Beyond Usability
Building Discovery Tool Requirements through User Stories

Library Assessment Conference
October 30, 2012

David Bietila
dbietila@uchicago.edu
Web Program Director
The University of Chicago Library
1. **New new media** / Paul Levinson.
   Levinson, Paul.
   Penguin academics.
   Regenstein, Bookstacks ZA4150_L48 2009

2. **New new media** / Paul Levinson.
   Levinson, Paul.
   Penguin academics.
   Regenstein, Bookstacks ZA4150.L48 2013

3. **The New media** : communication, research, and technology / Ronald E. Rice ... [et al.] ; foreword by Robert Johansen.
   Regenstein, Bookstacks P96.T42N63

Table of Contents:

- Part 1 **New Media** Technology and Research - Ronald E Rice
- Development of **New Media** Research - Ronald E Rice
- **New Media** Technology: Growth and Integration - Ronald E Rice, Frederick Williams
Three perspectives

**Books & more**

*library books, videos, CDs, microform, local resources*

Showing 1 - 10 of 4416 for search: 'new media'.

- **News media and new media /**
  Published 2003
  **Table of Contents:** “...Capacity Building: New Media Research, Education and Training for the Newsroom...”
  **Call Number:** P92.A7 N49 2003
  **Located:** Falvey Main - 3rd Floor
  - [Available](#)
  - [Book](#)

- **New media, old media : a history and theory reader /**
  Published 2006
  **Table of Contents:** “...Early film history and multimedia: an archaeology of possible futures? / Thomas Elsaesser...”
  **Call Number:** P90 .N52 2006
  **Located:** Falvey Main - 3rd Floor

**Articles & more**

*full-text articles, e-books, electronic subscription resources*

Showing 1 - 10 of 5310503 for search 'new media'.

- **NEW MEDIA**
  by Barton, Roger Neil
  Published in Media History (11/2010)
  ![Find it](#)
  ![Journal Article](#)

- **New Media**
  by Anonymous
  Published in The ADHD Report (02/2009)
  ![Find it](#)
  ![Journal Article](#)
Refine Search

Viewability
- Limited (search-only) (2990)
- Full view (108)

Subject
- Mass media (708)
- United States (149)
- Communication (124)
- Journalism (91)
- Popular culture (87)

Author
- Freedom Forum Media Studies Center (15)
- Rawlinson, George, 1812-1902 (15)
- SpringerLink (Online service) (14)
- American Society of Mechanical Engineers. Heat Transfer Division (13)

Showing 1 – 20 of 3093 Results for all fields: new media

1 2 3 4 5 6 7 8 9 10 11 Next » [156]

Newmedia.
Published 1991

Catalog Record
(view record to see multiple volumes)

The New media : communication, research, and technology / Ronald E. Rice ... [et al.] ; foreword by Robert Johansen.
by Rice, Ronald E.
Published 1984

Catalog Record
Limited (search-only)
Showing 1 - 20 of 112 for search: 'new media'

See also:
Communication International cooperation

Towards new media paradigms : II Cost A20 International Conference Proceedings, Pamplona (Spain... by International Conference of Cost A20. (2o : 2003 : Pamplona)
Published / Created: [2004]
Subjects: “…Mass media…”

New media, 1740-1915 /
Published / Created: c2003.
Table of Contents: “…What's new about new media? / Geoffrey B. Pingree and Lisa Gitelman – Zograscopes, virtual reality…”

Irish media : a critical history since 1922 /
by Horgan, John, 1940-
Published / Created: 2001.

FORMAT
Microfilm (52)
Book (50)
Journal (8)
Prints & Drawings (2)

YEAR OF PUBLICATION
From: [ ] To: [ ]

ONLINE AVAILABILITY
Not Digitised (112)

SUBJECT
History (17)
Mass media (10)
History and criticism (6)
Advertising, Classified (4)
Politics and government (4)
more ...

AUTHOR
Greer, Edward, fl. 1881-1897 (2)
Hayes, Edmund, 1804-1867 (2)
Jebb, Robert, 1807-1885 (2)
J Invd Ranthinnew Clifford
Waterfall Development

- System Planning
- Requirement Definitions
- Design
- Development
- Integration & Testing
- User Acceptance
Iterative Development

Planning -> Requirements
Requirements -> Design
Design -> Implementation
Implementation -> Testing
Testing -> Deployment
Deployment -> Planning
Comments from 2010 Survey of Graduate Students

1. The lion's share of the library's focus should be on improving and streamlining its online catalogs and related tools. (To make them as user-friendly and helpful as possible.)

2. The catalogs don't really give helpful results, especially the "library catalog". I've seen exact word matches of what I'm looking for 40-50 results down from the top.

3. I find the library catalog rather difficult to navigate, particularly the search tool- perhaps that could be made a little more user-friendly.

4. I feel that the catalog could be easier to use.

5. The library catalog systems are difficult to navigate and not very user-friendly.

6. The catalogs are, at times, extremely user-unfriendly. I have entered exact titles and had the book that was in the collection not appear anywhere in my search. It would be nice if we could utilize the collection that we have!

7. A lot of older research is not necessarily as relevant or useful--it would be helpful to organize search results by how up-to-date they are.
Interview Topics

1. General Impressions
2. Context of Use
3. Integration
4. Searching and Browsing
5. Design of Results and Records
6. Formats, Limits, and Languages
7. Using Records
• What kinds of tasks bring you to the catalog?

• Once you find the record you need, what is the next thing that you typically do with that information?
• **What kinds of tasks bring you to the catalog?**
  • Do you use the catalog to find call numbers of specific titles?
  • Do you use the catalog to verify citations?
  • Do you use the catalog to discover the literature on a given topic?
  • Do you use the catalog to access electronic resources?

• **Once you find the record you need, what is the next thing that you typically do with that information?**
  • What information would make it easier for you to locate items in the library?
  • How important to you are the ability to email records, text records, or export records to citation management software?
68. Prioritize exact title matches
I'd like exact title matches to appear at or near the top of the results list.
Search "Science" and "Nature" journal title. Search alternate title (740, 246, etc.)

117. Single search box
As an occasional user, I want to search for a book using a single search box similar to Google or Amazon in order to look around for something.
Author/title mcnamara death at pullman. Case insensitive.
Stories should be modular and discrete
I need to sort search results by library, by availability, by floor & shelf location, by title, by author, by publication date, by format, and by call number.

Stories should describe a need, not a solution
I would say displaying the table of contents for every book would be a tremendous waste of space but if you could have a little link thing saying “display table of contents” and then connect it via Ajax ... to display it.

Stories should describe a concrete, satisfiable requirement.
I would like results to be displayed in an uncluttered fashion with adequate white space, with text that is easy to read, not overly dense, in a legible font, and not too small.
CM: So are you going in looking for the editor or are you trying to combine fields? How are you doing this?

CP: I mean you try to combine fields, I mean if you have a famous editor of course, you are running into troubles so if you have an editor who has editor 200 texts, I’m just going down the list but then it’s important that you can actually sort your results by, for instance, authors—you would only get the texts by this particular author. I mean you can easily find the text of one particular author edited by that editor. And in this regard I think one of the things that could be very helpful especially in a field with complex bibliographical reference, if you would have an advanced search where you can enter several fields at once. So you can for instance search by author and editor and year, or publisher or what have you not. And then find what you are looking for rather quickly because in classics, we are often dealing with books that are published in the 19th century, and sometimes you know for very rare texts that don’t interest anyone, first edition author takes maybe in the late 18th century. And it’s still the text that people refer to and people are using. And I think this is something that people tend to forget, that the books that we are using are not all published in the late 20th or the 21st century. Where you know you have ISPN numbers and was pretty clear what the conventions are. So if you have to deal with conventions that go back such a long period of time, I think it is important to have as many search masks as possible and an advanced search masks for really tricky things that you try to find.
CM: So are you going in looking for the editor or are you trying to combine fields? How are you doing this?

CP: I mean you try to combine fields, I mean if you have a famous editor of course, you are running into troubles so if you have an editor who has editor 200 texts, I’m just going down the list but then it’s important that you can actually sort your results by, for instance, authors—you would only get the texts by this particular author. I mean you can easily find the text of one particular author edited by that editor. And in this regard I think one of the things that could be very helpful especially in a field with complex bibliographical reference, if you would have an advanced search where you can enter several fields at once. So you can for instance search by author and editor and year, or publisher or what have you not. And then find what you are looking for rather quickly because in classics, we are often dealing with books that are published in the 19th century, and sometimes you know for very rare texts that don’t interest anyone, first edition author takes maybe in the late 18th century. And it’s still the text that people refer to and people are using. And I think this is something that people tend to forget, that the books that we are using are not all published in the late 20th or the 21st century. Where you know you have ISPN numbers and was pretty clear what the conventions are. So if you have to deal with conventions that go back such a long period of time, I think it is important to have as many search masks as possible and an advanced search masks for really tricky things that you try to find.
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<th>Categories</th>
<th>Unique Stories</th>
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<td>Results</td>
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<td>Interface</td>
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<td>2</td>
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<td>User-created content</td>
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</tbody>
</table>
Frequently Requested Stories

- **Current Catalog Functions**
  - Call number browse
  - Export options

- **Desired Catalog Functions**
  - Availability of results
  - Display key literature
Search the library catalog using one or more keywords.

**Search by:**

- General
- Title
- Author
- Subject

**Refine your search (optional):**

You can refine your search by selecting a limit or sort option.

**Limits**

**Language**
- Arabic
- Basque
- Bengali
- Bosnian
- Breton

**Location**
- Cerrar
- Cerrar, Reference
- Cerrar, Reserve
- D'Angelo Law
- D'Angelo Law, Reference

**Format**
- Archives and manuscripts
- Books & other text material
- Films, videos, DVDs, slides, etc.
- Internet resource
- Journals, magazines, newspapers & serials

**User defined limits**

**Publication Date**

**Sorting**

Sort your results by selecting a sort option.

**Select...**
<table>
<thead>
<tr>
<th>Title</th>
<th>Format</th>
<th>Pub date</th>
<th>Author</th>
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<tr>
<td>3. New media</td>
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<td>2002.</td>
<td>Livingstone, Sonia M.</td>
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<td>9. New Media Age</td>
<td>[electronic resource].</td>
<td></td>
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</tr>
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<td>18. New media and society</td>
<td>[electronic resource].</td>
<td>1999-</td>
<td></td>
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<td>22. New media and the library in education</td>
<td>[c1972]</td>
<td></td>
<td>Enright, Brian J.</td>
</tr>
</tbody>
</table>
2. **New new media** / Paul Levinson.
   Levinson, Paul.
   Penguin academics.

   Found: Media (2) New (2)
   Regenstein, Bookstacks ZA4150.L48 2013

   » Save or tag...

3. **The New media : communication, research, and technology** / Ronald E. Rice ... [et al.] ; foreword by Robert Johansen.

   Found: Media (11) New (10)
   Regenstein, Bookstacks P98.T42N53

   Table of Contents:
   - Part 1 New Media Technology and Research - Ronald E Rice
   - Development of New Media Research - Ronald E Rice
   - New Media Technology: Growth and Integration - Ronald E Rice
     Frederick Williams

   » Save or tag...

4. **New media : an introduction** / Terry Flew.
   Flew, Terry.

   Found: Media (10) New (6)
   Regenstein, Bookstacks P96.T42 F58 2002

   » Save or tag...

5. **New media** Nicholas Gane and David Beer.
   Gane, Nicholas, 1971-

   Found: Media (4) New (2)
   Online P96.T42 G35 2008eb

   Full text online

   » Save or tag...
Prioritizing Stories

- MoSCoW method
- Frequency of occurrence
- Additional user input
- Prioritize key stakeholders
- Priorities inferred from interviews
Recommendations

- Retain existing functionality
- Provide configurability to users
- Rationalize the visual design
Thank you

David Bietila
dbietila@uchicago.edu

Searchable list of stories at:
http://www.lib.uchicago.edu/cgi-bin/nand-test/search/userstories