

Usability Test Report: Rubenstein materials request sign-up and login

Summary

Emily Daly and Jaci Wilkinson conducted a usability test of the Rubenstein Library/Aeon account registration and login process on 29 February, 2015 from 1:30pm-3pm. Josh Larkin-Rowley observed. The usability tests were conducted in the lobby of Perkins Library. Prior to testing, a pilot was conducted with an ADS student assistant. After three introductory questions, each participant was asked to complete three tasks followed by four post-test questions. Each interview lasted approximately ten minutes. See Appendix for interview script.

Participants

Eight participants (excluding the pilot) completed the test. Six participants were undergraduate students and two were graduate students. The following departments were represented: computer science, economics, music, history, environmental science, visual media studies, and biology. One participant uses ILL/Document Delivery daily, one had never used it, and the rest of participants use it from once a month to once every two weeks.

None of the participants had used Rubenstein Special Collections Library before. This was a criterion for their participation because the first task asked participants to register for a Rubenstein Library (Aeon) account.

Key findings

1. Three participants didn't understand that Rubenstein materials had to be viewed in the Rubenstein Reading Room and that there wasn't a copy for them to pick up at some other location (e.g. the Perkins Service Desk).
2. Participants didn't read the terms and conditions page for researcher registration; all but one scrolled immediately to the bottom and clicked "I accept. The one exception, a graduate student in music who has used other archives before, said she would read the Terms and Conditions page very carefully because although she hadn't used Rubenstein Library before she knows that those spaces have very specific rules about taking photos, bringing other books in, etc. and she thought that page would have that information. One other participant specifically said that he paused to read the only the Username and Password directions on the Research Registration page (which is underneath the "I Accept" button) because the information jumped out as potentially important.
3. Five participants thought the Researcher Registration page asked for a reasonable amount of information and expressed familiarity with the process of registering for online accounts like this one.
4. Three participants thought the Researcher [Registration](#) page asked for too much information. These individuals also wondered why this information was being requested given that Duke already has their personal information.

For more information, please contact emily.daly@duke.edu

5. There were varied levels of confusion as to the differences among the three account login options on the general [My Accounts](#) page. Three participants selected “Duke University Libraries Account” or “Document Delivery (ILL)” instead of “Special Collections at Duke & UNC.” One participant wondered why he couldn’t view his other holds and check-outs from his Rubenstein Aeon account page.
6. Use of the word “Aeon” caused confusion in two participants; they didn’t understand what this referred to.
7. When asked to navigate to their new Rubenstein Library accounts from the Rubenstein Library [homepage](#) six participants saw and clicked the gray “Log In” button.
8. Five participants used the “My Accounts” link in the DUL masthead to access their Rubenstein Library account, but participants responded favorably to the “Log in” button on the Rubenstein homepage once they discovered it. One participant clicked “Document Delivery / ILL” in the Quick Links on the homepage because he thought it would let him check his Rubenstein account.
9. Adjectives most often used to describe the process for registering and logging into the Rubenstein account were “straight-forward” and “self-explanatory.”
10. Confusion came not from navigating and completing the sign-up and login process but from the differences between services: Students had difficulties distinguishing the different kinds of “materials requests” available and they used the terms “ILL” or “Document Delivery” and “Rubenstein request” interchangeably.
11. Three participants thought the [Affiliation page](#) was redundant; while they found the page to be clear and were successful in using it to select their affiliation, they didn’t understand why they had to identify themselves as Duke users. One participant wondered why the affiliation page was separate from the registration page and suggested that the question of affiliation should be integrated with the rest of the registration page.

Recommendations to consider

1. Remove references of “Aeon” from login and registration/sign-up pages so as not to confuse users.
2. Consider changing the wording used to describe requesting Rubenstein materials; users seem to confuse the process of selecting and viewing Rubenstein materials in the Rubenstein Reading Room with making ILL/Document Delivery requests.
3. Consider reducing the number of fields displayed and required on the Researcher Registration page.
4. Consider a hyperlink to the “Terms and Conditions” page on the registration page instead of filling a whole, separate page with the Terms and Conditions text.
5. Remove the affiliation page, and instead use authentication credentials (Shibboleth, Onyen) to direct users to their appropriate Aeon account.
6. Integrate Duke University Libraries (Aleph), ILL/Document Delivery, and Rubenstein accounts into a single account so users are able to access all accounts and requests from a single login.

Appendix (include full script here)

DUL usability test: Requesting Rubenstein materials

Thank you for agreeing to take part in this study.

We are interested in learning more about how our researchers use the Duke Libraries website to register for accounts for the Rubenstein Rare Book & Manuscript Library, which is our special collections library here in Perkins. We hope what we learn will help us improve current functionality.

I will be asking you to complete a couple of short tasks that involve requesting items from the Rubenstein Library. Keep in mind that there are no right or wrong answers and that we're testing our website — not you.

Okay, first some general questions:

1. Are you an undergrad, grad student, faculty member, staff member? undergrad
 - a. If you are an undergrad, what year are you? sophomore
 - b. If you are an undergrad, what is your major? history
 - c. If you are a grad student or faculty or staff member, what department are you in?

2. Have you ever used the Duke Libraries website (point to DUL homepage) to request books or other materials to support your research? white slip on it – uses all the time – with research papers, multiple things each time, nothing from rubenstein
 - a. If yes, would you say you request materials from Duke Libraries every day, every week, every month, once a semester, or less often? twice

3. And just to confirm, have you ever used the Duke Libraries website to request items from the Rubenstein Library Rare Book & Manuscript Library? [If they have requested items, end test.] NO

Now I'd like you to complete a couple of tasks using the Libraries website. It would be really helpful if you would share your thoughts and observations as you are completing the tasks, so try to think aloud as much as you can. Like I said, there are no right or wrong answers.

[Ask four participants to complete TASK ONE-A and four participants to complete TASK ONE-B]

TASK ONE-A: You're interested in learning more about Nat Turner. You've discovered that the Rubenstein Rare Book & Manuscript Library has this book [point to catalog record, <http://search.library.duke.edu/search?id=DUKE003963175>], which you'd like to request and read in the Rubenstein Reading Room.

- a. Request this book from the Rubenstein Library. [If needed, encourage participants to follow the prompts to register for an account. If participants already have Aeon accounts, end task here and complete TASK THREE, if necessary.] green button that says request
- b. What are you doing by clicking this button? What can you do once you pick up the book in the Rubenstein Library? can't remove it from library scheduling time to view it fill out form for duke
- c. What are your thoughts about the Researcher Registration form? [Participants don't have to fill in all fields and submit information.]
- d. What worked well about the registration process? "I don't like all that stuff up there" too much stuff to read – isn't going to read it , bottom part is fine: put registration part up top, long stuff below submit button
- e. What would you recommend changing or improving about the registration process?
- f. Consider this page once again, <https://duke.aeon.atlas->

[sys.com/nonshib/aeon.dll?Action=10&Form=79](https://duke.aeon.atlas-sys.com/nonshib/aeon.dll?Action=10&Form=79)? What is its purpose? Again, what would you recommend changing or improving?

OR

TASK ONE-B: Your class is visiting the Rubenstein Library, and your professor has asked you to create a Rubenstein account before coming to the library. Show me how you would do that.

- a. What are your thoughts about the Researcher Registration form? [Note: Participants don't have to fill in all fields and submit information.]
- b. What worked well about the registration process?
- c. What would you recommend changing or improving about the registration process?
- d. Consider this page once again, <https://duke.aeon.atlas-sys.com/nonshib/aeon.dll?Action=10&Form=79>? What is its purpose? Again, what would you recommend changing or improving?

TASK TWO: You're now interested in logging in to your new account (we'll just pretend you actually created an account). Show me how you would check your Rubenstein account. libraries account pressed that button instead of a separate button/account for special collections

library request system page: looks fine, knew how to use it easily

[If necessary, encourage users to move from the general Libraries Account page, <https://library.duke.edu/librarycatalog/login/?next=/librarycatalog/account/>, they'll likely select to Aeon, <https://duke.aeon.atlas-sys.com/>]

- a. Let's focus for a moment on this page, https://duke.aeon.atlas-sys.com.
 - a. What can you or others do from this page?
 - b. Where would you click to access your Rubenstein account [Ask only if participant does not show us this step]?
 - c. What types of materials can you request using your new account?

- d. What works well about this page?
- e. What would you recommend changing or improving about it?

TASK THREE: Now, let's use the Rubenstein Library page, <http://library.duke.edu/rubenstein/>, to access your new Rubenstein account. Show me how you would access your account from this page.

- a. What works well about logging in from this page, <http://library.duke.edu/rubenstein/>?
- b. What would you recommend changing or improving about logging in from this page? immediately saw "sign into account" from home page: wouldn't think

[NOTE: Use TASK FOUR only if a participant has already created a Rubenstein account and we feel we need more data on the registration process.]

TASK FOUR: You had created an account to request items from the Rubenstein Library before this test, but we're interested in how well this page, <https://duke.aeon.atlas-sys.com/nonshib/aeon.dll?Action=10&Form=79>, works for researchers registering for the first time.

- a. Consider this page, <https://duke.aeon.atlas-sys.com/nonshib/aeon.dll?Action=10&Form=79>.
 - a. What is its purpose?
 - b. What about it works well?
 - c. What would you recommend changing or improving?

POST-TEST INTERVIEW

- a. What are your thoughts about your experience registering for an account from the Rubenstein Library? a little complicated that it is separate from perkins, take a minute to figure out, one sign in for everything having to do with library account
- b. What would you change or improve about the current process for registering for an account? its fine when it lists everything
- c. What would you change or improve about accessing your account to track requests or request additional materials? that's fine

d. Is there anything else you'd like to tell us about your experience today?