

Usability Evaluation: WorldCat Local and WorldCat.org on Mobile and Tablet devices

March 7-14, 2012

***Final Summary of Results
OCLC Usability Lab
June 20, 2012***

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Table of Contents

Topic	Page
I. Introduction	3
II. Methodology	3
III. Results Summary	4
IV. Results Details	
Table 1. WorldCat Local on iPod Touch	6
Table 2. WorldCat.org on iPod Touch	11
Table 3. WorldCat Local on iPad Tablet	16
Table 4. WorldCat.org on iPad Tablet	21
Table 5. Interviews: iPod Touch Users	27
Table 6. Interviews: iPad Tablet Users	30
V. Suggested Solutions	33
Appendices	
A. User Descriptions	38
B. Tasks: WorldCat Local on iPod Touch	40
C. Tasks: WorldCat.org on iPod Touch	42
D. Tasks: WorldCat Local on iPad Tablet	44
E. Tasks: WorldCat.org on iPad Tablet	46
F. WorldCat Local on iPod: Suggested changes to Results screen	48
G. WorldCat Local on iPad: Suggested Change to 'filter' Display	49
H. Interview comments – referenced screen displays	51
I. OCLC staff links to video recordings of test sessions	61

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

I. Introduction

The WorldCat.org (WC) and WorldCat Local (WCL) user interfaces (UI's) are being rebuilt using responsive Web design methods to support for both a mobile viewport and a tablet viewport as well as a desktop viewport.

These usability tests evaluated mockups of proposed designs for WorldCat.org on tablet (WC-tablet) and on smartphone (WC-mobile) devices. They also evaluated mockups of proposed designs for WorldCat Local on tablet (WCL-tablet) and on smartphone (WCL-mobile) devices.

A total of 12 usability tests ("sessions") were conducted. All tests used [in-house usability testing methods](#). Each session was also recorded ([Recordings](#)).

II. Methodology

Users. 12 users were recruited from those that responded to an ad placed on Craig's List. Users were required to have no previous library staff experience, and to be current users of either a smartphone (e.g., iOS, Android) and/or tablet device (e.g., iPad or Android tablet). Individual user attributes are available in [Appendix A](#). Users were compensated \$50.00 plus mileage for their time.

Materials. Users did a series of tasks with one of two devices: An iPod Touch (Users 1A-6A) or iPad (Users 7A-12A).

Users in the iPod Touch device group did 7 tasks related to WC-mobile, and 8 tasks related to WCL-mobile.

Users in the iPad Touch device group did 7 tasks related to WC-tablet, and 7 tasks related to WCL-tablet.

In both device groups, order of presentation of the two task sets (WC or WCL) was counterbalanced across the six users in the group.

Partially active mockups of each of the four UI designs (WC-tablet, WC-mobile, WCL-tablet, and WCL-mobile) were used. The UI controls needed to complete the task were active on the page(s) mocked-up for that task. Other controls on the page(s) were either inactive or displayed a message indicating they were not the control needed to complete the task.

All users were informed of this constraint, and asked to complete the task just as they would if the mockup was fully functional.

Procedure. Users were asked to read the task aloud and then to complete the task using the corresponding mock-up.

Users were also asked to 'think aloud' while working on the tasks, saying aloud what they were thinking while they worked on the task. Users were also told they could end the session at any time.

All sessions were recorded and quantitative usability measures were taken for each user for each task.

After each session, the user was interviewed with the same set of interview questions, plus any questions for that user that observers had come up with during the evaluation.

Analysis. In order to most efficiently assist the product team in developing a more usable service, the analysis focused primarily on the Usability Questions and Quantitative Measures that had been developed by the product team prior to beginning the testing for each of the four tasks. Hence, while additional results might be derived from the rich body of data collected, such inferences are not included in this report.

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012



[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

III. Results Summary

All results below refer to the first attempt to complete the task. Tasks may have been completed on a subsequent attempt, and this is noted in the 'Results' section for each task.

Positive Findings. Listed below are results where at least 75% of the users met the designated or implied usability goal quantitative measure:


A. WorldCat Local on iPod Touch

1. All users were able to select an item from a list of Saved Items once they displayed the list.
2. 83% of users (5/6):
 - Identified the  icon as indicating library ownership;
 - Identified the  icon next to an entry in the results list as indicative of the number of items available for checkout;
 - Were able to save an item to a list from the item's detailed record;
 - Were able to use the filter control to limit their results to 'books'.
 - Used the 'Back to Results' link on the detailed record to return to their results list;

B. WorldCat.org on iPod Touch

1. All users:
 - Determined how to enter a zip code to show their current location;
 - Selected the '+' icon on the right of an entry when asked to save an item to a list;
 - Checked the 'Books' option on the filter menu when asked to limit results to books;
 - Knew to go to the detailed record and scroll that page to find an item in a library within 10 miles of their current location;
 - Knew to select the 'Miles' dropdown and the '25 mile' option on an item's Detailed record when identifying libraries owning the item located within 25 miles of their current location.
2. 83% of users (5/6):
 - Selected 'Save' to save their current location;
 - Selected 'filter' when asked to limit their results list to just books;

C. WorldCat Local on iPad Tablet

1. All users:
 - Used the [Back to Results](#) link on the Detailed record to return to their results list;
 - Were able to increase the number of items shown in a results list from 10 to 20;
2. 83% of users (5/6) indicated the  icon meant the number of items available for checkout (2 in the example).

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

III. Results Summary (cont.)

All results below refer to the first attempt to complete the task. Tasks may have been completed on a subsequent attempt, and this is noted in the 'Results' section for each task.

Positive Findings (cont.). Listed below are results where at least 75% of the users met the designated or implied usability goal quantitative measure:

D. WorldCat.org on iPad Tablet

1. All users:



- Were able to find their zip code location;
- filter their results to show only 'Books';
- Find libraries within 10 miles of their location that owned a specific item;
- Select the next item in the results list from a Detailed record by using the 'Back to Results' button and find libraries within 25 miles that owned it;

2. 83% of users (5/6):

- Successfully changed their stored location to a different zip code;
- Changed the number of items displayed in the results list from 10 to 20;
- Displayed their list of saved items;



Opportunities for Improvement. Listed below are the main usability issues found. Other opportunities for usability improvement may be listed in the '[Suggested Solutions](#)' section.

A. WorldCat Local on iPod Touch



1. 50% of users (3/6) did not identify the  icon as indicative of an item being available online.
2. 33% of users (2/6) did not select the 'Saved Items' icon () when asked to view a list of saved items.

B. WorldCat.org on iPod Touch


1. 67% of users (4/6) **did not**:

- Realize that to apply a filter to their results list, they needed to close the filters dropdown;
- Select the  icon at the top of the first item's detailed record when asked to display the detailed record of the "2nd item" in this list. However, 67% of users (2/3) did select the  icon when asked instead to display the detailed record of the "Next item" in their results list.

2. 33% of users (2/6) **did not**:

- Select the  icon when asked to change their location information;
- Select the 'Saved Items' icon () when asked to view a list of saved items.

C. WorldCat Local on iPad Tablet

1. 67% of users (4/6) **did not** identify the  icon as indicative of an item available online;
2. 50% of users (3/6) **did not**:
 - Determine how to limit their results to just 'Books'.
 - Select the 'Lists' link in the upper right of the screen when asked to display their list of saved items

D. WorldCat.org on iPad Tablet: No issues found

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A


Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV. Results Details

1. Each evaluation consisted of 7-8 usability tasks per service (WorldCat Local or Worldcat.org), and a post-test interview .
2. User comments are in italics.
3. Measures NOT met on the **first attempt** are scored as a 'No', even if they were completed correctly on a later attempt (also noted).
4. Overall measures met by 100%-75% of users are in **green**, those met by 74%-51% of users are in **yellow**, & those by 50% or less of users are in **red**.

Table 1. WorldCat Local on iPod Touch: Task Results

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
2	Pre-task (Task 1): Do a search for 'diabetes school lunch nutrition'. Task 2 Which items are available online?	•Task 2: Can test participants identify which items in a result list are available online?	✓ A1, A2 Random guess	✓ A.1 The little e means electronic? - Not sure what swirl (OCLC logo) is. ✓ A.2 No comments noted	X Didn't see anything indicating this info is available online. X If had web address underneath the format info. X Assume all results are available online since searching online.	X Trying to filter by online options, not sure of way to filter it.	X A.1 Looking here for results that may be available online (scrolls past the items with an 'e'). X A.1 Seeing icons on side of page but not sure what those indicate. X A.1 Clicks on title. ✓ A.1 I'll try this one with an 'e' on it (Taps it: Nothing happens). ... ✓ A.2 When click on 'e', thought that would be an e-version. -- Usually box that says PDF or HTML available. -- Don't know how else to know if online or not.	✓ A.1 (e) might be key for e-copies. ✓ A.2 Looking for key for symbols on right.	
	Measure A.1: Indicates  means 'online'		YES	YES	NO	NO	NO	YES	YES/NO 50%
	Measure A.2: Selects items 1 and 5		YES	YES	NO	NO	YES	YES	YES 67%

¹ Measures met by 100% - 75% of users are in **green**. Measures met by 74% - 51% of users are in **yellow**. Measures met by 50% or less of users are in **red**.

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 1. WorldCat Local on iPod Touch: Task Results (cont.)


Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	Mdn / % ²	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
3	Which items are owned and available for checkout?	<ul style="list-style-type: none"> Is the temple icon meaningful? Are the counts meaningful? Does color convey availability? 	✓ A.1 Gets icon okay ✓ A.2 Gets green corner okay - "Don't know what whirlwind means (OCLC symbol).	✓ A.1 Person and building ✓ A.2 If have num., are available	✓ A.1 Temple icon ✓ A.2 Number in lower right	x A.1 Some notation on side should tell me if owned by my library. x A.2 Did not get.	✓ A.1 Building and person ✓ A.2 Num. at bottom says num. copies available.	✓ A.1 Building and person - Still can't find a key (to icons). ✓ A.2 Number is num. available. ✓ Those w/o icon are not at lib.	
	Measure A.1: User Indicates  icon means 'owned by my library'		YES	YES	YES	NO	YES	YES	YES 83%
	Measure A.2: Indicates green corner with non-zero number means 'available'		YES	YES	YES	NO	YES	YES	YES 83%

Table 1. WorldCat Local on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
4	Save item to list	<ul style="list-style-type: none"> Can the user add items to a list? Does the save control provide enough info so that the participant sees how to use it? Does the folder icon provide enough information so that the participant sees how to use it? 	✓ A.1 No comments noted ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 No comments noted	x A.1 Tried to bookmark using iPod bookmarks x A.2 Did not try	✓ A.1 Click link to go to save it. ✓ A.2 Scroll to 'save to list' .	
	Measure A.1: Goes to detailed record		YES	YES	YES	YES	NO	YES	YES 83%
	Measure A.2: Selects 'Save to List'		YES	YES	YES	YES	NO	YES	YES 83%

Summary of Usability Tests Results WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

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Table 1. WorldCat Local on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
5	limit results to just books	<ul style="list-style-type: none"> Do they choose the filter tab? Does it work as they expect? 	✓ A.1 No problem. ✓ A.2 No problem but unsure: Enter button or something needed (to apply it).	✓ A.1 No comments noted ✓ A.2 No comments noted	X I would put a comma (after search term), followed by 'books'.	✓ A.1 No comments noted ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 Checks Book then the 'Format label: Click format, but get error ...not letting me exit out. ✓ A.2 May done it automatically... not sure.	
	Measure A.1: Select filter		YES	YES	NO	YES	YES	YES	YES 83%
	Measure A.2: Checks 'Books'		YES	YES	NO	YES	YES	YES	YES 83%

Table 1. WorldCat Local on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
6	View saved list and view a det. record of a saved item	<ul style="list-style-type: none"> Can test participants retrieve saved items? Can they determine how to view its details? 	X A.1 Clicks iPod Bookmark icon. X A.1 How do I get back to saved? ✓ A.1 Clicks folder icon. ✓ A.2 Clicks title in list but thinks needs more: Can't get back to results, how do I find details?	✓ A.1 No comments noted ✓ A.2 No comments noted	X A.1 Clicks 'Save to list' again X A.1 Unsure how to do this. X A.1 Would look for link that would indicate you have a Saved List. ✓ A.1 Sees Folder icon: Clicks it ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 No comments noted	(NOTE: Bug in mockup required reset) ✓ A.1 Way to save things outside of bookmarks. ✓ A.2 No comments noted	✓ A.1 No comments noted ✓ A.2 No comments noted	
	Measure A.1: Selects folder icon		NO	YES	NO	YES	YES	YES	YES 67%
	Measure A.2: Selects title of item in list		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 1. WorldCat Local on iPod Touch: Task Results (cont.)

			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	Overall Mdn / % ¹
7	Return to results list from det. record	•How easily is the 'Back to Results' button found by the user?	X Multiple tries, uses browser 'Back' button despite being asked not to. This indicates cannot find navigation element.	✓No comments noted	✓No comments noted	✓No comments noted	✓No comments noted	✓No comments noted	
	Measure: Uses detailed record's 'back to results' navigation element		NO	YES	YES	YES	YES	YES	YES 83%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 1. WorldCat Local on iPod Touch: Task Results (cont.)

			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	Overall Mdn / % ¹
8	Please remove the iPod from its stand and use it as you would normally for the following task: A. Which items on your results list are available online?	<ul style="list-style-type: none"> Does doing the tasks with the iPod NOT on a stand change the results? 	<ul style="list-style-type: none"> ✓ A.1 No problems noted ✓ A.2 No problems noted 	<ul style="list-style-type: none"> ✓ A.1 No problems noted ✓ A.2 No problems noted 	<p>X A.1, A.2: Chooses Book link: <i>I don't see anything that says 'this book (is available online)'</i>. -- Prefer (both) icon and legend on screen. -- Not familiar with icon or with triangle.</p>	<p>X A.1 Tries 'filter' X A.1 Tries iPod controls at bottom X A.1 Tries clicking title of item -- Not sure if little 'e' over to the side means they are available, not sure how to find that out. ULab: How would you expect to find out? User: If I could 'filter' or if they have a notation next to them indicating they are available online as well. But is no key to know what these things (icons on right) mean.</p>	<ul style="list-style-type: none"> ✓ A.1 No problems noted ✓ A.2 No problems noted 	<ul style="list-style-type: none"> ✓ A.1 No problems noted ✓ A.2 No problems noted 	
	Measure A.1. User identifies orange e icon to the right.		YES	YES	NO	NO	YES	YES	YES 67%
	Measure A.2. User identifies items 1, 5.		YES	YES	NO	NO	YES	YES	YES 67%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 2. WorldCat.org on iPod Touch: Task Results

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
1	Change your location to zip code 43210.	<ul style="list-style-type: none"> Can the test participant set their current location? Is the push-pin icon meaningful? Is it positioned so that test participants can successfully touch it? 	<ul style="list-style-type: none"> ✓ A.1 . No comments noted ✓ A.2 . No comments noted ✓ A.3 Clicks 'Save': <i>Not sure that did it or not... nothing seemed to change.</i> 	<ul style="list-style-type: none"> ✗ A.1. <i>Don't see where to do this (then does it)</i> ✓ A.2. No comments noted ✓ A.3. No comments noted 	<ul style="list-style-type: none"> ✓ A.1-3 . No comments noted 	<ul style="list-style-type: none"> ✓ A.1. Taps push-pin but nothing happens. ✓ A.1. <i>Not sure where to put zip code...easier if indicated how to enter zip code.</i> ✓ A.1. Taps push-pin and it works. ✓ A.2. Okay ✓ A.3. Okay 	<ul style="list-style-type: none"> ✓ A.1. Clicks push-pin ✓ A.2. Okay ✓ A.3. Okay - <i>Didn't see reload on screen so not sure if actually searched zip code or not.</i> - <i>Not sure if needed to redo the search after saving location.</i> 	<ul style="list-style-type: none"> ✗ A.1. Selects filter ✗ A.1. Tries to add zip to her search ✗ A.1. <i>Keep getting error message</i> ✗ A.1. <i>I would quite at this point.</i> 	
	Measure A.1: Selects push-pin		YES	NO	YES	YES	YES	NO	YES 67%
	Measure A.2: Enters zip and clicks search		YES	YES	YES	YES	YES	NO	YES 83%
	Measure A.3: Selects 'Save'		YES	YES	YES	YES	YES	NO	YES 83%

Table 2. WorldCat.org on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
2	Save designated 3 items to a list	<ul style="list-style-type: none"> Can the test participant add items to a list? Does the save control provide enough information so that the participant sees how to use it? 	<ul style="list-style-type: none"> ✓ Selects + icon - <i>What does that do?</i> - <i>Whys is it now a minus sign?</i> - <i>I don't understand.</i> - <i>Pretty confusing</i> 	<ul style="list-style-type: none"> ✓ Selects + icon: <i>Not sure it saved it for me...oh, it's in the folder, since numbers changed.</i> - <i>Would not have known (could do this) except task asked me.</i> 	<ul style="list-style-type: none"> ✓ Clicks '+' sign: <i>I see the number 2 now in folder.</i> 	<ul style="list-style-type: none"> ✓ Clicks '+' sign: <i>Says I have those 3 items (folder icon).</i> 	<ul style="list-style-type: none"> ✓ Clicks '+' sign: (Sees '3' in folder) <i>Good to go.</i> 	<ul style="list-style-type: none"> ✓ + to the right so I would hit that. ✓ I put it in little folder now has '2' in it 	
	Measure: Select '+' icon on right		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 2. WorldCat.org on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
3	Limit results to just books	<ul style="list-style-type: none"> Do they choose the filter tab? Does it work as they expect? 	✓ No comments noted	✓ A.1. No comments ✓ A.2. No comments X A.3. Guess hit search button again to save it ... Its not filtering. ✓ A.3. Ah when filter back up, that saved it. Would expect the filter to work after it was checked or click a button to save it.	X A.1. Put 'books' in search term. X A.1. Put 'PDF' in search term...use in Google. (Moderator intervenes) ✓ A.1. Does click filter ✓ A.2. Checks Book X A.3. clicks Search ✓ A.3. Hit the filter button again and has now only 6 items... This is a little easier.	✓ No comments noted	✓ A.1. Okay ✓ A.2. Clicks filter X A.3. Don't know how to apply filter. (Moderator intervenes) - Not sure how to make that go away (list of filters).	✓ A.1. Selects filter ✓ A.2. Checks books X A.3. Clicks 'Format' to activate it X A.3. Does not close it	
	Measure A.1: Select filter		YES	YES	NO	YES	YES	YES	YES 83%
	Measure A.2: Check 'Books'		YES	YES	YES	YES	YES	YES	YES 100%
	Measure A.3: Apply by closing filter		YES	NO	NO	YES	NO	NO	NO 67%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 2. WorldCat.org on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
4	View saved list	• Can users retrieve saved items?	X Tries 3 times to use book icon on device ✓ Showing 3 (in the folder icon) but will not let me open it. (bug?)	✓ No comments noted	✓ Selects folder icon: See ☒ and afraid will remove book if I touch it...helpful if said 'Delete from list' below it.	X Clicks WorldCat icon (Mockup then fails)	✓ No comments noted	✓ No comments noted	
	Measure: Selects folder icon		NO	YES	YES	NO	YES	YES	YES 67%

Table 2. WorldCat.org on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
5	Find libraries with item within 10 miles	• Will the user find it easy /intuitive to use the radius dropdown above the library list?	✓ No comments noted	✓ No comments noted	✓ No comments noted	✓ No comments noted	✓ No comments noted	✓ A.1 Have to click on book (title) and it will tell me. ✓ A.2 No comments noted	
	Measure A.1: Open detailed record		YES	YES	YES	YES	YES	YES	YES 100%
	Measure A.2: Scroll to list of libs & distances		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 2. WorldCat.org on iPod Touch: Task Results (cont.)									
Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
6	Find libraries with: "item 2" (1A-3A) OR "next item" (4A-6A) ...within 25 miles	<ul style="list-style-type: none"> Will the user find it easy /intuitive to use the next navigation on the page and then to use the radius dropdown above the lib. list? 	X A.1 How get back to Results list? X A.1 Gets to results list via browser hist. ✓A.2 No comments noted ✓A.3 No comments noted	X A.1 How go back to (results) list? Cannot figure out how to get back to entire list. (Moderator guides user to next item) ✓A.2 No comments noted ✓A.3 No comments noted	X A.1 Looking for way to return to Results list....looking for way back. X A.1 Tries folder icon again. (Moderator guides user to next item) ✓A.2 No comments noted ✓A.3 No comments noted	✓ No comments noted	✓A.1 How get back (to results list)? ✓A.1 Taps arrow icon ✓A.2 No comments noted ✓A.3 No comments noted	X A.1 Go back to search result to get my books, not sure how to go back? ✓A.1 Not sure.... guess I hit the right arrow. ✓A.2 No comments noted ✓A.3 No comments noted	
	Measure A.1: Select '▷' icon at top of detailed. rec.		NO	NO	NO	YES	YES	NO	NO 67%
	Measure A.2: Select 'Miles' dropdown		YES	YES	YES	YES	YES	YES	YES 100%
	Measure A.3: Select '25 mile' option		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 2. WorldCat.org on iPod Touch: Task Results (cont.)

Task	Description	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A	
7	<p>Please remove the iPod from its stand and use it as you would normally for the following task:</p> <p>A. Which libraries within 10 miles of your current location have item 1 from your results list, <i>Brain food: recipes for success in School, sports and life</i>?</p> <p>B. Which libraries within 25 miles of your current location have item 2 from your results list, <i>The Encyclopedia of Obesity</i>?</p>	<ul style="list-style-type: none"> Does doing the tasks with the iPod NOT on a stand change the results? 	Uses iPod 'History' function to correctly complete both tasks.	<p>✓ A: No problems noted or heard. NOTE: Audio only: Unable to see iPod after user removes from stand.</p> <p>✓ B.1- B.3: Correct based on view and additional actions by user =after they put iPod back in stand.</p>	<p>✓ B1. Now sees the right arrows: <i>So that is what I was missing before. What threw me off first was filter (books) had 6 books (there was a '6' next to filter 'book' in filter bar), and now gray bar says '1 of 56'.</i></p> <p>✓ B.2, B.3: No problems noted</p>	<p>✓ a. clicks to record 1 and scrolls to correct area.</p> <p>✓ B.1-B.3. No problems noted: Does hit the right arrow key to get to record 2.</p>	<p>✓ Uses left arrow to go to Record 1</p> <p>✓ B.1. Uses right arrow to go to record 2.</p> <p>✓ B.2, B.3: No problems noted</p>	<p>✓ B.1. Taps right arrow to get to record 2.</p> <p>✓ B.2, B.3: No problems noted</p>	
	Measure A: User clicks to detailed record (<i>if needed</i>) and sees correct answer		NA	NA	NA	YES	YES	NA	NA
	Measure B.1: User uses next navigation on detailed record to go to the next record		NA	YES	YES	YES	YES	YES	YES 100%
	Measure B.2: User goes to library section of the detailed record		NA	YES	YES	YES	YES	YES	YES 100%
	Measure B.3: User uses the radius dropdown to change radius to 25 miles from 10 miles.		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 3. WorldCat Local on iPad Tablet: Task results									
Task	DESCRIPTION	Usability Question	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
1	<p>Pre-task: To get started with your research, you would like to begin by viewing some online items. To begin this task, please do a search for 'diabetes school lunch nutrition'</p> <p>Task:</p> <p>a. Which items on the results page are available online?</p>	<ul style="list-style-type: none"> Can test participants identify which items in a result list are available online? 	<p>X A.1: Sees the WC 'swirl' as the online indicator</p> <p>X a.2</p>	<p>X A.1: Tries to filter to find 'online'</p> <p>X A.1: Taps 'more options'</p> <p>X A.1: Selects 'Sort'</p> <p>X A.1: Selects searches' filters</p> <p>✓ A.1: Ah, perhaps the (orange) e tells me its online.</p> <p>ULab: If tapped 'e', what would happen?</p> <p>User: Not sure...perhaps would take me to e-version or tell me how to access it.</p> <p>✓ A.2: No problems noted</p>	<p>X A.1: Would tell you if online.</p> <p>X A.1: Not seeing any indicator ...would continue on....</p> <p>X A.2: Could not complete.</p>	<p>✓ A.1: There's an 'e' on side of page.</p> <p>X A.1: Tries filter</p> <p>✓ A.1: Hmm, like to think 'e' means 'view online...</p> <p>X A.1: Tries 'Sort by'</p> <p>✓ A.1: Can't exactly tell you if available online or not but assume 'e' means the are available online.</p> <p>✓ A.2: No problems noted</p>	<p>X A.1: Clicks entry 1 (has no 'e').</p> <p>X A.1: Sees the WorldCat swirl.</p> <p>X A.1: Keeps trying items w/o an 'e'.</p> <p>X A.2: Could not complete.</p>	<p>✓ A.1: Try filters box, but also see in scrolling is 'e' and I assume this means is online,</p> <p>✓ A.2: I could go just by this ('e') (Scrolls to items with 'e').</p> <p>- A.1: But will try to (filter) too.</p>	
	Measure A.1: User identifies the orange e icon (e) to the right of each result as indicating something being available in full text online.		NO	NO	NO	YES	NO	YES	NO 67%
	Measure A.2: Identifies items 4, 6, 10.		NO	YES	NO	YES	NO	YES	NO 50%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 3. WorldCat Local on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
2	<p>Having looked at some online items, you are ready to begin doing more in-depth research in your library. You decide to begin by finding out what items in your results list are owned by your library, and which of those are available for checkout.</p> <p>A. Which items on the results page are owned by your library?</p> <p>B. Which items on the results page are available for checkout from your library?</p>	<ul style="list-style-type: none"> Is the temple icon meaningful? Are the counts of those are meaningful? Does color convey availability? 	<ul style="list-style-type: none"> ✓ A. Assume those with house and person are available. ✓ A. Assume number (in green area) which can checkout. ✓ B. Correctly identifies those available. 	<p>X A. Tries to filter via tap on 'Brantford Library'.</p> <p>X A. Taps Search filters.</p> <p>X A. Taps (Results list) filters and taps correct option.</p> <p>X A. Not know how to know if it is 'My Library' (my specific library or any library).</p> <p>X A. Goes to detailed record and selects 'Save to list'.</p> <p>X A,B. User ends task.</p>	<ul style="list-style-type: none"> ✓ A. Anything with building and person shows is item at library. ✓ B. 1, 2, 3 (numbers in green area) specifies how many copies available to checkout. 	<p>X A. Start by clicking on these (titles).</p> <ul style="list-style-type: none"> ✓ A. That these little buildings indicate (owned). ✓ A. (Triangle with number) indicates if available. ✓ B. No problems noted. 	<ul style="list-style-type: none"> ✓ A. Items with building are owned. ✓ B. Number is how many available. 	<p>X A. See green number which probably indicates number of items owned by library.</p> <p>X A. Tries to filter</p> <p>X A. Tries tapping on house icon</p> <p>X A. Tries to sort</p> <ul style="list-style-type: none"> ✓ B. Tries to click title: Number indicates quantity owned. Green indicates is there for checkout. 	
	<p>Measure A. Items 1-4 are owned by the library. User can identify the icon with the library and the person as it being owned by the library.</p> <p><i>If user tries to click on detailed record to answer this, then the icon message failed.</i></p>		YES	NO	YES	NO	YES	NO	YES/NO 50%
	<p>Measure B. Items 1 and 4 are available for checkout (green dog ear with number indicates availability).</p> <p><i>If user tries to click on detailed record, then we failed this task.</i></p>		YES	NO	YES	YES	YES	YES	YES 83%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 3. WorldCat Local on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
3	In scanning the results list, you find the item Don't Eat This Book: The supersizing of America (2005 edition) very interesting. Unfortunately, you have to get to a meeting right now, and decide to save this item so you can look at it after your meeting. A. Save the item Don't Eat This Book: The supersizing of America (2005 edition) so you can view it later.	<ul style="list-style-type: none"> Can the test participant add items to a list? Does the save control provide enough information so that the participant sees how to use it? Does the folder icon provide enough information so that the participant sees how to use it? 	✓ A.2 User taps 'More options' on brief results and chooses the 'Save to list' option.	✓ A.1 Already did this (in previous task: Correct).	X A. 1 Goes to Detailed Record but does not determine how to save it. X A. 2 Returns to Results. Tries to tap on green triangle (Seems to be carry over from clicking '+' in this area in the similar WC.org task). X A.1 Back to detailed record and reads the 'Add to list' option from right column: <i>Print, share, Add, staff options...</i> (taps <u>staff options</u>) <i>no, that's not working.</i> ✓ A. 2 Back to Results and clicks <u>More Options</u> : <i>Oh, here it is.</i>	✓ A.1 Taps 'Add to list' on Detailed record: <i>Whatever that list is, I assume that is where it will be.</i>	✓ A.1 Taps 'Add to list' on detailed record: <i>Don't know if that is what I need to do or not.</i>	✓ A.2 User taps 'More options' on brief results and chooses the 'Save to list' option.	
	Measure A.1 User goes to detailed record for this item and clicks 'save to list'. OR Measure A.2 User taps 'more options' on brief results and chooses the "save to list" option from there.			YES	NO	YES	YES	YES	YES 83%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 3. WorldCat Local on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
4	How would you limit your results to just books?	<ul style="list-style-type: none"> Do they choose the filter tab for this? Does it work as they expect? 	X A. Use Sort By. X A. But use Search filters. X A. Tries Adv. Search ✓ A. Taps 'filters' and checks 'Books'	✓ A. Taps on 'filters' and selects 'Books'	X A. Taps 'Sort by' ✓ A. Clicks 'filters' & selects 'Books'	✓ A. Taps on 'filters' & selects 'Books'	✓ A. Taps 'Show filters' but nothing happens (Bug?) X A. Taps 'Sort by' ✓ A. Taps on 'filters' again & selects 'Books'	✓ A. So have applied filter and is listed under 'filters' (in header).	
	Measure A. User taps on 'filters' and selects 'books'.		NO	YES	NO	YES	YES	YES	NO 67%

Table 3. WorldCat Local on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
5	Your meeting is over, so you want to view the items you previously saved. A. View the list of items you saved before your meeting. B. Choose an item in the list and view the Item's "Details" screen.	<ul style="list-style-type: none"> Can test participants retrieve saved items Can they determine how to view its details? 	X A. Click tab I used to add book to list...but adds it again. X A. Not sure where that would be... ✓ A. OK, in top right is <u>Lists</u> and has this book. ✓ B. No problems noted	✓ A. I see the word 'Lists'. Taps it. ✓ B. No problems noted	✓ A. No problems noted. ✓ B. No problems noted	X A. Can't find where would view that information. X A. If could sign-in... X A. But nothing to select ones I have saved.	X A. Don't know where saved list is (and redoes search.) X A. Taps 'Branford University library' link in top bar: Just trying different things. X A. Guess I would stop.	✓ A. Goes to Lists on the top banner. ✓ B. Taps title to get to detailed record.	
	Measure A. User clicks on the "lists" menu on the top banner to view lists on tablet.		NO	YES	YES	NO	NO	YES	YES/NO 50%
	Measure B. User clicks title link of item in the "lists" menu.		YES	YES	YES	NO	NO	YES	YES 67%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 3. WorldCat Local on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
6	You decide to take just one more quick look at your last results list before moving on. A. Without repeating the search, view the results list from your last search.	<ul style="list-style-type: none"> How easily is the 'Back to Results' control found by the user? 	✓ A. No problems noted	✓ A. No problems noted	✓ A. No problems noted	✓ A. <i>Just hit <u>Return to Results.</u></i>	✓ A. No problems noted	✓ A. No problems noted	
	Measure A. Uses detailed record's 'Back to results' navigation element.		YES	YES	YES	YES	YES	YES	YES 100%

Table 3. WorldCat Local on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
7	You would like to view more items per page on this search results page. A. Increase the number of items from your search that are listed on the results page from 10 to 20.	<ul style="list-style-type: none"> Can users easily increase the number of items per page on search results? 	✓ A. No problems noted	✓ A. No problems noted	✓ A. No problems noted	✓ A. No problems noted	✓ A. No problems noted	✓ A. No problems noted	
	Measure A. User clicks on the dropdown towards the top of the search results page and selects "20 items per page".		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 4. WorldCat.org on iPad Tablet: Task results

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
1	<p>A. Please set your location to the 43210 zip code.</p> <p>B. Do a search for 'diabetes school lunch nutrition'.</p>	<ul style="list-style-type: none"> Can the test participant set their current location? Is the pin icon meaningful? Is it positioned so that test participants can successfully touch it? 	✓No problems noted	✓No problems noted	<p>X A.1 Tries to search for it</p> <p>✓A.1 Selects geo-location tool</p> <p>✓A.2 No problems noted</p> <p>✓A.3 No problems noted</p> <p>✓B. No problems noted</p>	<p>✓A.1 No problems noted</p> <p>✓A.2 No problems noted</p> <p>X A.3 Tries to save by tapping the push-pin on the map. Gets error message: <i>Guess I have done something wrong here.</i></p> <p>X A.3 Continues to try other options.</p> <p>ULab intervenes: What would you do next?</p> <p>✓A.3 User: <i>I think I should hit Save (and does).</i></p> <p>✓B. No problems noted</p>	✓No problems noted	✓No problems noted	
	Measure A.1: User uses the geo-location tool in the top banner		YES	YES	NO	YES	YES	YES	YES 83%
	Measure A.2: User changes location from the landing page. THEY cannot enter the search term until the change locations.		YES	YES	YES	YES	YES	YES	YES 100%
	Measure A.3: The pin will display the Dublin, OH until they successfully <u>save</u> to Columbus OH		YES	YES	YES	NO	YES	YES	YES 83%
	Measure B: From the Columbus OH landing page the user can then enter the search terms. 10 items will display in the results page.		YES	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 4. **WorldCat.org on iPad Tablet:** Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
2	After looking at the results, you would like to view more items per page on this search results page. A. Increase the number of items from your search that are listed on the results page from 10 to 20.	<ul style="list-style-type: none"> Can users easily increase the number of items per page on search results? 	✓No problems noted	✓No problems noted	X A Goes to filter Results ✓A Goes to 'View Items'	✓No problems noted	✓No problems noted	✓No problems noted	
	Measure A: User clicks on the dropdown 'View Items' towards the top and selects "20 items per page" to view more items (only active action on page).		YES	YES	NO	YES	YES	YES	YES 83%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 4. WorldCat.org on iPad Tablet: Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
3	<p>In scanning the results list, you find these items look interesting:</p> <ul style="list-style-type: none"> - <i>Don't Eat This Book: The supersizing of America</i> (2005 edition) - <i>School Meals for Better Nutrition and Bone</i> - <i>Change in dietary energy density after implementation of the Texas Public School Nutrition Policy</i> <p>Unfortunately, you have to get to a meeting right now, and so decide to save these items so you can look at them in more detail after your meeting.</p> <p>A. Save these items so you can view them at a later time.</p>	<ul style="list-style-type: none"> • Can the test participant add items to a list? • Does the save control provide enough information so that the participant sees how to use it? • Does the folder icon provide enough information so that the participant sees how to use it? 	<p>✓A. After tapping '+' icon: See folded corner and number '1'.</p>	<p>✓A. If I click on the folder (to right of item with '+' icon) will that save it somewhere?...Ah yes, it says on the top 'saved 1 item' (refers to top folder with '1' in it).</p>	<p>✓A. Unlike the other one, this one gives the (dog-ear) to know it has been officially saved</p> <p>✓A. Notice at top 3 items saved (number in folder).</p>	<p>✓A. Notices dog-ear and folder at top.</p> <p>✓A. Can unsave as well, and that is pretty cool.</p>	<p>- A. Clicks title of "...supersizing" item and gets mockup error message (NOTE: this is a bug in the mockup and thus not counted).</p> <p>✓A. So I am going to clicks the little icon ('+') next to the book.</p>	<p>✓A. Assume (dog-ear) means 'Save': Not sure all would know dog-ear, but safe assume they would.</p> <p>-- Will it retain this if leave (close) browser?</p>	
	<p>Measure A: On brief or detailed record, user selects the 'add to list' icon/link to add the items to the list.</p>		YES(Brief)	YES(Brief)	YES(Brief)	YES(Brief)	YES (Brief)	YES(Brief)	YES (Brief) 100%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 4. **WorldCat.org on iPad Tablet:** Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
4	How would you limit your results to just books?	<ul style="list-style-type: none"> Do they choose the correct control? Does it work as they expect? 	✓A.1 Selects the filter dropdown ✓A.2 Checks 'Books'	✓No problems noted	✓A.1 Selects the filter dropdown ✓A.2 Checks 'Books'	✓No problems noted	✓No problems noted	✓No problems noted	
	Measure A.1: User select the filter dropdown OR the items list .		YES (filter)	YES (filter)	YES (filter)	YES (filter)	YES (filter)	YES (filter)	100% YES
	Measure A.2: User selects books from the list OR checks the books checkbox. The result will display as a page of 6 items.		YES	YES	YES	YES	YES	YES	100% YES

Table 4. **WorldCat.org on iPad Tablet:** Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
5	Your meeting is over, so you want to view the items you previously saved. A. View the list of items you saved before your meeting.	<ul style="list-style-type: none"> Can test participants retrieve saved items? 	✓A No problems noted	✓A Gives me a folder icon on the upper right side so I believe that is the list (And taps it).	✓A No problems noted	✓A No problems noted	X A Clicks 'filter' ✓A Clicks folder with number '3'	✓A Clicks on folder icon. ✓A Would (then) click on each (title) to view (detailed record).	
	Measure A: User clicks on the folder icon in the top banner to view lists.		YES	YES	YES	YES	NO	YES	YES 83%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 4. **WorldCat.org on iPad Tablet:** Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
6	<p>You now remember that in your search Results list, item 1, Brain food: recipes for success in School, sports and life also looked interesting, but you need to get going home, and want to see if another library along the way might have it.</p> <p>A. Which libraries have the item Brain food: recipes for success in School, sports and life within 10 miles of your current location?</p>	<ul style="list-style-type: none"> Will the user find it easy /intuitive to use the radius dropdown above the library list? 	(Bug in proto)	✓A No problems noted	✓A.1 Goe to detailed record ✓A.2 I see are available in 7 libraries. -- A Has map ...that's great.	✓A No problems noted	✓A No problems noted	✓A No problems noted	
	Measure A.1: User clicks to detailed record for item 1.		NA	YES	YES	YES	YES	YES	YES 100%
	Measure A.2: User scrolls to the list of libraries that own the item within 10 miles, from the library section in the detailed record.		NA	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV.Results Details: Task Results (cont.)

Table 4. **WorldCat.org on iPad Tablet:** Task results (cont.)

Task	DESCRIPTION	Usability Questions	User ID						Overall Mdn / % ¹
			WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A	
7	You also recall that the next item, <i>The Encyclopedia of Obesity</i> , was interesting as well. You are trying to find a library near you that has the item. A. Which libraries have this item within 25 miles of your current location?	<ul style="list-style-type: none"> Will the user find it easy /intuitive to use the next navigation on the page and then to use the radius dropdown above the lib. list? 	✓A.1 No problems noted A.2 (Bug in proto) A.3(Bug in proto)	✓A.1 Uses 'Back to Results' button ✓A.2 No problems noted ✓A.3 No problems noted	✓A.1 Uses 'Back to Results' button ✓A.2 No problems noted ✓A.3 No problems noted	✓A.1 Uses 'Back to Results' button ✓A.2 No problems noted ✓A.3 No problems noted	✓A.1 Uses 'Back to Results' button ✓A.2 No problems noted ✓A.3 No problems noted	✓A.1 Uses 'Back to Results' button ✓A.2 No problems noted ✓A.3 No problems noted	
	Measure A.1: User pages to the 2 nd record using the arrow which points to the right (next to the Item number) OR 'Back to Results' button and selects Record 2.		YES	YES	YES	YES	YES	YES	YES 100%
	Measure A.2: User selects the "Miles" dropdown (exposing a list of alternate miles to be selected.)		NA	YES	YES	YES	YES	YES	YES 100%
	Measure A.3: User selects the 25 miles option. (The screen will present result from 25 miles. There will be 4 results.)		NA	YES	YES	YES	YES	YES	YES 100%

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV. Results Details: Interviews

Table 5. iPod Touch: Post-test Interviews (Users 1A – 6A)							
User ID							
No.	Question	WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A
1	<p>1a. Ask if they use their library and search their library website for items?</p> <p>1aa. If yes, ask them if they were searching their library website online, in priority order, what are your primary tasks?</p> <p>1ab. Do they search from home or the library?</p> <p>1ac. Do they use a PC, laptop, tablet, and/or iPhone?</p>	<p>1a. Westerville Public Library.</p> <p>1aa. Search for gardening</p> <p>1ab. (Not asked)</p> <p>1ac. Easier on PC. Cannot navigate as well on Facebook on iPod as on PC.</p>	<p>1a. Upper Arlington library "All the time (use website)".</p> <p>1aa. Search for movie</p> <p>Would then pick media</p> <p>Click on description to be sure it is what I wanted, then use year (if part of a series) and author.</p> <p>1ab. (Not asked)</p> <p>1ac. (Not asked)</p>	<p>1a. Westerville public library</p> <p>1aa. Do not use online: More inclined to download book than go to the library. Price is worth convenience...or view online.</p> <p>Search online with Google.</p> <p>1ab. (Not asked)</p> <p>1ac. (Not asked)</p>	<p>1a. Local libraries</p> <p>1aa. Type something in, maybe get an abstract or link to get it, then click on link to get it</p> <p>1ab. Search from local libraries</p> <p>1ac. (Not asked)</p>	<p>1a. Not since college</p> <p>1aa. (1) Search academic database group "Academic Search Complete"</p> <p>(2) Search all the databases</p> <p>(3) Selects one with PDF or online (text) is first I look for.</p> <p>(4) Cut n' paste useful citations.</p> <p>(5) If not enough online, will go to books.</p> <p>1ab. Both</p> <p>1ac. PC's for tutoring, Mac PC at home. Occasionally use iPhone, but not for research because would have access to laptop anyway and bigger screen, keyboard. Not good with iPhone keyboard: Prefer physical keys</p>	<p>1. Personal – Grandview Hts. PL</p> <p>School - OhioLink</p> <p>1aa. Sign-n, Check requests for items, go to Goodreads.com, check subject or title (whatever comes up by default).</p> <p>1ab. Always from home, only go to library to pick-up books. Don't use iPhone, too small. Use tablet when go calls room to classroom or personal. Use Mac PC for school.</p> <p>1ac. Mac PC</p>
2	Do you have a favorite website when you use your iPod/iPad? If so, could you please go to it (AND if you have your own device with you, please use that one).	(Not asked)	(Not asked)	(Not asked)	(Not asked)	Google	<p>- Facebook</p> <p>- Hold with 1 hand and work it with other hand: Does NOT use both at once</p>

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 5. iPod Touch: Post-test Interviews (Users 1A – 6A)

User ID							
No.	Question	WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A
3	In several tasks, you were asked to save an item or items, and then later, to retrieve it. How did that process compare with other times you have done something similar, such as save an email or a bookmark?	(Not asked)	(Not asked)	(Not asked)	<ul style="list-style-type: none"> - Every program does it different - Every time is different. - Don't use a handful of them enough (to make comment). 	<ul style="list-style-type: none"> - Once figured out how to do it was simple. - Saw [+] and it made it easier (See Appendix H.6). - Clear what would happen....after trying 'Bookmarks' (on device and did not succeed). 	<ul style="list-style-type: none"> - No notice that have saved it, no obvious confirmation - Otherwise, similar to online shopping cart
4	How do these prototypes compare to other apps you have used on an iPod/iPad?	(Not asked)	(Not asked)	(Not asked)	<ul style="list-style-type: none"> - Haven't used any that are (similar). - Would seem to be pretty useful - Used to using (device) with pullout keypad 	<ul style="list-style-type: none"> - Would prefer access to scholarly online vs. Google. - But if only tells me where libraries are that have it, not useful - But if could access article online, great. 	<ul style="list-style-type: none"> - Never used iPod for researching - If did, pretty similar: Standard database search
5	(IPOD ONLY): Comparing the last task (held iPod in hand) to ones where the iPod/iPad was in the stand, do you think holding the iPad/iPod as you normally would made a difference in how you did the tasks?	<ul style="list-style-type: none"> - Preferred the stand - Did not mind the stand 	<ul style="list-style-type: none"> - Felt did not think different when in hand 	<ul style="list-style-type: none"> - No differences jump out at me - May have allowed sliding (in the distance task) to be easier 	<ul style="list-style-type: none"> - No influence - Maybe closer and easier to see (in hand). 	<ul style="list-style-type: none"> - Don't know...believe so - First time used stand 	<ul style="list-style-type: none"> - Made it easier to type if held - Not harder, just more unfamiliar when in stand - Usually put it down to use (Pad)

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 5. iPod Touch: Post-test Interviews (Users 1A – 6A)

User ID							
No.	Question	WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A
6	If you could change the site in any way, what would you do?	<ul style="list-style-type: none"> - Must understand the symbols (right column, iPod) (See Appendix H.2). - First mockup (WCL) easier than second (.org mockup) - Having symbols on top and bottom is confusing - Too much on screen. Info overload. (See Appendix H.4) - Looks pretty standard on iPod - More confusing than other iPod apps (WCL). - Little confusing, but has same pieces as other search engines (.ORG) 	<p>WC.org:</p> <ul style="list-style-type: none"> - Could not figure out how to get back to results. <p>WCL:</p> <ul style="list-style-type: none"> - Very clear how to get back to results - Would not know had wrong location without tsk asking me - (Person icon) "Means profile?" 	<ul style="list-style-type: none"> - Some text below the symbols would have helped - Once familiar, pretty friendly. - (Now likes) the right arrow on the detailed record (See Appendix H.3): "Are moving forward and not back." 	<ul style="list-style-type: none"> - Second (WCL) easier than first (wc.org). - Right column was pointless – could not figure out what that was (both) (See Appendix H.2) 	<ul style="list-style-type: none"> - (Orange) e – not sure what it meant. Thought a full text would display (See Appendix H.1) -- Thought would go to an online file - Found second part (WC.org) easier. 	<ul style="list-style-type: none"> - Make it easier to do search and modify search. - Get more obvious confirmation have saved something (head icon) – Thought it would filter by library, or in search term, to set new location
7	Other questions asked of this user 'on the fly'.	(None)	(None)	(None)	(None)	(None)	User: type in zip code and hit 'Save' to change location in WC.org.

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

IV. Results Details: Interviews (cont.)

Table 6. iPad Tablet: Post-test Interviews (Users 7A – 12A)							
User							
No.	Question	WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A
1	1a. Ask if they use their library and search their library website for items? 1aa. If yes, ask them if they were searching their library website online, in priority order, what are your primary tasks? 1ab. Do they search from home or the library? 1ac. Do they use a PC, laptop, tablet, and/or iPhone?	1a. Depends on info, if EBSCOHost (available). 1aa. : (1) Go to college library and use their database. (2) go to research area , e.g., EBSCOHost (3) Search by subject, sometimes by author (4) Relevance scan list for, and date (5) See if can access online, number one priority. Download PDF. Peer-reviewed is (also) important. 1ab. From library – no printer at home. 1ac. At school PC. At home, MAC laptop. Don't do research on iPhone – too small and battery runs out.	1a. Columbus Metro. Lib. (CML) 1aa (1) Go to search field, type in author title (2) Go on results and it would tell me if available or not (3) Put on waiting list (4) Is more important not if online, but if my author or Title. 1ab. Home 1ac. Laptop or iPad, rarely iPhone due to size	1a. Pickerington: Go every week to do search online (to check fines), Bexley, CML. Love to hold book in my hands. 1aa. (1) Search for 'books' (2) KW search for 'sickle cell' (3) Listed encyclopedia online (4) Look to see if online or in library: Equally important. 1ab. Both 1ac. iPad to search, PC to print out (could not print from iPad so emailed to myself and print w/ PC).	1a. In school, used Ohio U., but none now. 1aa. At OU: (1) Select main database (2) Type-in what looking for, preferred KW. AU search awkward. (3) Scan results -- read abstract for journal articles, make sure source is credible. -- Check date -- Like to view all results and filter "mentally". -- ULab: Important if online? -- User: Yes, as OU journals were not at OU. -- Often did research at last minute (so online important). Ordering a book takes time. 1ab. Both at OU, but most at library 1ac. PC at library, laptop at home. Would use tablet if had one.	1a. Use CML 1aa. At CML: (1) Log-in. (2) Usually do KW search (3) Results come up, and you can do a reserve or see summary -- Look at titles and see if word match -- If looking for article, then is it online? -- Usually looking for books in library 1ab. At home and at work (see is a nanny). Takes charges to library 1/week in winter 1ac. Prefer PC since do not need extra app to view. . -- iPad good for simple, basic searches but use POC for advanced searches.	1a. Used CML to try to get to Worthington and Upper Arlington (branches) 1aa: (1) Probably did KW and limited to media. (2) Remember as not being most usable (service). 1ab. From home, to look before going to library...do a reserve before going. 1ac. First use a tablet and not iPad, as too small. -- Would look for CML app., easier to use than website.
2	Do you have a favorite website when you use your iPod/iPad? If so, could you please go to it (AND if you have your own device with you, please use that one).	- Use more applications then websites (e.g., FACEBOOK APP, not Facebook website). - Do Google searches.	No	- yahoo.com to check email -- Yahoo carousel of film clips to see new clips: Old yahoo film screens were better.	- Wikipedia - IMDB - Start with Google, and then go to Wikipedia entry	- Facebook - Pinterest – Social, use it on laptop as does not work on iPad. (Goes to Pinterest): - Can go to my boards, see all my boards, like that you can save and "Can name link to use to save items."	- Reddit.com -- Experts do 'Ask me'. -- Sys. Admin, sub-reddit.com.

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 6. iPad Tablet: Post-test Interviews (Users 7A – 12A)

User							
No.	Question	WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A
3	In several tasks, you were asked to save an item or items, and then later, to retrieve it. How did that process compare with other times you have done something similar, such as save an email or a bookmark?	<ul style="list-style-type: none"> - Like instant feedback (of number saved and dog-eared graphic). - Nice if showed preview like shopping cart sites. - Important got this feedback, especially if a researcher. 	<ul style="list-style-type: none"> - Easy in both parts 1st (WC.org): Easier, more direct. ULab: Similarity to Amazon? User: Pretty similar, one click. 	<p>1st (WCL): Confirmation was better (when did save from results) (See Appendix H.11, bottom)</p> <p>2nd (WC.org): Did not say saved. If did not see the folder would be confusing. Liked it less (See Appendix H.11, top).</p> <ul style="list-style-type: none"> - Similar - Nice, as could go straight back to it without redoing search 	<p>1st (WC.org): liked the '+' sign and File icon</p> <p>2nd (WCL): More difficult, as had to go through details page rather than narrowing results list by adding from list (facets) , though often go to detailed record anyway.</p>	<p>1st (WCL): didn't like it at all. Lots of icons and no description.</p> <p>2nd (WC.org): Liked the '+' icon, and liked the folder with the number in it, very accessible.</p>	<p>2nd (WCL): Easier, more intuitive.</p> <ul style="list-style-type: none"> -- Results list layout: liked -- "Not sure how would save it or if could get back to it after (close browser)." - List link was clearer
4	How do these prototypes compare to other apps you have used on an iPod/iPad?	<ul style="list-style-type: none"> - Apps for this would be too massive. - Very simple, user friendly - ULab: Anything different that struck you as different? User: Not really all that different 	<p>WC.org</p> <ul style="list-style-type: none"> - No worse or better <p>WCL</p> <ul style="list-style-type: none"> - Not as easy to figure out, such as identifying certain icons on the right (Orange e), where to go or how to do it. 	<ul style="list-style-type: none"> - Pretty typical - Comfortable navigating through them -- Just the SAVE on 2nd one (WC.ORG) (was problematic). 	<ul style="list-style-type: none"> - Comparable -- Seen same way to filter, search by KW -- Compares well with OU. But more in Apple style. - Preferred 1st (WC.org): -- Liked how it did save -- Had better feel to it -- Better organized - ULab: You did several L->R swipes? - User: Just do it, more an unconscious thing ...maybe to see more results. 	<p>WC.org</p> <ul style="list-style-type: none"> - A lot like things I use in web. Easier to (recover from mistakes). - Saw something had changed when did save: "It dog-eared" (See Appendix H.5). <p>WCL</p> <ul style="list-style-type: none"> - Too many icons, frustrating 	<p>WC.org</p> <ul style="list-style-type: none"> - Better than others -- Appeared to be designed with mobile browser in mind -- Drop-down for changing number of items on a page "Just a list of links." <p>WCL:</p> <ul style="list-style-type: none"> -When apply filters, no visible visual cue: If could update dynamically (like) 1st one (WC.org) dog-ear without going to another page as in (this one).

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 6. iPad Tablet: Post-test Interviews (Users 7A – 12A)

User							
No.	Question	WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A
5	iPOD ONLY: Comparing the last task (held iPod in hand) to ones where the iPod/iPad was in the stand, do you think holding the iPad/iPod as you normally would made a difference in how you did the tasks?	NA	NA	NA	NA	NA	NA
6	If you could change the site in any way, what would you do?	<ul style="list-style-type: none"> - Pretty basic - Local function easy don't change - Make saving to list more obvious, e.g., what list is for: To read? Wish list? Queue? -- Is (save) just to the dropdown, or is it saved to an account, or just (for this session)? <p>ULab: Would you like if it saved to an account?</p> <p>User: Yes, how otherwise would you go back to it?</p>	<p>WC.org</p> <ul style="list-style-type: none"> - Nothing on first one - Very clear on top, how to save and change location (See Appendix H.10) <p>WCL</p> <ul style="list-style-type: none"> - Not as easy to navigate. - Better labeling on links. - Not able to identify where things were or how to go about it. - Not as user friendly - Not sure what icons on right meant: Nothing to tell me what they are (See Appendix H.2). - BUT, preferred filter display (See Appendix H.8). Otherwise, first one easier. 	<ul style="list-style-type: none"> - Not handy for large hands (iPod in general)...so like that can zoom in. - Liked the simple start page (on both) (See Appendix H.7) - (Views Pickerington library website): ULab: How compare? User: Pickerington – pick limit first vs. OCLC – limit after a search. -- “Liked the OCLC (way) of see all and then limit it.” 	<p>WCL</p> <ul style="list-style-type: none"> - Add feature to be able to save from results - Add save counter - Not as many pictures of books (would like more) - Rest okay <p>WC.org</p> <p>Nothing comes to mind to change.</p>	<p>WC.org</p> <ul style="list-style-type: none"> - Pretty accessible as it was - Like search bar, “Know number of pages have.” (See Appendix H.10). -- Liked it better. - Felt more confident using it - Things seemed more complete. <p>WCL</p> <ul style="list-style-type: none"> - Would look for label ‘Online’ or something that conveyed online (not the orange ‘e’). - Didn’t know what ‘Add to list’ (meant) but not sure and not sure what list added to. - Seemed like had to go to different places to complete task. 	<p>WC.org</p> <ul style="list-style-type: none"> - Shift results to right - Put filters in left side and displayed -- And can (use filters to) remove stuff to narrow results as well (add) - Liked location method - Like all on one screen (Results screen), and stuff in top bar <p>WCL</p> <ul style="list-style-type: none"> - Do not like lack of location option - Label ‘list’ better than folder - Don’t like have to display filters -- Instead, have filters and result display at same time -- Add filters to exclude stuff (from results) - ‘Orange e’ was not obvious as meaning ‘online’ -- Maybe have a key or in left margin “What the right side icons are.”

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012



Table 6. iPad Tablet: Post-test Interviews (Users 7A – 12A)

User							
No.	Question	WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A
7	Other questions asked of this user 'on the fly'.	(None)	(None)	(None)	<p>ULab: (shows user the List link).</p> <p>User: I would reconsider doing that. When select item on detailed record "Make something happen" to List link (e.g., flashing briefly)</p>	(None)	<p>WCL:</p> <p>- Detailed record layout good (See Appendix H.9)</p>

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012



[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

V. Suggested Solutions

Table 7. Suggested Solutions			
Issue No.	Issue	% Users Affected	Suggested Ulab Solutions
1	When applying a filter to the results list in the WorldCat.org iPod mockup, the filter was designed to not be applied until the user closed the filter drop-down. Most users did not do this however, so the filter was never applied. (Task 3: Worldcat.org on iPod).	67%	<p>Requiring the user to close the filters list before applying the selected filter to the results list was not very successful: Only 33% of users (2/6) did this.</p> <p>Users either expected the filter to be applied immediately OR for some type of 'Done' or 'Apply' button to be present.</p> <p>Suggestions</p> <p>A. Apply filters as they are selected BUT</p> <p>B. If selecting multiple filters at once is common, and applying them as they are selected in such a case slows down the screen refresh, an 'OK' or 'Done' button may be better to use to submit a group of filter settings simultaneously.</p>
2	Users did not quickly recognize the  icon as indicative of an item being available online. Task 2: WorldCat Local on iPod & Task 1: WorldCat Local on iPad).	50% and 67%	<p>50% of users (3/6) did not perceive the '' as indicating a full-text item available online on the WorldCat Local mockup for the iPod, and 67% (4/6) on the WorldCat Local mockup for the iPad..</p> <p>One user indicated they were looking instead for a URL to the full text.</p> <p>Suggestions</p> <p>A. Make the item type (e.g., 'Article', 'Book') a link, counting on the user's propensity to assume clicking a link such as 'Book' or 'Article' will display the full text (See Appendix F, #2), OR</p> <p>B. Provide an 'Available online' link within the body of the entry on the results page.</p>



Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 7. Suggested Solutions

Issue No.	Issue	% Users Affected	Suggested Ulab Solutions
3	Users had some difficulty determining how to get to 'Record 2 / the next record' from the detailed record without first going to the Results page. (Task 6: Worldcat.org on iPod)	67%	<p>In this tasks, 3 of 4 users who were asked to go to 'Record 2' did not complete it correctly, and 1 of 2 users who were asked to go to the 'Next record' did not complete correctly.</p> <p>Users were to complete the task by tapping the 'Next' pointer on the detailed record.</p> <p>The users who did not complete the task correctly all tried to get back to the Results list to select either 'Record 2' or the 'next item'.</p> <p>However, the wording change from 'Record 2' to 'next item' after the first four users completed the task may be critical, as the former may bias the user toward selecting an item from the results list rather than looking for a 'next' type of control.</p> <p>Suggestions</p> <p>A. The task needs to be run with the wording 'Next item' with more users to get an accurate measure of this potential issue.</p> <p>B. Users could not use the 'Back' browser control because these were mockups, and since 'Back' would have returned them to the results list, a mockup with the Back button function should be tested to get a more accurate measure of this potential issue.</p> <p>C. Consider making the Next arrow stand out more by making it black () instead of gray ().</p>




Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 7. Suggested Solutions

Issue No.	Issue	% Users Affected	Suggested Ulab Solutions
4	<p>Users did not use the 'Lists' link on the Detailed record page to retrieve a list of items they had saved earlier.</p> <p>(Task 5: WorldCat Local on iPad)</p>	50%	<p>50% (3/6) did not initially select the 'Lists' icon, and only one of these three did eventually complete the task.</p> <p>These results were surprising in that earlier usability tests with PC's had indicated uses would look in the upper area of the screen for a 'Lists' link.</p> <p>Suggestions</p> <p>A. Change label from 'Lists' to 'My Lists'. The 'Lists' label is next to 'Sign in' and 'Brantford libraries', neither of which has content <i>created</i> by the user. Hence, 'Lists' may convey things such as 'Top Ten Movies', 'Best Restaurants', etc.</p> <p>AND/OR</p> <p>B. Move the link to under the 'Add to List' link on the detailed record. The proximity should make it easier to find.</p> <p>C. Might also consider changing 'Add to List' to 'Save to List' and then using the folder icons used in the iPod mockup for WorldCat.org.</p>
5	<p>Users of WorldCat Local on the iPad had some difficulty identifying those items owned by the library, as indicated by the 'temple' icon ()</p> <p>(Task 2: Worldcat Local on iPad)</p>	50%	<p>50% of users (3/6) of the WorldCat Local iPad mockup did not initially identify the 'temple' icon () as indicative of ownership of the item by the home library.</p> <p>Suggestion</p> <p>A. Consider allowing the library to designate the icon they wish to use to indicate ownership, e.g., an icon of a symbol associated with the university in which the library is located.</p> <p style="text-align: right;"><i>(See Appendix F, #3)</i></p>



Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 7. Suggested Solutions

Issue No.	Issue	% Users Affected	Suggested Ulab Solutions
6	Users had some difficulty determining how to limit their results to just 'Books', on the WorldCat Local mockup on the iPad. (Task 4: Worldcat Local on iPad)	33%	<p>33% of users of the WorldCat Local mockup on the iPad did not select 'Show filters' or check the 'book' box. Instead, 2 of these users initially selected 'Sort by'.</p> <p>However, in the same task for WorldCat.org on the iPad, 100% of users completed the task correctly.</p> <p>There were two differences visually between the two mockup's rendering of the filter control:</p> <ol style="list-style-type: none"> 1. WCL used the label 'Show filters' while WC.org used the label 'filter Results'; 2. WCL had two pointers pointing to other controls ('Items per page' and 'Sort by'), whereas WC.org had a single pointer pointing to the Results list. <p>Suggestions</p> <p>A. Change the label from 'Show filters' to 'filter Results'</p> <p>B. Change the pointer from two pointing to the right to a single one pointing downward</p> <p><u>(See 'Suggested Changes' in Appendix G).</u></p>
7	Users had some difficulty determining how to view their list of saved items. (Task 4: WorldCat.org on iPod)	33%	<p>33% did not complete task: It appeared they had trouble visually locating the folder icon().</p> <p>Suggestions</p> <p>A. Consider making the folder icon and/or the number in it blink whenever it is updated. This very short animation should get the user's attention without being annoying.</p> <p>AND/OR</p> <p>B. Once it has items, consider changing the background and/or number color to reflect this. This will make it stand-out from the other gray icons. For example, it may be that a white folder on a gray background () does better at gaining 'the user's attention than a gray folder on a white background ()</p> <p><u>(See Appendix F, #1).</u></p>
General			
8	Holding the iPod did not change performance	NA	<p>Based on post-test interview question, users in the iPod condition did not feel using the iPod when on the stand altered how they would have completed the tasks.</p> <p>However, several users indicated they would have been faster if it had not been on the stand.</p>

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

Table 7. Suggested Solutions

Issue No.	Issue	% Users Affected	Suggested Ulab Solutions
9	More feedback may be needed	NA	<p>Based on user comments during the evaluation, more feedback indicating an action as taken place is needed. Users often indicated they were not sure an action had done what they wanted, or had done anything at all, e.g., When using the 'filter' control on the results list.</p> <p>However, when feedback was present, users noticed and appreciated it, e.g., the dog-ear for when an item was save worked well in the iPad.</p>
10	Use of icons	NA	<p>. The mobile/tablet world is still establishing conventions for icons. Best might be to use icons similar to those used already on PC's/Macs OR have a visual relationship, such as the '+' to indicate how to add an item to a list, the pushpin to indicate pinning something to a map (given its wide acceptance because of its use by Google).. Those worked well.</p> <p>The more unfamiliar icons, such as the  icon did not work well however. In such a case, it may be better to instead use a text link.</p> <p>For example, instead of the  icon, make the item type a link (such as 'Article'), or add a new link, 'View online', to the content of an entry in the brief results. (See Appendix F, #2),</p>
11	Increase efficiency and convenience	NA	<p>In the iPod/WorldCat Local mockup, users went to the Detailed record to save an item to a list, and 5 of 6 users were able to do this.</p> <p>However, a '+' next to the item in the Results list for the iPod/WorldCat.org mockup proved effective.</p> <p>Using this same icon in the iPod/WorldCat Local mockup might be just as effective and provided the convenience of saving an item from the Results list (See Appendix F, #4),</p>

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix A. User Descriptions

Attribute	User ID – iPod testers					
	WCMOBILE_1A	WCMOBILE_2A	WCMOBILE_3A	WCMOBILE_4A	WCMOBILE_5A	WCMOBILE_6A
Gender	F	F	M	F	M	F
Age	29	45	38	32	37	29
Highest Degree	Bachelors degree, Environmental Management	BA, Psychology	Associates Degree, Criminal Justice	Master's Degree, Nutrition	Bachelor of Specialized Studies (focus on English)	Masters: Foreign Language Education BA: History and Spanish
Work Description		Volunteer work	Ind. contractor, marketing/promotion	Mgr., retail health store	Tutor in writing lab, Ohio U.	Teaches Spanish at Ohio School for the Blind
Research experience in last six months	Shopping online	Shopping online	Research related to business, product information, directions, and communication	Research of employment laws/violations, health related information	As tutor, assists in student's research	Shopping online
Experience with iPod/iPad	<i>I own and use an iPad 2 daily and I use my husband's droid phone also.</i>	<i>I am writing you from my iPad, which I use all the time. I've had it almost 2 years (since May 2010</i>	<i>I have an Android phone (LG Optimus V) and I recently purchased an Android-based tablet to use for business.</i>	<i>I own an Android-based phone with touch screen etc. that I use daily for checking my email, various apps, as well as online searches.</i>	<i>I own an iPhone, previously owned an iPod, and have used an iPad before. My wife works for Verizon and I have used her Droid devices on a limited basis.</i>	<i>Has owned iPhone, iPad, and Android iPhone</i>

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix A. User Descriptions (cont.)

Attribute	User ID – iPad testers					
	WCMOBILE_7A	WCMOBILE_8A	WCMOBILE_9A	WCMOBILE_10A	WCMOBILE_11A	WCMOBILE_12A
Gender	F	M	F	M	F	M
Age	20	39	37	22	24	24
Highest Degree	Senior, Capital University, majors are philosophy and English	High school	High school (Some credits from Art Institute of Atlanta)	Bachelor's Degree in Urban Planning, minor in Philosophy,	BA, Elementary Education	BS, Computer and Information Sciences.
Work Description	Does political research at PR firm	Licensed custom international broker, bartending tutor	Stay-at-home mom	Server at restaurant	Nanny. 4th grade teacher last year.	Sys. Admin. For radiology dept., OSU
Research experience in last six months	For work: Demographics	daily online research for product price research	Online shopping	Extensive research in:- Sustainable Building, History of Edinburgh (Scotland), State Environmental Policies, Environmental Justice, Sierra NV landforms	daily web browsing, finding solutions to various situations	Daily research of IT-related subject matter on the internet.
Experience with iPod/iPad	<i>I use an iPhone and have regularly used Apple touch products for about four years</i>	<i>I currently use an iPad and LG Ally on a daily basis.</i>	<i>Own iPod; Use my husband's iPad.</i>	<i>Have used the iPhone for a year. Have owned an iPod since the original 258MB Shuffle.</i>	<i>I own an iPod touch, my husband has an iPhone, I use an iPad at work and various other locations.</i>	<i>Daily use of iPad and Android tablet</i>

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix B: Tasks for WorldCat Local on iPod Touch

Overall Goals

To assess the usability and hit target areas designed on tablet and smartphone devices for common tasks in worldcat.org and WorldCat local.

Scenario

You are conducting research for a school paper in which you will discuss the increase in diabetes among children in elementary school.

You had also heard about the WorldCat service, decided to give it a try.

You also happen to be in the OSU area, and know the zip code of your current location is 43210.

Please go to the first task.

Task 1

To begin this task, please do a search for 'diabetes school lunch nutrition'.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Question: None

Task 2

To get started with your research, you would like to begin by viewing some online items.

A. Which items on the results page are available online?

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Can test participants identify which items in a result list are available online?

Task 3

Having looked at some online items, you are ready to begin doing more in-depth research in your library. You decide to begin by finding out what items in your results list are owned by your library, and which of those are available for checkout.

A. Which items on the results page are owned by your library?

B. Which items on the results page are available for checkout from your library?

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Is the temple icon meaningful? Are the counts meaningful? Does color convey availability?

Task 4

In scanning the results list, you find the item ***Don't Eat This Book: The supersizing of America (2005 edition)*** very interesting. Unfortunately, you have to get to a meeting right now, and decide to save this item so you can look at it after your meeting.

A. Save the item ***Don't Eat This Book: The supersizing of America (2005 edition)*** so you can view it later.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Can the user add items to a list? Does the save control provide enough information so that the participant sees how to use it? Does the folder icon provide enough information so that the participant sees how to use it?

Task 5

How would you limit your results to just books?

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Do they choose the filter tab? Does it work as they expect?

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix B: Tasks for WorldCat Local on iPod Touch (cont.)

Task 6

Your meeting is over, so you want to view the items you previously saved.

- A. View the list of items you saved before your meeting.
- B. Choose an item in the list and view the Item's "Details" screen.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Can test participants retrieve saved items? Can they determine how to view its details?

Task 7

You decide to take just one more quick look at your last results before moving on.

- A. Without repeating the search, view the results list from your last search.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Question: How easily is the 'Back to Results' button found by the user?

Task 8

Please remove the iPod from its stand and while holding it just in front of the stand, use it as you would normally for the following task:

- A. Which items on your results list are available online?

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Question: Usability Question Goes Here

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix C: Tasks for WorldCat.ORG on iPod Touch

Overall Goals

To assess the usability and hit target areas designed on tablet and smart phone devices for common tasks in worldcat.org and WorldCat local.

Scenario

You are conducting research for a school paper in which you will discuss the increase in diabetes among children in elementary school.

You have heard about the WorldCat service, and have decided to give it a try.

You also happen to be in the OSU area, and know the zip code of your current location is 43210.

Please go to the first task.

Task 1

To begin this task, please do a search for 'diabetes school lunch nutrition'.

Now that you have results for your search, provide your zip code so the search gives you results for libraries near your location.

A. Change your location to the correct location of zip code 43210.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Can the test participant set their current location? Is the push-pin icon meaningful? Is it positioned so that test participants can successfully touch it?

Task 2

In scanning the results list, you find these items look interesting:

- *Don't Eat This Book: The supersizing of America* (2005 edition)

- *School Meals for Better Nutrition and Bone*

- *Change in dietary energy density after implementation of the Texas Public School Nutrition Policy*

Unfortunately, you have to get to a meeting right now, and so decide to save these items so you can look at them in more detail after your meeting.

A. Save these items so you can view them at a later time.

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Questions: Can the test participant add items to a list? Does the save control provide enough information so that the participant sees how to use it?

Task 3

How would you limit your results to just books?

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Do users choose the filter tab? Does it work as they expect?

Task 4

Your meeting is over, so you want to view the items you previously saved.

A. View the list of items you saved before your meeting.

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Can test participants retrieve saved items?

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix C: Tasks for WorldCat.ORG on iPod Touch (cont.)

Task 5

You now remember that in your search Results list, item 1, ***Brain food: recipes for success in School, sports and life*** also looked interesting, but you need to get going home, and want to see if another library along the way might have it.

A. Which libraries have the item ***Brain food: recipes for success in School, sports and life*** within 10 miles of your current location?

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Will the user find it easy /intuitive to use the radius dropdown above the library list?

Task 6

You also recall that the next item, The Encyclopedia of Obesity, was interesting as well, you are trying to find a library near you that has the item.

A. Which libraries have this item within 25 miles of your current location?

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Will the user find it easy /intuitive to use the next navigation on the page and then to use the radius dropdown above the lib. list?

Task 7

Please remove the iPod from its stand and while holding it just in front of the stand, use it as you would normally for the following task:

A. Which libraries within 10 miles of your current location have item 1 from your results list, Brain food: recipes for success in School, sports and life ?

B. Which libraries within 25 miles of your current location have the next item, The Encyclopedia of Obesity?

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Is user performance and/or preference affected by how they manipulate the iPod?

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix D: Tasks for WorldCat Local on iPad Tablet

Overall Goals

To assess the usability and hit target areas designed on tablet and smartphone devices for common tasks in worldcat.org and WorldCat local.

Scenario

You are conducting research for a school paper in which you will discuss the increase in diabetes among children in elementary school.

You had also heard about the WorldCat service, decided to give it a try.

You also happen to be in the OSU area, and know the zip code of your current location is 43210.

Please go to the first task.

Task 1

To get started with your research, you would like to begin by viewing some online items.

A. To begin this task, please do a search for 'diabetes school lunch nutrition'.

B. Which items on the results page are available online?

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Can test participants identify which items in a result list are available online?

Task 2

Having looked at some online items, you are ready to begin doing more in-depth research in your library. You decide to begin by finding out what items in your results list are owned by your library, and which of those are available for checkout.

A. Which items on the results page are owned by your library?

B. Which items on the results page are available for checkout from your library?

Note: Please do NOT use the browser 'Back' button in completing this task.

• **Usability Questions:** Is the temple icon meaningful? Are the counts meaningful? Does color convey availability?

Task 3

In scanning the results list, you find the item *Don't Eat This Book: The supersizing of America* (2005 edition) very interesting. Unfortunately, you have to get to a meeting right now, and decide to save this item so you can look at it after your meeting.

A. Save the item *Don't Eat This Book: The supersizing of America* (2005 edition) so you can view it later.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Can the test participant add items to a list? Does the save control provide enough information so that the participant sees how to use it? Does the folder icon provide enough information so that the participant sees how to use it?

Task 4

How would you limit your results to just books?

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Do they choose the filter tab for this? Does it work as they expect?

Task 5

Your meeting is over, so you want to view the items you previously saved.

A. View the list of items you saved before your meeting.

B. Choose an item in the list and view the Item's Details screen.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Questions: Can test participants retrieve saved items? Can they determine how to view its details?

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix D: Tasks for WorldCat Local on iPad Tablet

Task 6

You decide to take just one more quick look at your last search results before moving on.

A. Without repeating the search, view the results list from your last search.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Question: How easily is the 'Back to Results' button found by the user?

Task 7

you would like to view more items per page on this search results page.

A. Increase the number of items from your search that are listed on the results page from 10 to 20.

Note: Please do NOT use the browser 'Back' button in completing this task

Usability Question: Can users easily increase the number of items per page on search results?

Summary of Usability Tests Results

WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix E: Tasks for WorldCat.ORG on iPad Tablet

Overall Goals

To assess the usability and hit target areas designed on tablet and smartphone devices for common tasks in worldcat.org and WorldCat local.

Scenario

You are conducting research for a school paper in which you will discuss the increase in diabetes among children in elementary school.

You had also heard about the WorldCat service, decided to give it a try.

You also happen to be in the OSU area, and know the zip code of your current location is 43210.

Please go to the first task.

Task 1

To begin this task:

A. Please set your location to the 43210 zip code.

B. Do a search for 'diabetes school lunch nutrition'.

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Questions: Can the test participant set their current location? Is the pin icon meaningful? Is it positioned so that test participants can successfully touch it?

Task 2

After looking at the results, you would like to view more items per page on this search results page.

A. Increase the number of items from your search that are listed on the results page from 10 to 20.

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Can users easily increase the number of items per page on search results?

Task 3

In scanning the results list, you find these items look interesting:

- *Don't Eat This Book: The supersizing of America (2005 edition)*

- *School Meals for Better Nutrition and Bone*

- *Change in dietary energy density after implementation of the Texas Public School Nutrition Policy*

Unfortunately, you have to get to a meeting right now, and so decide to save these items so you can look at them in more detail after your meeting.

A. Save these items so you can view them at a later time.

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Questions: Can the test participant add items to a list? Does the save control provide enough information so that the participant sees how to use it? Does the folder icon provide enough information so that the participant sees how to use it?

Task 4

How would you limit your results to just books?

Note: Please do NOT use the browser 'Back' button in completing this task

• **Usability Questions:** Do they choose the correct control? Does it work as they expect?

Task 5

Your meeting is over, so you want to view the items you previously saved.

A. View the list of items you saved before your meeting.

Note: Please do NOT use the browser 'Back' button in completing this task.

Usability Question: Can test participants retrieve saved items?

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix E: Tasks for WorldCat.ORG on iPad Tablet (cont.)

Task 6

You now remember that in your search Results list, item 1, ***Brain food: recipes for success in School, sports and life*** also looked interesting, but you need to get going home, and want to see if another library along the way might have it.

- A. Which libraries have the item ***Brain food: recipes for success in School, sports and life*** within 10 miles of your current location?

(Note: Please do NOT use the browser 'Back' button in completing this task)..

Usability Question: Will the user find it easy /intuitive to use the radius dropdown above the library list?

Task 7

You also recall that the next item, ***The Encyclopedia of Obesity***, was interesting as well. You are trying to find a library near you that has the item.

- A. Which libraries have this item within 25 miles of your current location?

(Note: Please do NOT use the browser 'Back' button in completing this task).

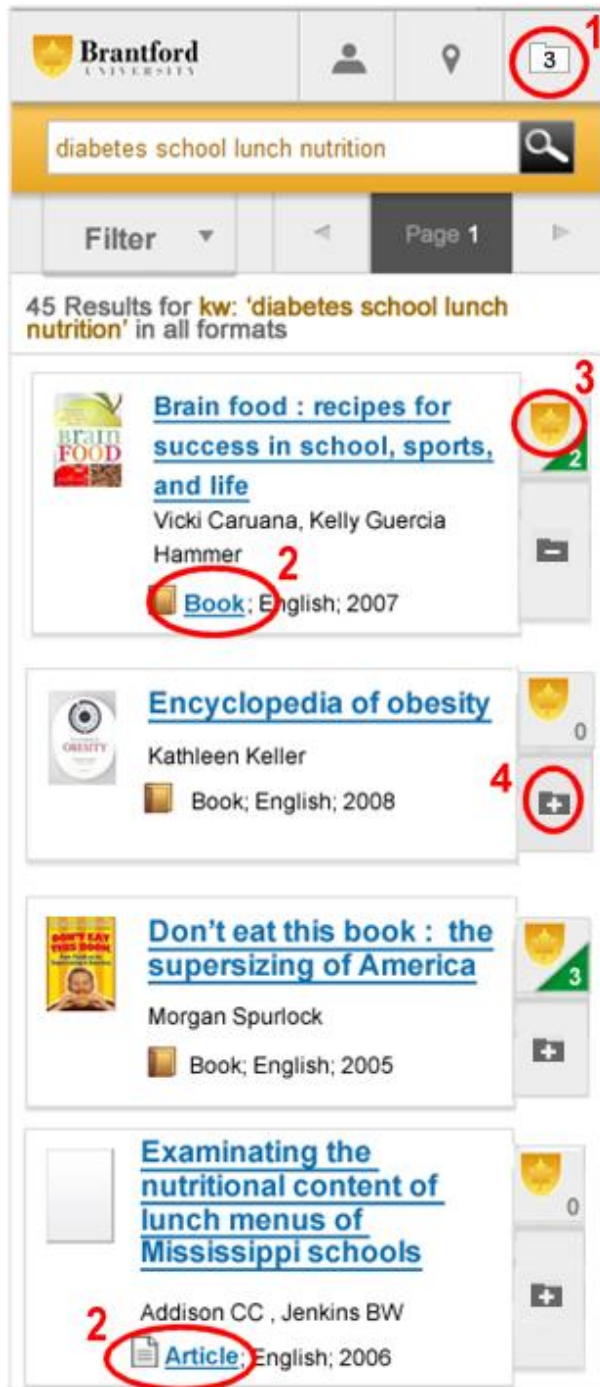
Usability Question: Will the user find it easy /intuitive to use the next navigation on the page and then to use the radius dropdown above the lib. list?

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

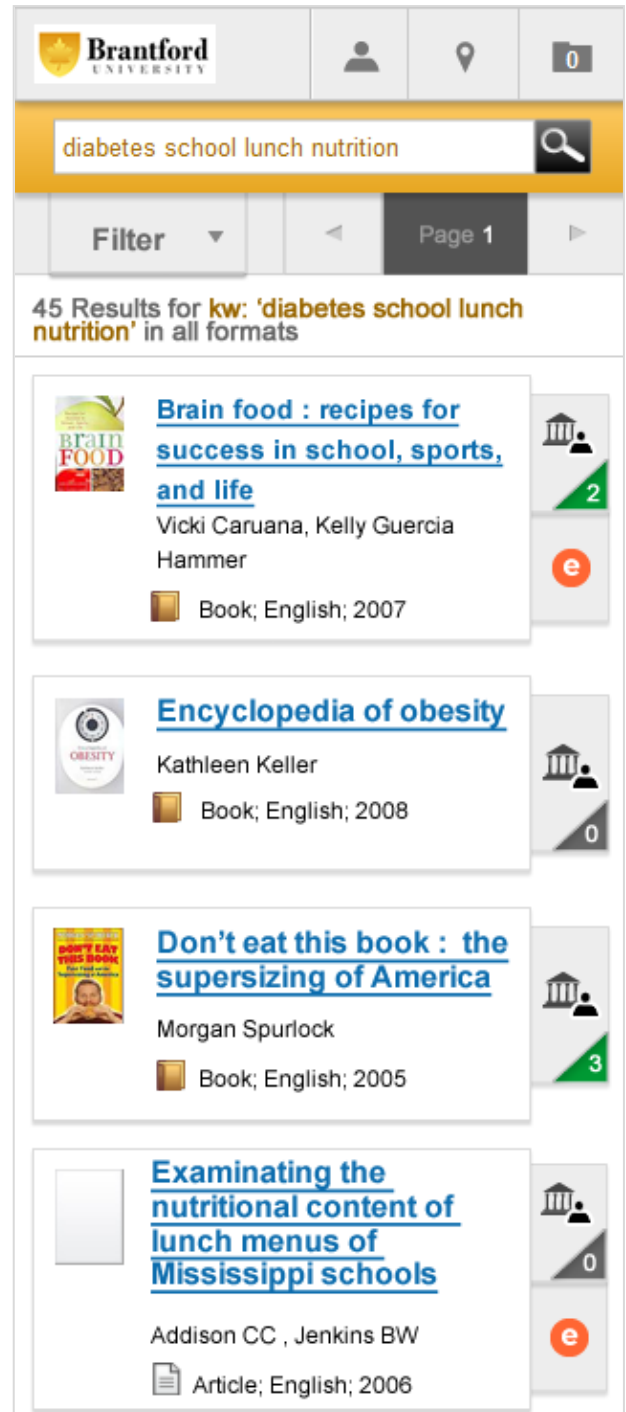
[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix F: WorldCat Local on iPod – Suggested changes to Results screen

Suggested Changes, iPod/WCL



Tested Version, iPod/WCL



Summary of Usability Tests Results

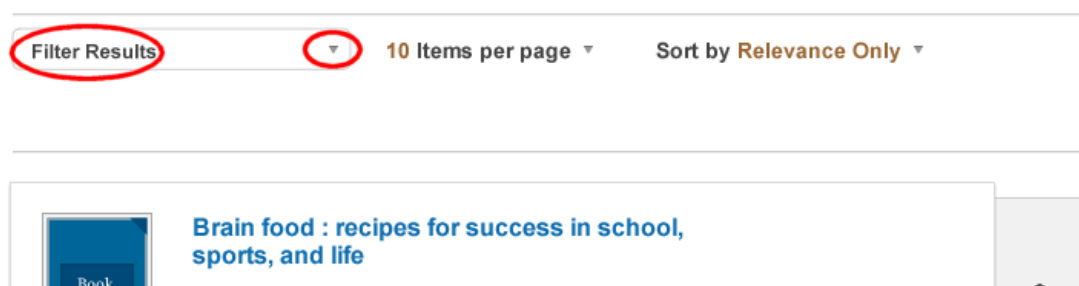
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A

Evaluation Conducted March 7-14, 2012

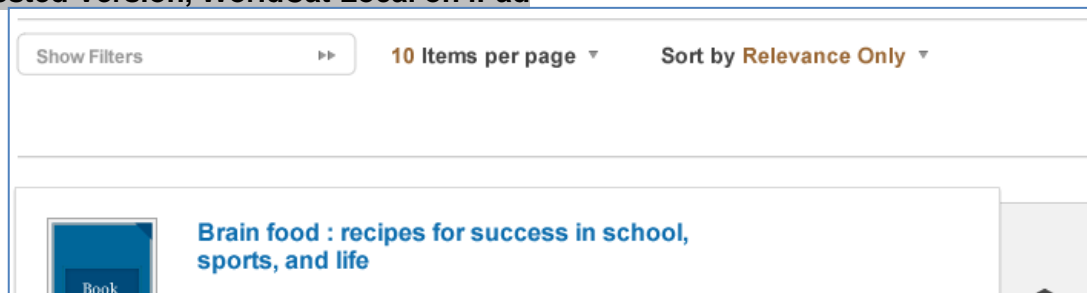
[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix G: WorldCat Local on iPad – Suggested change to ‘filter’ display

Suggested Changes, WorldCat Local on iPad



Tested Version, WorldCat Local on iPad



Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

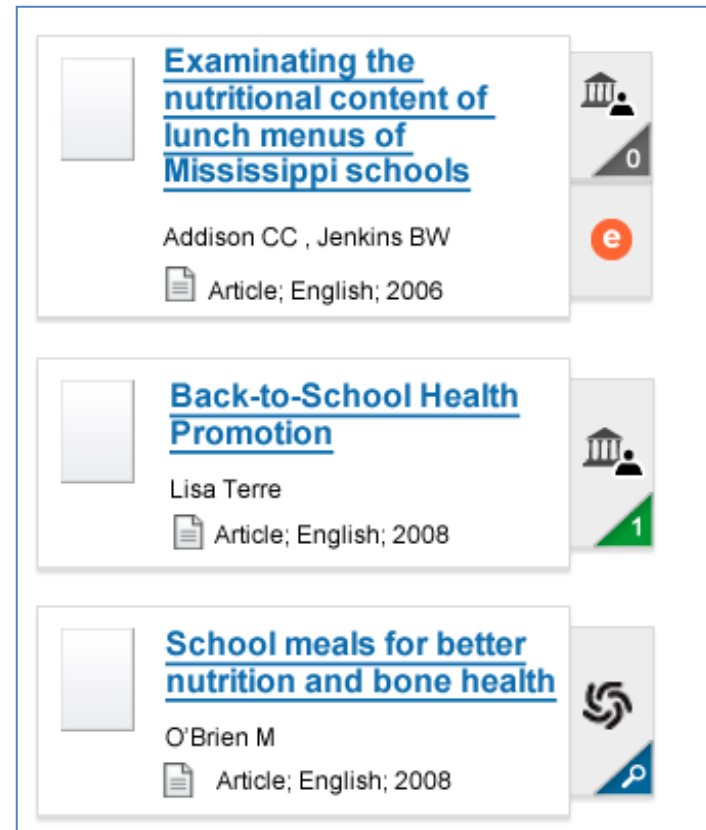
[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays

H.1 iPod/WCL mockup: The Orange 'e'



H.2 iPod/WCL mockup: Unknown symbols in right column

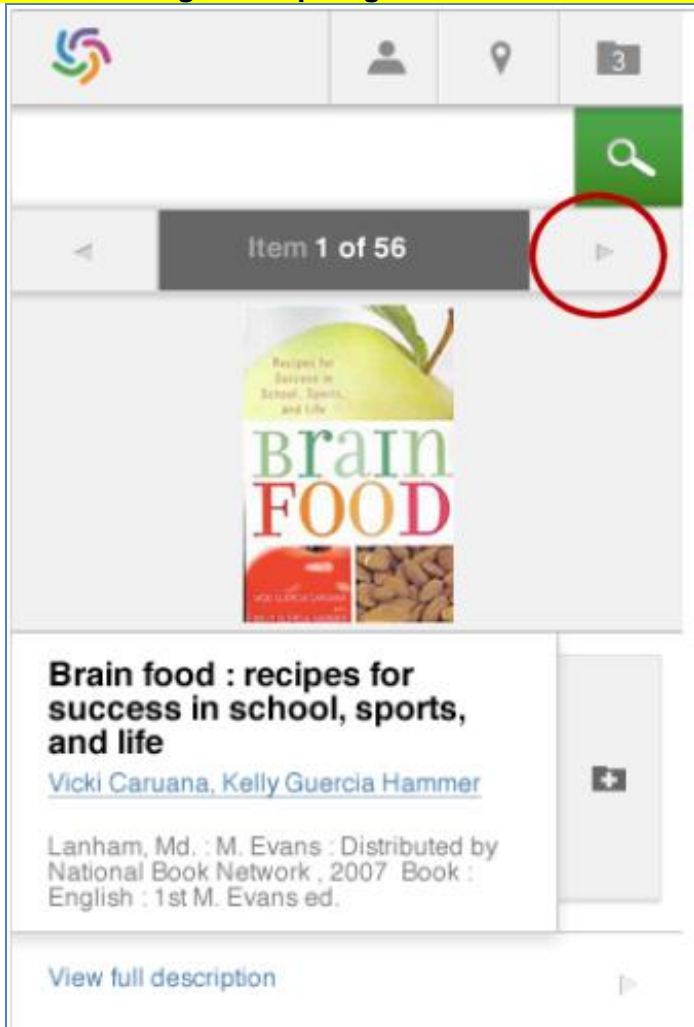


Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.3 iPod/WC.org mockup: Right arrow in the Detailed Record

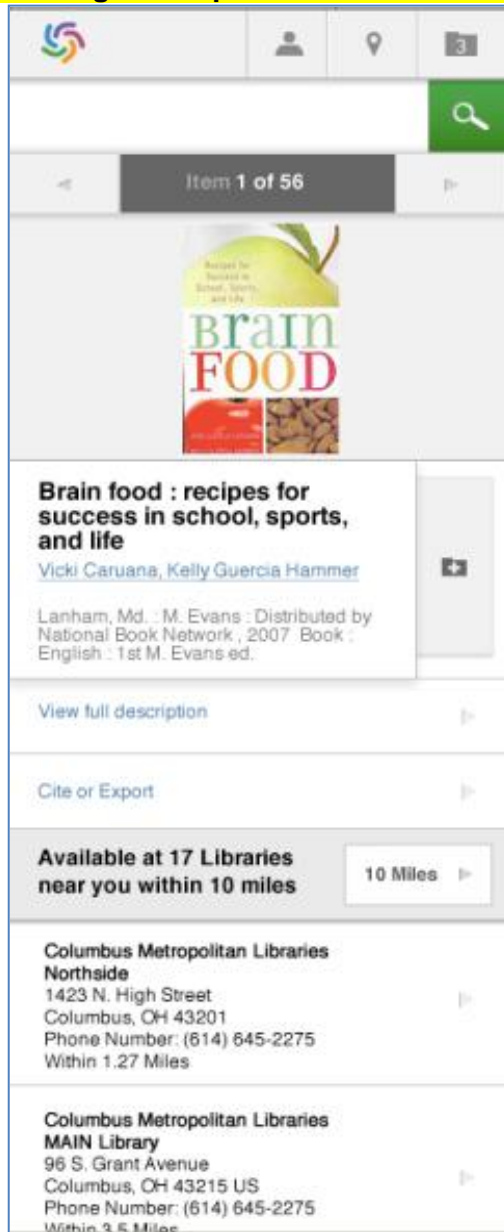


Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.4 iPod/WC.org mockup: Too much on Detailed Record

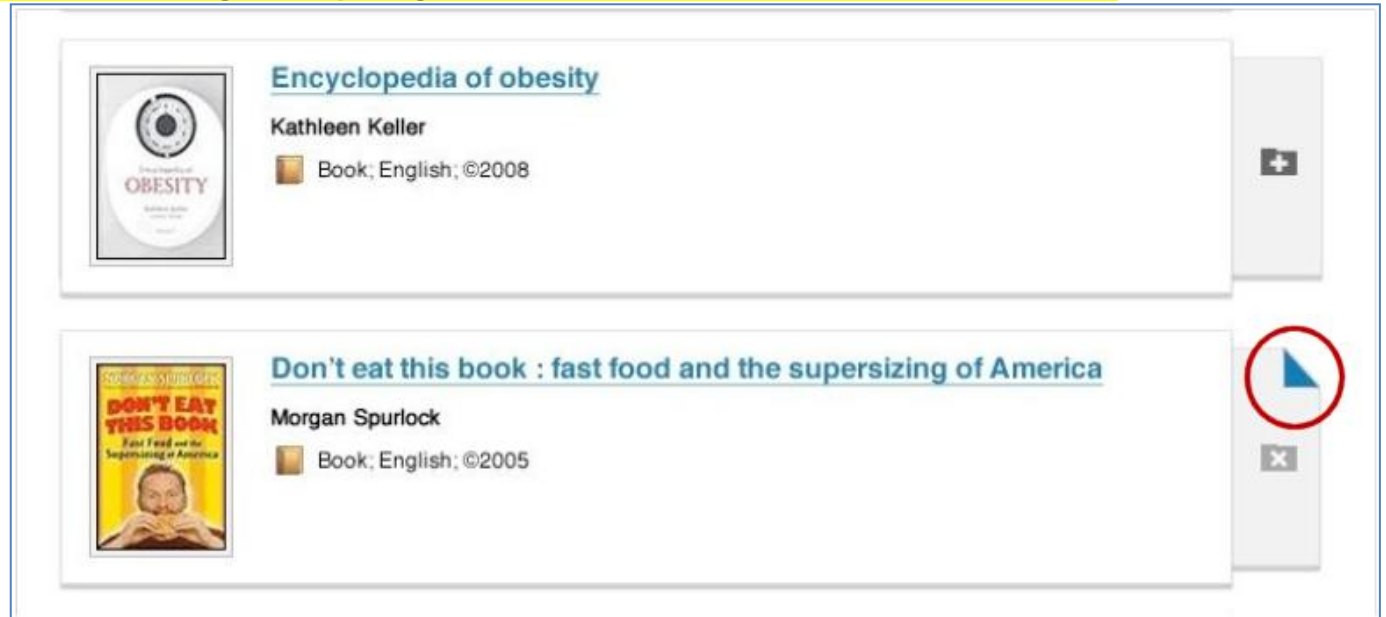


Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.5 iPad/WC.org mockup: Dog-ear to indicate an item has been added to the list



Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.6 iPod/WC.org mockup: Use of '+' icon to indicate how to add an item to a list

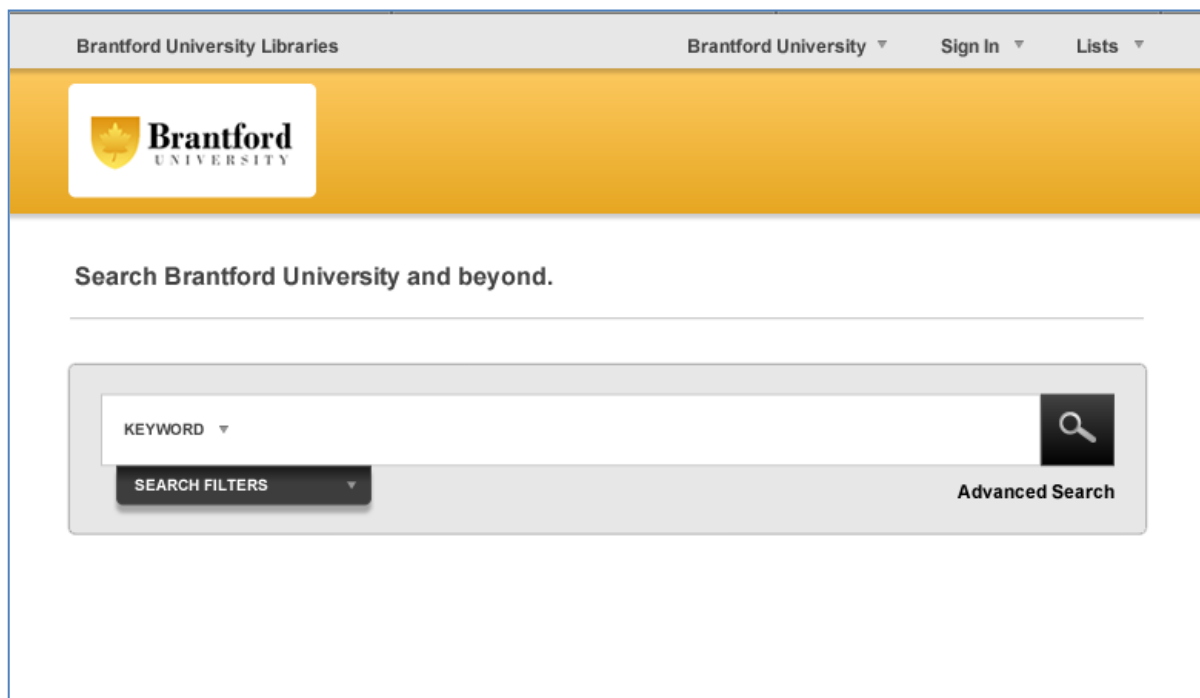
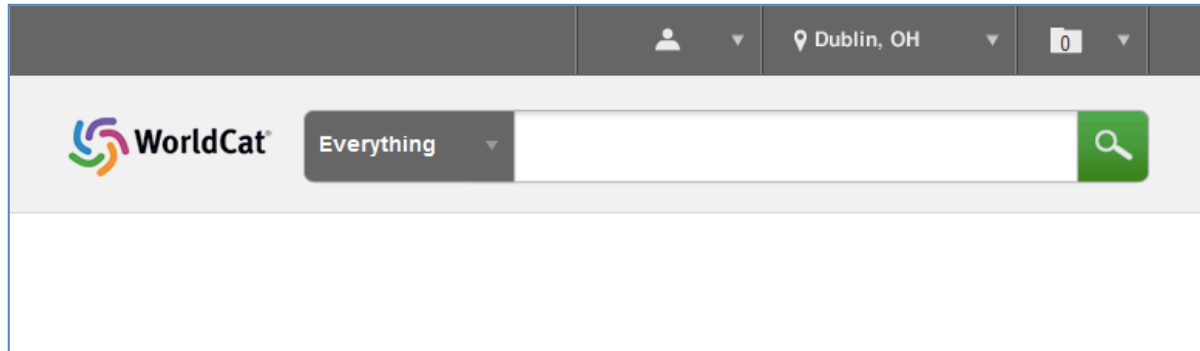


Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.7 iPad: WC.org (top) & WCL (bottom) mockups: Simple start page

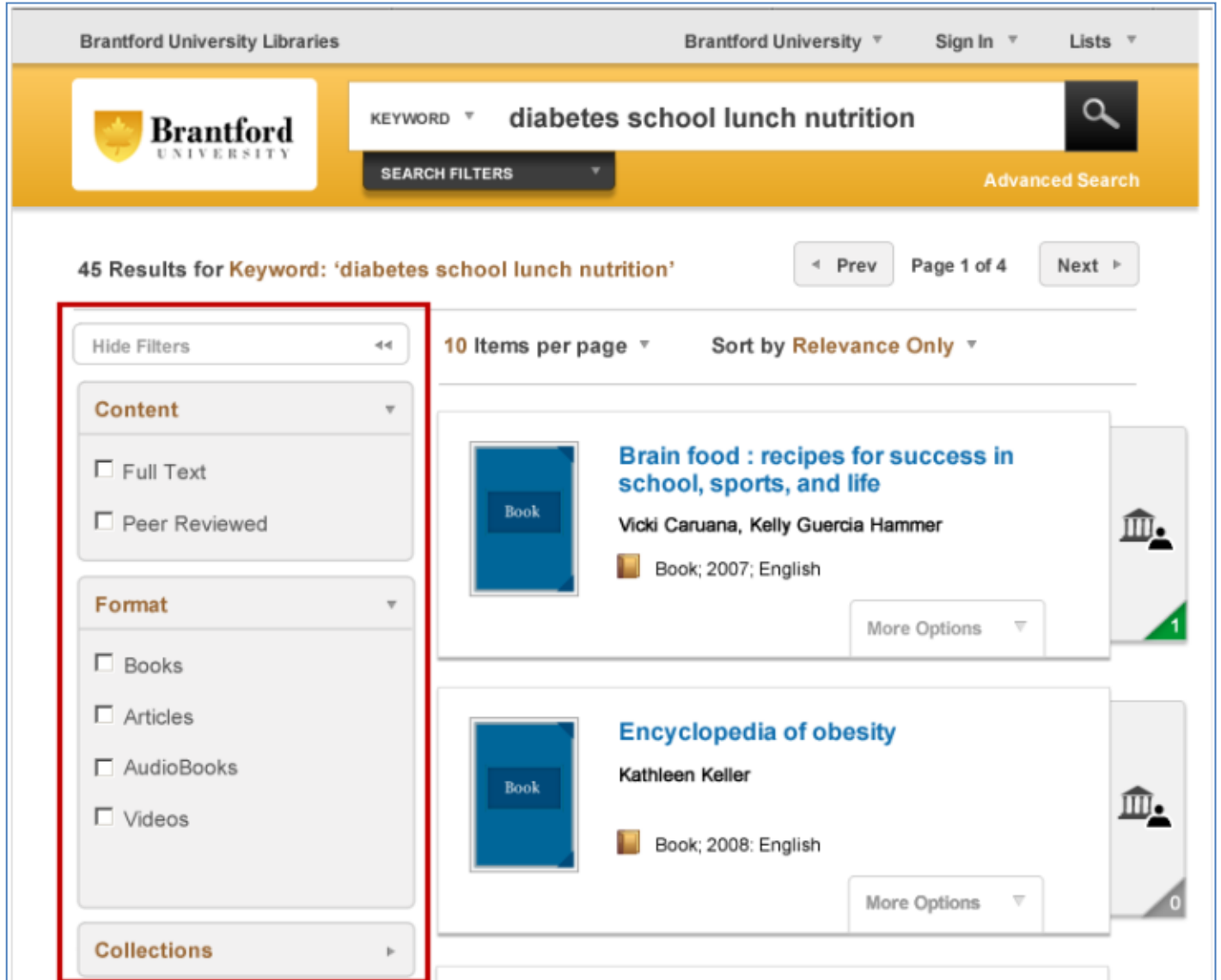


Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.8 iPad/WCL mockup: filters on left, with results simultaneously visible on right



Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)


H.9 iPad/WCL mockup: Detailed Record

Brantford University Libraries

Brantford University

Sign In

Lists



KEYWORD **diabetes school lunch nutrition**

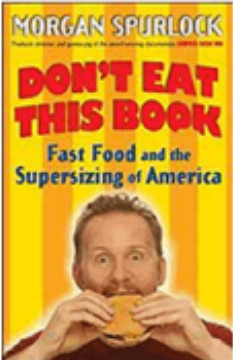
SEARCH FILTERS

Advanced Search

Return to results

View **Detailed** MARC

Prev Item 3 of 35 Next



Preview this item

Don't eat this book : fast food and the supersizing of America

AUTHOR	Morgan Spurlock
EDITION	2005; English
COLLECTION	WorldCat.org
FORMAT	Book

Get citation

Print

Share

✓ Added to list

Staff Options

Find this item

Find a copy online

Check for Electronic Resources

OR

[Preview](#)
Google Books Preview

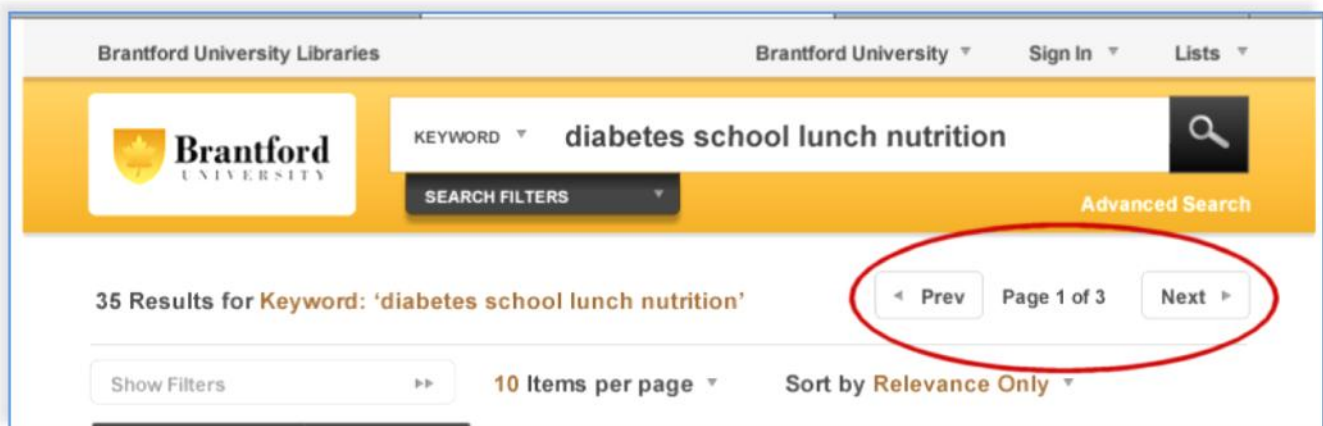
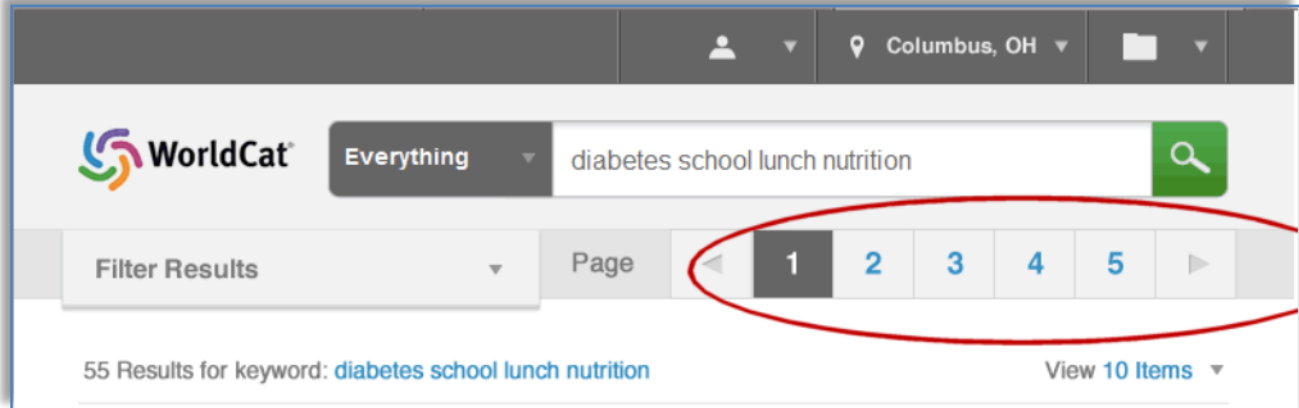
[Preview First Chapter](#)
Dial-a-book

Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix H: Interview comments – referenced screen displays (cont.)

H.10 iPad: WC.org (top) & WCL (bottom) mockups: Search Bar & display of number of pages



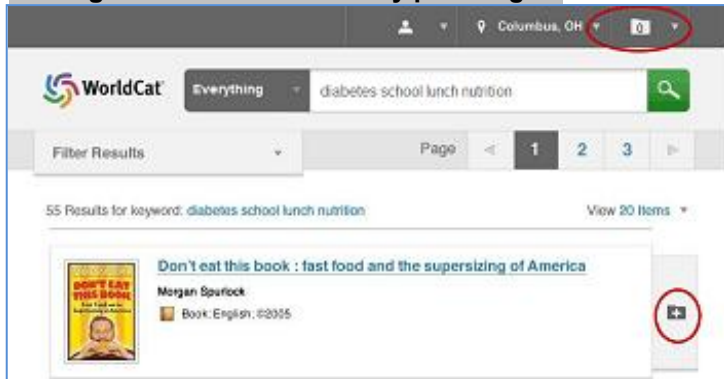
Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

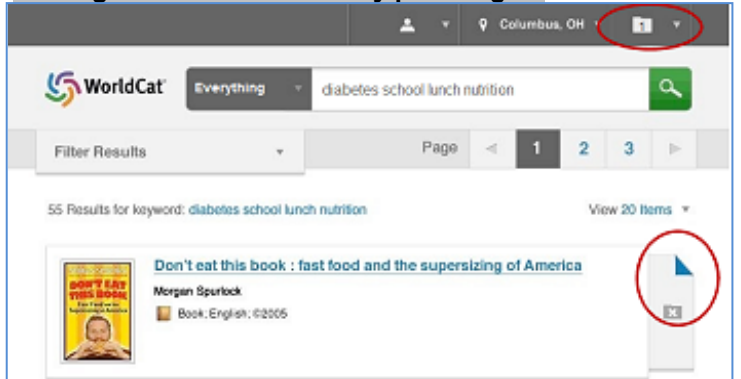
Appendix H: Interview comments – referenced screen displays (cont.)

H.11 iPad: WC.org (top) & WCL (bottom) mockups: Feedback when save item from results list

WC.org BEFORE item saved by pressing '+'



WC.org AFTER item saved by pressing '+'



WCL BEFORE item saved by pressing 'Save to list'



WCL AFTER item saved by pressing 'Save to list'



Summary of Usability Tests Results
WorldCat.org and Worldcat Local on Mobile and Tablet devices, Iteration A
Evaluation Conducted March 7-14, 2012

[Introduction](#) | [Summary](#) | [Results](#) | [Interviews](#) | [Suggested Solutions](#) | [Users](#) | [Tasks](#)

Appendix I: OCLC staff links to video recordings of the sessions

User 1A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_1A_x264.mp4

User 2A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_2A_x264.mp4

User 3A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_3A_x264.mp4

User 4A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_4A_x264.mp4

User 5A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_5A_x264.mp4

User 6A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_6A_x264.mp4

User 7A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_7A_x264.mp4

User 8A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_8A_x264.mp4

User 9A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_9A_x264.mp4

User 10A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_10A_x264.mp4

User 11A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_11A_x264.mp4

User 12A:

\\loafs1server\DeptSpace\Product Architecture and development\Upload\UlabVideos\WCMOBILE_A\WCMOBILE_12A_x264.mp4