Usability of Primo-based Databases A-Z Search Features

Study conducted during April 2020 by the TTU Library UX Unit

12 undergraduates and graduates participated in this study. It was conducted all via Zoom as part of our efforts to improve online services during the pandemic.

Participants completed a short task and a brief interview in return for a $5 gift card and an entry into a drawing for a $25 gift card.

Overall, the students conceptually liked the new search features, describing them as "simple."

Initial question:
How easy is it to use Primo's Databases A-Z search features to find what you are looking for?

- Users liked the overall layout and navigation compared to the previous MetaLib-based Databases A-Z.
- Users expected the "by subject" options to match the organization of colleges and departments on campus.
- Users frequently ran into the problem of not having enough (or any) matches when they searched for keywords.

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

- Reorganize Database by Subjects to include (or exclusively include) colleges and departments that are used on campus.
- Continue to include searchable keywords in databases descriptions.
- Add descriptions for databases that do not have them.

Bottom line:
Simple to use but needs reorganizing.

We want library patrons to be able to find databases that are relevant to their fields of study. Given how confusing the old MetaLib search features were, we wanted to ensure that the switch over to the Primo-based Databases A-Z would make it easier for our patrons overall.