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ILS Transition Mission: Creating Ease for Our Patrons

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Introduction

- July 2022, University of Arkansas Libraries, Information Learning System committee implemented a new library system, OneSearch
- Prior to launch, user-feedback among colleagues outside the committee
- Assessment sought reactions to searches on several material types and on platform design
- Feedback recorded: Likert scale measurement, and observations/suggestions

Objectives

- To test the ease of finding specific items on the new system
- To measure comfort of interaction
- To collect suggestions on how to improve search options

Procedure: Planning the Questionnaire

Material Types

- Book
- Subject search for peer-reviewed articles
- Specific journal article
- Special Collections item

Platform Features

- Filter options
- Wording collected for possible changes based on observations/suggestions gathered

Modify Survey

- ILS Committee reviews survey
- Material types finalized
- Demographics question included

Conclusion

Questionnaires provided useful input

- Tweak wording
- Prioritizing filter options

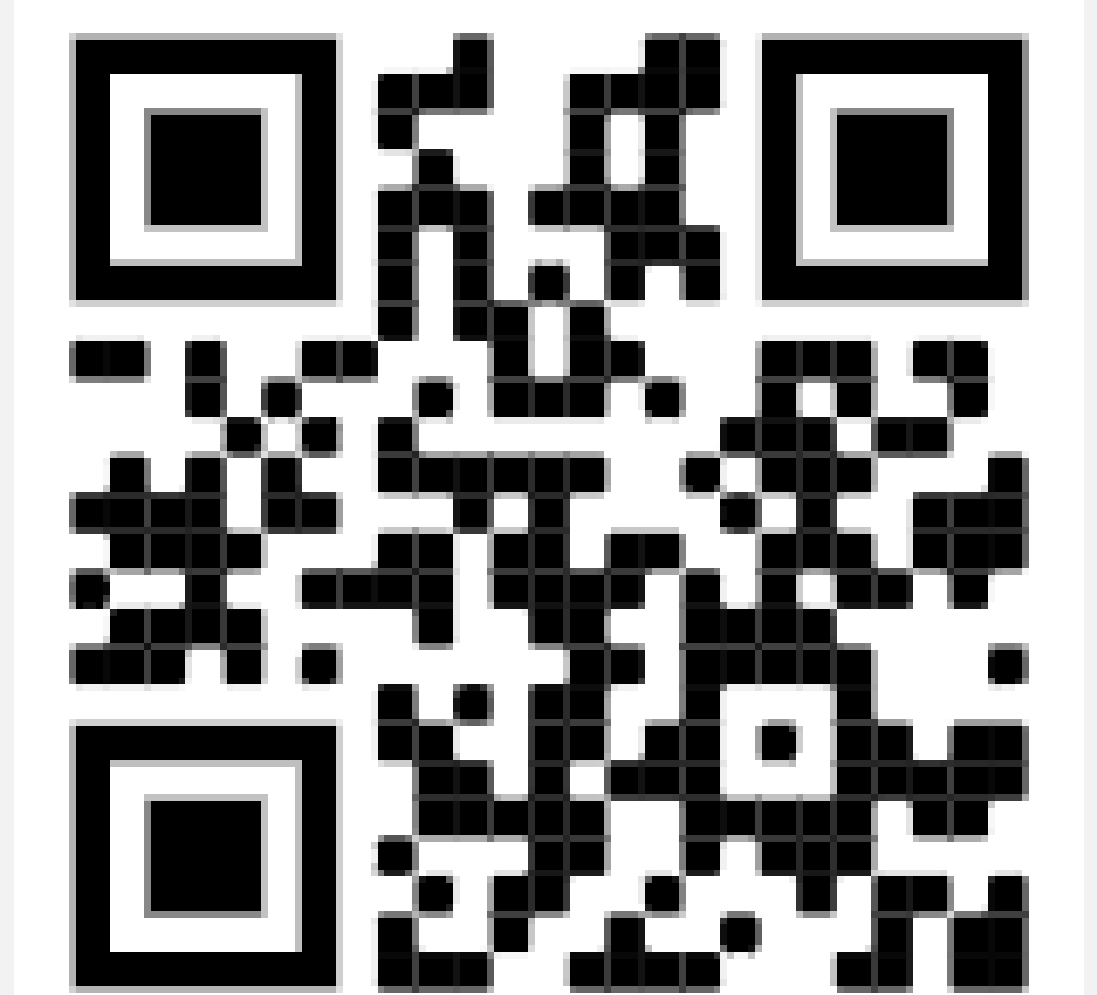
Future actions

- Follow-up survey targeting users throughout the year
- Changes to interface based on user feedback
- Provide online tutorials
- Training for Public Services staff
- Instruction for students and faculty

Methodology

- Questionnaire designed in Qualtrics
- Questionnaires emailed to user services staff and graduate students with College of Business
- Participants interacted with new system to complete survey
- Survey remained open for one week following email

Link to OneSearch



Results and Analyses (n= 16)

Q9.1 - Use New Search to find information on your favorite topic. Under the Tweak your results column, you will find the following options: Rank the options from 1 - 8, with 1 being the most helpful op

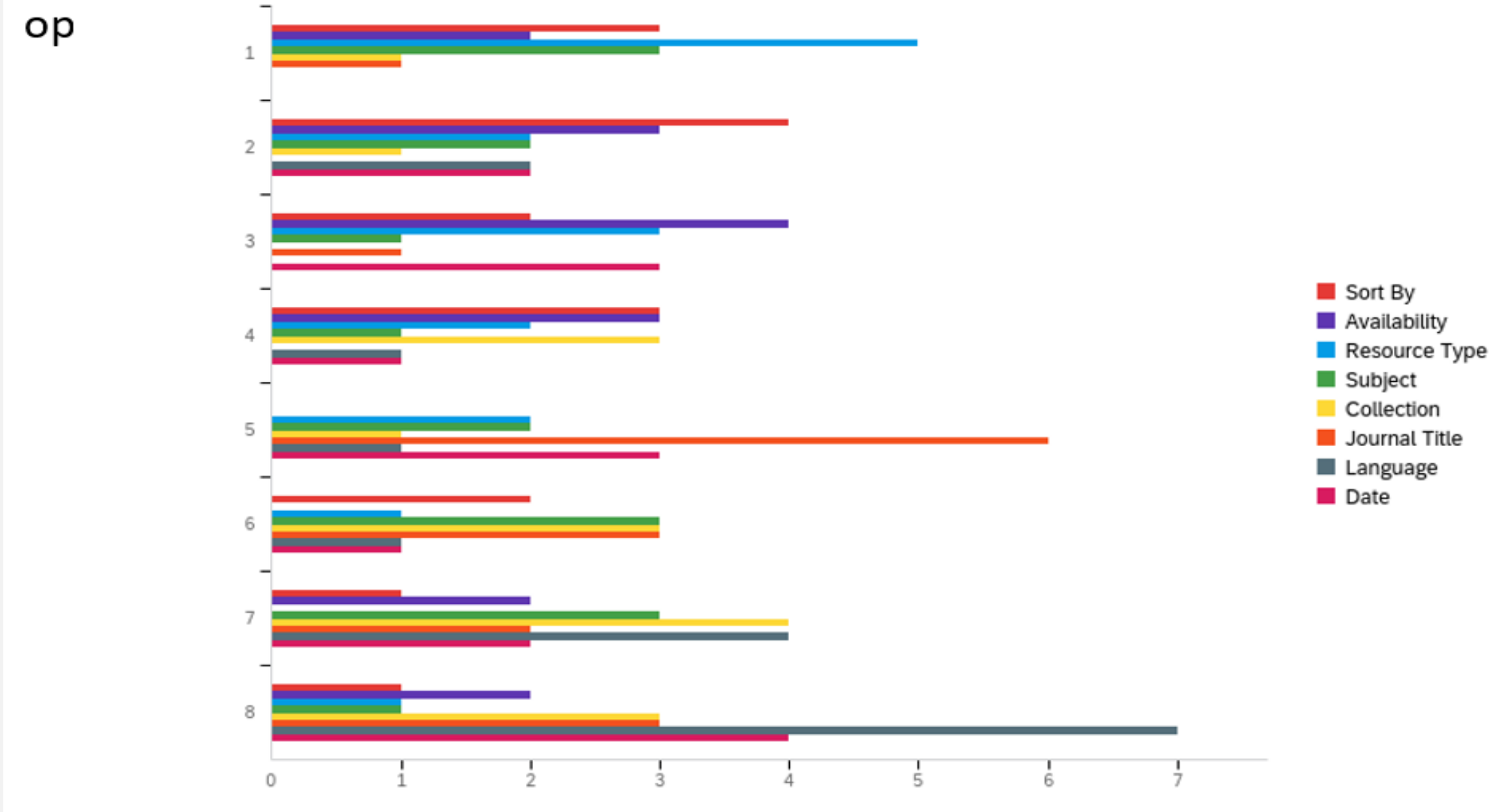


Figure 1: Filter options ranked

Q3.3 - How would you agree with the statement: I found this process easy?

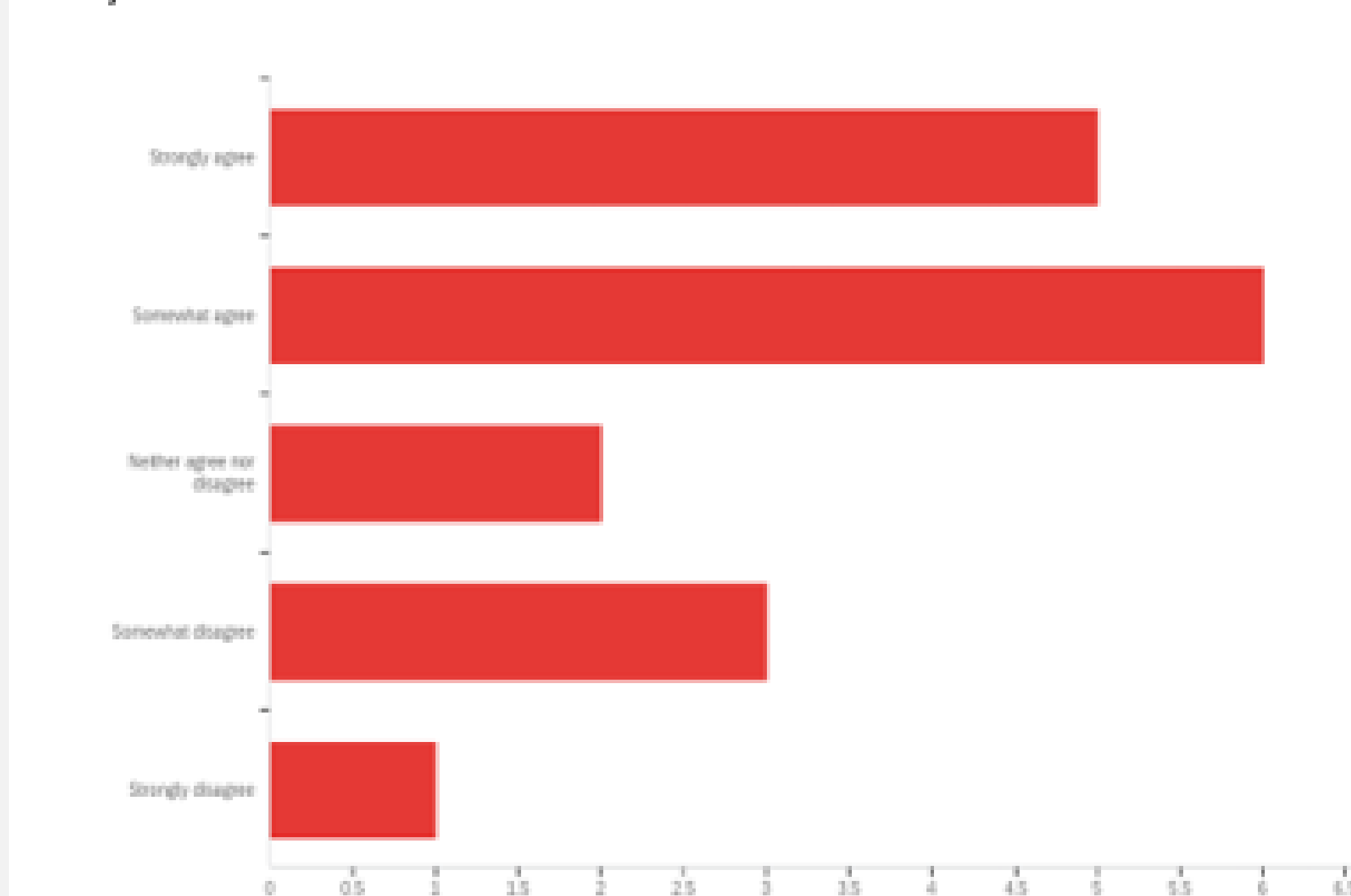


Figure 2: Likert scale reaction

Q4.3 - Observations/suggestions:

Observations/suggestions:

I wish there was a option to click on eBooks instead of having to click on online instead. Some patrons get certain word or phrase stuck in their head when searching for something and it **confuses the search**. When I was doing this search I was thinking eBooks, so that's the word I would looking for in the filter. Then it hit me that eBooks are online, so I need to look for the filter online, not eBook. Just food for thought.

I assume that ebook would **filter** using the online option? This is what I did to **narrow** down the search

Maybe I searched wrong, but I had to type "global warming" into the search box and then click "Advanced Search." I didn't see a way to type anything after I had opened "Advanced Search." I **found this procedure kind of strange**.

Cannot choose books and date and then filter. Had to choose books first, apply filter and then come back to restrict by date. **One should be able to click on several of the filters at once to tweak the results**

I wasn't sure where to find "Advanced Search". Also, there were no eBooks listed only books

There is not an obvious place to type one's search in the advanced search box. The advanced search interface presents too many choices up front to the user. **I don't understand why a distinction is made between "open access" resources and other types. Do users even know what open access means?** More importantly, do they care? I certainly don't? The prominence given to "open access" is bizarre. I noticed when I tried to set a date range that I missed the necessity of checking the box at first. The box is not labeled. Overall, the advanced search seems like it has a number of usability problems. I find our current advanced search in the catalog (in Sierra) to be much clearer and helpful. (sad face)

Figure 3: Sample observations/suggestions

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