Survey: *Bento Satisfaction*

**Recommendations**

1. Consider hiding the jump links (links to results boxes within Bento) when the page is displayed with multiple columns, but retain these links when the page is displayed with a single column.
2. Include content from Digital Collections and Rubenstein that does not currently appear in results, but take steps to ensure that the content does not appear in multiple boxes within the Bento-style results page.
3. Conduct user testing comparing patron responses to our Bento-style results page with responses to Bento-style results pages from other universities that use a design aesthetic or approach to organizing information that is notably different than our current approach; use results from this assessment to design an interface that is less likely to be viewed as confusing.
4. Consider a simplified layout, potentially with two columns. Display three results each from Articles and Books & Media. Display other results sections below the Articles and Books & Media results. Test this concept with patrons.
5. Consider adding a small section on the results page that provides other search options; this could include paths to portals like Books & Media, Articles, TRLN, and BorrowDirect.
6. Conduct assessment and user testing to explore how to provide a clearer pathway for patrons to directly access portals like Books & Media and Articles from the library homepage.
7. Explore the possibility of including results from our Databases A-Z search and Online Journal Titles search within the Bento-style results page.
8. Explore the possibility of including a link for copying citation information.
9. Explore the possibility of including options for searching by title, author or subject while keeping the default set as a keyword search.

**Background**

The Web Experience Team (WebX) assessed patron satisfaction with the Duke University Libraries Bento-style search results page (e.g., [http://library.duke.edu/find/all?Ntt=benjamin+rush](http://library.duke.edu/find/all?Ntt=benjamin+rush)) through a seven-question, online survey. Respondents were able to access the survey through a link placed on the Bento-style search results page between October 12 and October 25, 2016. We also invited members of the library’s undergraduate and graduate advisory boards and the Library Council to take the survey. See the appendices for the survey instrument and respondent comments.

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Respondents
We received responses from 51 people:

<table>
<thead>
<tr>
<th>Affiliation</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Student</td>
<td>26</td>
<td>51%</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>10</td>
<td>20%</td>
</tr>
<tr>
<td>Faculty</td>
<td>6</td>
<td>12%</td>
</tr>
<tr>
<td>Library Staff</td>
<td>5</td>
<td>10%</td>
</tr>
<tr>
<td>Duke Staff</td>
<td>3</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>2%</td>
</tr>
<tr>
<td>Alumni</td>
<td>0</td>
<td>0%</td>
</tr>
</tbody>
</table>

Key findings
Although respondents expressed mixed views about the Duke University Libraries’ Bento-style search results page, the majority expressed a positive level of satisfaction. Respondents were most satisfied with the quality of search results and least satisfied with the way information is displayed on the results page. Overall, undergraduate students expressed the highest average level of satisfaction.

There was an interesting disparity in respondent comments between those who know about and prefer other search portals like Books & Media and Articles and those who seem unaware of those options.

Quality of Search Results
Three-quarters of our respondents said that they view the quality of search results as either excellent or good, with undergraduate students showing the greatest average level of satisfaction and faculty the least.
Satisfaction with the way information is displayed
Respondents have varied levels of satisfaction with the way information is displayed on the search results page, with undergraduates showing the highest average level of satisfaction and library staff the least. The percentage of respondents who thought the way information is displayed is poor is equal to the percentage who thought it was excellent. Overall this is the area where respondents indicated they are least satisfied.

How well the search results meet respondents’ needs
Less than two-thirds (63%) of respondents indicated a high level of satisfaction (excellent or good) with how well search results meet their needs. Undergraduates showed the highest average level of satisfaction and faculty the least.

Would they recommend this search tool to a friend?
Seventy percent (70%) of respondents said that they would recommend the Bento-style search results page to a friend. The comments provided by respondents indicated a mixed level of awareness of other potential search tools such as portals for Books & Media and Articles.
Looking deeper at respondents’ willingness to recommend

Based on the distribution of responses, dissatisfaction with the way information is displayed on the search results page may more strongly influence who would not recommend this to a friend, while satisfaction with the quality of search results may more strongly influence who would recommend this to a friend.

When a respondent would NOT recommend the Bento-style search results page to a friend:
When a respondent would MAYBE recommend the Bento-style search results page to a friend:

- Quality of search results (Would MAYBE recommend Bento to a friend)
  - Good: 56%
  - Average: 22%
  - Poor: 22%

- Way information is displayed (Would MAYBE recommend Bento to a friend)
  - Good: 22%
  - Average: 45%
  - Poor: 33%

- How well results meet my needs (Would MAYBE recommend Bento to a friend)
  - Good: 33%
  - Average: 45%
  - Poor: 22%

When a respondent WOULD recommend the Bento-style search results page to a friend:

- Quality of search results (YES, would recommend Bento to a friend)
  - Excellent: 31%
  - Good: 64%
  - Average: 5%

- Way information is displayed (YES, would recommend Bento to a friend)
  - Excellent: 19%
  - Good: 42%
  - Average: 39%

- How well results meet my needs (YES, would recommend Bento to a friend)
  - Excellent: 28%
  - Good: 53%
  - Average: 19%

Was there anything you thought was missing in the search results?
The following paraphrases examples that stood out in the 20 comments received in response to this question. You can view the complete comments in Appendix B.

- Databases are often missing from search results
- Some of Duke University Libraries’ own digital collections are missing from search results
- A quick way to access full citation information is missing
- Full text access to some articles is missing even though the article was listed in search results; clicking through sometimes leads only to an abstract or to a message that an article is not available

Why or why not (would you recommend this to a friend)?
The following paraphrases examples that stood out in the 28 comments received in response to this question. You can view the complete comments in Appendix B.

- Some respondents prefer using other search portals such as Books & Media, Articles, Web of Science, or Google Scholar
- Other respondents are not aware of any other search options, and this option is our default
• Some respondents feel that the interface is cluttered and overwhelming
• Other respondents feel that this page is user friendly, efficient, and helpful
• Sometimes results seem irrelevant
• Some feel that this page provides a wide range of options, allowing for related research

What else would you like to tell us about your experience using this page?
The following paraphrases examples that stood out in the 22 comments received in response to this question. You can view the complete comments in Appendix B.
• Confusing interface
• Prefer catalog search over Bento-style results
• Don’t know how to go directly to a catalog search
• Concerned about relevancy and that some things might not show up in search results
• This is good for broad searches but takes extra steps for known items
• Want clearer path to borrow items from TRLN or other libraries
• Appreciate how keyword search connects me with useful articles I didn’t previously know about

Search by title or subject?
Survey respondents search for a specific title or item often (73%); however, they search by subject less frequently, with library staff and faculty being the most likely to search by subject, while graduate and undergraduate students were noticeably less likely to do so.
Context: How did patrons use this search tool?

The following data from Google Analytics reveals usage patterns related to our Bento-style search results page during the timeframe that the survey was conducted, October 12 through 25, 2016. This data can provide context for the survey results noted above.

The Duke University Library homepage received 43,265 pageviews and our Bento-style search results page received 37,143 pageviews during this timeframe. Of the three search tabs available within the homepage search box, the default “All” search tab was used 77% of the time (figure on left, below); this default search tab displays results on the Bento-style search results page.

![Pie chart showing relative usage of search tabs.]

Patrons who clicked on results within the Bento-style results page clicked within the Articles column 51% of the time and within the Books & Media column 42% of the time (figure on right, above), confirming that the search results presented in the right column of our search results page are used infrequently.

Within the Articles and Books & Media columns, patrons primarily clicked on the first two items presented or on the “See All” links that lead patrons directly to the native search interfaces for Articles and Books & Media respectively. Our data show that items listed below the third item are rarely clicked by patrons.
The search results page is laid out with Articles results listed in the left column, Books & Media results listed in the middle column, and a right column comprised of results for Our Website, Research Guides, Images, and Other Resources. A Top Result section displays a single result above Articles for a select list of 80 search terms. See example for search phrase “Thesaurus Linguae Graecae.”
Appendix A: Copy of survey instrument

Tell Us About Your Library Search Results Experience...
Please share your thoughts about the Duke University Libraries Search Results page. The information you share will help us make improvements.

1. When using this search results page, how frequently do you search for the following?

<table>
<thead>
<tr>
<th></th>
<th>Often</th>
<th>Sometimes</th>
<th>Never</th>
</tr>
</thead>
<tbody>
<tr>
<td>A specific item or title</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Items related to a topic or subject</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. How would you rate the following aspects of the search results page?

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Good</th>
<th>Average</th>
<th>Poor</th>
<th>Terrible</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of search results</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The way information is displayed on the search results page</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How well the results meet your needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Was there anything you thought was missing in the search results?

4. Would you recommend that a friend or colleague use this search results page?
   - Yes
   - Maybe
   - No

5. Why or why not?

6. What else would you like to tell us about your experience using this page?

7. What is your affiliation with Duke University?
   - Duke Undergraduate Student
   - Duke Graduate Student
   - Duke Faculty
   - Duke Staff
   - Duke Library Staff
   - Duke Alumni
   - Other
Appendix B: Free text responses

Was there anything you thought was missing in the search results?

- No.
- Not particularly, although I have no idea why the first result appeared in the list above others. The ranking of results frequently makes no sense to me.
- The search routinely prioritizes an index in which a journal appears instead of the journal itself. I would rather go to the journal directly than through seven layers of indices non of which contain the actual item but only abstracts and other red herrings.
- Please see below.
- When searching for a specific item or title, I wish that it would be more clear that the results were either identical to my search term or that the item that I'm seeking is not available in our catalog.
- "If I don't have the title exactly right, my search won't work. For example, I recently searched for *Jesus in My Womb* -- but no results because the actual title is *Jesus in Our Womb*. I had to open my Zotero and go find the reference to find the book in the library search. This frequently happens to me, so I just google books instead and then loop back to the library website to see if it's available.
- Another thing that would be amazing is if the library search results had the full publication data for quick citation. So right now, all you'd need to add is the publisher. Of course, you can find it if you click on the book -- but that one click would save me a lot of time as I'm manually building bibliographies. My previous institution had this type of search set-up (library.nd.edu).
- Finally, if something is an internet resource, there doesn't seem to be the button "'Request Item'" which feeds the citation material into the ILL site. Sometimes I need a hardcopy because I don't want to use an electronic document in class, etc. "
- No
- Sometimes the search isn't able to find a copy of a given paper at Duke - but sometimes I find it is available, if I look for it through EconLit or another source.
- digital collections that I know the library holds
- It's not easy to sort the search result by the alphabetical order of the author's name. Sometimes there're multiple related books about the same topics and when I just wanted to find the exact book from some exact author, I have to go back to the old search interface to sort them. While article and book names are relatively long, displaying them horizontally instead of vertically definitely help me to identify the item that I want. Otherwise, the names can't even be displayed completely so I had to click "more", which shows me the old interface. I would like to ask why bothers to use the new interface.
• Clear indication that some of the articles that come up on the left hand side with a "full text online" link are not in fact available in full text online, either because Duke Libraries do not subscribe to the given journal or for some other reason. I'd rather not go through the maze of websites only to discover that I can't access the article.
• Easy options on how to sort the results
• It has been really clear and helpful.
• I find searching for periodicals and periodical articles very difficult. This is frequently the case when looking for Consumer Reports.
• No
• No
• It would be nice if it could give you the option of including the titles that are not at Duke (but that might be available through interlibrary loan)
• Databases

Why or why not [Would you recommend this to a friend]?

• I would recommend that they choose the books only option, or the article search, because they will get a cleaner interface overall.
• Because the search sometimes returns a negative result when an item is in fact held by Duke Library - on one occasion I searched an item to get automated citation information into Zotero. The search claimed Duke does not have the item but I had the hard copy version of the item on my desk at that moment.
• It isn't bad overall. Showing digital results is good, and showing results from nearby libraries is good too.
• Quick, efficient, generally very helpful
• Good for purely academic sources
• It's still helpful even if it's not perfect.
• It will get you to the answer that you're seeking eventually
• It's is useful
• It's incredible cluttered. I'm overwhelmed by how many different results there are. I wish there was an easier way of narrowing it down. After I search when I click on "Books & Media" under the search bar it merely takes me less than an inch down the page to that section instead of giving me a page with just those results.
• I'm not sure how else you'd find if the library has a book, so yes.
• It's very user friendly and convenient.
• This page is confusing and somewhat misleading because generally when you go to a library website and search through a search bar in the middle of the page, you are searching for a book or other material, not the website. Generally if you want to search the website you would use a
search bar in the top right hand corner of the page. As it is now, just searching for a title brings up too many results and is visually overwhelming. I don't think search all should be the default of the main page- it can be an option that you select, but I don't think most people search there for something other than a library item.

• It's very busy so hard to easily tell what's what I'm looking for. Also sometimes results are irrelevant.
• It's the default.
• What other option is there?
• It's the only way to see what the library has?
• People in my field won't be interested to know information like "our website", "images", "other resources", "research guide" when they just simply want to find an article or a book from the library. However, the search page uses at least 1/3 of the page to display something that's totally irrelevant to the users' interest. (I put "differential equation" as an example in the search. The search result gave things like "current book reserves in the library" under the "our website" result. It showed something completely irrelevant to differential equation, but something about Apple Mobile Apps under "research guide". No images, only a "Phase Plane" on "other resources". And if I didn't click on the "See All" for other resources, it didn't come to my mind that it means something like database.... ) The search results are pretty confused. The same book showed up 3 times under the "Book and Media" just because the library has 1 physical copy and 2 same internet sources for it. But this will restrict me to browse more search results and eventually I still need to go back to the Book & Media tab to do my search.
• It is probably the most efficient way to search for relevant peer-reviewed research available to active students and faculty. I appreciate only having to sign in once and then having access to most if not all of the results that are returned.
• See below.
• Very useful for duke-specific holdings, not sure it would be competitive vs Web of Science, Google Scholar or etc for general searching....
• It is user-friendly, and early categorization of the search really helps the searching process.
• It gives you a wide range of options in addition to what you might be looking for, allowing for related research, etc.
• Quick, easy access - good way to get started on a broad topic
• This search results page allows us to see all the forms of resources available and where they are located.
• It is helpful to research
• This is a great resource for grad students to look for either book or research papers. I am really glad that we have this resource
• Links not always work, at sometimes Google is more effective, especially for openjournals.
• It's better to use the tabs to specifically search for books or articles, etc than then wasting time trying to figure out the All results

What else would you like to tell us about your experience using this page?

• One thing I've noticed recently is that occasionally I'll have a search term that returns a few catalog results, 1-3 dozen or so. Invariably, Rubenstein materials appear despite the fact that they aren't all that relevant. For example, try "waste management reclamation united states." The Outdoor Advertising collection appears at the bottom. I seem to see this a lot, and it'd be nice if these results didn't appear (at least they are at the end), or if this was a known issue.

• Emily knows this already, but I really hate the Bento layout. It's confusing to figure out where my results might be, as well as to figure out how to, say, request a book from TRLN or otherwise.

• Whenever Duke actually has a electronic journal then that should come up - but it does not always do so.

• I don't like having to change the search parameter to "title" every time; I wish that were the default.

• The results page layout was changed a year or so ago to feature different types of media (books, articles, etc.). This is helpful if you're looking for additional related items or items across media forms, but it's confusing when you're looking for something specific. Maybe a redesign? (That being said/suggested, I've gotten used to it now and can use it quickly and efficiently.)

• The search and find page requires that you click onto a particular media (e.g. books, journal articles). It would be better to type in what you're looking for and then the page shows a minimized drop down menu of all the search results sorted by media type. Should also make it easier to search by journal name and field.

• It would also be great if you didn't have to log in twice to get to the ILL account.

• I usually go to a catalog search from a specific library's website to avoid this page.

• the RL collection guides show up under books and media instead of on the right under "website," so that is weird. They aren't describing books or media.

• To be honest, the old interface was better than the new one. I've been using the new one for a while but eventually, it's the old one that helps me out with my search. So if there should be something to change, change the font design in the old one and make it look more fancy. The new one doesn't significantly improve the search result. It just combines all the possible information into one page, which makes things more confused. As for the old interface, the issue is the bar on the left-hand side. The font is not prominent enough to attract users attention so users might not know how to sort their search result using that bar.
• Sometimes I worry that what I see returned may be leaving out an important work. I admit this could be an issue with the user’s search string. That being said, this is an issue I am aware of and try to work around.

• "Whenever I do a key word search, I'm impressed at how well this search engine selects similar articles/works that I do in fact find interesting but did not know about before. I've found several useful articles that way!"

• three column format feels a bit confusing, also sometimes having "top search result" separated out and appearing not quite in the place i expect to be in actually almost hides it from view, so it might be counterproductive..... i like the thumbnail images of book covers...

• why doesn't the "enter" key submit the search? it requires me to use the mouse unnecessarily.

• If authors have the string of letters "and" in their name, the search results treat that as using <and>, causing the result to break the name into separate search terms; e.g. search for Mr. Hand results in searching for Mr. H and D

• The website is very slow, and from the home page I have go to the first results page and then navigate to a separate books page to see all the results I want (I only ever look for books from the library). It would be nice if I could easily navigate to the books-only results without going to a separate page in between.

• I almost never use the third column - other resources, primarily because it rarely returns resources that are actually relevant. Frequently use this search to find a title or author quickly, especially when in the stacks, and it takes a surprisingly long time (3-4 clicks) to get to the item of interest. Overall this search is best for broad searches, but if you actually know what you're looking for, it can take extra steps.

• "It would be much easier to navigate if resources are classified based on where they are located. This would allow students to quickly locate resources based on their urgency of acquiring the materials.

• For example, they would only look at the resources available on campus if they don't have time to get it transported from the Library Service Center."

• Nothing

• So far I haven’t been really using it but I am sure that I will use it often later

• Not always accurate. Some pages don’t show up (libguides for example) and I’m not entirely sure on the sort order for the results of all the columns..