



# WorldCat Discovery Search

## Usability Assessment for University of Maryland College Park

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# Summary



## 2 Goals

- Identify Ideal State for Discovery
- Best Practices in Configuration



## 7 Tasks

- Known Item Search
- Article Searching
- Exact Term Search
- Using Filters
- Interlibrary Loans
- Differentiating Sources
- Library Services

## 6 Themes



- Discovery on Homepage
- Integration of Library Content
- Recommended Search
- Display of Results
- Fulfillment Options
- Sidebar Configuration

# Participants



History

Mason: Senior

*"If you put things in quotes, it isolates them, so it won't give me things that...well, I guess I don't need it for 'critiques.'"*



English

Caitlyn: Junior

*"I'm just gonna do an advanced search, I don't want to wade through all that stuff"*



Health Science

River: Junior

*"I've only ever used this website for research articles"*



Psychology

Taylor: Junior

*"I was taught when I was in Freshman year to go to Undergraduate when I'm looking for things, and there's an Academic Search Complete, which is what I usually do."*

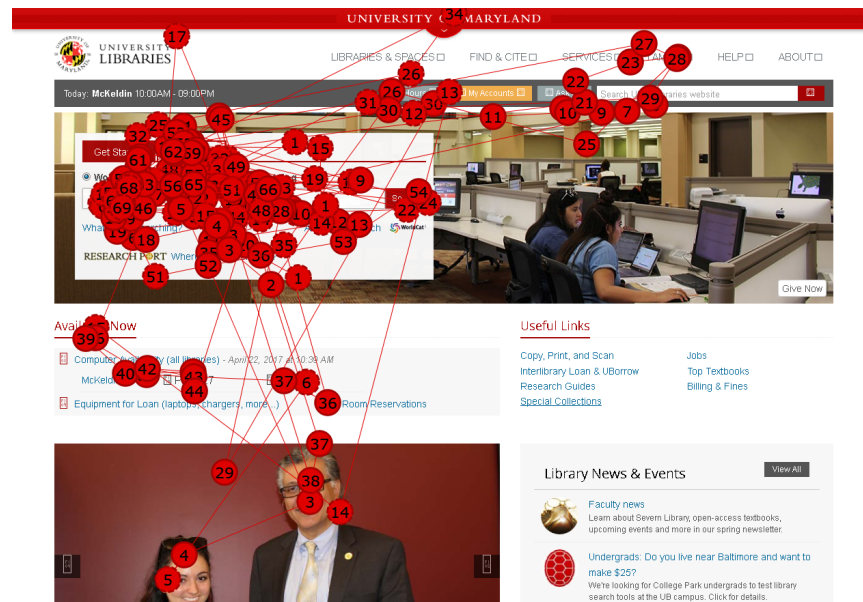
# Discovery Search on Homepage

The library home page has a prominent section dedicated to searching WorldCat for topics or searching for specific databases.

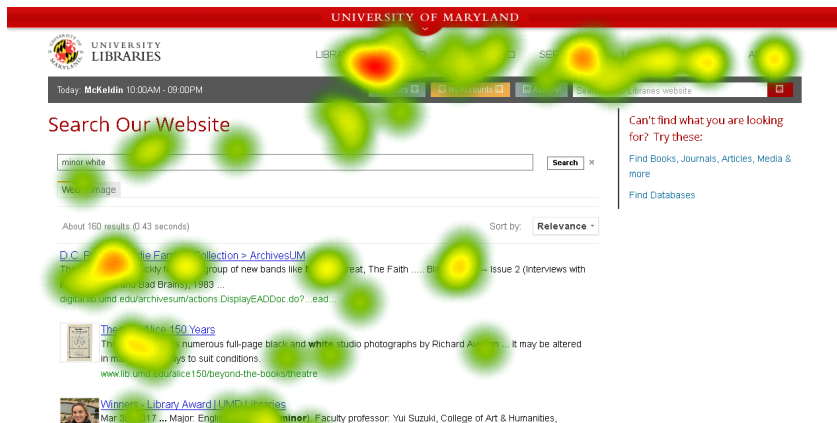
## Strengths:

First thing users look at every time

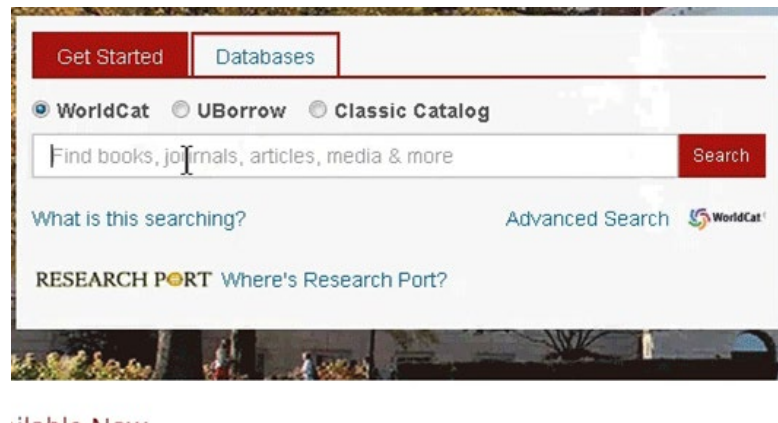
Seen as a place to start fresh when frustrated



# Discovery Search on Homepage: What needs Improvement



Not all users realize it can search for books, DVDs, and other media



Confusing options and extraneous links

# Discovery Search on Homepage: Recommendations

Easy



Add  
instruction/label

Medium

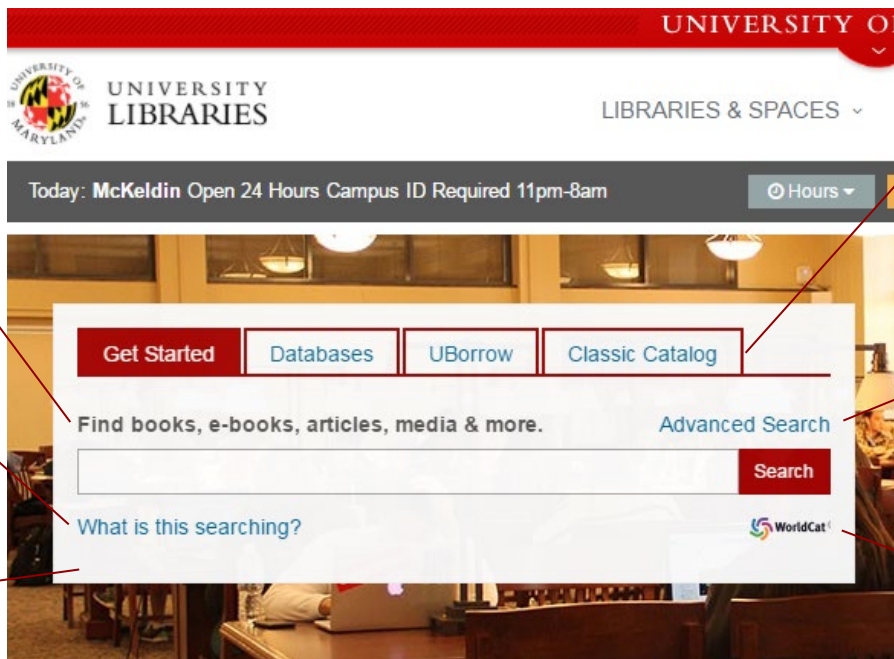


Change "What is this  
searching?" to window  
about resource types

Easy



Remove Research  
Port section



Hard



Remove radio buttons,  
move UBorrow and  
Classic Catalog

Easy



Move Advanced  
Search

Easy



Unlink  
WorldCat logo

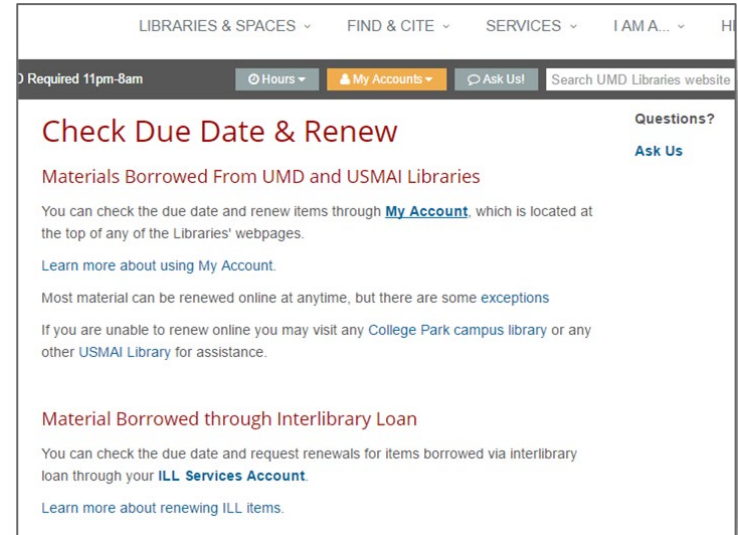
# Integration of Library Content

Most users utilized both the library and undergraduate resources as starting points when they did not know where to begin their searches.

They also did not hesitate to say that they would just ask a librarian for help.

## Strength:

Students were able to find instructions on how to access certain items or tasks through links provided in “Services” and “I Am A...”

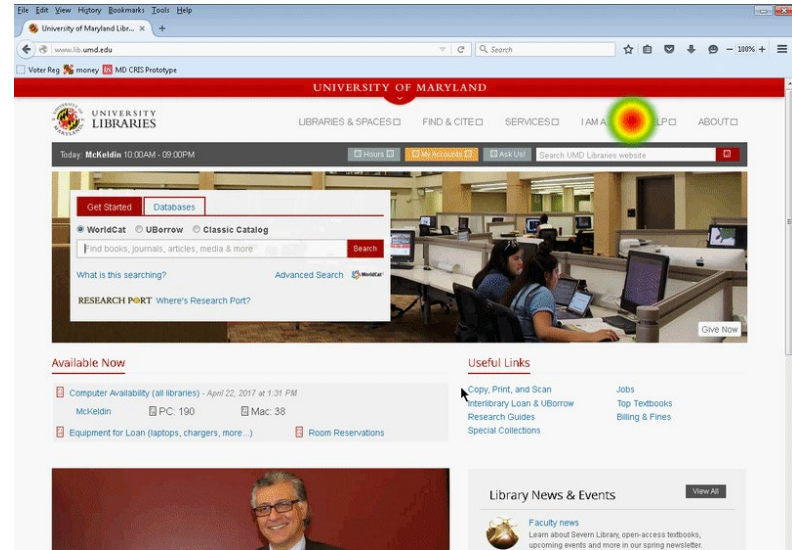


# Integration of Library Content: What needs Improvement?

“My Accounts” is not very noticeable.

The users all struggled to find it even though intuitively they knew what they were looking for.

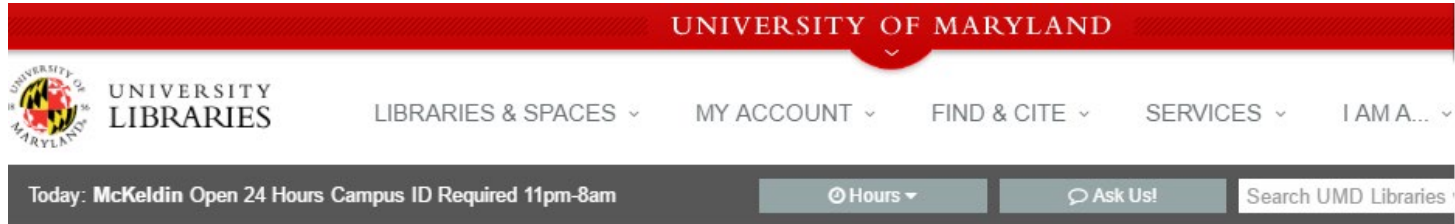
Half of the users clicked on the descriptions under “My Accounts,” believing they were actual links. However, clicking on the descriptions only caused the drop down menu to close.





*“Technically, I think it should have a page like “Your Page” that has your all stuff. Oh it actually does, just tiny.”*




# Integration of Library Content: Recommendations



Easy  Add "My Account" drop down menu to main navigation above. There is more visibility.

Easy  Change the descriptions into real links that take them to "Check and Renew" and elsewhere.



 My Account

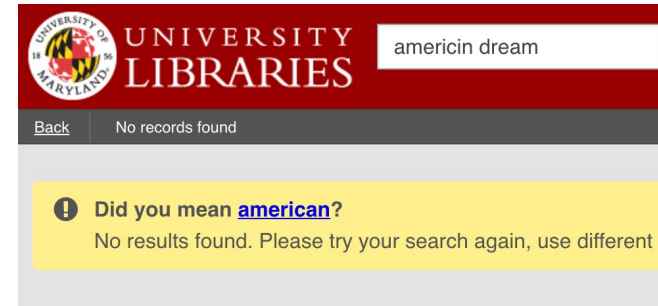
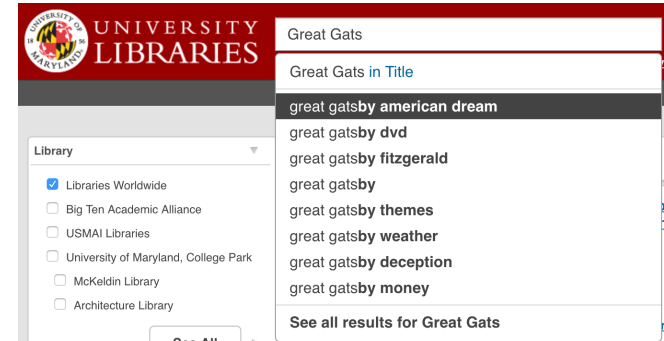
- For UMCP & USMAI books, equipment, and other items
- Check due date and renew books online

# Recommended Search

WorldCat discovery provides search recommendations, both in drop down forms as well as with spelling recommendations.

## Strengths:

Elements are styled in the same fashion that subjects were used to on other sites such as Google or Wikipedia. Subjects seemed very comfortable with these features



# Recommended Search: What needs Improvement?

Search terms are changed automatically if a user hovers over the recommendations.

Spelling suggestions replace the entire search term with the misspelled term

The screenshot shows the University of Maryland Libraries search page. The header features the university's logo and name. A search bar contains the text "WPA" and "Minor White", with a red box highlighting the "WPA" part and a suggestion "WPA" appearing below it. To the right of the search bar is an "Advanced Search" link. Below the search bar, the results are displayed. On the left, there is a "Library" dropdown menu with a list of libraries: Libraries Worldwide (checked), Big Ten Academic Alliance, USMAI Libraries, University of Maryland, College Park, McKeldin Library, and Architecture Library. On the right, the results are sorted by "Library and Relevance". The first result is titled "Minor White : manifestations of the spirit ; [issued on the occasion of the ex Getty Museum at the Getty Center, Los Angeles, from July 8 to October 19, :". It includes a small image of a book cover and a description: "by Beatrice Hohenegger , Paul Martineau , Minor White , J. Paul Getty Mus Angeles, Calif.)". Below the description is a "Print book 2014" link. The description text continues: "Controversial, misunderstood, and sometimes overlooked, Minor White (1908- one of the great photographers of the twentieth century, whose ideas exerted powerful influence on a gene... Read More".

# Recommended Search: Recommendations

Easy



Disable the hover effect over the search recommendations to avoid unintended changes.

Hard



Spelling recommendations should only replace the misspelled term when selected.

Medium



Prompts can guide users back to the previous term if they feel the search was unsuccessful, regardless of the number of results.

The screenshot shows the University of Maryland Libraries search page. The header features the University of Maryland Libraries logo and the search term "american dream". Below the search bar, a red box highlights the "Back" button and the "No records found" message. Below this, a yellow box displays a suggestion: "Did you mean american? No results found. Please try your search again, use". A second yellow box below shows another suggestion: "Did you mean american dream? No results found. Please try your search again, use".

# Display of Results

After entering a search term, results are displayed in a list with pertinent information laid out for each result and filters in the left sidebar

## Strengths:

Automatically sorts by "Library and Relevance"

Options for saving citations and printing articles seem easy to find

The screenshot shows the University of Maryland Libraries search results page for the query "minor white". The page features a red header with the library logo and navigation links. A search bar at the top right shows the query and a search icon. Below the header, a sidebar on the left contains filters for "Library" (with options like Libraries Worldwide, Big Ten Academic Alliance, USMAI Libraries, University of Maryland, College Park, McKeldin Library, and Architecture Library) and "Content" (with options like Full Text and Peer Reviewed). The main results area displays two items, each with a title, author, and a "Share" button. A "See All" button is located at the bottom of the sidebar. A zoomed-in view of the "Share" button is shown in the bottom right corner, highlighting the "Share", "Cite", and "Save" options.

University of Maryland Libraries

minor white

Advanced Search

Library Links

Staff Sign In

My List

175,020 results sorted by: Library and Relevance

1. **Minor White, the eye that shapes**  
by Minor White, Peter C. Runnell, Maria B. Pellerano, Joseph B. Rauch, Museum of Modern Art (New York, N.Y.)  
Print book ©1989  
Held by: University of Maryland, College Park  
On Shelf UMCP Art Library TR647 .W458 1989

2. **Minor White : rites & passages : his photographs accompanied by excerpts from his diaries and letters**  
by Minor White  
Print book 1978  
Held by: University of Maryland, College Park

Library

Libraries Worldwide

Big Ten Academic Alliance

USMAI Libraries

University of Maryland, College Park

McKeldin Library

Architecture Library

See All

Share

Cite

Save

Share

Cite

Save

Send Feedback

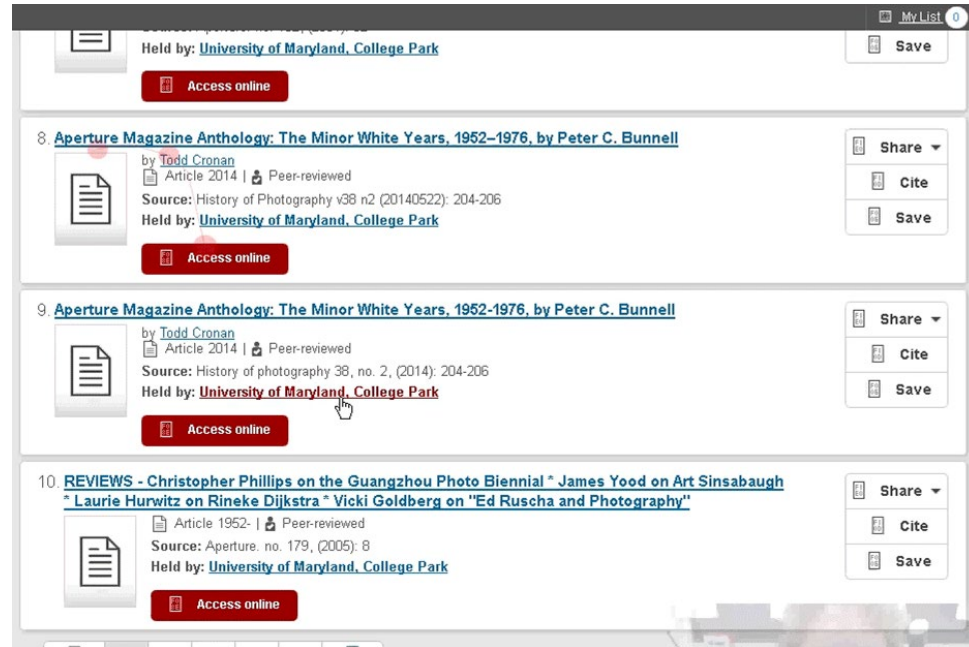
# Display of Results: What needs Improvement?

Source Summaries/abstracts are not always available.

Duplicate listings are confusing to users.

Fully expanded fields can make it hard to scan sources.

Despite specific search terms, including full title and author, item was not listed near the top because it was only available via Interlibrary Loan.



# Display of Results: Recommendations

Hard



Prioritize sources with complete summaries / abstracts over those that do not.

Medium



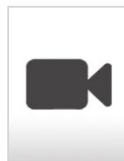
Minimize the display lengths for fields within the results list, with exception of the title and summary.

Medium



Items should also be weighed based on current availability, giving priority to items that can be currently checked out or viewed.

## 1. [The great Gatsby](#)



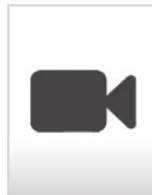
by [Baz Luhrmann](#), [Craig Pearce](#) (Screenwriter),, [Catherine Ma](#)  
[Catherine Knapman](#), [Leonardo DiCaprio](#), [Tobey Maguire](#), [Care](#)  
[Fisher](#), [Jason Clarke](#), [Elizabeth Debicki](#), [Jack Thompson](#), [Amit](#)  
[Matt Villa](#), [Jason Ballantine](#), [Jonathan Redmond](#), [Craig Armstr](#)  
[Bros. Pictures \(1969- \)](#), [Village Roadshow Pictures](#), [Arts and E](#)  
[Films \(Firm\)](#), [Red Wagon Entertainment \(Firm\)](#), [Warner Home](#)

 DVD video 2013

The Great Gatsby follows viable writer Nick Carraway as he le  
New York City in the spring of 1922. Chasing his own America  
Jay Ga... [Read More](#)

Held by: [University of Maryland, College Park](#)

## 1. [The great Gatsby](#)



by [Baz Luhrmann](#),... [Read More](#)

 DVD video 2013

The Great Gatsby follows viable writer Nick Ca  
New York City in the spring of 1922. Chasing h  
Jay Ga... [Read More](#)

Held by: [University of Maryland, College Pa](#)

# Fulfillment Options

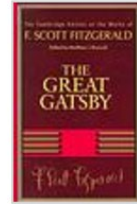
Students are provided multiple methods to obtain sources throughout the library system

## Strengths:

Subjects strongly valued resources that were accessible online.

System provides guidance in the event a source is unavailable on-site.

### 3. [The great Gatsby](#)



by [F. Scott Fitzgerald](#), [Matthew Joseph Bruccoli](#)

 Print book 1991

Jay Gatsby had once loved beautiful, spoiled Daisy; mysteriously wealthy, he is ready to risk everything for her.  
[Read More](#)

Held by: [University of Maryland, College Park](#)

 Lost    UMCP McKeldin Library    PS3511.I9 (

### 19. [Gatsby](#)



by [Harold. Bloom](#)

 eBook ©1991

Held by: [University of Maryland](#)



Access online



# Fulfillment Options: What needs Improvement?

Interlibrary Loan Screens: Selecting school affiliation and delivery location is challenging.

Placement of request buttons vary by service (online, ILL, request item)

Item status is not always clear.

## 5. Minor White : manifestations of the spirit



by [Paul Martineau](#), [Minor. White](#), [J. Paul Getty Museum](#)

 Print book 2014

Controversial, misunderstood, and sometimes overlooked, Minor White is one of the great photographers of the twentieth century. He believed in the power of photography as a medium for spirit... [Read More](#)

Held by: [University of Maryland, College Park](#)

 On Shelf UMCP Art Library TR647 .W458 2014

Access to Library Services

University of Maryland and Affiliated Institutions (USMAI)

Please choose your campus affiliation:

- ☐ Bowie State University
- ☐ Center for Environmental Sciences
- ☐ Coppin State University
- ☐ Frostburg State University
- ☐ Loyola University
- ☐ Morgan State University
- ☐ Notre Dame of Maryland University
- ☐ Salisbury University
- ☐ St. Mary's College of Maryland
- ☐ Towson University
- ☐ University of Baltimore
- ☐ University of Baltimore Law Library
- ☐ University of Maryland, Baltimore County (UMBC)
- ☐ University of Maryland, College Park
- ☐ University of Maryland, Eastern Shore
- ☐ University of Maryland Health Sciences and Human Services Library
- ☐ University of Maryland Law Library
- ☐ University of Maryland University College (UMUC)
- ☐ Baltimore Area
- ☐ Other

Cancel

*"I would put that on the back burner and find something I can look at right now."*

# Fulfillment Options: Recommendations

Hard



Continue to increase online access to materials where possible.

Medium



Provide consistent placement for fulfillment within the search results, which incorporates the current status of the material.

Easy



Relabel the "Full Text" filter to "Access online"

## 4. [Aperture.](#)



by [Minor White](#), [Michael E. Hoffman](#), [Aperture Foundation](#).

Journal, magazine 1952

Held by: [University of Maryland, College Park](#)

**Access online**

On Shelf    UMCP Art Library    TR654 .A6

## 5. [Minor White : manifestations of the spirit](#)



by [Paul Martineau](#), [Minor White](#), [J. Paul Getty Museum](#)

Print book 2014

Controversial, misunderstood, and sometimes overlooked, Minor White is one of the great photographers of the twentieth century. He believed in the power of photography as a medium for spirit... [Read More](#)

**Request Item**

Held by: [University of Maryland, College Park](#)

On Shelf    UMCP Art Library    TR647 .W458 2014

## 6. [The Aperture magazine anthology : the Minor White years, 1952-1976](#)



Print book ©2012

Published on the occasion of Aperture's sixtieth anniversary, this first-ever anthology of critical writings--from the magazine's founders and others central to the formation of midc... [Read More](#)

**Unavailable**

Held by: [University of Maryland, College Park](#)

Lost    UMCP Art Library    TR140.W467 A64 2012

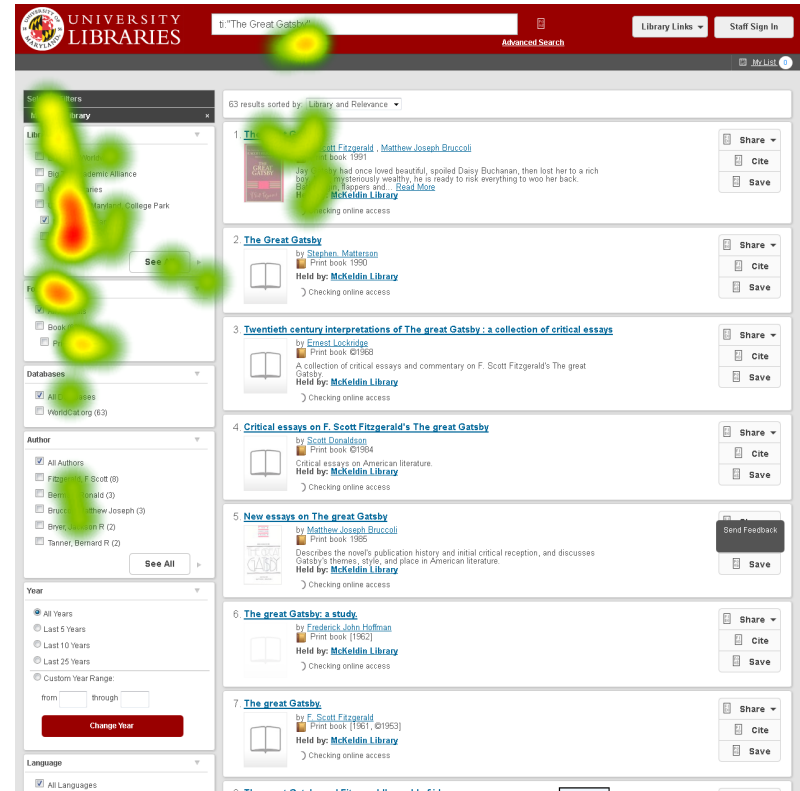
# Sidebar Configuration

Filter options are categorized into sections in the left sidebar to give students multiple means of restricting their search results to only what they explicitly need.

## Strengths:

## Plenty of filter options

## Useful results listing



# Sidebar Configuration: What needs Improvement?

Each filter selection affects which filters are available

Order/placement of filters isn't intuitive

Confusing categorization and titles

The screenshot displays a sidebar configuration interface with three main sections, each with a dropdown arrow in the top right corner:

- Library**: Contains a list of library filters with checkboxes. 'Libraries Worldwide' is checked. The other filters are 'Big Ten Academic Alliance', 'USMAI Libraries', 'University of Maryland, College Park', 'McKeldin Library', and 'Architecture Library'. A 'See All' button with a right-pointing arrow is located at the bottom right of this section.
- Content**: Contains two filters with checkboxes: 'Full Text' and 'Peer Reviewed (446)'. Both are currently unchecked.
- Format**: Contains a section titled 'Top 6 Formats' followed by a list of format filters with checkboxes. 'All Formats' is checked. The other formats listed are 'Article/Chapter (781)', 'Article (538)', 'Chapter (170)', 'Downloadable article (73)', 'Book (146)', and 'eBook (68)'. All of these are currently unchecked.

# Sidebar Configuration: Recommendations

**Most Used Filters**

- ☐ Access online (988)
- ☐ Peer-Reviewed (0 with current filters)

**Format**

Top 6 Formats

- ☒ All Formats
- ☐ Article/Chapter (781)
- ☐ Article (538)
- ☐ Chapter (170)
- ☐ Downloadable article (73)
- ☐ Book (146)
- ☐ eBook (68)

**Topic**

Top 6 Topics

- ☒ All Topics
- ☐ Business & Economics (27)
- ☐ Economic History & Conditions (9)

**Recommendations:**

- Easy** (1 bulldog icon): Better category for "Peer-Reviewed" and "Full Text"
- Easy** (1 bulldog icon): "Full Text" renamed to "Access online"
- Easy** (1 bulldog icon): Larger category headings, may need rewording
- Easy** (1 bulldog icon): All filter options visible, unavailable options grey
- Medium** (2 bulldog icons): Reordering - most used filters at top
- Hard** (3 bulldog icons): Sticky sidebar keeps most useful filters in view

# Sidebar Configuration: Recommendations

Easy



Reorganize Year filter category - streamline custom range option

## Year

Custom Year Range:

from

through

Change Year

- ☐ Last 5 Years
- ☐ Last 10 Years
- ☐ Last 25 Years
- ☐ All Years

Easy



Remove Databases filter

Medium



Minimize less frequently used filter categories

## Library

- ☒ Libraries Worldwide

See All

## Author

- ☒ All Authors

See All

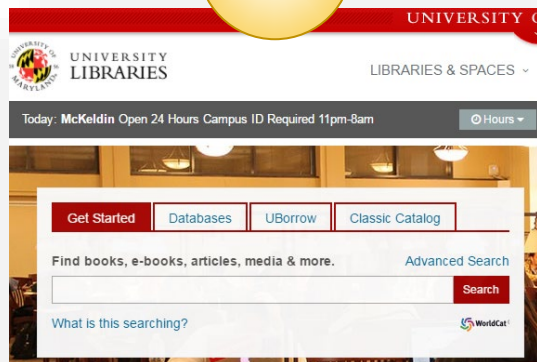
## Language

- ☒ All Languages

More user testing on the sidebar and filters

# First Steps

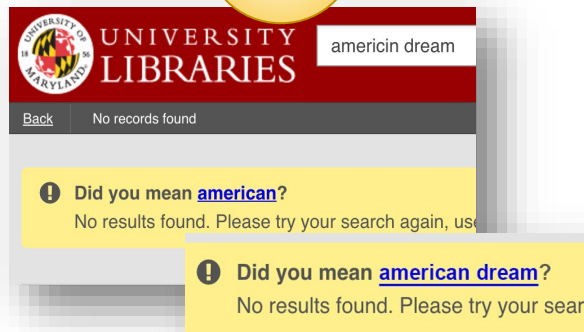
1



## First sight

Make the home page search clearer and more streamlined to get students started quicker

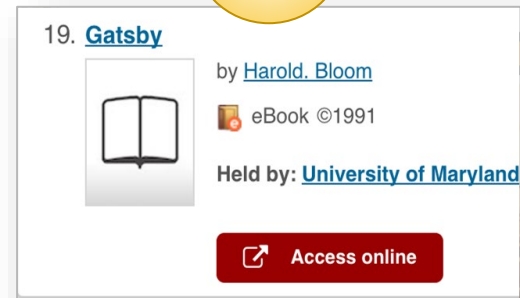
2



## First screwup

Ensure that individual spelling mistakes don't sideline an entire search; include entire search term in suggestion

3



## First selection

Since users typically seek out resources they can access online, make such resources easier to find