

# Testing User-Friendliness of the OneSearch Top Menu

Study conducted on 1 November 2018 by the TTU Library UX Unit



Thirteen patrons participated in this study.



Participants completed a series of tasks in return for a cup of coffee and a snack.

Overall the patrons liked some of the features of the page, but not the current layout of information. They also wanted a mobile friendly view to access on the go.

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## Initial question:

*Are the terms that we use in the navigation menu too jargon-y?*

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- “Databases A-Z” was helpful for patrons who knew what Databases were, but unhelpful for those who did not.
- Several patrons wanted an explanation of what “E-Journal” and “Databases A-Z” were.
- Users on mobile devices had difficulties selecting the ellipses on the top menu to “Show More” options because it required a double tap to activate.
- Current databases interface was not user-friendly with how it required people to enter search terms and how it displayed search results.

As a result of testing, we recommended the following solutions:

- Replace the existing databases interface with a more user-friendly one.
- Add explanation “cards” to both the E-Journals and Databases A-Z interfaces to explain the scope and purpose of those features.
- Don’t change the current terms but do a better job of explaining them through the interface and workshops.

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## Bottom Line:

*No. But the differences between articles, journals, and databases need better explanation.*

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E-Journals and Databases A-Z features are useful features because they help patrons refine their searches to more relevant collections of results. However, these terms assume users know what “journals” and “databases” are. We want our online resources to be accessible and understandable to our patrons, so we will work with other library units to implement more user-friendly features.