, do you need to use the bathroom or get a drink of water?

*When the participant is ready, walk him/her into the Usability Testing Room and sit him/her down in front of the computer being used for the study. The moderator should sit next to and slightly behind the participant.*

#### **Pre-test procedures**

*The following introduction will be read to all participants before starting the test session.*

Thank you for participating in this study.

I'm going to read this script to you now so that I provide you with the exact same instructions that I will have provided to everybody else, and also to ensure that I don't forget anything of importance.

Today, we will be looking at the University Library's MGet It feature. We are interested in observing how you use the web pages to complete some activities, how easy the web pages are to use, and what aspects of the web pages you like and dislike. Your feedback is greatly appreciated, because it helps us understand how to improve the web pages in the future.

Please keep in mind that the purpose of our testing is to evaluate the interface, not you. During today's session, you will be performing some tasks that may or may not be familiar to you. Please perform these tasks to the best of your ability. Again, we are testing the usability of the interface, and not your knowledge or personal experience using library resources.

A few things to remember:

- Please think out loud as much as possible and let us know what you are thinking as you perform the tasks. Even things such as, "I'm typing and now I'm clicking the mouse", are very important to us.
- Also, please read the tasks out loud and let us know when you begin and end each task so we can keep track of where you are.
- While you are working, there will be others taking notes and watching. There is a camera here [point to it]. The session will be videotaped and your keystrokes

recorded so additional evaluation of the interface can be carried out after this session.

- We are interested in your feedback about all parts of the web pages, whether positive or negative. Also, there are no right or wrong answers. I didn't design the web system, so you don't have to worry about hurting my feelings.
- I may ask you some questions as you work. You may ask for help clarifying what I want you to do, but I may not be able to answer questions about how to complete an activity because I want to replicate, as closely as possible, how you would use the web pages if I weren't here.

Again, I want to remind you that we are evaluating the interface, not you. If you feel uncomfortable, you are free to stop the evaluation session and leave at any time. To proceed, I need to you to read and sign this consent form.

[Present the Consent Form to the user. Give the user time to read it through, ask questions if needed, and sign the form.]

### **Pre-Test Questionnaire**

During the next thirty minutes we are going to complete several activities. First, I will ask you to fill out a questionnaire. Your responses will remain anonymous, and will be used only for the purpose of data analysis.

(Hand participant the questionnaire).

Next, I will give you several research tasks to accomplish using library web pages. Remember to talk aloud while you are working, so that I know what you're thinking.

For each of the scenarios we'd like you to test for us today, I will read a short description of the tasks involved for that scenario and will give you a copy for you to refer back to if necessary.

After each task I will ask you some follow-up questions to get your opinions of the task. At the end I will ask you some debriefing questions, and you will fill out a final questionnaire.

Do you have any questions before we begin?

(Hand the Participant the first task printed on separate pieces of paper).

### **Task 1: Electronic resources (5 electronic results)**

*Show the user the webpage with ProQuest article results.*

You have a list of results from a search in the ProQuest database. In this scenario, you are a student that needs a copy of the article *Political Ad Draws a Criminal Inquiry* to write a paper. Any format for the article will work, but you want to get it as quickly as possible. Please obtain a copy of *Political Ad Draws a Criminal Inquiry* now.



When to help the user

- If the user doesn't know how to get to SFX/MGet It or doesn't open it after 30 seconds, show them the MGet It link.

**Task 2: Electronic resources (no electronic, use Pull & Copy)**

*Show the user the webpage with MedLine article results.*

I have a list of results from a search in the MedLine database. In this scenario, you are a faculty member in the Medical School who is very busy. You need to get an electronic copy of the article *Aspiration Rate Following Nonsurgical Therapy for Laryngeal Cancer*, and only an electronic copy will work for you. It can be downloaded or emailed to you at a later date, and you aren't concerned about cost. Please obtain an electronic copy of the article now.

When to help the user

- If the user doesn't know how to get to SFX/MGet It or doesn't open it after 30 seconds, show them the MGet It link.
- If the user tries to deliver a print copy in Mirlyn, remind him/her that he/she needs to get an electronic copy.

**Task 3: Electronic resources (no electronic, only available through ILL)**

*Show the user the webpage with ISI article results.*

I have a list of results from a search in the ISI Web of Science database. In this scenario, you are an LS&A researcher who is very busy. You need to get an electronic copy of the article *Evaluation of Zucchini and Yellow Summer Squash Breeding Lines and Varieties*, and only an electronic copy will work for you. It can be downloaded or emailed to you at a later date, and you aren't concerned about cost. Please obtain an electronic copy of the article now.

When to help the user

- If the user doesn't know how to get to SFX/MGet It or doesn't open it after 30 seconds, show them the MGet It link.
- If the user tries to deliver a print copy in Mirlyn, remind him/her that he/she needs to get an electronic copy.

**Task 4: Print resource, available through Mirlyn**

*Show the Refworks account folder with several articles listed.*

I have a list of results that were previously stored in your Refworks account. In this scenario, you are an LS&A student that needs the book *30's File: Art Deco Graphic* published by P.I.E. Books to write a paper. You would prefer an electronic copy, but any format for the book will work, as long as it doesn't cost you anything. You would prefer

to get it at the Shapiro Undergraduate Library, where you have been studying. Please obtain a copy of the book now.

When to help the user

- If the user doesn't know how to get to SFX/MGet It or doesn't open it after 30 seconds, show them the MGet It link.

**Task 5: Electronic resource, not available in SFX (due to error) but available electronically through Mirlyn**

*Show the PubMed page with several articles listed.*

I have a list of articles found in a search of the database PubMed. In this scenario, you are a medical student that needs the article *Clinical perspectives in lymphoma*. You would prefer an electronic copy, but any format for the article will work, preferably one that is free. You would prefer to get it at the Taubman Medical Library, where you have been studying. Please obtain a copy of the article now.

When to help the user

- If the user doesn't know how to get to SFX/MGet It or doesn't open it after 30 seconds, show them the MGet It link.

**Debriefing and Final Questionnaire**

**(Hand participant the final questionnaire)**

*Walk participant to the debriefing area and hand him/her the questionnaire.*

Please fill out this questionnaire and leave it here when you have finished it. Then, you are done with the study. Thank you for participating! Here is your gift.

*Hand gift to participant and leave them in privacy to complete the questionnaire.*

## Appendix C – Initial Demographic Questionnaire

### Initial Demographic (Pre-Test) Questionnaire for MGet It testing

Dear Participant,

We would like to ask you 8 questions about your background before you complete our usability test. These questions are voluntary, and no identifying information you give will be shared outside of our group. Try to answer each question as closely as possible, and do not worry too much about any particular answer. You may skip any question that you do not wish to fill out.

**1. What is your primary occupation (you may select more than one)?**

- Student: Undergraduate Graduate
- Faculty: Lecturer Researcher
- Physician/Nurse
- Staff (Please specify) \_\_\_\_\_
- Others (Please specify) \_\_\_\_\_

**2. Please indicate your academic subject area:**

- Health Sciences
- LS&A
- Engineering and Computer Science
- Art & Design
- Business/Law
- Other (Please specify) \_\_\_\_\_

**3. On a scale from 1 to 5, how would you rate your experience using the University of Michigan Library databases (e.g. Medline or ProQuest)?**

1	2	3	4	5
Not Experienced		Average		Very Experience

**4. How often do you use MGet It/SFX?** 

- 2 or more times a week
- 2 or more times a month
- 2 or more times a year
- Less than 2 times a year
- Never used it

**5. When you get books or articles for research purposes, do you prefer physical (book, microform) or electronic (email, PDF)?**

1	2	3	4	5
Physical copy		No Preference		Electronic copy

**6. When you have library materials delivered to you, what is the most important factor?**

- I don't have any materials delivered
- Time it takes you to make a delivery request
- Time it takes you to receive the material
- Distance you need to travel to pick up the requested material
- Financial cost to have the materials delivered
- Others (Please specify) \_\_\_\_\_

**7. What operating system(s) are you the most comfortable using (*you may select more than one*)?**

- Microsoft Windows
- Mac OS X
- Linux
- Other (please specify) \_\_\_\_\_

## Appendix D – Task Questionnaire

### Post-task Questionnaire

#### Task 1

**Source:** New York Times [0362-4331] yr:2006

**We have it online!**

- [GaleGroup Custom Newspapers](#) Available from 2000
- [GaleGroup InfoTrac OneFile](#) Available from 1995
- [LexisNexis Academic](#) Available from 1980
- [Newsbank America's Newspapers](#) Available from 2000

**Nothing found? We have more.**

- [Mirllyn Ann Arbor](#)

**Still no luck? We can help.**

- [Request Delivery Service \(Interlibrary Loan, etc.\)](#)

**Save this citation:**

- [Save citation into RefWorks](#)

**Help:**

- [Frequently Asked Questions](#)
- [About Delivery Options](#)
- [Questions or Comments?](#)

Links to Libraries & Services

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[CrossRef](#) Enabled

1. On a scale of 1-9, how effectively do you feel you obtained *Political Ad Draws a Criminal Inquiry*, with 1 being not well and 9 being very well?

1	2	3	4	5	6	7	8	9
Not well				Average				Very Well

2. On a scale of 1-9, how easy did you feel it was to get the article, with 1 being very hard and 9 being very easy?

1	2	3	4	5	6	7	8	9
Very Hard				Average				Very Easy

**3. What did the MGet It menu do well, if anything, to help you access the article?**

**4. What did the MGet It menu do poorly, if anything, that made it difficult to access the article?**



## Appendix F – Final Task Interface Screenshots

**Source:** New York Times [0362-4331] yr:2006

**No electronic access available through MGet It. Try one of the services below.**

**Also, have you checked the library catalog?**

- [Mirlyn Ann Arbor](#)

**Get it delivered from a U-M Library or obtain it from a non-U-M library**

- [Request Delivery Service \(Interlibrary Loan, 7-FAST, Pull and Copy\)](#)

**Save this citation:**

- [Save citation into RefWorks](#)

**Help:**

- [MGet It Frequently Asked Questions](#)
- [About Delivery Options](#)
- [Questions or Comments?](#)

Links to Libraries & Services

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Figure 12 - Interface 1 (Randomly Assigned)



The screenshot displays the MGet It interface for The University of Michigan Library. At the top, there is a header with the library logo and an "ASK US" button. Below the header, a search bar contains the text "Source: New York Times [0362-4331] yr:2006". A message states "Nothing found? We have more." with a link to "Mirlyn Ann Arbor". Another message says "Still no luck? We can help." with a link to "Request Delivery Service (Interlibrary Loan, etc.)". A "Save this citation:" section includes a link to "Save citation into RefWorks". A "Help:" section lists three links: "MGet It Frequently Asked Questions", "About Delivery Options", and "Questions or Comments?". At the bottom, there is a footer with "Links to Libraries & Services", "Privacy Policy Appropriate Use", "© The Regents of the University of Michigan", and "PROVIDED BY Library".

**Source:** New York Times [0362-4331] yr:2006

**Nothing found? We have more.**  
[Mirlyn Ann Arbor](#)

**Still no luck? We can help.**  
[Request Delivery Service \(Interlibrary Loan, etc.\)](#)

**Save this citation:**  
[Save citation into RefWorks](#)

**Help:**

- [MGet It Frequently Asked Questions](#)
- [About Delivery Options](#)
- [Questions or Comments?](#)

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Figure 13 - Interface 2 (Randomly Assigned)

## Appendix G – Quantitative Results from Task Questionnaires

### Results for Task 1

User	Q1: On a scale of 1-9, how effectively do you feel you obtained <i>Political Ad Draws a Criminal Inquiry</i> , with 1 being not well and 9 being very well?	Q2: On a scale of 1-9, how easy did you feel it was to get the article, with 1 being very hard and 9 being very easy?	User succeeded at task?
1	4	4	Yes
2	7	6	Yes
3	4	3	Yes
4	5	6	Yes
5	6	7	Yes
6	4	4	Yes
7	8	7	Yes
8	6	5	Yes
<b>Ave/Tot</b>	<b>5.5</b>	<b>5.25</b>	<b>8/8</b>

### Results for Task 2

User	Q1: On a scale of 1-9, how effectively do you feel you obtained <i>Aspiration Rate Following Nonsurgical Therapy for Laryngeal Cancer</i> , with 1 being not well and 9 being very well?	Q2: On a scale of 1-9, how easy did you feel it was to get the article, with 1 being very hard and 9 being very easy?	User succeeded at task?
1	5	3	Yes
2	8	9	Yes
3	5	4	No
4	7	7	Yes
5	8	8	No
6	1	1	No
7	6	7	No
8	3	2	Yes
<b>Ave/Tot</b>	<b>5.375</b>	<b>5.125</b>	<b>4/8</b>

**Results for Task 3**

User	Q1: On a scale of 1-9, how effectively do you feel you obtained <i>Evaluation of Zucchini and Yellow Summer Squash Breeding Lines and Varieties</i> , with 1 being not well and 9 being very well?	Q2: On a scale of 1-9, how easy did you feel it was to get the article, with 1 being very hard and 9 being very easy?	User succeeded at task?
1	3	3	Yes
2	5	6	Yes
3	5	4	No
4	8	9	No
5	8	8	Yes
6	9	9	Yes
7	8	8	Yes
8	6	6	Yes
<b>Ave/Tot</b>	<b>6.5</b>	<b>6.625</b>	<b>6/8</b>

**Results for Task 4**

User	Q1: On a scale of 1-9, how effectively do you feel you obtained <i>30's File: Art Deco Graphic</i> , with 1 being not well and 9 being very well?	Q2: On a scale of 1-9, how easy did you feel it was to get the book, with 1 being very hard and 9 being very easy?	User succeeded at task?
1	5	3	No
2	7	6	Yes
3	6	4	No
4	8	9	Yes
5	5	6	No
6	9	9	Yes
7	9	7	Yes
8	7	6	Yes
<b>Ave/Tot</b>	<b>7</b>	<b>6.25</b>	<b>5/8</b>

**Results for Task 5**

User	Q1: On a scale of 1-9, how effectively do you feel you obtained <i>Clinical perspectives in lymphoma</i> with 1 being not well and 9 being very well?	Q2: On a scale of 1-9, how easy did you feel it was to get the article, with 1 being very hard and 9 being very easy?	User succeeded at task?
1	8	8	No
2	8	8	No
3	6	4	No
4	8	7	Yes
5	7	7	No
6	9	5	Yes
7	9	9	Yes
8	8	8	Yes
<b>Ave/Tot</b>	<b>7.875</b>	<b>7</b>	<b>4/8</b>

**Results for the Final Task**

User	Which interface do you prefer?
1	1
2	1
3	1
4	1
5	1
6	1
7	2
8	1
<b>Total</b>	<b>7/8</b>