# Personas & Scenarios:
Online Journal Finder Project Report

**SI 622 Assignment 4: Team Tiger (7)**

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**Executive Summary**

The first phase of Team Tiger’s semester-long usability research study of the University of Michigan Library’s Online Journal Finder, an application on the library’s web site that provides access to online scholarly journals, involved five interviews. In early February, the team interviewed current users and non-users at their work locations. The participants are affiliated with the university and vary in demographic categories and experience with computers. The interviews were designed to gather data about behaviors, goals, needs, and frustrations of people who do academic research online. Additionally, the three current users were able to provide information specific to the Online Journal Finder tool.

The interview data provided these findings and recommendations:

- The current users want the ability to order search results by publication date. If this feature is technically feasible, a survey by Team Tiger should be used to gauge wider interest.

- Search was the users’ preferred method of finding journals in the journal finder. The survey should gather data about how a larger sample of current users use search and browse. This could be coupled with a click-stream analysis of server log files (Kuniavsky, 2003, p. 411) or usability testing.

- One subject requested that the journal finder search include autocomplete. If this feature is feasible, the survey should inquire about its desirability, and a usability test could examine the usability of the current search box.

- Questions about whether the presence of two search boxes on the journal finder search page causes difficulties and whether the Table of Contents link is well located were not addressed. We plan to investigate these through usability testing and heuristic evaluation.

- Questions about whether to display more results per page, search problems, users’ general concerns, and why they use the journal finder instead of the UM Library catalog were not addressed. These can be researched through the survey, comparative analysis and usability testing.

- Interview data provided ample information for generation of three user personas and three scenarios related to journal finder usability (see Appendices A and B). We plan to use them to provide user context as the study moves into further phases. (Cooper, 2007, p. 112).
Introduction

The Online Journal Finder is an application within the University of Michigan Library’s Web Site that provides access to online journals. Server logs indicate that it is the third most heavily used portion of the library’s web site. Many types of users from across the university, including faculty, graduate students, administrators, and librarians, use the application; faculty are the target audience. The application has existed for several years, and users have grown to rely on it as a research tool. An updated version was released in November 2010.

The application is linked from the MLibrary Home Page, and also is accessible via links from the MLibrary catalog search results page. The journal finder interface offers users three search modes (keyword in title and metadata, keyword in title only, and title start words) and two browse modes (by subject and alphabetical) on a single dynamic page; selection menus provide further options within each mode. The results of a browse or search are links to journals on the open Web or in commercial reference databases. Users selecting a results link arrive at the journal with subscriber privileges intact, i.e. they are authenticated through the University of Michigan Library (see Appendix F for an interaction map.)

The semester-length study Team Tiger is performing for our client, the UM Library, primarily is concerned with providing answers to the following questions:

- What changes to the journal finder interface would most improve its usability?
- What complaints do users have with the application that should be addressed?
- How important would showing more than 50 results per page be to users, and are the user comments submitted to the Library asking for this change actually hiding some other problem with the journal finder?
- What problems, if any, are users having with the search function?
- Do users want results ranked by relevancy, or is alphabetical order preferred?
- Does the presence of the whole-site search box above the journal finder search box cause confusion?
- Is the Table of Contents link in a highly usable location?
• Why do users choose to use the journal finder instead of the library catalog search?

To provide answers to many of these questions, the full study will require research involving more members of the target audience of current users, ideally faculty who use the journal finder frequently. These participants likely will be able to provide information about aspects of the application they find easy or hard to use, irritating or absent. The upcoming phases of the full study are:

• An analysis of the journal finder comparing it to similar applications;
• A heuristic evaluation of the journal finder’s usability that applies generally accepted usability best practices;
• A sizable survey of current and/or potential users; and
• A usability test.

Team Tiger recently completed the first phase of research, a series of interviews to gather information about user behavior, goals, motivations and frustrations. Our team interviewed both current users of the journal finder and non-users who perform a variety of academic research. The inclusion of users and non-users provided a wealth of information about individuals’ means of accomplishing research tasks, their attitudes toward interfaces, and their motivations. This user information will help address particularly our key question in the study: How can the usability of the journal finder interface be improved? This first report provides initial findings and recommendations regarding future research steps in the study. The findings include three data-driven personas and scenarios that will aid in understanding users’ needs (see Appendices A and B).

Methods
The first phase of the study involved interviews with five subjects who are members of the university community. The interview process our team followed was influenced by Mike Kuniavsky (Kuniavsky, 2003, pp. 117-126) and Alan Cooper, et al (Cooper, A., Reimann, R., & Cronin, D., 2007, pp. 56-57). Our purpose was to understand users’ behavior, goals, motivations and frustrations when doing online academic research. This qualitative research involved talking with users where they work, and observing some of their processes if possible. We also sought to understand why current users use the journal finder rather than other options and how they actually use it.

Procedures
The team worked with the UM Library to recruit subjects. The client sent e-mails to a list of current users collected from server files. Three individuals responded, and an interview was set up with one; two were unavailable within the study’s time-frame. Additionally, we included individuals who are not current users but who do various types of academic research. We began seeking interviewees
among university acquaintances. We sought a variety of job roles and demographics. No incentives were offered.

Five interviews were conducted with the participants described in the Participants subsection, below. The team went in pairs to locations convenient for the interview subjects; one team member served as interviewer, and the other was note-taker; the roles for each were alternated. Later, the team held review sessions to discuss the data and generate findings and recommendations, including the personas and scenarios.

**Materials**
For recruiting, the team provided the client a message to be e-mailed to current users inviting them to participate in the interviews (see Appendix C).

In preparation for the interviews, the team wrote an interview guide (see Appendix D) that followed Kuniavsky’s “hourglass” structure (2003, pp. 117-118). The questions were crafted to gather select information about participants’ needs, goals, and frustrations; general issues about online academic research; and a “deep focus” directly related to the journal finder application (2003, p. 118). Questions were designed to align explicitly with specific information required to create data-driven personas and real-life-based scenarios that would serve as analytical tools in the study.

The interviews, which lasted between 30 and 60 minutes, were recorded. Team members transcribed the notes (see Appendix E).

**Participants**
The interviews involved the following participants:

- **Administrative assistant.** Caucasian. Female. Age: late 50s. Confident user of office applications. Uses the journal finder regularly, but her use of online journals is clerical and not research-oriented.
- **Faculty researcher.** Caucasian. Male. Age: early 50s. Capable user of applications and able to write programs. Uses the journal finder regularly as part of research process. While this user is at the center of the target audience, he did not realize initially that he used the journal finder, which is evidence that some users are not aware it is a tool distinct from the Mirlyn catalog.
- **College administrative manager and part-time Ph.D. student.** Caucasian. Female. Age: mid-40s. Capable user of applications. Uses the journal finder infrequently for professional and coursework-related tasks.
- **History professor and master's student.** Caucasian. Female. Age: mid-30s. Uses applications; also can write programs. Does not use journal finder.
- **Ph.D. student and graduate student instructor.** Asian. Female. Age: late 20s. Strong computer science background. Does not use journal finder.
Findings and Recommendations
The interviews constituting this first phase of the study revealed engaging results that will help guide the next steps of our research.

Summary Results
It is instructive to differentiate some results from this phase of research by user type: current user and non-user. The current users were, overall, complimentary of the Online Journal Finder’s usability. They identified features they would like to be changed or added, but overall they said the application works well for the purposes for which they use it. They also revealed different uses for the journal finder in their research processes. The faculty researcher, who is well aware of the key journal titles in his research area, uses the application to access those journals. The administrative manager/part-time Ph.D. student uses it for access and to discover relevant sources in a subject area. The non-users, who do research in a wide range of subjects, said they saw no role for the application in their process. Among the interview participants, the narrower the subject area being researched, the more likely the interviewee was to use the journal finder regularly.

Despite spending hours each week doing online research, both of the non-users were unaware the journal finder existed before being invited to participate in the interviews. Both tried the application (on their own initiative, unasked by our team) between the time they agreed to take part in the interviews and the interview session itself; neither said they saw a value in trying to use it further because they had the Mirlyn catalog to access online journals to which the university subscribes. Rapid access – with library authentication intact – to online journals is a compelling pain point for them, and the journal finder and the Mirlyn catalog both are able to address that pain point.

Key Findings with Recommendations
There are three findings from our interviews that directly address the usability of the interface. Three additional findings should provide direction for further research and analysis to understand users’ needs and difficulties with the journal finder. These are as follows:

• The current users expressed a desire for the ability to order search results by publication date (specifying a particular day/month/year) or oldest/newest. **Recommendation:** We plan to discuss the technological feasibility of these features with our client; if they could be added at reasonable expense, we should survey current users to gauge wider interest. The comparative analysis study also likely would be instructive regarding this functionality.

• Two of the current users said they never use the browse and always use the search, which they said was easier and faster. A survey could gather information about current users’ use of the browse vs. search. This could be
coupled with an analysis of server log files to see how frequently the browse is accessed and abandoned without an exit to an online journal site (Kuniavsky, 2003, p. 411). A usability test task also could investigate user difficulty with the browse.

**Recommendation:** We will ask whether our client has interest in these approaches and determine whether to pursue some or all of them.

- The lack of spelling help in the search function was mentioned as irritating. A search autocomplete feature potentially could replace browse by title.  
**Recommendation:** We will ask the client about the technical feasibility; if it is possible to add autocomplete, then we should include a usability test task related to spelling mistakes and autocomplete, as well as a survey question asking about the perceived value to other current users. The competitive analysis also would help determine whether other sites use this feature.

- There was no evidence from the interviews that the close proximity of the whole-site search box to the Online Journal Finder search box causes current users confusion. Also, there was no evidence gathered about the appropriateness of the placement of the Table of Contents link.  
**Recommendation:** Investigate both questions through usability testing and heuristic evaluation.

- The questions regarding outstanding complaints users have with the application, the importance of showing more than 50 results per page, problems users are having with the search function, and why users choose to use the journal finder instead of the UM Library Mirlyn catalog all could be addressed through survey questions, with possible follow-up via usability testing or heuristic evaluation.  
**Recommendation:** Ask about these in the survey, and consider the need for usability test tasks and heuristic evaluation to gather actionable information.

- Interview data about goals, needs and frustrations of the interviewees allowed creation of three distinct personas and three context scenarios related to the usability of the journal finder (see Appendices A and B).  
**Recommendation:** Use these personas and scenarios as part of a Goal-Oriented Design process to explore ways the application can be improved to better serve users’ needs (Cooper, 2007, p. 112).
**Discussion**

Although five is a small number of interviews and clearly is not a statistically significant sample, this phase of the study generated much useful information. We learned users who have similar goals regarding academic research go about researching in very different ways, and that the online journal finder is just one tool among many – used by some researchers, and not by others. Graduate students or others whose research spans broad topical areas appear less likely to use the journal finder; researchers who need subscription access to a few key journals are more likely to use the application. All participants said they use the UM Library’s whole-site search often, whether or not they use the journal finder.

Our interview research had two potential sources of bias that need to be considered:

- All but one of the participants was an acquaintance of a group member. We tried to compensate for this by trying not to have the team member acquaintance ask the questions; the interviewers also followed the interview guide’s wording and order of questions closely to promote consistency.
- The second possible source of bias is in the wording of the questions: Although the team reviewed and revised the questions, the potential for leading or ambiguous queries always is present to some degree in interviews.

Our team is not aware of any negative effects on the study related to bias.

The initial plan for the interviews was to discuss the journal finder with five current users. The scant response we received when recruiting led to us changing the plan by recruiting non-users and broadening the nature of our interview questions. We believe we gained a more comprehensive understanding of online researchers’ goals and behaviors by including non-users in the study than if we had talked only with current users; however, we heard fewer specific insights about the journal finder’s usability and users’ concerns about interface features than we had hoped we would. We are confident survey and usability test research in upcoming weeks will provide opportunities to gather that specific information.

Based on our interview findings, it is reasonable to think that our future usability research will show that many or most current users prefer to use search rather than browse; it also is likely that many users would welcome a capability to order search results by publication date and the addition of search term autocomplete. Less certain is what we would learn about the value users would get from displaying 50 results per page, because interview participants did not mention any concerns about quantity of results shown. Survey questions related to why users choose to use the journal finder rather than the Mirlyn catalog likely will yield useful information.
Conclusion

This phase of our study centered on five interviews of current users and non-users. The results let us create three data-driven personas and scenarios to be used in future phases to understand user behavior.

The sample size in this phase was too small to be statistically relevant, so the participants do not definitively represent the larger user population. Nonetheless, their comments allow for valuable findings related to the journal finder: They want the ability to order search results by publication date; asked for a search autocomplete feature; and said search, not browse, was their favored way of using the application. In addition, there were questions we and our client are interested in investigating that the interviews did not explore, such as placement of two search boxes on the journal finder’s search page, location of the Table of Contents link, best number of results to display, and why users choose the journal finder instead of the site-wide catalog search. These issues can be investigated later in the study.
References


Appendix A: Personas

One of the key findings of this phase of the semester-length usability study is data to create three personas and three scenarios, which are included in Appendices A and B. These are data-driven tools for analysis that can be used by all stakeholders in the development of an application.

Personas are user models “that are represented as specific, individual human beings. They are not actual people but are synthesized directly from observations of real people. ... Almost every aspect of a well-developed persona can be traced back to a user statement or behavior” (Cooper, 2007, p. 81). Personas stand in for a class or type of user, “encapsulating a distinct set of behavior patterns regarding the user of a particular product ... that are identified thorough the analysis of interview data” (p. 82). By analyzing our completed interview results, we were able to generate the following three personas that exemplify user patterns; they are shown in this diagram positioned relative to core use of the journal finder. (See specifics on next three pages of this appendix.)

Persona positions

Primary (target audience)
Steve Scott, researcher on faculty

Secondary
Hee-Young Kang, graduate student

Tertiary
Caroline Walsh, university administrator

Graphic: Mark Thompson-Kolar; concept by Menlo Innovations
Primary Persona: Steve Scott

“I need to keep up with the research my peers are doing”

Respected researcher on faculty

- **Job:** Faculty researcher in University of Michigan Physics Department
- **Duties:** Primary research for papers, peer reviewer for academic journals
- **Computer use:** Very computer savvy, as user and programmer
- **Background:** Steve Scott, 52, is a tenured faculty member in the University of Michigan Physics department. He lives in a three-bedroom house in a neighborhood on Ann Arbor's West Side with his wife and two daughters, ages 12 and 16, and a golden retriever. Steve recently gave his eldest daughter his old car and bought himself a new Toyota Prius.

At work, Steve spends a lot of time working on his own primary research projects, as well as reading academic journal articles about what his peers in his field have been working on. He also is a peer reviewer for a physics journal and needs to research topics related to the papers he reviews for publication.

Steve uses existing computer applications and also writes programs as needed in his work. He prefers using a Linux-based machine but can use others.

Key Goals

- Conduct research to gain a comprehensive understanding of what is happening in his field
- Avoid replicating peers’ research
- Remain a respected peer reviewer

User Experience Goals

- Needs access to articles in academic journals to which the university subscribes
- Needs search results to be comprehensive and fast
- Is used to visiting multiple sites and using different sources to achieve his online academic research goals

Use Scenario

- Steve’s work as a researcher requires frequent access to articles in a select group of peer-reviewed academic journals in his field. Often, he reads about his peers’ findings as he considers experiments his lab might perform. At other times, he checks the backgrounds and methods of other researchers in his role as a peer reviewer.

Relationship to Product

- Steve needs to go through the UM website to get to the journals to which the university subscribes. The Online Journal Finder lets him see easily which journals he has no-cost access to, sorted by area of study. He can link directly from the OJF to the journals, with the university authentication intact, which saves time.
Secondary Persona: Hee-Young Kang  “As a student, a GSI, and a mother I have a lot to do”

Hard-working graduate student

- **Jobs:** Ph.D. candidate in the Psychology Department; also a graduate student instructor
- **Primary responsibilities:** Research for dissertation, writing, creating lesson plans
- **Computer use:** Fairly computer savvy, comfortable using applications
- **Background:** Born in South Korea, Hee-Young Kang, 33, immigrated to the U.S. with her parents at age 4. She lives in an on-campus apartment complex with her husband and 1-year-old son. Her husband also is a graduate student, and they share a used car and do a lot of commuting by bus or on foot.

Hee-Young is very busy. She frequently needs to find academic articles as she prepares her dissertation. Hee-Young also needs to read some articles as she reads her weekly lesson plans as a GSI.

Hee-Young is fairly computer savvy. She feels very comfortable using the Web, library databases, and basic applications but knows nothing about how computers work “under the hood.” She does almost all of her work on the MacBook Pro that she carries with her everywhere.

Key Goals
- Deepening her knowledge in relevant and specific subject matter as she writes her dissertation
- Gaining more knowledge about the wider field of psychology beyond her specific area of expertise
- Preparing competent lesson plans each week

User Experience Goals
- Needs to get information very quickly
- Wants to be able to see all the journals specific to her field of study in one place, with links to full-text provided
- Likes a simple interface; using it should be intuitive

Use Scenario
- As she works on her dissertation, Hee-Young wants to find information in all relevant journals quickly. She recently decided to alter her dissertation’s main focus, so she has begun looking at some other journals than the ones she had been relying on up to this point.

Relationship to Product
- Hee-Young likes the Online Journal Finder’s comprehensive list of all the relevant journals UM subscribes to, by subject. With 954 titles in psychology, it is very likely the ones she needs are on the list. She knows that any journals she finds here won’t cost her anything to access.
Tertiary Persona: Caroline Walsh  “I just need easy access to a few useful academic journals”

Career placement administrator at university

- **Job:** Administrator in the career placement office at Ross School of Business
- **Duties:** Helps graduates of the college to find jobs
- **Computer use:** Very comfortable using computers and the Internet
- **Background:** Caroline Walsh, 28, lives in an apartment in Ypsilanti. She moved there from Ann Arbor a few years ago to save money to buy a house.

As part of her work, Caroline tries to stay on top of the latest trends in job placement. She spends time keeping up with the economy through the general web, but increasingly she spends time finding the latest research about effective academic advising in peer-reviewed journals. She often is called on to give presentations about this information to students on campus and to other administrators at conferences.

She is very capable at using office applications, the Internet, and at dealing with the Ross interoffice computer network. She considers herself “very comfortable” around computers.

Key Goals

- Maintaining reputation as a source of up-to-date information for students and faculty, which means staying current with her field
- Becoming increasingly aware of theories concerning the effectiveness of different methods for academic advising
- Incorporating theory into presentations she gives

User Experience Goals

- Needs access to academic research because she needs authoritative source material
- Needs to easily access journals to which the university subscribes
- Does academic research on a less-than-frequent basis, so the more intuitive the interface is, the better

Use Scenario

- Caroline is preparing for a professional conference about student placement in the field of economics. She plans to do some online academic research to be sure that theory is supporting the practices she will be encouraging. She knows a few good titles in the field and is enlarging her list slowly.

Relationship to Product

- Caroline does not need exhaustive research options, but rather a few good journals to reference. The Online Journal Finder will give easy access to the journals the university subscribes to, with authentication already taken care of. This is helpful to her and saves time.
Appendix B: Scenarios

Scenarios are analytical tools, based on evidence gathered during interviews, that provide a “concise description of a persona using a software-based product to achieve a goal” (Cooper, 2004, p. 179). Context scenarios are a particular form of scenario that describe use patterns and “establish the primary touch points that each ... persona has with the system” (Cooper, 2007, p. 119). We created a context scenario for each persona; this allows us to walk the persona through the scenarios to let each inform decision-making regarding interface features from a realistic user perspective. (See specifics on next three pages of this appendix.)
Steve’s Goal: Make sure an experiment hasn’t been done before

Steve arrived back at his office after lunch to find an e-mail from Rajiv, one of the more ambitious graduate students who works in Steve’s Physics Department lab. The e-mail suggested a different approach to measuring diffusion of light through heated materials. Rajiv was hoping to set up an appointment with Steve the next morning to discuss an experiment.

“This sounds interesting and promising,” thought Steve. He didn’t recall reading any prior research similar to Rajiv’s idea, but there was the chance an article had been published in the past few days. Steve definitely would want to do a little online research to determine whether any other labs had published on this approach before approving Rajiv’s time to develop an experiment methodology.

Steve’s usual way of researching online was to visit Google Scholar; that was most useful to him when he was searching widely on a topic. However, because Rajiv’s idea was concerned with a very narrow niche of physics research, Steve knew there were only three or four journals that might have articles about it. Steve decided to use the University Library’s Online Journal Finder website to access the journals. This would save time because he would get immediate full-text access without being charged for the articles.

He selected his browser bookmark to the Online Journal Finder, did a few quick searches to the journals he wanted, and skimmed the Tables of Contents for the most recent issues. “Nothing new on diffusion of light,” he thought. “Good news for Rajiv and the physics lab ... there’s potential to break new ground here.”


**Scenario**

**Hee-Young’s Goal: Read journals for her dissertation**

Hee-Young’s 1-year-old son had fallen asleep and she finally could sit down to continue the online research she had been trying to make progress on throughout the day. Her faculty adviser had told her that her dissertation should include more research in an area she previously hadn’t believed was necessary, so now Hee-Young had to rapidly learn a great deal in an area that was unfamiliar to her. That meant reading through several issues of more than two dozen academic journals.

“I’ve got to find a way to make this fast,” she thought. “If I go to Google or have to track these journals down one at a time, it’s going to take forever. I don’t have forever.” She sipped some hot tea and looked over the list of journal titles her adviser had said to read. The university subscribed to them, so getting full-text access wouldn’t be a problem ... and importantly, it wouldn’t cost Hee-Young a dime.

Her adviser had suggested using the University Library’s Online Journal Finder to access the journals. Hee-Young typed in the URL and bookmarked the page. Then she began a search on the first title; the name quickly appeared on the screen, with a link to the journal. “Ah, this might not take as long as I feared,” she said to herself.
Scenario

Caroline’s Goal: Including new research in a presentation

Caroline hung up the phone and thought about her schedule for the rest of the week. Several counseling sessions ate up big blocks of her Outlook calendar. Another day would go toward three workplace etiquette workshops with new MBA students. In the just-ended phone call, her supervisor had asked her to do a resume-polishing session with undergraduates, an unexpected task ... but then, many days brought unexpected tasks for her in a busy department at the business school. All this activity meant that for her to stay on track preparing the presentation for the conference in two weeks, she had to do her academic research for it in the couple of hours she had left today.

The presentation she was preparing was on “counseling and placement of new graduates in economics” and was taking shape nicely. Although the key points of her presentation leaned heavily toward the practical side, Caroline believed it was important she be aware of any new academic theories or studies regarding career counseling that might be discussed. She also wanted to research whether the field of economics, in particular, presented special concerns that might have been discussed in peer-reviewed journals.

“An hour and a half,” she thought. “Where can I get directly to the good journals and get this research done?” She pondered using the university’s library home page, and then Google or JSTOR, but none of them seemed as fast or direct as the tool she usually used: the Online Journal Finder. She selected the journal finder’s bookmark on her browser and quickly accessed the few screens of “career-related” journals she was becoming familiar with. “This will do the trick, and I might not even have to stay late tonight” she mused, smiling.
Appendix C: Interview Invitation

Our client sent the e-mail message shown below to a list of current users of the Online Journal Finder site on Thursday, January 30. Responses came back to the group.

Dear UM Library site user,

Our School of Information student research group is working with UM Library to improve its Online Journals & Newspapers List <http://www.lib.umich.edu/online-journals>.

Would you be available for less than an hour between Jan. 31 - Feb. 4 to talk with us about how you use the tool? The discussion would be at a time and location convenient for you.

If you are interested in taking part, please send an email to mdmtk@umich.edu. Your perspectives would be very helpful in making the site better for users.

Sincerely yours,
Mark Thompson-Kolar
Usability Group SI622
734.330.9831
Appendix D

Interview Guide – UM Library Online Journal Finder

Week of Jan. 31, 2011  Team Tiger (7)  Interviewers: ______________________________

Name of subject: __________________________  Time/place of interview: __________________

Demographic notes: ________________________________________________________________

Introduction

Thank you for talking with us today. Our purpose is to learn about how you do online research using the Online Journal Finder or other sites, and what you find useful as well as difficult about the Journal Finder. Your identity will not be given out, and you may stop the discussion at any time if you wish. I’d like to record our conversation today, if that’s OK with you. Do you have any questions?

Warm up questions

To understand how the site fits into your life, we’d like to learn a little more about you.

Job (fill in advance): __________________________  Employer (fill in advance): __________________________

Main responsibilities: ______________________________________________________________

Computer skill  How comfortable are you with computers in general?  1 = not at all  10 = extremely

General issues / online research

Triggers/Scenario  What would cause you to do online research?

Motivation  Why do you choose to do your research online?

Desire/goal  What is the result when research has been done ... what’s achieved for you?

Desire/goal  Are there other reasons you would do online research ... what else do you accomplish by doing it?

Frequency  How much time per week do you spend online doing research  <10 min  10 min-1 hr  1-3 hrs  >3 hrs

Frequency  How long do you typically spend on any single project?

Frequency  When did you start doing research online?

Pain points  What is your top concern when doing research?

Pain points  What other concerns do you pay attention to with it?

UX goals  What criteria do you use when choosing to use a site or tool for research?
Opportunities  What sites or tools do you use, in addition to the Online Journal Finder? Why those?

UX goals  What must an online research site be able to do for you?

Motivations  What do you like most about online research?

Opportunities  What do you most dislike about it?

Opportunities  What wastes your time or frustrates you when you are researching online?

Scenario (Key-path)  Could you give a couple of examples topics you researched lately?  Why were you looking for information on those specific things?

**Deep focus – the product itself to uncover problems/strengths**

Frequency  Thinking about the Online Journal Finder site, how long have you used it?

Trigger/Scenario  Why do you choose to use the Online Journal Finder site over other tools?

Desire/goal  What tasks does it help you accomplish?

Opportunities  What features it has are important to you?

Opportunities  What troubles do you experience with it ... what does it not do that you wish worked better?

Opportunities  What features do you wish it had?

Opportunities  How important would having search results ordered by relevancy be for you?

Scenario (Key-path)  Could you walk me through an example of how you would go about searching for information?

Scenario (Key-path)  Could you walk me through a different thing you might do with it?

Scenario (Key-path)  What are some other things you might do with it?

UX goals  Why would you use the Journal Finder instead of the Mirlyn Catalog?

**Wrap-up**

Is there anything else you want to share about this site or about what makes a good research tool? We appreciate you taking time to help us with this. If you have any questions, please let me know.
Appendix E: Interview Notes

Interview Notes – UM Library Online Journal Finder

January 31, 2011  Team Tiger (7)  Interviewers: Mark, James

Name of subject: Elizabeth     Time/place of interview: UM Dental School 4pm 1/31

She is in her late 50s, lives in Ypsilanti with her husband, who is an IT professional.


Main responsibilities: Occasional research, including items for lab, travel, administrative

Computer skill How comfortable are you with computers in general? 1=not at all 10=extremely 9.7

General issues / online research

Triggers/Scenario What would cause you to do online research? Professors who need information looked up on demand. They have specific items that need to be looked up. They are: specific details about authors or editors or contributors to academic articles – name, contact info, titles. She gets the info, and has to double-check that it is absolutely 100% correct.

Motivation Why do you choose to do your research online?

Professors send email, tell to track down articles by people the professors are writing about – citations. Happens every 2-3 months, used to be more frequent.

Desire/goal What is the result when research has been done ... what's achieved for you? Professor has the information he wants, and U01 can move on to other tasks.

Desire/goal Are there other reasons you would do online research ... what else do you accomplish by doing it? Own personal needs, but that doesn't involve academic databases/journals

Frequency How much time per week do you spend online doing research   <10 min | 10 min-1 hr | 1-3 hrs | >3 hrs

About ½ hour a week, as an average

Frequency How long do you typically spend on any single project? 3 hours

Frequency When did you start doing research online? 15 years ago

Pain points What is your top concern when doing research?

Usually find exactly what I'm looking for FAST. On a deadline and other tasks are waiting.

Pain points What other concerns do you pay attention to with it?

Need to have exactly the information I need from the right journal, specific info. Accuracy is crucial.

UX goals What criteria do you use when choosing to use a site or tool for research?

Wants to go to the original source. She has ug degree in history; wants to go straight to journal’s site because it’s a primary source. She uses Search more than Browse. Quick access to the correct journal.

Opportunities What sites or tools do you use, in addition to the Online Journal Finder? Why those?

Mentioned PubMed as frequent source. “I use PubMed a lot. That's a really, really good site. It's searchable and very robust. It has articles by specific author, and has PMCID for specific professor/researcher, which is needed by the NIH for articles. She also uses ASK as the search engine.

UX goals What must an online research site be able to do for you?

It has to be credible – “I’m only going to go someplace credible.” “If it says University of Michigan on it, I'm going to trust it, but, a lot more than some other places.” Trusts UM and Federal sites. “I wouldn't trust Joe's research site.” Has to have GOOD RESULTS, QUICKLY

Motivations What do you like most about online research?

I don’t have to walk across campus. I can get a lot of info right at my desk, without having to go anywhere.

Opportunities What do you most dislike about it?

“There are times I can’t quite communicate to the computer what’s in my brain – I’m still figuring out how to Search.” She means how to search very effectively. She gave a personal example of using the UM Medical Center site for 4-5 hours to research eye twitches. “My search phrasing didn’t fit with the site’s wording for good results.”
Opportunities What wastes your time or frustrates you when you are researching online? Figuring out how to ask the right questions seems to be a big part of using search engines well. Really good queries.

Scenario (Key-path) Could you give a couple of examples topics you researched lately? Why were you looking for information on those specific things?
Professor was editing a book. He needed titles and contact information for people who had written chapters as contributors. She did research on the University of Pittsburgh site. She also does research on Web sites to get prices, track down info on companies maybe 6 times a day.

Deep focus – the product itself to uncover problems/strengths

Frequency Thinking about the Online Journal Finder site, how long have you used it? Dozen years. She has noticed changes in the tool over the years and has adapted to it. It has improved over time.
Trigger/Scenario Why do you choose to use the Online Journal Finder site over other tools? “This is one of my less-frustrating sites. It has few times when it “hangs up” and won’t load the journal.” I use it when I don’t know the specific web site for a journal. She has the Journal Finder bookmarked as her means of accessing it. (She has some journal web sites already bookmarked on her browser)

Desire/goal What tasks does it help you accomplish? Can find specific journals by title easily. She can see the similar titles and pick the right one when she can’t recall it specifically at first.
Opportunities What features it has are important to you? I like that I can enter part of names of journal titles and it shows me options. “It recognizes names of journals. It’s friendly.”
Opportunities What troubles do you experience with it ... what does it not do that you wish worked better? Sometimes it hangs up when I click links to see the journal. “It needs a Stop Button for when it stops loading journals, which happens sometimes.” She has to click the Browser’s stop button and redo the click, basically starting over.
She AVOIDS Browse, never ever uses it.
Sometimes there are more than one journal with the same name, but off by A and B or something. Example “Journal of Biomedical Materials Research – A” and “ – B” come up under the same search and click.
Opportunities What features do you wish it had? That it would recognize when two journals have same name but different versions and list them separately.
Opportunities How important would having search results ordered by relevancy be for you? Not at all. Like alphabetical lots better. Can find the journal by name easily that way. That’s most relevant for me.

Scenario (Key-path) Could you walk me through an example of how you would go about searching for information? Did search or “Biomedical” and scrolled through results, finds the journal she wants. Clicks on the link and goes offsite to the Wiley site of the “Journal of Biomedical Materials Research – A”

Scenario (Key-path) Could you walk me through a different thing you might do with it? Same thing over and over

Scenario (Key-path) What are some other things you might do with it? UX goals Why would you use the Journal Finder instead of the Mirlyn Catalog? OJF is faster. I have it bookmarked, go to it and find what I need, really fast.

Wrap-up
Is there anything else you want to share about this site or about what makes a good research tool? We appreciate you taking time to help us with this. If you have any questions, please let me know.

Appreciative how much better Online Journal Finder is than years ago, much improved. Never uses Browse tabs.
Interview Guide – UM Library Online Journal Finder

January 31, 2011      Team Tiger (7)      Interviewers:__Tiantian, Mark_____________

Name of subject:___John________________ Time/place of interview:_North Campus, 4:30pm 4/4/11

Warm up questions


Job (fill in advance): Associate researcher with lasers          Employer (fill in advance):__UM Electrical Engr Dept.

Main responsibilities:_Research, managing research projects and grad students, reading, writing, lab work__

Computer skill How comfortable are you with computers in general?   1=not at all  10=extremely   9

General issues / online research

Triggers/Scenario What would cause you to do online research?
I need to know things. I look for new information. I look for papers / published work, or just read in my field

Motivation Why do you choose to do your research online?
I don’t like to pile up paper. I even read online when I own the printed publication

Desire/goal What is the result when research has been done ... what’s achieved for you?
I’m able to perform experiments in the lab and publish our work.

Desire/goal Are there other reasons you would do online research ... what else do you accomplish by doing it?
Most journals are free through the UM library. The research tools at UM library aren’t too useful except I have access through subscriptions

Frequency How much time per week do you spend online doing research   1-3 hrs

Frequency How long do you typically spend on any single project?
More than a year on any one research experiment. Typically read article by article.

Frequency When did you start doing research online?
About 2001 – a decade ago

Pain points What is your top concern when doing research?
Can I access the article without having to pay for it?? Search and access through UM subscription. Knowing that an article DOES exist, which mean I can find it.

Pain points What other concerns do you pay attention to with it?
As a researcher, I gain from other people’s work

Peer-reviewed papers are much more valuable than open Web papers and sites, although I use them if I have to.

UX goals What criteria do you use when choosing to use a site or tool for research?
Are the results comprehensive? How many publications will I MISS if I use a particular tool? What’s its accuracy with key words? Can I trust it?

Opportunities What sites or tools do you use, in addition to the Online Journal Finder? Why those?
Wikipedia, U of M Math pages, Google for Search, Eric’s Math Page all have purposes. Like Google open search, and then Google Scholar when I need journal articles. “Google Scholar has better filters for the kind of information I need.” Often finds the articles in google scholar, reads the abstract, then goes through UM’s journal finder or UM home page to get the full text of the article.
UX goals What must an online research site be able to do for you?
It lets me get a quick knowledge of whether a particular research approach has been done. Pretty easy to find out if it has been done.
It has to produce the paper. I like to use natural language for searching but don’t often do that.

Motivations What do you like most about online research?
It’s easier to find papers on a specific subject.

Opportunities What do you most dislike about it?
There are too many links and distractions. Battle between ease of access and distractions.

Opportunities What wastes your time or frustrates you when you are researching online?
When tools work badly. When large companies buy small ones and then obscure access to the good info.
UM has an incredibly large number of subscriptions. Maybe 95% of the journals I need…

Scenario (Key-path) Could you give a couple of examples topics you researched lately? Why were you looking for information on those specific things?
1. Formation of water droplets 1 micron in size to shoot with laser. Couldn’t find a paper that was about this in particular. But I found many helpful related articles.
2. As an NSF reviewer or peer reviewer, I can look up paper proposal information – the person, the faculty, the institution as reference easily. Makes the review process more informed in addition to just reading the proposal article itself.

Deep focus – the product itself to uncover problems/strengths

Frequency Thinking about the Online Journal Finder site, how long have you used it?
I use it to find the journal’s web site or find out that the Library doesn’t subscribe to it.

Trigger/Scenario Why do you choose to use the Online Journal Finder site over other tools?
Once a week, on average. I go to find journals.

Desire/goal What tasks does it help you accomplish?
Google -> Journal’s website = blocked access; back up, go to UM Journal finder → get authentication and go to journal website. Can get to journals.

Opportunities What features it has are important to you?
Subscription access. I never use the other tabs besides Search. I don’t read outlier journals, so there’s no need to browse by subject. “I already know the journals in my subject.” Journal browse by title is cumbersome, slow.

Opportunities What troubles do you experience with it … what does it not do that you wish worked better?
No spelling help; misspell the name of journal and it gives no results

Opportunities What features do you wish it had?
Spelling help – some latitude in misspellings. “Make a best guess!”

Opportunities How important would having search results ordered by relevancy be for you?
Date of publication, and keywords good

Scenario (Key-path) Could you walk me through an example of how you would go about searching for information?
Use search, then go to journal’s site.
Scenario (Key-path) Could you walk me through a different thing you might do with it?
Find and link off

Scenario (Key-path) What are some other things you might do with it?
Handle things that are local and had to access – restricted archive
UX goals Why would you use the Journal Finder instead of the Mirlyn Catalog?
Dislikes the checkboxes on the search interface of the catalog

Wrap-up

Is there anything else you want to share about this site or about what makes a good research tool?

- ArticlePlus layout is new on the main site. Now it tells me more to make my search better. Disliked the old thing that was in its place before. Google is a better product, and Google Scholar is really great.
Interview Guide – UM Library Online Journal Finder

January 31, 2011  Team Tiger (7)  Interviewers: __Mark__________________________

Name of subject: ___Judy_________ Interview: __Coffee shop Palmer Commons  10am 2/4/2011_________

Demographics: Caucasian woman, mid 40s, lives in Dexter. Has worked on campus since 1989. Married, 2 late-teen children.

Job (fill in advance):_PT: PHd student in Ed Admin program UM   FT   Director of SI Admissions & Student affairs
Employer is School of Information

Main responsibilities:_ Supervising graduation audits, academic services, advising career development. Oversses student-related functions: recurring, admissions, student and academic services________________

Computer skill How comfortable are you with computers in general?  1=not at all   10=extremely    7

General issues / online research

Triggers/Scenario What would cause you to do online research? Write a paper for a PHd class or do a class proj. OR Preparing a conference presentation. Get more job related background.

Usually starts with Googl Scholar

Motivation Why do you choose to do your research online? I need the information for the work I’m trying to get done.

Desire/goal What is the result when research has been done ... what’s achieved for you? I’ve identified the sources. I’ve accomplished the goal of writing the paper or conference proposal. I’ve also found the breath of materials available. A wealth? A dearth? How much is written in the area?

Desire/goal Are there other reasons you would do online research ... what else do you accomplish by doing it? Finding the boundaries of what’s out there.

Frequency How much time per week do you spend online doing research  1-2 hours a week during term

Frequency How long do you typically spend on any single project? 5-7 hours on a big paper

Frequency When did you start doing research online? 1995 – Professional association matieral.

Pain points What is your top concern when doing research? Finding articles that are high-quality.

Pain points What other concerns do you pay attention to with it? I have to be able to work in an efficient way. There just isn’t time for anything but efficiency.


UX goals What must an online research site be able to do for you? Search by topic or keywords Want it to be intuitive. I don’t want to have to “figure it out.” Like the ability to select articles and use RefWorks to create the biblio.
Motivations  What do you like most about online research?
It's nice to browse, have access in online format, be able to skim through and evaluate.
It's a great way to DISCOVER new things. “You kind of happen on things sometimes.”
She likes to go to the “next page” of Google to see materials that are unusual, maybe others haven’t taken the effort to look at.

Opportunities  What do you most dislike about it?
My own limitations in learning what other tools are out there that I don’t know about. “Am I really doing this as fast as I can?”

Opportunities  What wastes your time or frustrates you when you are researching online?
Not getting the results you’re looking for you think should be there. You wonder, am I looking in the right place?

Scenario (Key-path)  Could you give a couple of examples topics you researched lately? Why were you looking for information on those specific things?
If I were preparing a presentation on “Graduate students making transitions; I needed to know what psychological research had been written about it.” I’d go the the Library main page -> Article Search and do a keyword search. I’d go to the articles it offered. Sometimes I would go straight to the Chronicle of Higher Ed online to find links. She bookmarked it. She also uses Chronicle for classwork.
Her papers are often for conferences that are practitioner-oriented, rather than big on theory and research. That means she can and must ground her approaches in academic theory others have done and written about. “You want your approach to a service to be grounded in academic theory. It should show research guides your approach or backs up your approach. The conference proposal wants that information included.”

Another: doing a paper on Persistence and retention in first generation students. You find a lot on “perisistence and retention, but not much on first-generation students. You just have to keep digging until you reach the end of what’s been written.

Deep focus – the product itself to uncover problems/strengths

Frequency  Thinking about the Online Journal Finder site, how long have you used it? Last used in 2009
Trigger/Scenario  Why do you choose to use the Online Journal Finder site over other tools? It goes to a journal
Desire/goal  What tasks does it help you accomplish? It gives me an awareness of what journals are out there
It puts you in a good place to search within a set of journals if I know the topic. I can focus on the journal based on the genre or the title.
Opportunities  What features it has are important to you?
Search by keyword within a set of journals. This is important.
Opportunities  What troubles do you experience with it ... what does it not do that you wish worked better?
Searching by topic/keyword within a group of journals isn’t really obvious.
Opportunities  What features do you wish it had?
Article search by subject within the journal – make it more specific.
Opportunities  How important would having search results ordered by relevancy be for you?
Would be nice. Maybe by Year of Publication and order by recency
Scenario (Key-path)  Could you walk me through an example of how you would go about searching for information?
I would use it at the front end of a research paper or proj to uncover relevant sources and articles
I would see if there was a journal on a particular subject – a class or professional development. “Sometimes you just don’t realize at first what’s out there.”

She does article searches in Mirlyn.

Online Journal Finder provides more awareness of publications out there in different subject areas. Which of the journals have the most content by different subject.
For example, “non-traditional student” Finding the subject, by journal. That each journal is strong in.
Interview Guide – UM Library Online Journal Finder

January 31, 2011  Team Tiger (7)  Interviewers: __Mark________________________

Name of subject: ___Alexis___________  Time/place of interview: __2/3/2011  NQ_____________

Recorded the interview.

Warm up questions

Demographics: Woman, not married, mid-30s. White. Professional. Lives in Ann Arbor. Used to live in Pittsburgh. Was a professor and decided to change careers to become a librarian or archivist.

Job (fill in advance): __MSI student, Archives Assistant, Digital publishing asst, former Asst. Prof of History________

Employers: _Bentley Library;  UM Publishing Department;  a private religious college_________________

Main responsibilities: __helping shelve books, assisting with archiving;  formally researching, writing, teaching__

Computer skill How comfortable are you with computers in general?  1 = not at all    10 = extremely    7 or 8

She does not use the Online Journal Finder

General issues / online research

Triggers/Scenario What would cause you to do online research? School – have to write an academic paper
Work – need to find the background of a particular digital preservation strategy; get other perspectives to aid her professional understanding of her work.

Motivation Why do you choose to do your research online?
“It is the easiest way to do it. But you have to have somebody show HOW to do it. It’s not intuitive.”

Desire/goal What is the result when research has been done ... what’s achieved for you?
She has been informed as to the state of knowledge in the field related to the question she’s asking. “I need to feel the state of database preservation. I need to understand the debates in the field.” I’m informed.

Desire/goal Are there other reasons you would do online research ... what else do you accomplish by doing it?
In research for History,

Frequency How much time per week do you spend online doing research  1-3 hrs

Frequency How long do you typically spend on any single project? Max 5 hours for one academic paper.

Frequency When did you start doing research online? 1993 (18 years ago – pre Internet)

Pain points What is your top concern when doing research? Relevance to my question in results. Later, I make choices about what to use. “I need to know what’s out there in a peer-reviewed journal; that’s what I need to know and care about.”

Pain points What other concerns do you pay attention to with it? “It has to be FAST.”
The simplicity of the interface. “If the information is the same, I’ll choose the interface that seems more basic and simple.” “I just want to go to the basic search term.”
She called her style of searching iterative – try some terms, refine.
UX goals What criteria do you use when choosing to use a site or tool for research?
Relevance – what it gets me related to my topic.
Simplicity of initial search. **She uses selected resources that she knows. Her searches need to be précised and focused, not lots of variety. Avoids Federated Searches.**

“You can always make the search more complex. But you can’t make it easier.”
She dislikes Federated Searches. Too many journals, too many databases.

Opportunities What sites or tools do you use, in addition to the Online Journal Finder? Why those?
EBSCO Host. “I hate them, but their content is necessary.”
LISA, but the EBSCO interface. The Library links right to it, maybe a Proquest interface?
JSTOR. The interface is nice, but not sufficient for most things. People like to use it but it’s not comprehensive enough and you can miss a lot if you use only it.

UX goals What must an online research site be able to do for you?
Advanced Search – needs to use a controlled vocabulary. DB should use searchable controlled vocab. It should have indexing terms.
She doesn’t PREFER to use Advanced Search but needs it sometimes.

Motivations What do you like most about online research? Quick. Beats the old days.

Opportunities What do you most dislike about it? “There’s just so much information. You feel like you could just keep going forever. So much seems related. You have to make judgment calls about when to stop. Specific journals help limit the search. Can ignore stuff not relevant. I need to feel like I’ve done my due diligence.”

Opportunities What wastes your time or frustrates you when you are researching online?
Confusing interfaces. Said it took her a month to figure out how use the UM Library site. “Search Tools” and “database” were not intuitive that they did what she needed.

Access to full-text is so varied. Have to click through to the various journals. Have to get the citation. Click, click. Lots of links to have to follow, and sometimes you hit a technical problem that won’t give you full text anyway.”

Scenario (Key-path) Could you give a couple of examples topics you researched lately? Why were you looking for information on those specific things?
Recently researched some introductory archives & Web 2.0 materials. She used the LISA database and searched 2-3 major journals to get info.

In History research, she did an electronic first step to research where a person “fits in the story you’re telling” – where does s/he appear in the data. The first step is electronic – where is the actual data you need housed. Second step is usually physical. She went online to a history database, then found an online catalog, which provided a vital record source (an old probate record); it showed that the records related to that person was in a government agency filing cabinet as hardcopy/

**Deep focus – the product itself to uncover problems/strengths**

Frequency Thinking about the Online Journal Finder site, how long have you used it? She doesn’t. She likes JSTOR the best. It allows her to get lists of db’s by topic, for example, History.

The Issue Table of Contents are only helpful if you know the specific issue / article
Opportunities How important would having search results ordered by **relevancy** be for you?
I do expect it to some degree. The computer should be helping me with some decisions about relevancy.

To get to a specific journal, she goes to the main search box of UM’s Library web site.
Introduction

Thank you for talking with us today. Our purpose is to learn about how you do online research using the Online Journal Finder or other sites, and what you find useful as well as difficult about the Journal Finder. Your identity will not be given out, and you may stop the discussion at any time if you wish.

I’d like to record our conversation today, if that’s OK with you. Do you have any questions?

Warm up questions

To understand how the site fits into your life, we’d like to learn a little more about you.

Job (fill in advance): PhD Student/GSI/Researcher Employer (fill in advance): Psychology Department

Main responsibilities: Researcher, design researcher, GSI

Computer skill How comfortable are you with computers in general? 1 = not at all 10 = extremely
9.5 out of 10
Was a computer science major undergrad.

General issues / online research

Triggers/Scenario What would cause you to do online research?
She needs to know some kind of information for her research.

Motivation Why do you choose to do your research online?
Prefers online search because she does not have to visit the library. Less time and energy is expended.

Desire/goal What is the result when research has been done ... what’s achieved for you?
Uses for her dissertation and other research.

Desire/goal Are there other reasons you would do online research ... what else do you accomplish by doing it?
Also researchers information about caring for babies, cooking, dictionary, and image search.

Frequency How much time per week do you spend online doing research >3 hrs
At least 10 hours per week is spent doing online academic research.

Frequency How long do you typically spend on any single project?
It really depends. She gave the example of dissertation v. creating assignment for her students

Frequency When did you start doing research online?
When she was a freshman in college (approx. 1993) At the time, online research was not great.

Pain points What is your top concern when doing research?
Time and efficiency. Wants to find information in 1 to 2 clicks

Pain points What other concerns do you pay attention to with it?
Interface. She likes to easily be able to see where she needs to click to view an article.

UX goals What criteria do you use when choosing to use a site or tool for research?
Again, time and efficiency.
Opportunities  What sites or tools do you use, in addition to the Online Journal Finder? Why those?
She really likes Google scholar. This allows her to search for a title or keywords directly, rather than having to first find the correct journal.
She also uses the Web of Science database. She likes the visualization of references/citations. Can click on a reference/citation and see everything that’s linked to that.

UX goals What must an online research site be able to do for you?
She needs her search to yield a direct link to the pdf, rather than just giving her the abstract and journal title. She find is annoying if she finds the correct article, but then must go through the library to find the correct journal, then find the article within that journal. The UM library takes far more time than Google Scholar.

Motivations  What do you like most about online research?
Convenient, and saves time.

Opportunities What do you most dislike about it?
See UX goals answer

Opportunities What wastes your time or frustrates you when you are researching online?
See UX goals answer

Scenario (Key-path) Could you give a couple of examples topics you researched lately? Why were you looking for information on those specific things?
Most of her research is about cuteness, perception of cuteness with relation to product design.

Deep focus – the product itself to uncover problems/strengths

Frequency Thinking about the Online Journal Finder site, how long have you used it?
Tried it once, did not like it. She says its too complicated, gives too much information.

Doesn’t understand why it shows several links to the same journal.

Doesn’t like all the subcategories (as opposed to Google Scholar free text search).

Trigger/Scenario Why do you choose to use the Online Journal Finder site over other tools?
N/A

Scenario (Key-path) Could you walk me through a different thing you might do with it?

Scenario (Key-path) What are some other things you might do with it?

UX goals Why would you use the Journal Finder instead of the Mirlyn Catalog?

Wrap-up
Is there anything else you want to share about this site or about what makes a good research tool?
We appreciate you taking time to help us with this. If you have any questions, please let me know.

Other info.
Most of the time she is looking for a specific article, and she knows the title.

However, there are approximately 5 social psychology journals that she tries to keep up to date with. When looking for articles from these 5 journals, the searches though M-Library homepage. She only selects “e-journals”.

She would enjoy if she could get updates from these journals about new articles that are published.