


Seeing Double at Memorial University: Two WorldCat Local Usability Studies

Sue Fahey Health Sciences Library
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Presented at the May 2011
Atlantic Provinces Library Association (APLA) Conference
in St. John's, Newfoundland & Labrador



What is WorldCat Local?



newfoundland Search

Libraries to search | [Advanced Search](#)

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Search results for 'newfoundland' limited to **Libraries Worldwide**

Narrow by Format





- All Formats (148,944)**
- Book (78289)
- Thesis/dissertation (14608)
- Microform (8712)
- eBook (3474)
- Large print (34)
- Continually updated resource (32)
- Braille (17)
- Internet resource (36013)
- Website (37)
- Downloadable image (4)
- Article (10928)
- Downloadable article (39)
- Chapter (2)
- Journal, magazine (8061)
- eJournal/eMagazine (273)

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Refine Your Search

Results 1-10 of about **148,944** (.46 seconds) << First < Prev 1 2 3 Next >

[Select All](#) [Clear All](#) **Save to:** **Sort by:**

-  **Newfoundland**
by Suzanne LeVert; George Sheppard
 Book : Elementary and junior high school
Language: English
Publisher: Philadelphia : Chelsea House Publishers, ©2001.
Database: WorldCat.org
Libraries that own this item: **Memorial University Libraries**
[View all editions and formats](#)
-  **Newfoundland**
by Rebecca Ray
 Book : Fiction
Language: English
Publisher: London : Penguin, 2006.
Database: WorldCat.org
Libraries that own this item: **Memorial University Libraries**
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WorldCat Local Integration



Newfoundland & Labrador, Canada

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Search for books, e-books, music, film, journals & more at Memorial and beyond

Libraries Worldwide

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Spotlight



Explore a Topic

- | | |
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| Art | Computer Science |
| Aquatic Sciences | Criminology |
| Biochemistry | Earth Sciences |
| Biology | Economics |
| Business | more... |
| Canadian Studies | |

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Help & How-to

- | Find... | Services for... |
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| Maps | Distance users |
| Music | Faculty or staff |
| Quick reference | Graduate students |
| Statistics & Data | Undergraduates |
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News

- [New look for Proquest databases, MLA issue](#)
- [ATLA Historical Monographs Collection](#)
- [Professional Vacancy - Web Services Librarian](#)
- [EarthDoc](#)
- [Underground & Independent Comics, Comix, and Graphic Novels](#)

The Environment

Health Sciences Library

- 2nd largest branch

Ferriss Hodgett Library

- 3rd largest branch

Literature Review

- Arcolio, A., & Poe, F. (2008). *WorldCat Local at the University of California usability testing: Round one, spring 2008 findings and recommendations from the UC-OCLC spring 2008 assessment project (summary report)*.
- Boock, M., Chadwell, F., & Reese, T. (2009). *WorldCat Local Task Force report to LAMP*.
- Thomas, B., & Buck, S. (2010). OCLC's WorldCat local versus III's WebPAC: Which interface is better at supporting common user tasks? *Library Hi Tech*, 28(4), 648-671.
- Ward, J. L., Shadle, S., & Mofield, P. (2008). User experience, feedback, and testing. *Library Technology Reports*, 44(6), 17-23.

Our Usability Studies...

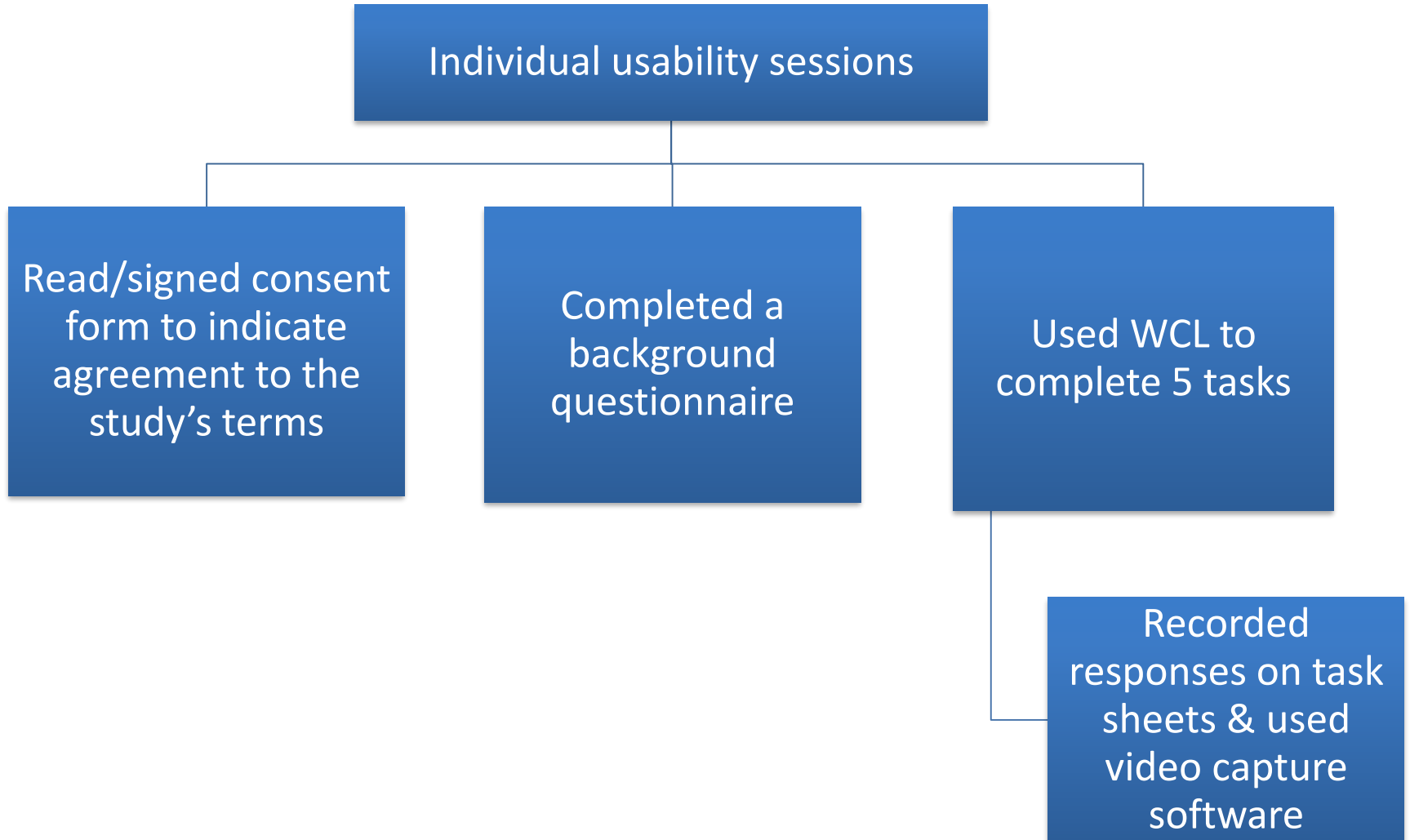
Using WorldCat Local for Health Sciences Research: A Usability Study

Sue Fahey & Shannon Gordon,
Health Sciences Library, Memorial University

Research questions

1. How well does MUN WCL perform common Health Sciences research tasks?
2. What do study participants think of the MUN WCL interface?

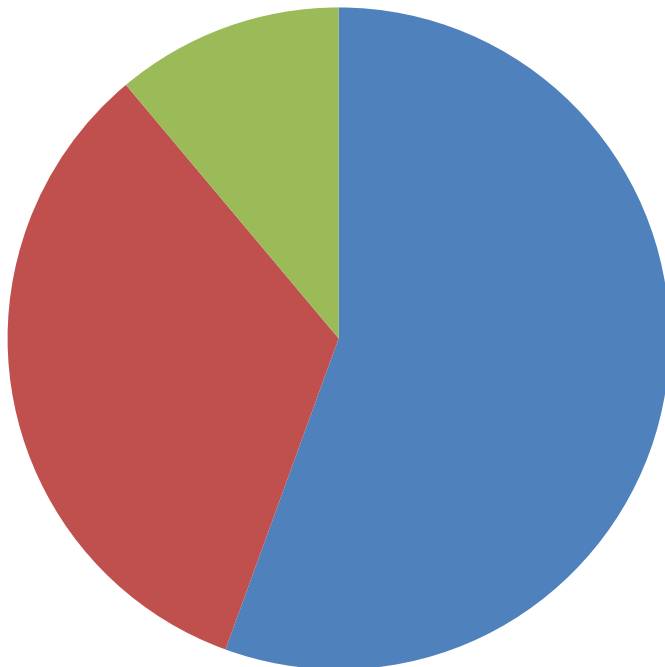
Methodology



Search Task	Scenario
Broad article search	You are working on a research paper for a nursing course and need to find journal articles on this topic: the role of nurses in palliative care.
Known item - text	MUN Libraries owns a copy of the 2010 publication <i>Compendium of Pharmaceuticals and Specialties</i> , and you need to confirm a detail in the book.
Known item - article	<p>You are interested in ethical concerns related to surrogacy. While reading on the topic, you discovered the following article in a bibliography, and wonder if it is available at the library.</p> <p>Torke, A. M., Simmerling, M., Siegler, M., Kaya, D., & Alexander, G. C. (2008). Rethinking the ethical framework for surrogate decision making: A qualitative study of physicians. <i>The Journal of Clinical Ethics</i>, 19(2), 110-119.</p>
Known item - reserve	You are taking PHARM4501 and need to look at a book for this course. You know that it is on Reserve at the Health Sciences Library.
Known item - text	<p>You are preparing for your MCCQE (Medical Council of Canada Qualifying Examination) and want to review the thorax. The citations details for the book you need are:</p> <p>Vogl, W., Mitchell, A. W. M., Gray, H., & Drake, R. L. (2010). <i>Gray's anatomy for students</i> (2nd ed.). Philadelphia, PA: Churchill Livingstone/Elsevier.</p>

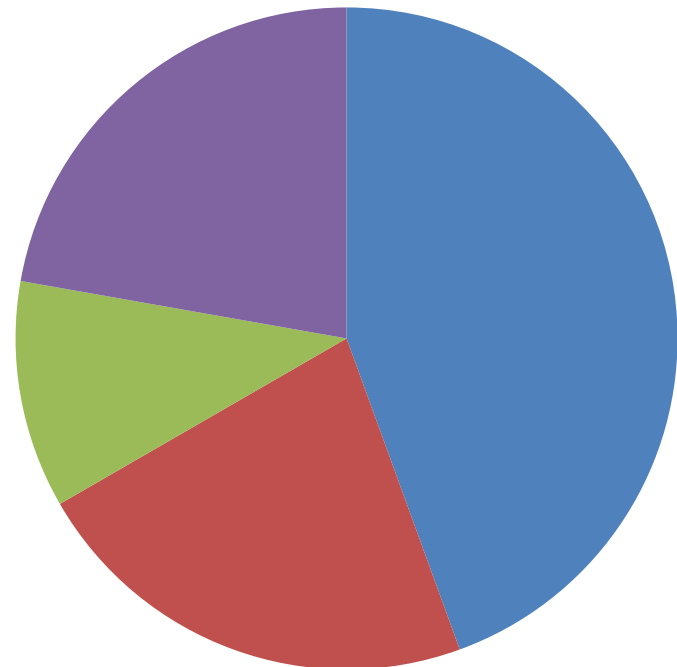
Participants

By discipline



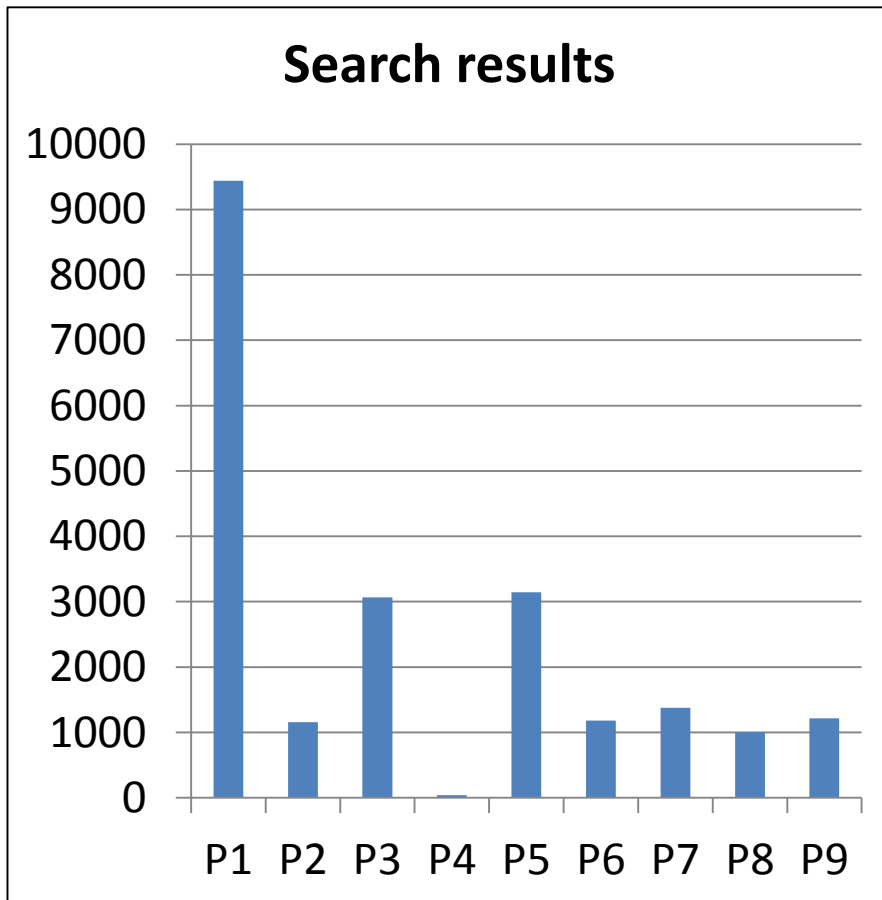
■ Med ■ Nurs ■ Pharm

By user group



■ UG ■ Grad ■ PhD ■ Fac

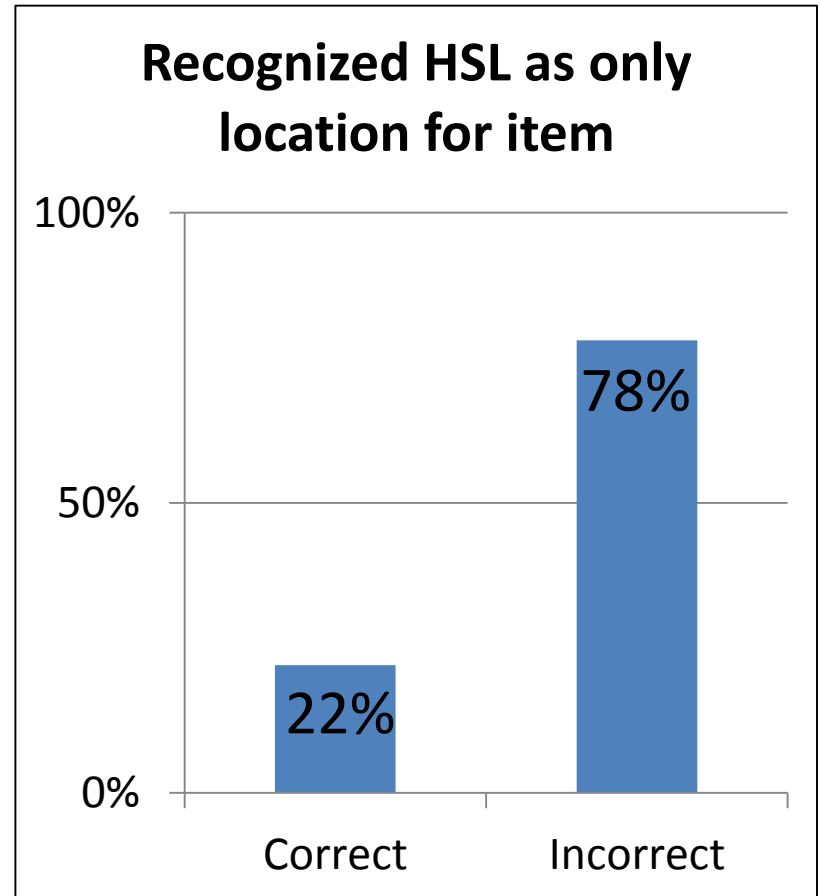
Broad article search



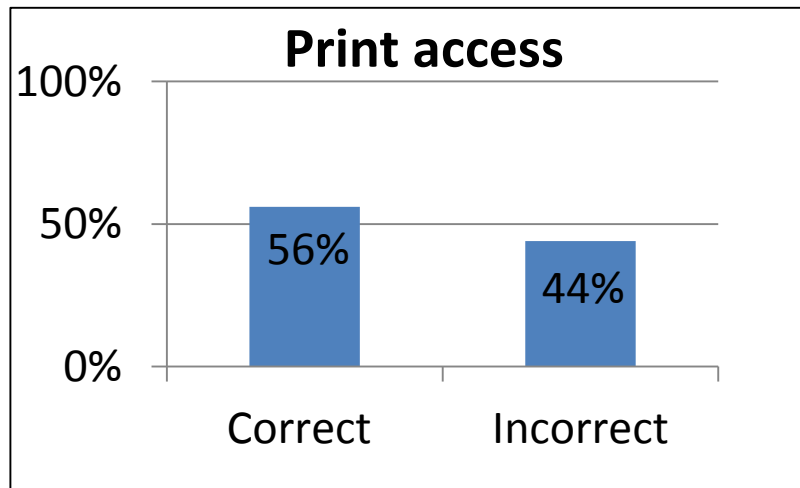
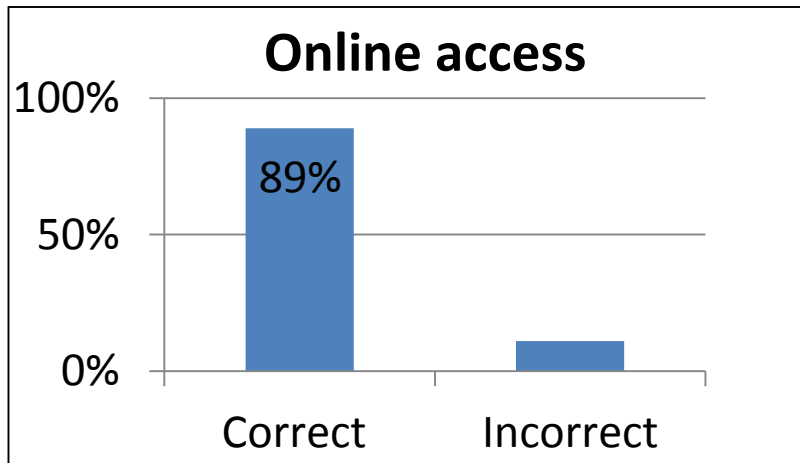
- High results – 55% satisfied
- 44% used article facet
- Identified key concepts
- Straightforward for 89%
- Challenges
 - “How to get results specifically for journal articles”
 - “Deciding which libraries to search”
 - “Figuring out how to refine search - no 'related articles' to give me ideas (as in Pubmed)”

Known text search

- Straightforward for 55%
- Challenges
 - Confusion with interpreting availability details
 - “Took a while to figure out what to click to get both types of info-->which library and call numbers”
 - “Can’t find call numbers!”
 - “Finding the right edition of the resource”



Known article search



- Admitted confusion with determining access
- Straightforward for 44%
- Challenges
 - “Trying to see if I could get the document online”
 - “Finding the closest print copies”
 - “Determining local access”
 - “Looking for the print copy”

Reserves search

The image shows a screenshot of the Memorial University Libraries website. At the top left, the navigation menu includes: Ask a Librarian, My Library Account, Library Catalogue, **Reserves** (highlighted with a blue arrow), Browse, New Titles, and Suggestions. The top right features a search bar and a "My Library Account" link. Below the navigation menu, there is a search bar with a dropdown menu set to "Libraries Worldwide" and a link to "Advanced Search". A large blue arrow points from the "Reserves" menu item to the "Reserves search" interface below. The "Reserves search" interface includes a banner with the Memorial University Libraries logo and "Library Catalogue" text. Below the banner are navigation links: New Search, Journals, Reserve Desk, My Account, Article Search, Archives, and New Titles. The main content area is titled "Lookup Items on Reserve" and contains a search form with the following fields: "Search for" (text input), "Instructor (i.e. Smith)" (text input), and "Course Number (i.e. HIST1011)" (text input). Below these fields is a button labeled "Place an Academic Reserve Request". At the bottom of the form, there is a "desk:" label and a dropdown menu set to "ANY".

Memorial University Libraries Search WorldCat My Library Account

Ask a Librarian
My Library Account
Library Catalogue
Reserves
Browse
New Titles
Suggestions

Libraries to search: Libraries Worldwide | [Advanced Search](#)

MEMORIAL UNIVERSITY Libraries Library Catalogue

New Search Journals Reserve Desk My Account Article Search Archives New Titles

Go Back Help Library Home

Lookup Items on Reserve

Search for:

Instructor (i.e. Smith):

Course Number (i.e. HIST1011):

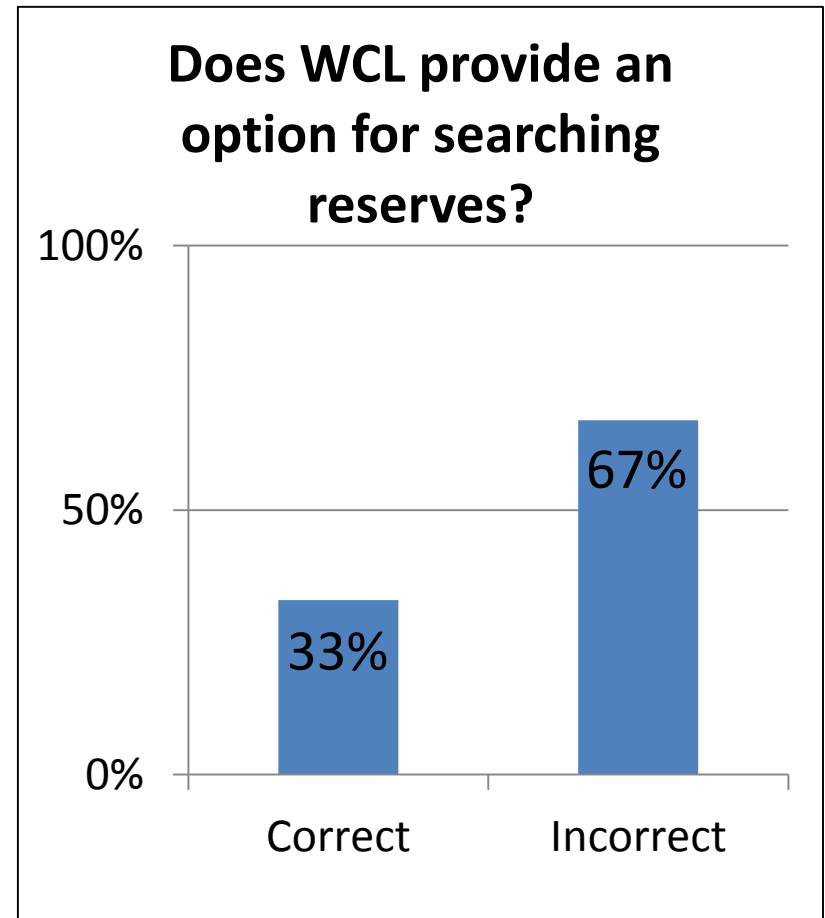
Place an Academic Reserve Request

desk: ANY

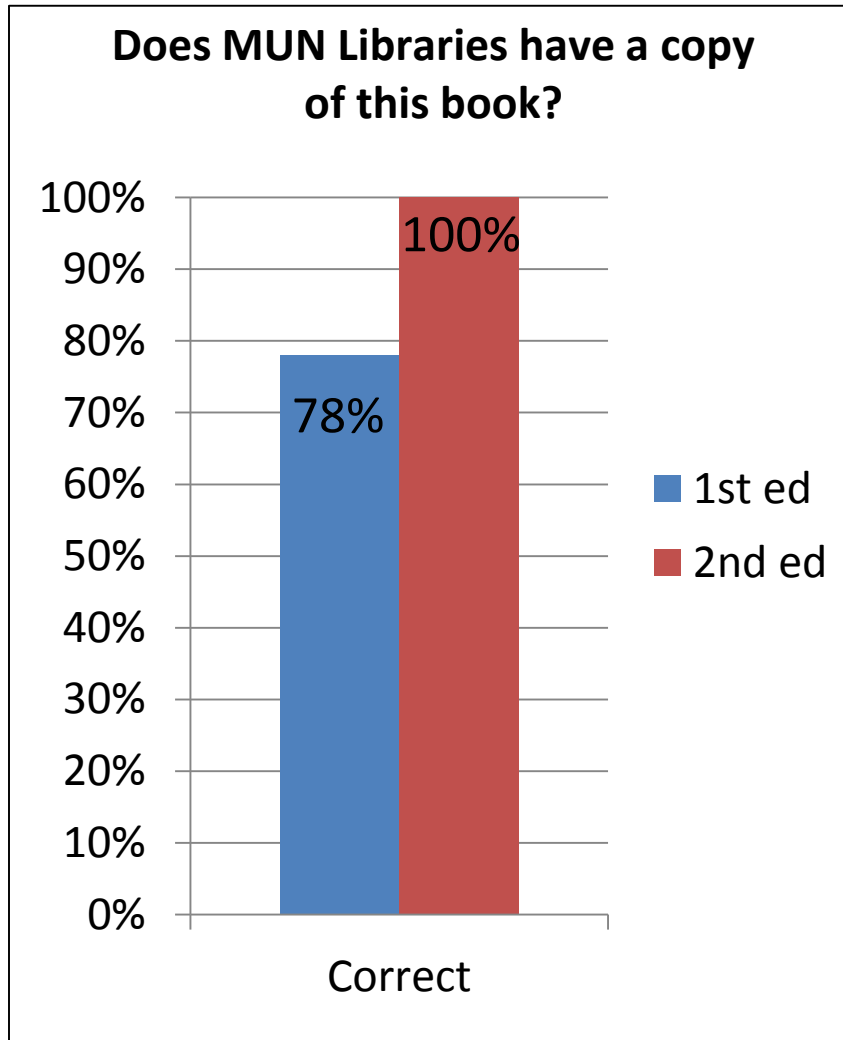
Languages: [Deutsch](#) | [English](#) | [Español](#) | [Français](#) | [Nederlands](#)
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Reserves search

- Straightforward for 11%
- Searching by reserve code
- Challenges
 - Reserve code discrepancy
 - “I did not know that this option is available and when I found it, it was hidden under an irrelevant title (Memorial University Libraries)”
 - “Defining/indicating that the materials were course reserve/related”

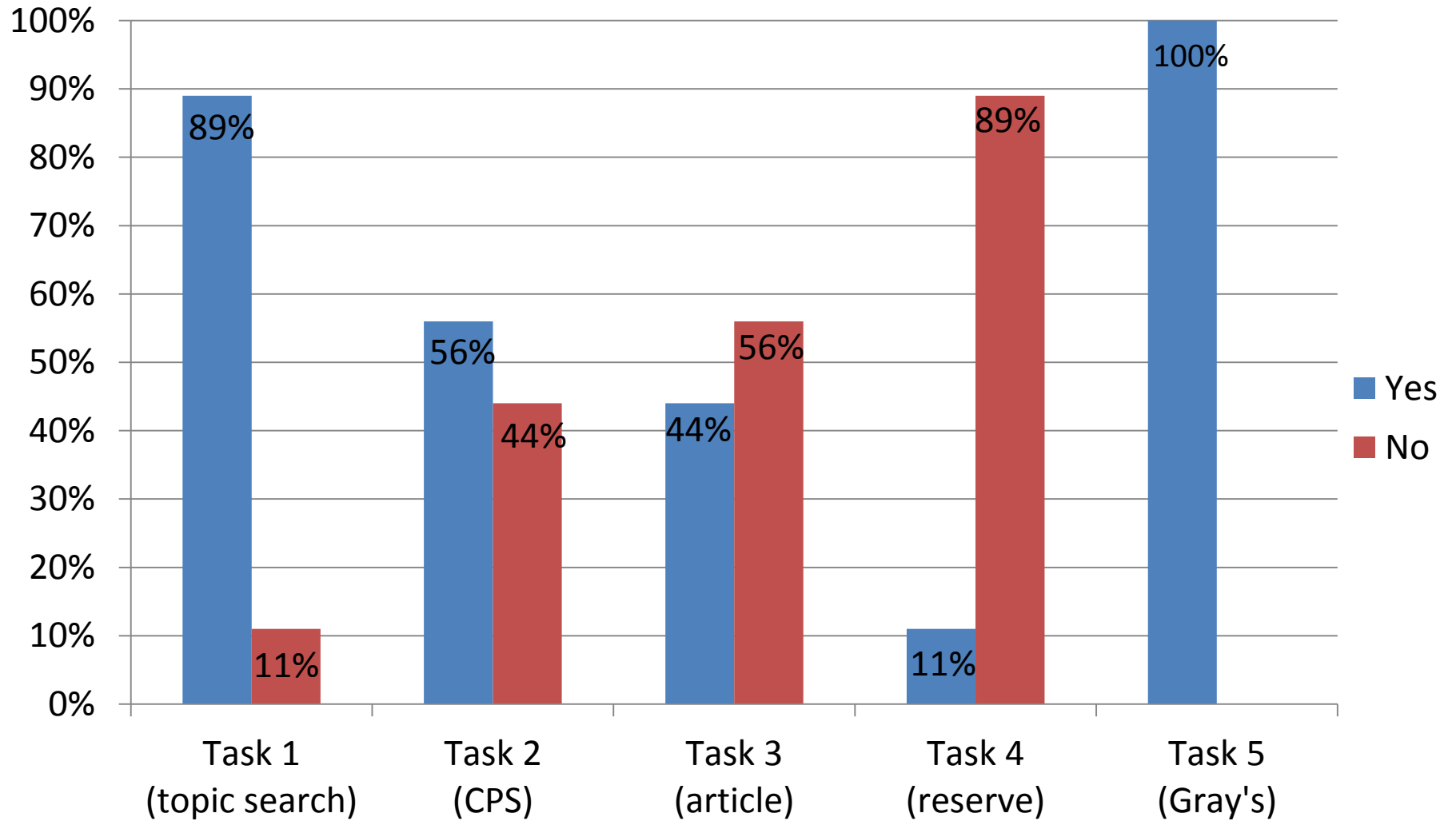


Known text search

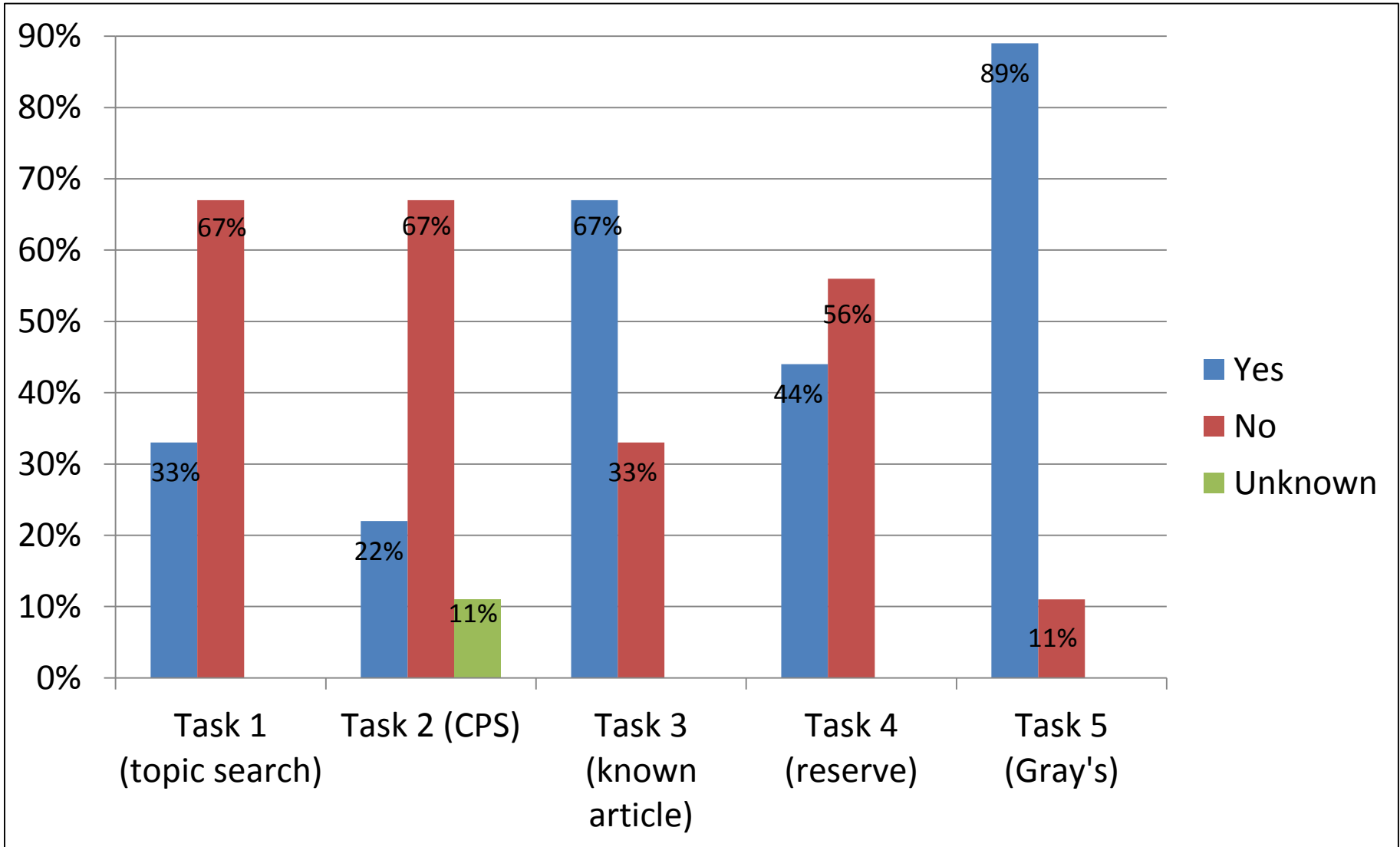


- Straightforward for 100%
- Challenges
 - “Looking for previous editions”
 - “I'm not 100% sure if the book I found was correct.”

Was using WCL to complete this task straight forward?



Have you ever looked for this kind of information?



Observations

- Little use of facets
- Limited 'Libraries to search'
- Satisfied with high number of results

Year

[2010](#) (10)

[2009](#) (9)

[2008](#) (6)

[2007](#) (6)

[2005](#) (16)

[Show more ...](#)

Narrow by Format

All Formats (68)

Book (45)

eBook (2)

Microform (2)

Article (13)

Computer file (4)

Image (3)

Internet resource (3)

Kit (1)

gray's anatomy for students

Libraries to search: **Libraries Worldwide** | [Advanced Search](#)

Print [+](#) Share

Results 1-10 of about 68 (.25 seconds)

[Clear All](#) Save to: [New]

Gray's Anatomy for Students
by Richard L. Drake, Wayne Vogt, Adam W. Mitchell; Henry Gray

Book

Language: English

Publisher: Philadelphia : Elsevier/Churchill Livingstone, ©2005.

Database: WorldCat.org

Libraries that own this item: **Memorial University Libraries**

More observations

- Searched by call # and reserve code
- Recognized main concepts
- Frequently tweaked searches
- Used local Resolver link



Search Memorial University Libraries

[Advanced Search](#)

Databases: WorldCat.org

Libraries Worldwide



Find a copy online

Get this article

Get it @ Memorial

Conclusion

1. How well does MUN WCL perform common Health Sciences research tasks?
Overall, WCL supported these tasks.
The exception = reserves.
2. What do study participants think of the MUN WCL interface? **Indifferent.**

Usability and User Experience of WorldCat Local (WCL) compared to MUN Libraries “Classic” Catalogue (CC): A Study of Undergraduate Students

Crystal Rose, Public Services Librarian, Grenfell

Louise McGillis, AUL, Grenfell

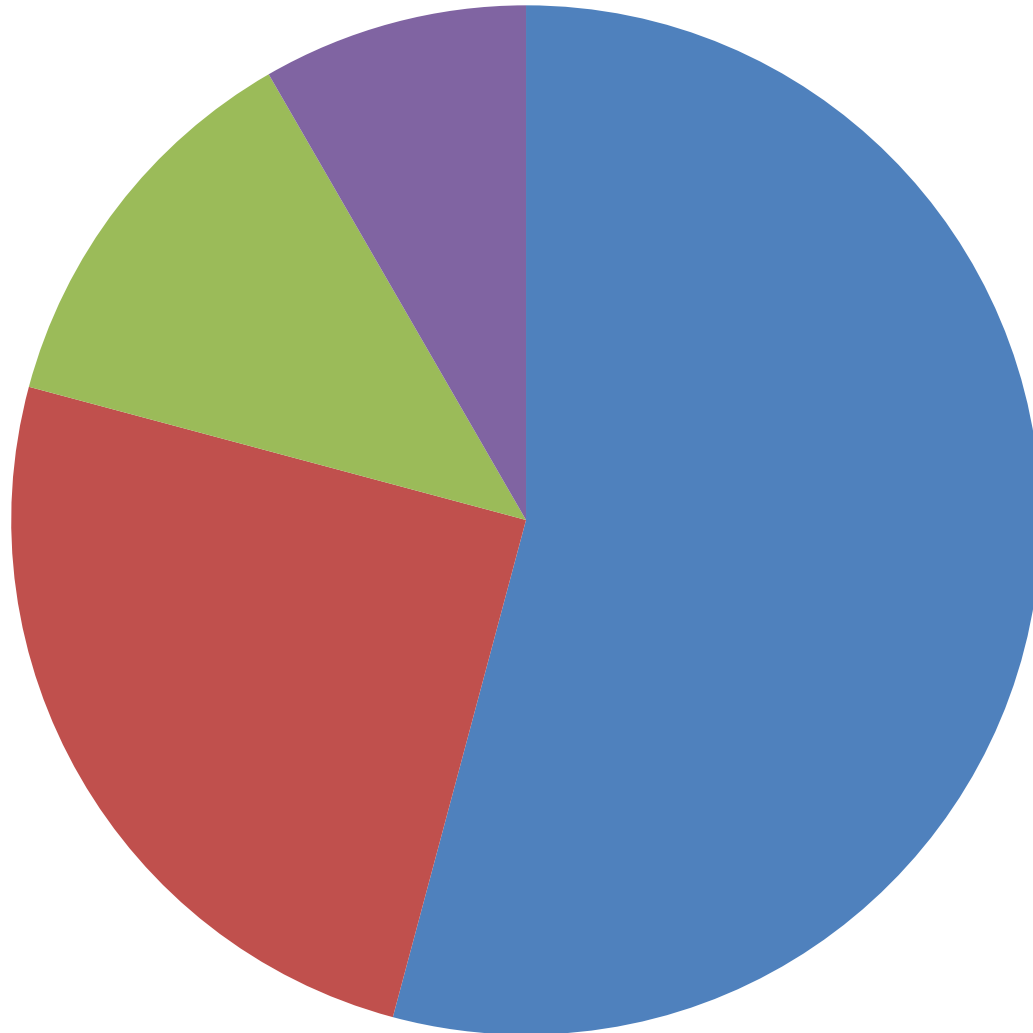
Gillian Byrne, Electronic Resources/Acquisitions
Librarian, QEII

Research Questions

- Would there be a difference in the success rates of students using WCL compared to CC? Would students completing tasks in WCL have a higher success rate?
- Were there types of searches that would have a higher or lower success rate depending on the catalogue used?
- What do students think about WCL?
- Secondary objective – Did receiving prior library instruction have a positive correlation with students' success performing search tasks?

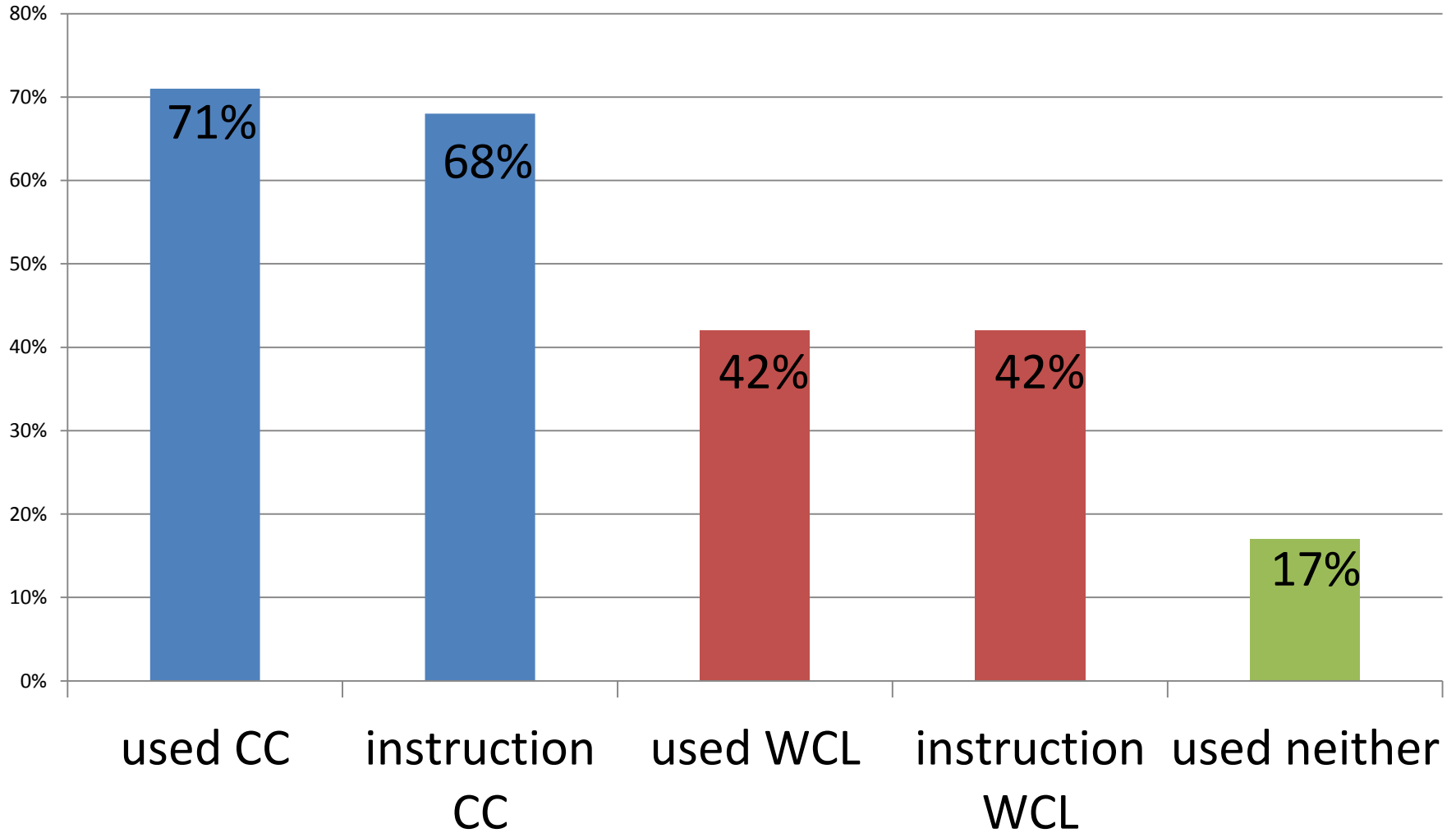
Search Task	Question
Access an online journal	1a. Do a search for the “Journal of Adolescent Health”. Is this journal available online?
Locate print journal	1b. Is this journal available in print at Grenfell?
Known-item Search: Locate a book by title, and locate call number	2. Do a search for the 1967 book “The Ghost in the Machine” by Arthur Koestler. What is the call number?
Author Search: Locate a book by author, and locate call number	3a. Do a search for books by the author Sandra Birdsell. Write down the title and call number of a book by this author:
Location information of an item	3b. Is this book available at Grenfell?
Subject Search: Locate a book by topic	4a. Do a search on the topic “global warming”. Write down the following information about a book on that topic:
Location information of an item	4b. Is this book available at Grenfell?

Participants



- 1st year
- 2nd year
- 3rd year
- 4th year+

Previous Experience

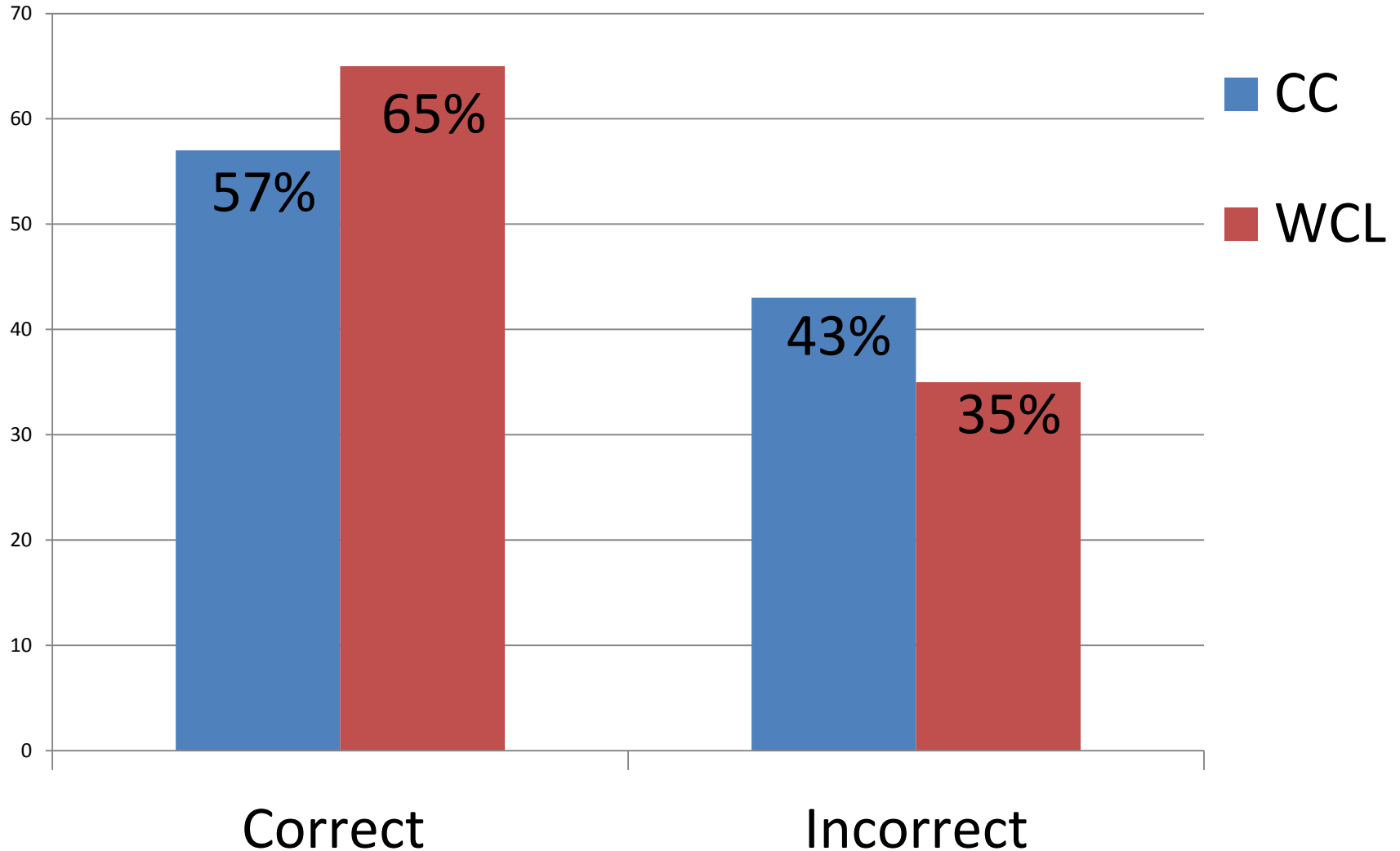


Participant Success Rate (%)

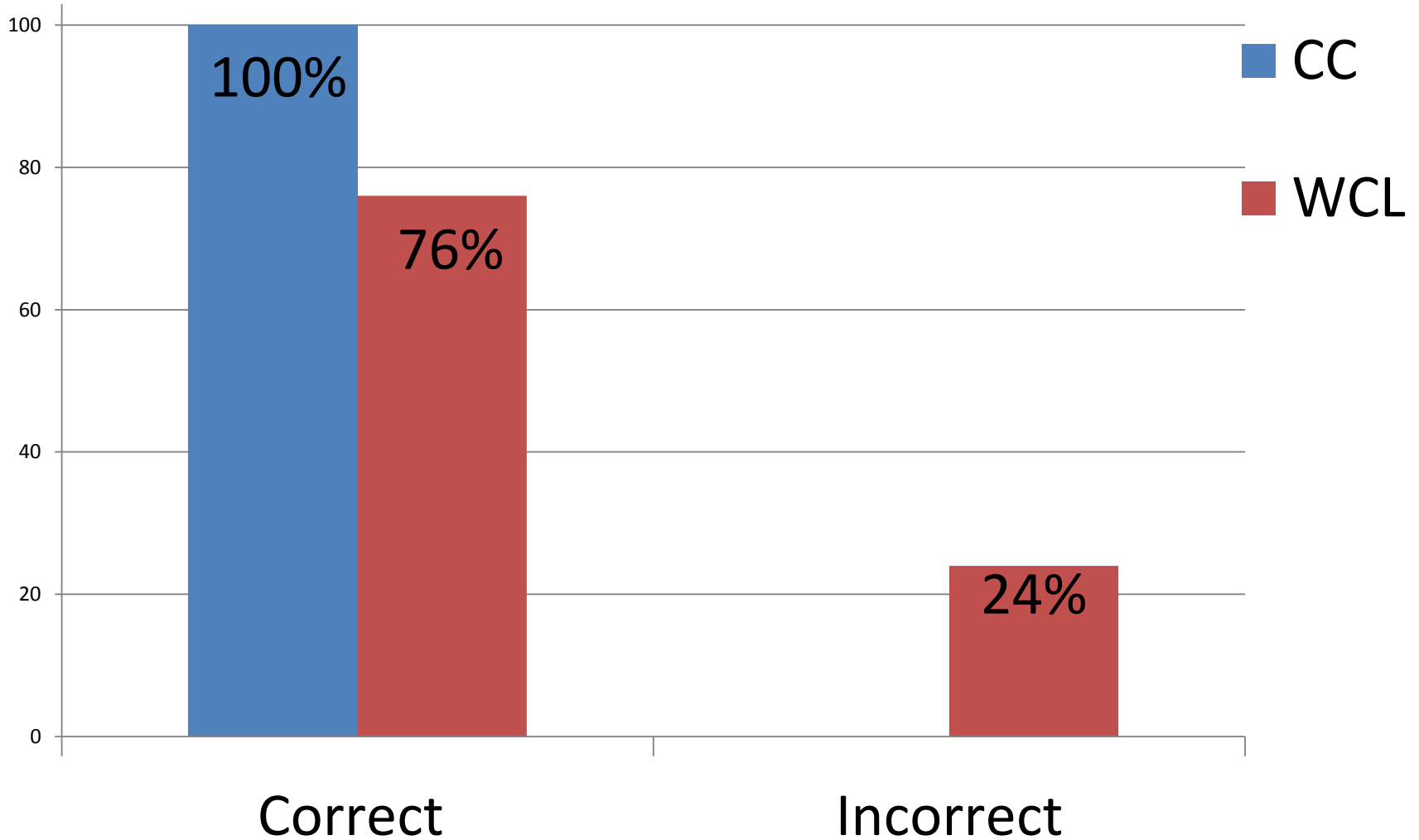
	MEAN	MEDIAN	MODE
WCL	82%	86%	100%
CC	86%	86%	86%

based on number of tasks completed successfully

1b. Is this journal available in print at Grenfell?

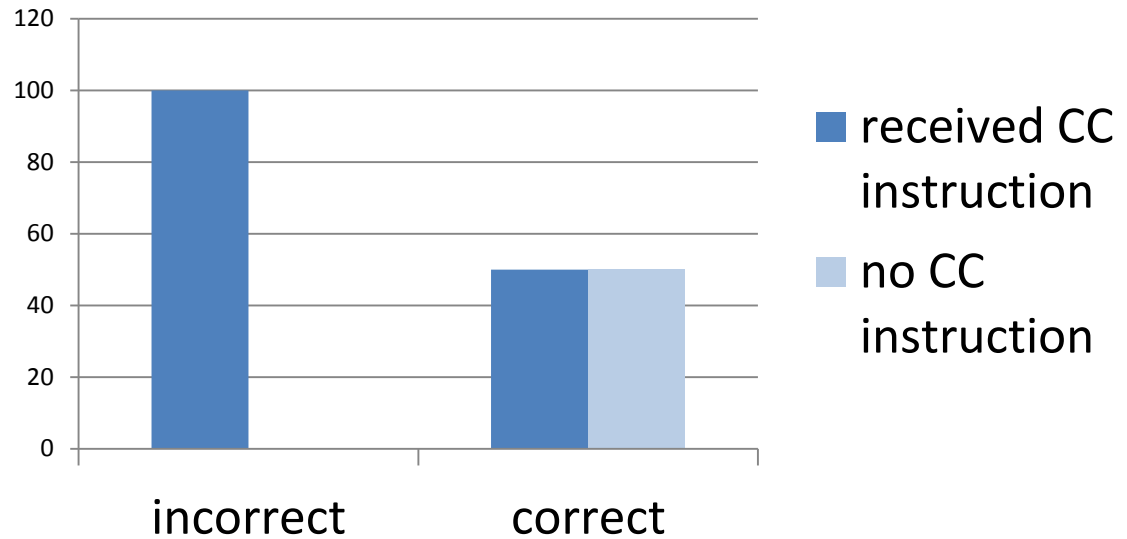


3a. Author search: What is the title & call number?

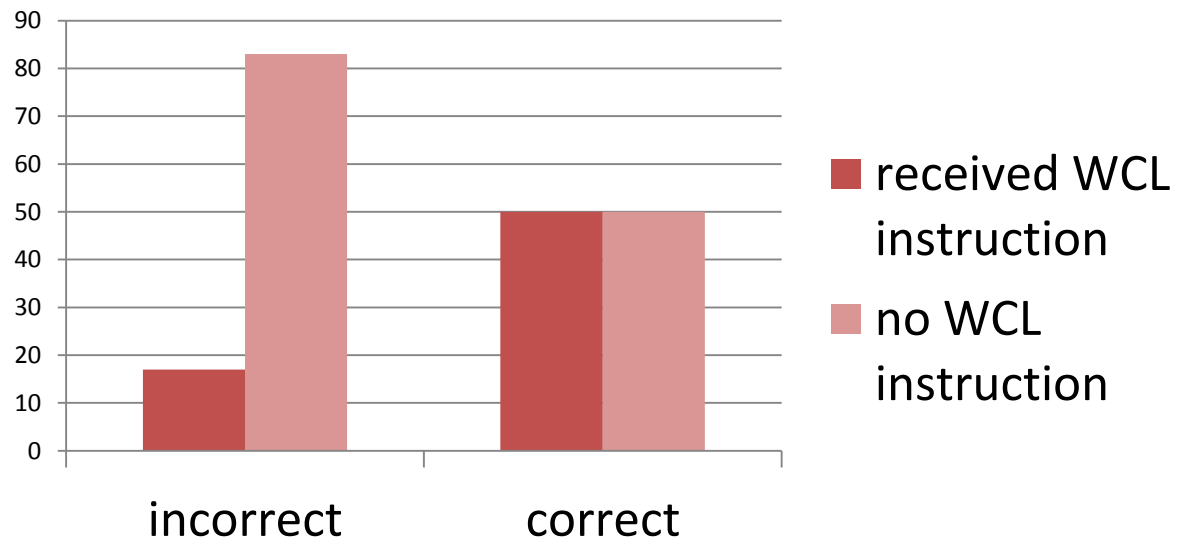


Question 1b Cross-Tabulation

CC Users

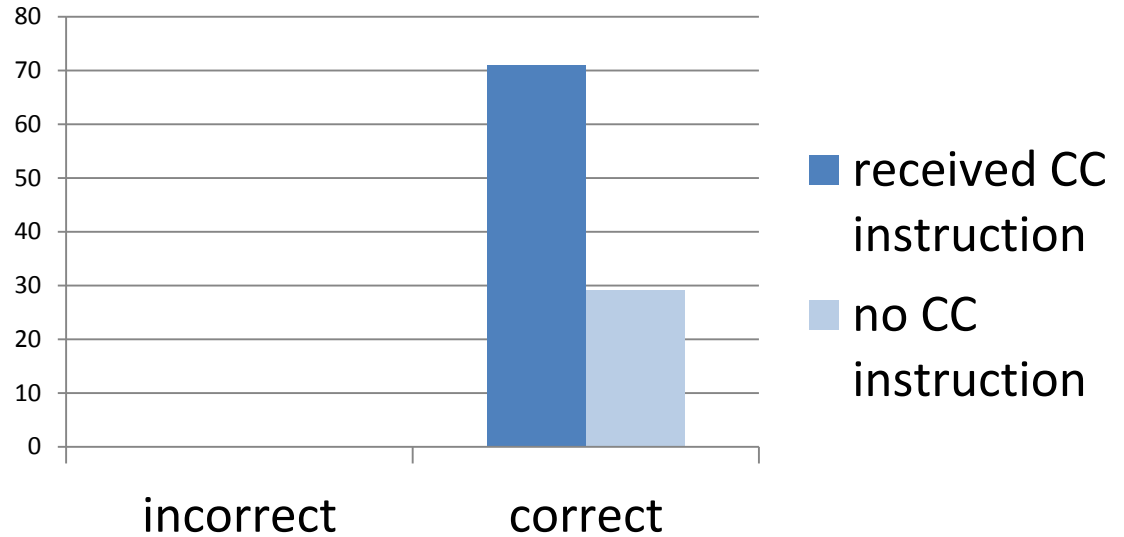


WCL Users

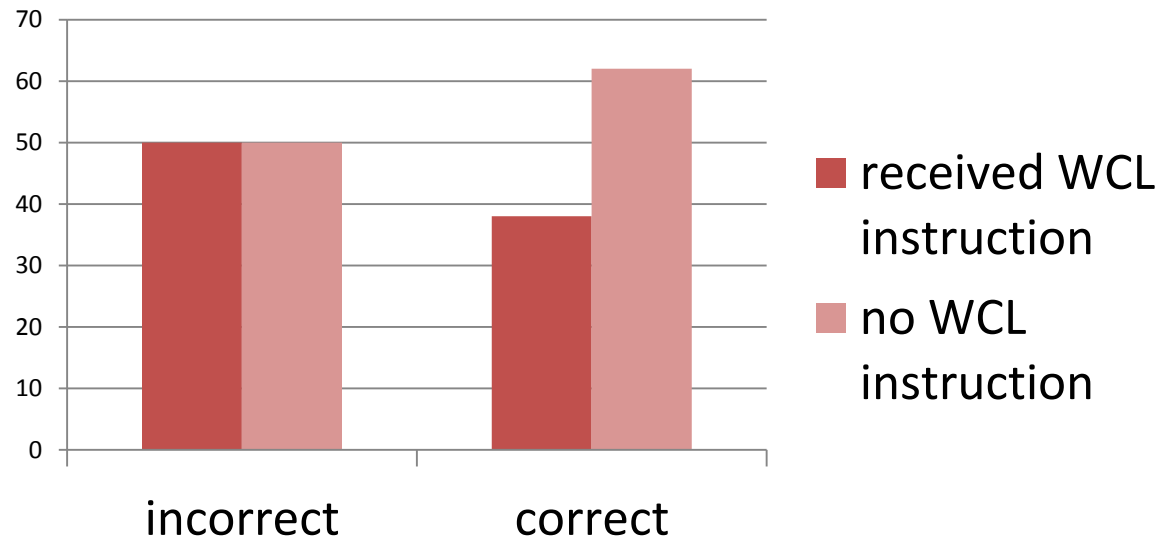


Question 3a Cross-Tabulation

CC Users



WCL Users

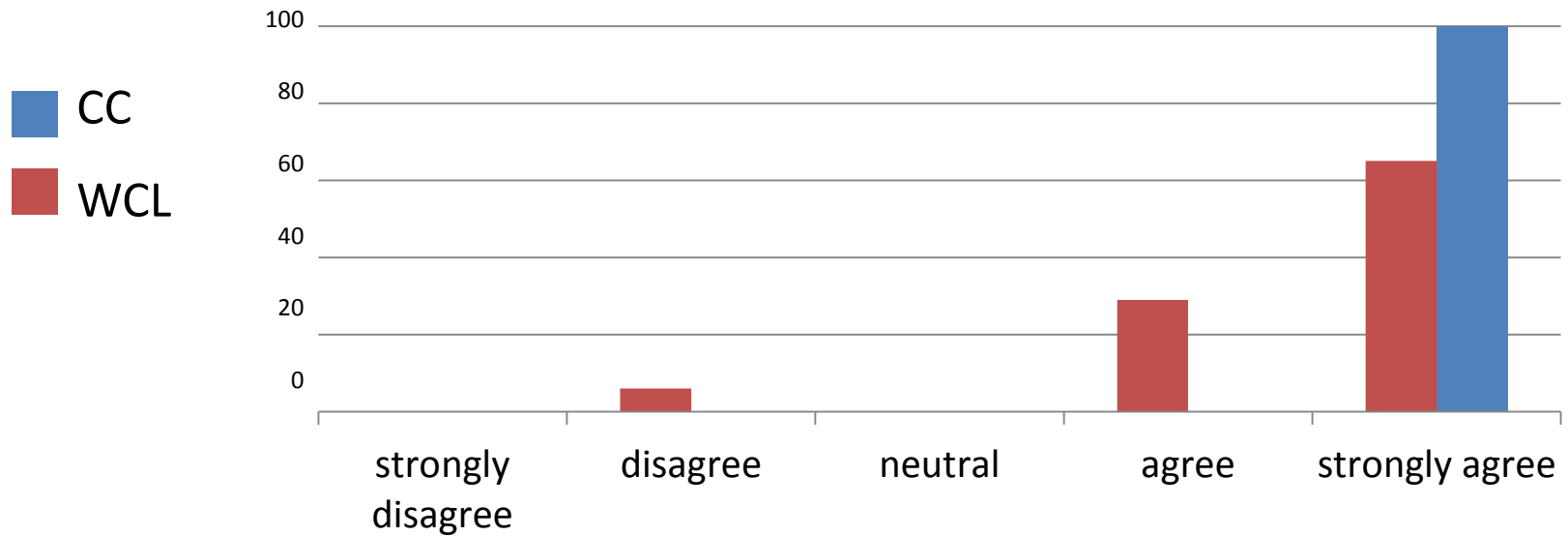


Post-Test Questionnaire

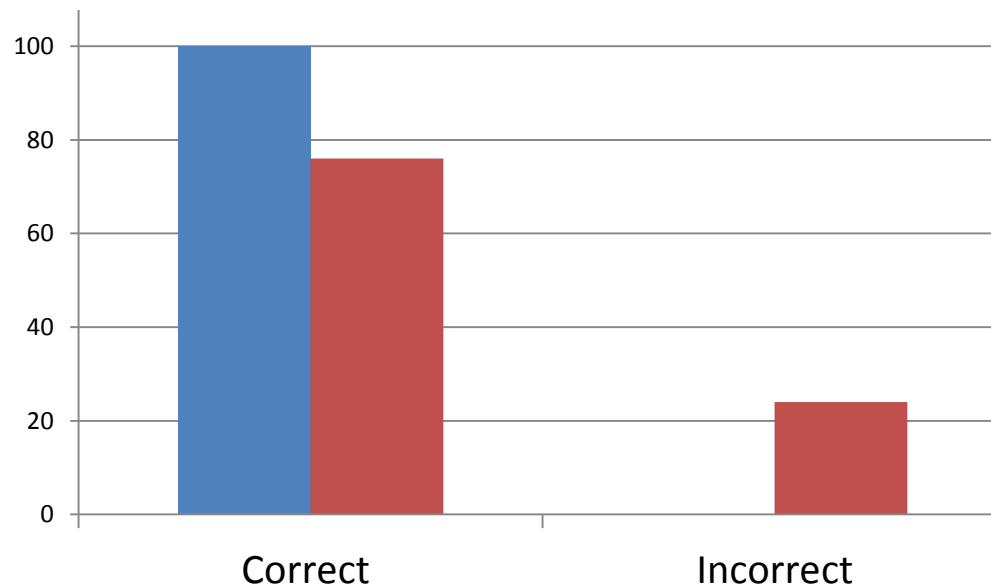
For 5 out of the 8 statements, majority of both the WCL and the CC users strongly agreed:

- “It was easy to find a book (print or electronic) in the Grenfell library”
- “The information I got from the catalogue was relevant”
- “I was able to navigate through the screens easily”
- “The information was presented in a readable format”
- “The information was presented in an uncluttered format”

It was easy to find the call number for a book



3a. What is the title & call number?



What did you like **MOST** about the library catalogue?

WCL

“easy” (47%), “clear” (12%),
“not confusing”,
“simplicity”

most “relevant” results
displayed first (12%)

positive comments
about layout (47%)

CC

“easy” (72%)

particularly in terms of
narrowing your search by
library (43%)

What did you like **LEAST** about the library catalogue?

WCL

“nothing” (29%)

difficulty narrowing searches or limiting results

difficulty determining if an item was at the student’s branch

difficulty determining if a journal is accessible online

CC

“nothing” (43%)

way search results displayed

finding an item’s details

CONCLUSIONS

- Is there a difference in the success rates of students using WCL compared to CC? **NO**
- Did students completing tasks in WCL have a higher success rate? **NO**
- Were there types of searches that would have a higher or lower success rate depending on the catalogue used? **NO**

CONCLUSIONS

- What do students think about WCL? **No strong preference for one over the other, comments and feedback about both generally positive**
- Did receiving prior library instruction have a positive correlation with students' success performing search tasks? **Inconclusive**

CONCLUSIONS

- Users in both CC and WCL had similar difficulty determining print holdings for a journal, suggesting that existing difficulties with CC may not necessarily be solved by WCL
- WCL users had some difficulty identifying and distinguishing between different types of resources (e.g. book, article, journal)
- WCL users had more difficulty locating an item's call number than CC users

Comparisons with other studies

- Oregon State University Libraries (Boock, Chadwell, & Reese, 2009)
- Western Washington University Libraries (Thomas & Buck, 2010)
- MUN Libraries Health Sciences Library!

HSL & FHL Similarities

- challenges identifying the location for a specific text in WCL
- some difficulty locating call numbers in WCL
- more difficulty determining print availability of a journal compared to online in WCL
- challenges recognizing different types of resources in WCL (e.g. book, article, journal)
- difficulty consistently interpreting citation information
- no clear preference for WCL over CC