

Discovery Platform Evaluation Activity: SUS Scale Analysis

Introduction

The SWAN UX team and the Discovery and User Experience Advisory Group (DUX) are conducting an evaluation of the current landscape of online catalog (OPAC) and discovery platforms. The goal of this evaluation is to establish a shared understanding of the options available to our consortium and determine the future direction of our online catalog.

In this activity, you will complete a set of core search tasks using two of nine different discovery platforms. Then, you will rate your experience with the catalogs using a System Usability Scale (SUS). SUS is an industry standard scale used to reliably measure usability of products and services, including hardware, software, mobile devices, websites and applications.¹

Scenario

You are a librarian helping patrons at a public service desk. You have the following tasks during your day – try to complete these tasks on the assigned catalog.

Tasks

You may not be able to find some items in the catalog, and that's okay. A clear indication that you should try another tool or tactic is just as important as being able to find an item.

Task 1

A patron wants all the Harry Potter books in the series. They're hoping to get them all today, so they'd like to know what is on your shelf now and what the call numbers are.

Task 2

A patron is at the OPAC and they want to place a hold for themselves. They're looking for The Wife, the TV show and the Office Season 5 on DVD. (Relevancy, Format Selection, Clarity of hold placement)

Task 3

You have a patron at the OPAC station who is just not sure what to get. They like cozy mysteries and movies and tv shows that aren't too violent. What recommendations do you have? (use the catalog to look at the readers advisory options available)

Task 4

You're preparing for a book club. You want to see how many copies of Where the Crawdads Sing are in the system and how many are at your library in book, audiobook, and downloadable formats. (toggling between results for system and individual library)

¹ Usability.gov. System Usability Scale (SUS). <https://www.usability.gov/how-to-and-tools/methods/system-usability-scale.html>

Evaluate Your Search Experience (A)

After completing these tasks, fill out the System Usability Scale.

What platform did you use?

Rate the following from 1 (Strongly Agree) to 5 (Strongly Disagree):

Question	Strongly Agree			Strongly Disagree	
	1	2	3	4	5
1. I think that I would like to use this system frequently.					
2. I found the system unnecessarily complex.					
3. I thought the system was easy to use.					
4. I think that I would need the support of a technical person to be able to use this system.					
5. I found the various functions in this system were well integrated.					
6. I thought there was too much inconsistency in this system.					
7. I would imagine that most people would learn to use this system very quickly.					
8. I found the system very cumbersome to use.					
9. I felt very confident using the system.					
10. I needed to learn a lot of things before I could get going with this system.					

Finally, rate the following from 1 (Strongly Agree) to 5 (Strongly Disagree)

Question	Strongly Agree			Strongly Disagree	
	1	2	3	4	5
1. I think that most patrons would learn to use this system more quickly than Enterprise.					
2. I thought the system was easier to use than Enterprise.					
3. I felt more confident in the relevancy of search results in the system compared to Enterprise.					

Evaluate Your Search Experience (B)

After completing these tasks, fill out the System Usability Scale.

What platform did you use?

Rate the following from 1 (Strongly Agree) to 5 (Strongly Disagree):

Question	Strongly Agree			Strongly Disagree	
	1	2	3	4	5
1. I think that I would like to use this system frequently.					
2. I found the system unnecessarily complex.					
3. I thought the system was easy to use.					
4. I think that I would need the support of a technical person to be able to use this system.					
5. I found the various functions in this system were well integrated.					
6. I thought there was too much inconsistency in this system.					
7. I would imagine that most people would learn to use this system very quickly.					
8. I found the system very cumbersome to use.					
9. I felt very confident using the system.					
10. I needed to learn a lot of things before I could get going with this system.					

Finally, rate the following from 1 (Strongly Agree) to 5 (Strongly Disagree)

Question	Strongly Agree			Strongly Disagree	
	1	2	3	4	5
1. I think that most patrons would learn to use this system more quickly than Enterprise.					
2. I thought the system was easier to use than Enterprise.					
3. I felt more confident in the relevancy of search results in the system compared to Enterprise.					

Appendix: Platforms and Example Catalogs

Aspen

- Example catalog: http://catalog2.aspencaat.info/?test_servername=akron.catalog.info

BiblioCore

- Example catalog: <https://marinet.bibliocommons.com/>

Encore

- Example catalog (design): <https://browse.nypl.org/iii/encore/search?lang=eng>
- Example catalog (consortium):
https://search.prairiecat.info/iii/encore/search/C_Scats::_Orighresult?lang=eng&suite=def&libnid=43

Enterprise

- Example catalog: https://catalog.swanlibraries.net/client/en_US/rgs

Evergreen OPAC

- Example catalog (design): <https://aadl.org/>
- Example catalog (consortium): <https://cool-cat.org/eg/opac/home>

Koha OPAC

- Example catalog: <https://catalog.cin.bywatersolutions.com/>

Polaris Discovery

- Example catalog: <https://www.epl.org/>

SearchIt/Verso

- Example catalog (individual library): <https://winf.agverso.com/home?cid=winf&lid=winf>
- Example catalog (consortium): <https://findmoreillinois.org/>

WorldCat

- Example catalog: <https://depaul.on.worldcat.org/>
- Example catalog: <https://stcharleslibrary.on.worldcat.org/discovery>