5-MINUTE USER INTERVIEWS

TABBED SEARCH UX

INITIAL FINDINGS

Lindsey Sprague, UX Librarian

TOP 3 FINDINGS

- Students do not understand what they can search for under the "Reserves" tab. The way we define this word internally does not match user mental models.

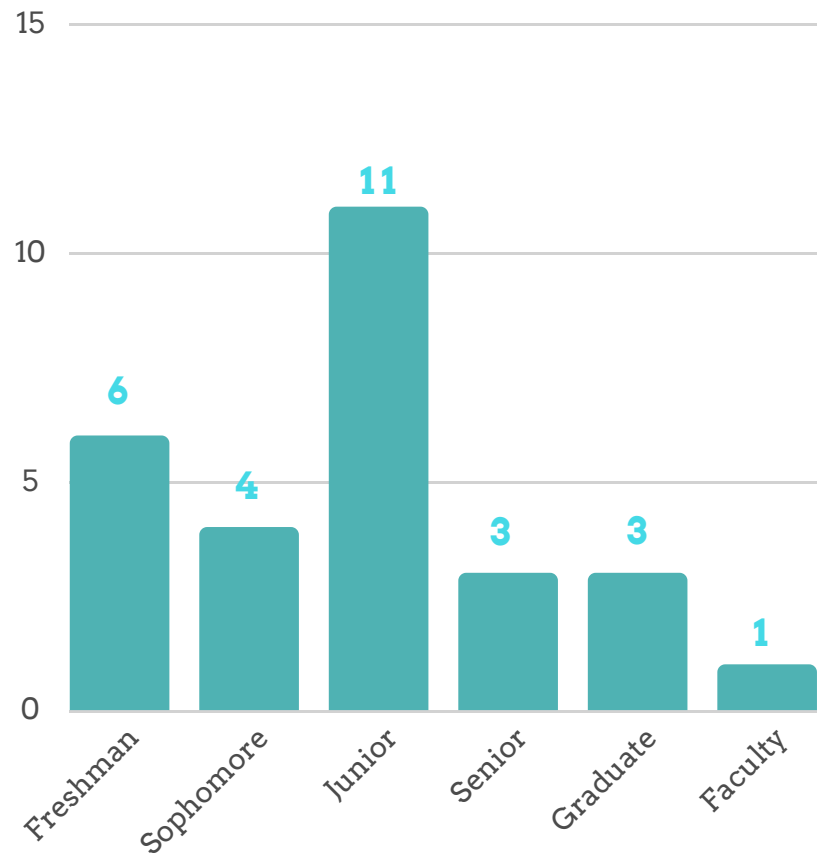
- Location-focused tabs (Atkins Library, Libraries Worldwide) exist alongside resource-focused tabs (Articles, Books, E-Video) in the current interface. This causes users cognitive strain when trying to decide which tab to use. If they wanted to find a book AT Atkins Library, which tab to use?

- Students perceive Articles and Journals as being the same thing, and find it confusing that there are two separate tabs.

28

Total Participants

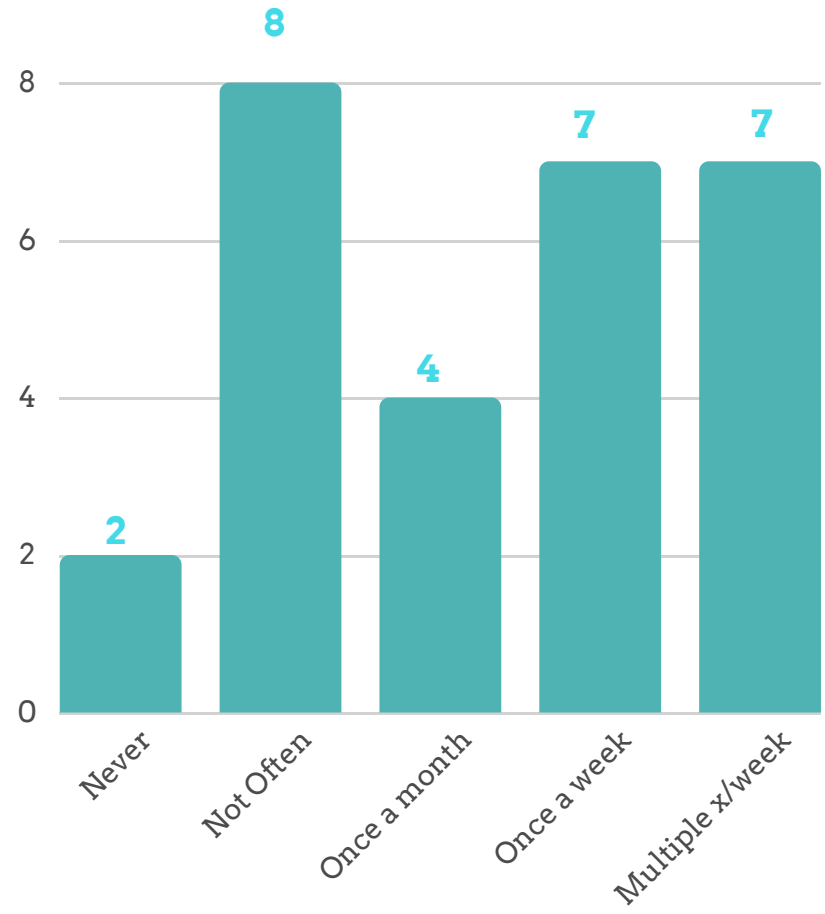
- **18 at the North Entrance**
- **1 in front of Peet's**
- **9 at the Main Entrance**



26

came to the library to study

- **Drop off scantrons - 1 faculty**
- **Get coffee - 1 student**
- **Use a scanner - 1 students**
- **Pick up a book - 3 students**



ATKINS LIBRARY TAB

"Any books that are in the library. Journal databases, and library hours."

"What is in the physical library."

"Reserve a study room."

"Books, things you need in classrooms, folders, pencils, we have an eating place here (Peet's), maybe you can search for info about that."

"Books, articles that are physically present in the library that you can check out."

"I would think that would be things like hours, location, maybe services."

"Books I guess, specific books, journals, also articles, although I guess there is already a tab for those."

LIBRARIES WORLDWIDE TAB

"I shouldn't expect to find any limitation. Everything academic, journals, research."

"I have no idea. Like maybe materials that are co-shared with other libraries?"

"A broader range of what you would find under the Atkins Library tab."

"Things in libraries everywhere else."

"Assuming you can find books that are at surrounding libraries they may have the full PDF version and transfer."

"Different books from different schools, libraries across the nation if library doesn't have something."

BOOKS AND MEDIA TAB

"I only use atkins library, assume it brings you everything else."

"Videos, ebooks."

"Books and medias."

"Same thing as libraries worldwide, books specifically, media I'm assuming like news media."

"Books or media held here."

"Books and media."

"Books, some text books they have here, mostly non-fiction. And then media would be like movies or like DVDs."

ARTICLES TAB

"PDFs, scholarly articles."

"PDF and physical articles and current articles."

"Anything that is academic. Anything from journal articles and newspaper."

"Articles."

"Like newspapers or online articles, a link to a scholarly articles."

"Specifically articles."

"Peer reviewed articles and stuff."

^ Users expressed an expectation of discovery AS delivery

DATABASES TAB

"Different databases to use for different topics, PubMed, databases for nursing, theatre."

"It says 'top 10 databases'...so I think it gives you databases for all type of subjects."

"Don't use it."

"I'm not really sure."

"Looks like it's in alphabetical order, so I guess you click on that and it takes you want, you can go through all the books."

"JSTOR, like it will search the databases that we have access to."

JOURNALS TAB

"Magazine articles I guess. Kind of the same thing as Articles.

"Published journals, search for article journals."

"First person narrative accounts?"

"Is it similar to articles? Maybe financial journals?"

"Someone's diary. Primary resources."

"Published research."

"Never used, probably less conservative readings, more free thought."

^7 people (25%) thought this was a tab for people's diaries

E-VIDEOS TAB

"Educational videos."

"I have no idea."

"Academic videos."

"Books that are made from a movie. So they'll post the book and the movie. Or like the video section."

"Just videos that are about history. Not as broad as YouTube but for educational purposes."

"YouTube or something similar."

RESERVES TAB

"You can reserve a study room or something like that."

"I have no idea, I thought everything was covered within like the tabs before reserved."

"It's what I've arranged to be on hold for myself, and maybe where to go to pick up reserved."

"I don't know what that is for."

"Books you have reserved or reserving a study room. Things you want to hold onto for a while."

"Hmm, I'm not really sure. Maybe items that educational materials but not necessarily something that I can check out or take with me."

^2 people (7%) thought this tab was for course reserves

" Indistinct groupings and unclear labels increase cognitive strain.
Any time users must pause to consider the differences between categories, the interface is making them work too hard."

KATIE SHERWIN, N/N Group

https://www.nngroup.com/articles/scoped-search/

Interview Questions

Thinking about the last time you used the library website, can you show me how you searched for what you needed?

Looking at each of these tabs, what do you expect to be able to find using each one?

What is working well with this current search box?

What is confusing or unclear about the current design?