

Product and Version: SFX version 3.0
SFX journals A to Z list

Date September 15, 2006

Organization: Yale University Library
Prepared by: Kathleen Bauer, Usability and Assessment Librarian
Contact: Kathleen.bauer@yale.edu
Phone: 203-432-2491

These requirements produced by Kathleen Bauer, Daniel Dollar and Nisa Bakkalbasi

Requirements Summary

The list of electronic journals is currently the third busiest resource from the Yale University Library's Web site. It is used by Yale University faculty, staff and students in support of teaching and research. It is a resource which is critical to the University. Currently the journal pages are provided by a home-grown database called YELMO. Other journal information is maintained in Orbis (the online catalog), and in the SFX Knowledgebase, which supports directly linking from citations in databases directly to articles in electronic journals. Each of these systems requires separate maintenance, both for the hardware, coding and the data describing holdings information. Staff supporting the data (the holdings information) are finding it impossible to support the multiple systems. To streamline their workflow, it is important to reduce the number of systems supported. Yelmo provides a publicly available A to Z list of journals and search functionality. SFX also provides these functions through its own SFX A to Z list. Therefore, electronic collections staff would like to replace YELMO with the SFX A to Z list, thereby reducing by 25% the number of systems where they have to maintain holdings information. This should allow them to spend more time maintaining information in SFX, and will lead to more accurate results in SFX. (The error rate in SFX holdings information is currently 11%). This will lead to more accurate information in the A to Z list and in the linking from databases to electronic journals provided from SFX.

The journals pages are used for the following purposes: user needs to locate a specific journal to look at the current issue, the user has a citation and needs to find that journal volume and issue. The SFX A to Z list must provide a browsable list of journal titles. It must provide search functionality for titles, parts of titles, and title abbreviations. This functionality must require no training or documentation for users to understand how to use it. Links must be provided to the journal title level (not to the vendor).

The main question to be answered in this test however has to do with a suspected area of user satisfaction: For any journal with more than one vendor providing content to YUL, YELMO can provide a direct link to the journal title level. SFX A to Z list forces the user to go through a menu and then select the appropriate vendor.

Target audience: Students (undergraduate and graduate), faculty and researchers at Yale University.

Test population: School of Medicine at Yale University

Functionality:

Browse by first letter of title.

Browse by subject.

When title is known, search for that specific title.

Given a citation, find the correct title, volume and issue.

A to Z List Test

October 2006

9 participants

6 medical students, 2 faculty, 1 staff

7 women, 12 men

Scored 0 failed to complete task, 1 if they failed at first and corrected themselves, 2, if they succeeded on the first try

Questions were

1. Find the January 2005 issue of Proteomics online
2. Find the most current issue of *Family Practice* available online.
3. 1945 volume *Child Development* available online.
4. A list of the journals available online about Obstetrics.

	Current Page		SFX AtoZ List	
	Average	St. Dev.	Average	St. Dev.
Question 1	1.3	0.71	1.8	0.67
Question 2	1.8	0.44	2.0	0
Question 3	1.7	0.71	2.0	0
Question 4	1.6	0.88	1.4	0.88

The scores for the SFX AtoZ results were higher for the first three questions, but this is a very small sample and the difference in the results for each question is not statistically significant ($p=0.05$). Question 4 had a lower (worse) result for SFX AtoZ, but again this is not a statistically significant difference.

System Usability Score

Current Page Average 77.8

SFX AtoZ List 72.2

Difference is not statistically significant.

Problems Seen with the new A to Z list

1. While not all participants experienced the problem, for some of the sessions the SFX service was very slow. In one case, a medical student who stated a strong preference for Yelmo indicated that this was mainly because of the unacceptably slow times. Another

- said that if he was really doing his work this would be too long to wait. In the SFX results, 4 participants thought the subject tab wasn't working because of the slow response time. When the slow response time happened the participant complained.
2. All participants tried to enter dates in the empty holdings boxes on the SFX menu. This does not actually produce a better link when you only have a date (no volume or issue information). One participant who preferred Yelmo stated that the reason was the boxes on the menu were confusing.
 3. 3 participants failed to see the subject tab and instead searched for subject by entering the keyword in the search box. This does find some journals (those with keyword in the title) but not all.
 4. Subject list was broad for participants who are mainly interested in health sciences.
 - 5.. Of the six participants who did look under subject, all were looking for medicine. Some first picked Life Sciences, until they saw subcategories.
 6. Every participant clicked on the first fulltext link in the SFX menu even when holdings indicated that the link would not have the issue they needed. (The SFX holdings in this case were actually wrong.)
 7. 7 participants liked the cleaner, simpler display of the SFX A to Z list, even when they found response time to be unacceptably slow.
 8. Participants complained about the short display lists and the need to go through many pages.
 9. One participant complained about small pop-up windows that have to be closed (the SFX window).
 10. Many problems occurred after the participant left the Yale pages and went to vendor pages. This was apparent on the JSTOR site and the Highwire site. These were not counted as errors because it had nothing to do with the interfaces being tested, but it was apparent that no matter what interface we have users will encounter problems getting to full text.
 11. Participants showed no problem using the SFX search box and selecting the correct radio button depending on the search they wanted to do (the search labels contains, exact and starts with were easily understood.

Changes to make to the SFX AtoZ List

1. Response time must be improved.
2. Make the holdings more obvious (bold) and put space between fulltext records.
3. Make the journal title an underlined link on the menu (more similar to what happens in Yelmo). This is the standard required on our web site now.
- 4.. Remove holdings boxes. This will affect all SFX menus and it is hard to say if this will negatively impact other applications.
5. Change "health" subject heading to "medicine."
6. Display more items on results screens (100 if possible).
7. Change to all white background (will take care of the odd white box that appears on search page.)
8. Add Citation Linker to Search page.
9. Tab headings should agree with Metalib: **Titles** and **Other Options**. Journals page will have a **Subjects** tab as well.
10. Put the SFX results into the current E-journals wrapper with our standard header and footer. PIC will review the four submenu (but we will need some submenu links, so plan on incorporating those links on the page.)

11. Remove "Powered by SFX "

Desired (but perhaps not for January)

12. Make tabs (for More options and Subject) more obvious.

13. Incorporate Citation Linker as a tab (bring into current web search page instead of launching a new window) See the University of Iowa for an example
<http://infolink.lib.uiowa.edu/e-journals/>

10. Also note that Iowa moves additional options from tab to the Advanced section of main search page.