# Summary of User Feedback on Redeveloped Service June 2013

Introduction

A preview of the SUNCAT redeveloped service was made publically available from April 8th to May 13th 2013. The following summary is taken from an online survey conducted in early May 2013 and also emails received directly to the EDINA helpdesk during April and May 2013.

The vast majority of the 18 survey respondents identified themselves as Information Professionals, with the remaining 10% made up of researchers and postgraduate students. Sixty-seven percent were affiliated with Higher Education institutions and a further 16% with national, public and specialist libraries.
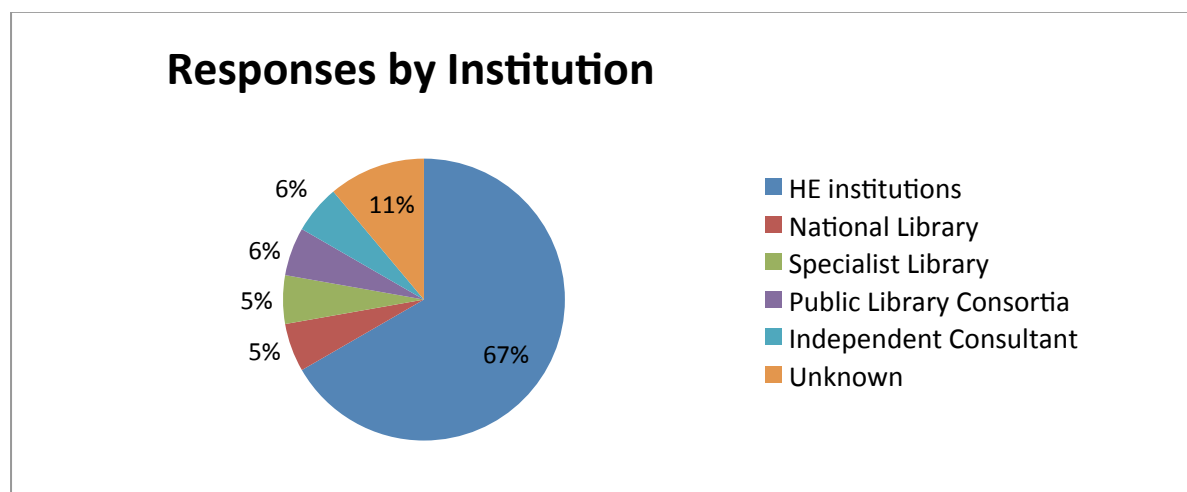
Basic Search

The majority of the feedback was positive, with 89% of survey respondents reporting that the Basic Search facility is clear and either "Quite easy" or "Very easy" to use. No one commented that it is difficult to use.

"The look has improved, all the field options are larger, clearer and inviting."

Limits and Filters

83% reported that the pre-search limits are useful and intuitive to use and 83% also agreed that the post-search filters are either "Quite useful" or "Very useful".

Respondents commented that it is useful to be able to refine the search and that filters such as year/language could be good to reduce large results sets and to distinguish between similar titles. The format filter was also found to be useful for distinguishing between print and online, particularly relevant for users making Inter-Library Loan (ILL) requests.

"Having the basic phrases in the first drop down box allows an easy search but also one that can still be refined without having to go to advanced search. Limiting locations and

institutions is useful, especially for us as a public library as we know a number of locations will not lend so we can limit to those that do."

"Very clearly set out, can see which institutions hold the item. Like the direct link to the TOC. The only improvement I would suggest is to have the no. of pages and back/forward arrows at the top of the results as well as the bottom for easier navigating between pages."

Relevancy Ranking

Respondents were split fifty fifty on the issue of relevance ranking as the default results sorting, compared to the alphabetical listing employed in the current service. Some found the ranking made it more difficult to find the title of interest, others commented that it returned titles of interest higher in their results set and that relevancy ranking is consistent with the behaviour of other bibliographic databases. However, there were also several comments that the ranking did not seem to work as respondents expected.

Advanced Search

There was less satisfaction with the Advanced Search facility with only 58% indicating that they found it either "Quite easy" or "Very easy" to use. A number of respondents commented that they probably wouldn't use this and would find the Basic Search sufficient, but another commented that it is a "priority". A number of respondents reported problems with the display of search boxes and overlapping text.

Overall Service

Seventy-eight percent of the respondents found the new service "Quite easy" or "Very easy" to navigate, with 72% of respondents reporting that the redeveloped service is better than the current service.
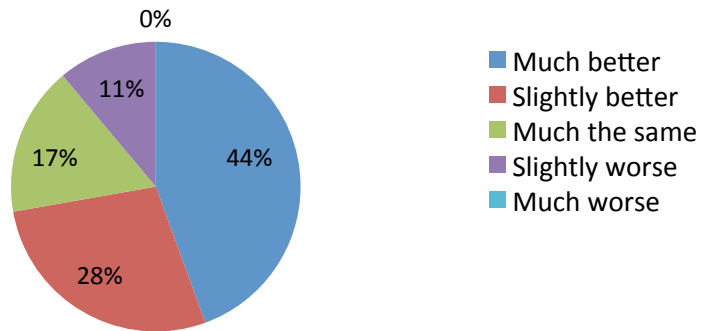
Positive comments about the new service included:

- Clearer, with better layout
- Good design
- Better font
- Easier to use
- More modern
- Provides more information

Negative comments related to the relevancy ranking being less intuitive and that the results screen was rather clunky, particularly when a title was held by a large number of libraries. A few respondents also commented that they found the current service quicker and easier to use but some of these indicated that this might be partly down to familiarity.

"Very bold design, clear and simple. A great improvement. Will encourage use of the serivce."

How Does the new SUNCAT compare to the current service

Legend:
- Much better (44%)
- Slightly better (28%)
- Much the same (17%)
- Slightly worse (11%)
- Much worse (0%)

Conclusion

Overall the feedback about the new redeveloped service was positive and no major issues were highlighted which EDINA were not already aware of. However, the feedback has been extremely useful in assisting EDINA in prioritising immediate and future developments and has also highlighted a few interesting suggestions which will be investigated further.

Please see the appendix on the following page for a list of specific suggestions and EDINA's responses.

Appendix: Specific Issues Highlighted/Suggestions for Improvement

Area	User Feedback	EDINA Comment/Action
Basic Search	Problem with display of search boxes and overlapping text	This is currently being investigated and it is hoped to have this display issued resolved during Phase 2 of the redevelopment.
	Larger font is good and clear but means that there is scrolling in the search entry box so not all title visible	This comment has been noted and will be reviewed if similar feedback is subsequently received.
	Exact search problematic, e.g. shouldn't be case sensitive	This is currently being investigated and it is hoped to make the exact title search more forgiving during Phase 2 of the redevelopment.
Pre-search Limits	Combination of location and institution limits not intuitive	EDINA will supply help text regarding the functionality of the location and institutional limits.
	Issue of keeping addresses up to date	EDINA will set up a maintenance schedule to ensure locations are updated regularly
Search Results	Move page navigation to top of page as well as bottom	This suggestion has been implemented as part of Phase 2 of the redevelopment.
	Relevancy ranking not working well	This is currently being investigated and it is hoped to optimise the relevance ranking during Phase 2 of the redevelopment.
	Location column too narrow and leads to too much scrolling. It would also be better if institution names did not wrap over more than one line.	This is currently being investigated and it is hoped to have these display issues resolved during Phase 2 of the redevelopment.
	ToC column takes up too much space. Make smaller or consider adding appropriate icon/mouse over to Title column	This is currently being investigated and it is hoped to have these display issues resolved during Phase 2 of the redevelopment.
	Author column is often empty and takes up valuable space	EDINA recognise this issue but feel the author display is still useful for distinguishing similar titles. Moving the display to form part of the title display is currently being investigated as part of Phase 2 of the redevelopment.
	Highlight/provide onscreen info about sort options.	This is currently being investigated and it is hoped to make these sort options more visible and intuitive during Phase 2 of the redevelopment.
Post Search Filters	Use drop down boxes to display filters rather than listing down the screen.	This comment has been noted and will be reviewed if similar feedback is subsequently received.
	Institution filter should only show limited/filtered institutions	This suggestion has been implemented as part of Phase 2 of the redevelopment.

	Format filter - difficult to distinguish between certain values for online, electronic resource etc.	Work on amalgamating similar formats for the filter display is underway as part of Phase 2 of the redevelopment.
	Include option to show more/all filters	This suggestion has been implemented as part of Phase 2 of the redevelopment.
	Group year values to unknown and unspecified	Work on amalgamating unknown or unspecified dates for the filter display is underway as part of Phase 2 of the redevelopment.
	Consider removing unknown and unspecified dates from top 5.	This is currently being investigated and it is hoped to have this issue resolved during Phase 2 of the redevelopment.
	Consider using a hierarchy for dates filter	This comment has been noted and will be reviewed as part of a future release of the redeveloped service.
	Add filter for locations	This comment has been noted and will be reviewed as part of a future release of the redeveloped service.
	Add filter for holdings	This comment has been noted. Unfortunately, EDINA do not think that this would be feasible given the wide variety of formats in which holdings are supplied to SUNCAT.
Full Record/ Holdings Display	Make links to library catalogues more obvious	This is currently being investigated and it is hoped to have this display issue resolved during Phase 2 of the redevelopment.
	Replace links to library catalogues with deep links to equivalent records. However, concerns about keeping this up to date.	This comment has been noted and will be reviewed as part of a future release of the redeveloped service.
	Find a Copy link could be confusing for some users, suggesting it provides info on all holdings	Changing the text to "Access Full Text" has been implemented as part of Phase 2 of the redevelopment.
Library information pages	Add email address of ILL dept as well as main enquiry address	This comment has been noted and will be reviewed as part of a future release of the redeveloped service.
	Add British Library Code for all libraries	All available British Library codes (from http://www.bl.uk/reshelp/atyourdesk/docs upply/help/replycodes/dirlibcodes/dlc.pdf) have been added as part of Phase 2 of the redevelopment.
	Issue of keeping information up to date	EDINA will set up a maintenance schedule to ensure the information is updated regularly
Advanced Search	Poor display with overlapping boxes, e.g. Safari 6.0.4	This is currently being investigated and it is hoped to have these display issued resolved during Phase 2 of the redevelopment.
	Add more info or examples into "Published" limit	This suggestion has been implemented as part of Phase 2 of the redevelopment.