



# LibKey and Bento Discovery Usability Test

## Recommendations

Add a button to the Articles section of the Bento-style All Search results page; this new button would use the LibKey service to link directly to a PDF of an article.

## Key Observations

1. Version B, which includes a distinct button linking to a PDF, provides an easier and more straightforward path to accessing the PDF version of a journal article than Version A.
2. The majority of test participants preferred the Bento interface with the PDF button, even if they did not actively engage with its features during testing.

## Background

This study was conducted to gain insight into whether Duke University Libraries should add the LibKey Discovery tool into the [Bento-Style All Search](#). Two mockup versions of the All Search page were included in the study; each mockup included a direct-to-PDF link constructed using the LibKey Discovery tool. In Version A, the article title links directly to a PDF and the Full Text Online button links to a journal's webpage. In Version B, both the article title and the Full Text link point to the journal's webpage and there is also a PDF button below the article entry

that links directly to the article PDF. The study was developed and conducted by Karly Pearson and Thomas Crichlow with guidance from Emily Daly. On October 1, 2019 we recruited eight participants at a table set up in the outside lobby of the Perkins Library at Duke University. Karly Pearson moderated the tests while Thomas Crichlow took notes on the sessions. Data from the pilot test is included in the report. Below is an image of each mockup version:



*Mockup version A*

*Mockup version B*

### Questions we hoped to answer through this study:

1. Will patrons choose to click on a button to view a PDF of an article rather than clicking on the article title?
2. If clicking an article title immediately leads to a PDF, does that match patron expectations?
3. What do patrons expect after clicking a link to view an article?

### Participants

#### Role at Duke:

- 6 Undergraduate Students
- 1 Graduate Student
- 1 Visitor

- 1 Staff

**Majors and Programs of Study Represented in the study:** Engineering, Public Policy, Computer Science, Undeclared, Divinity School, Environmental Science, Renaissance Studies.

**How they typically search for an article:**

- Library website: 4
- Google Scholar: 2
- “GetIt@Duke” links: 1
- Website specific to subject: 1
- Unfamiliar/Unsure: 1

**Last Time they searched for an article:**

- Last week: 3
- Haven't/Not sure: 2
- This summer: 1
- Last semester: 1
- Yesterday: 1
- Missing info: 1

**Frequency with which they visit the DUL website:**

- Not Often: 3
- Every Week: 2
- Never: 2
- Every Other Week: 1
- Unsure: 1

## Key Findings

1. Will patrons choose to click on a button to view a PDF of an article rather than clicking on the article title?

**Starting with Version A:** Half of the participants given Version A clicked on the article title link which brought them to a PDF of the article. Participants who saw the journal's webpage, as linked from the Full Text link, said that things they found useful on the journal's webpage included citations, author names, and a downloadable PDF button — indicating a desire to access the article as a PDF. When shown Version B, many participants took note of the differences and pointed out the PDF button. When asked about their impressions of this alternate version, 3/4 participants said they liked the button and thought it was helpful. In comparison of their impressions of both versions, participants noted that Version A looked clean and was understandable, but when shown Version B the majority of participants noted that Version B was more straightforward.

**Starting with Version B:** Half of the participants who started with Version B, which included the PDF button, clicked the button while the other half clicked the article title. When the participants who clicked the article title (leading to the journal's webpage) were asked what was helpful on the journal's webpage, they mentioned things such as authors, citations, and other reference articles. When shown Version A, the majority of participants noted a preference for Version B because the PDF button made the page more comprehensible. They also said that they liked that clicking the article title led to the journal's webpage. Some participants noted that there are times when they prefer to have access to the journal's webpage because they don't always want the PDF, but that they liked how clearly the button provided access at times when they do want the PDF.

2. What do patrons expect after clicking a link to view an article?

In the post task section of the interview, we assessed if clicking an article title that immediately leads to a PDF matches patrons expectations. Two patrons said they expected the article to lead directly to the PDF, but the majority of patrons expected something related to the article such as the article abstract, authors, a cover image, a summary of the article, or a publisher's website that contained the abstract and other article information. However, many of the patrons seemed unsure what they expected, and didn't express strongly held ideas about their expectations.

3. If clicking an article title immediately leads to a PDF, does that match patron expectations?

As mentioned above, only 2 out of 8 patrons expected the article title to link directly to a PDF; however, when presented with Version B, they agreed that having a separate PDF button was more clear. After viewing the two options, Version A and Version B, almost all patrons expressed that having a separate PDF button, as depicted in Version B, was more comprehensible. Further, after assessing what patrons found most and least helpful, many patrons described extraneous information such as citations, related articles, and author information found on a vendor's webpage to be helpful. In addition, some patrons who said they would likely click on the PDF button, don't always wish to have the PDF, which indicates the benefit of linking to the journal's webpage and also including a clear indicator of where to find the PDF in case they want it.

## Appendix A: Test script

Hello [NAME]. I appreciate you taking the time to participate in this study. My name is Karly and I'll be walking you through our tasks today.

We are testing access to journal articles. Keep in mind that there are no right or wrong answers and that we're testing a tool, not you. As you complete several short tasks, it would be really helpful if you would share your thoughts and observations as you are completing these tasks, so try to think aloud as much as you can. Further, if you have any questions as we go along, don't hesitate to ask. At this point do you have any thoughts or questions about the test? [USER RESPONSE] Okay, great. Let's begin.

\*Note for administrator, remind patron throughout the study to think aloud!

### Task Questions

GROUP A

Task 1

[\[Open to webpage for Version A\]](#)

Imagine you are writing a paper on animal ethics, based on these search results how would you view an article?

**[OBSERVE: What path does the user take to view the article?]**

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Task 2

**[If participant clicked to view the PDF version, return to search results page]**

How would you view the article on the journal's webpage?

**[If participant clicked to view the article on the journal's webpage, return to results page]**

How would you view the article as a PDF?

Task 3

**[Manually Click to the Article Webpage]**

When arriving at this webpage for an article, what on this page would you find most useful if you wanted to use this article?

What would you find least useful on this page?

**[OBSERVE: What information on the Article webpage is the user likely to look for?]**

FOR GROUP B

Task 1

**[\[Open webpage to Version B\]](#)**

Imagine you are writing a paper on animal ethics, based on these search results how would you view an article?

**[OBSERVE: What path does the user take to access the article?]**

Task 2

**[If participant clicked to view the PDF version, return to search results page]**

How would you view the article on the journal's webpage?

**[If participant clicked to view the article on the journal's webpage, return to results page]**

How would you view the article as a PDF?

Task 3

**[Manually Click to Article Webpage]**

When arriving at this webpage for an article, what on this page would you find most useful if you wanted to use this article?

What would you find least useful on this page?

**[OBSERVE: What information on the Article webpage is the user likely to look for?]**



Thank you for completing this task, I have several follow up questions I would like to ask you.

**Appendix B: *Pre-test Questionnaire***

1. What is your affiliation with Duke?
  - a. For undergrads: What is your major?  
\_\_\_\_\_
  - b. For grads, faculty, staff: What department are you in?  
\_\_\_\_\_
  - c. How many years have you been at Duke?  
\_\_\_\_\_
2. If you need to find a journal article how do you typically search for one?  
\_\_\_\_\_
- a. When was the last time you engaged in this task?  
\_\_\_\_\_
3. How often do you visit the Duke University Library webpage to search for an article?  
\_\_\_\_\_

**Appendix C: *Post-Test Questionnaire***

**[Instructor: Return to page (either A or B) that this participant started with]**

1. What are your initial impressions of the results page?
2. What was your impression of what you saw after you clicked on a result?
3. What were you expecting to see?

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**[Show Version B to Group A, Vice Versa]**

4. What is your initial impression of this alternate version?
5. What did you find most helpful about either of these versions?
6. What did you find least helpful about either of these versions?
7. Do you prefer the article title to take you to a journal's webpage, or do you prefer clicking an article title that takes you directly to a PDF?
8. How likely would you be to click on a 'View Article PDF' button?
9. [Rate 1-5; 5 being Extremely Likely]