

Section Header	Description
Institution Name	Danville Area Community College
Institution Characteristics	community college, FTE enrollment = 1606, FTE library staff = 3
CARLI Counts Participant Name + Job Title	Ruth Lindemann, Reference and Instructional Librarian
Project Name/Title	Usability Study of New Primo Interface
Single Sentence Abstract	DACC Library performed a usability study with 5 faculty members trying out the new Primo interface in July/Aug 2020
Motivation(s) for Project	The library wanted to see where users experienced ease and difficulty in Primo after it was up and running so that we could adjust labels and training accordingly prior to fall semester.
Partners and Stakeholders	Because the study was strictly for in-house use, we only needed to solicit faculty (4) to participate.
Inquiry Question	What is the impact of using the new Primo interface on experienced users' ability to find resources?
Study Participants/Population	Faculty were selected from those known to make use of the library with their students. Faculty were selected over student users because they were available during the pandemic when students were not yet available.
Method(s) of Data Collection and Analysis	Users were given a standard set of 5 tasks based on common information needs that asked them to use the new interface to determine the answers. Because of COVID-19, these sessions were conducted through Zoom sessions, which were recorded. Users were asked to verbalize their thought processes as they made choices or failed to find what they were looking for. While I attempted to recruit 5 participants, only 4 ultimately used because connecting with the last proved difficult.
Findings	The library discovered several points of confusion with our initial setup of Primo. Some of these are the result of the switch from EDS, while others were reflective of the difference from having a separate online catalog. Confusing label names – invisible parts of the Primo Screen as far as users were

	concerned. The biggest problem is that our users are used to the built in ILL form in EDS that is not available in Primo.
Use of Findings	We have made several changes to labels etc., in our interface as a result. (Removed the Libraries facets, changed the terms under Limit by, etc.) We have also developed training materials that address identified problems.
Next Steps and Other Results	What will you do next? I would like to perform another user interface with students, but that's been hard to try and do with classes going off-campus, etc. Perhaps by next fall. Were there any other impacts of participating in CARLI Counts? I appreciated all of the presented material (and Beck) and I did get into a mindset of research. Unfortunately that is going to be further postponed because we've just been informed we have to condense the library into a smaller physical space. I also appreciated the time to actually think through a research project. With a tiny staff, time is a premium.
Additional Reflections	Is there additional context that would help others make sense of the project and/or be able to replicate it? This would be fairly easy for people to replicate. It's low cost and just requires using software that lets you record the screen or you can take detailed notes of observations. You only need a small number of participants. The important thing is not to lead your test subjects. Issues or challenges that were overcome? None beyond finding a few participants. Resources/budget needed to carry out the study? Only time, and possibly money for the software if you want to record it.
Timeline	Phases: Planning and researching best practices for usability testing, designing the tasks for test subjects, locating subjects, scheduling and performing the individual usability tests, analyzing the results.
Bibliography/Works Cited	As appropriate.
Appendices	As needed. Might be visualizations of the data, survey instruments, etc.

Note: Submit report as a single PDF to Michelle Haake (mjhuls@uillinois.edu).