



in the Catalog

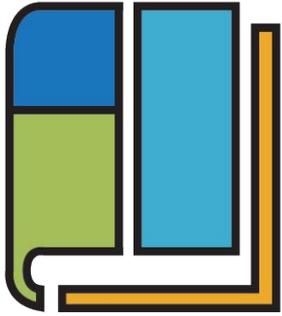
Comparing the user experience of e-book platforms

Why test ebooks?

- Significant portion of our collections budget
 - Short-term loans (Ebook Central)
 - FY17: 1,789 loans, \$10,900
 - Outright purchases (single titles and packages)
 - FY 17: 198 purchases, \$17,853
- Significant numbers of loans
 - Discovery tool drives traffic
- Are our ebook platforms providing a good value?



Platforms



**EBOOKS
MINNESOTA**



ProQuest
Ebook Central™



PROJECT MUSE®

Framework: Morville's UX Honeycomb



Morville, P. (2004, June 14). [User experience design](#).

Framework: Specific focus

- **Useful:** Are users returning to ebooks as a source?
- **Usable:** Do users succeed with basic tasks?
- **Desirable:** Do users LIKE ebooks?
- **Findable:** Can users find what they want or need?
- **Valuable:** Do ebooks “add value”? Are users satisfied with their experience?



Methodology: Two-fold approach

- Face-to-face tests: Observational
 - Roving librarian with laptop
 - Location: Metropolitan State's student center, science building, and library
 - One librarian conducted tests: invited users, facilitated session, timed tasks, and took notes.
 - Ten test subjects
- Online survey: Self-reporting
 - LibWizard-based: <http://libguides.metrostate.edu/ebooksurvey2017>
 - Posted on [Facebook](#) and in [discovery tool](#) and [LibGuides](#)
 - Three respondents

**Who were our
participants?**



Who were our participants?

We tried to assess four things:

- Are they experienced students?
- How experienced are they with basic computer skills for Internet use?
- What is their comfort level with library-related tools and software?
- Have they used an e-book before?

How long have you been at Metro?

6 students at Metro between 1 and 3 years

1 doctoral student

3 were not current Metro students

A woman with long, dark, curly hair is shown in profile, sitting at a wooden desk. She is wearing a light-colored, long-sleeved top and a dark wristband. Her right hand is resting on the desk, holding a pen. In the background, there is a desk lamp, a guitar leaning against the wall, and a potted plant. The scene is brightly lit, suggesting a creative or professional workspace.

**How long do
you spend on
the Internet
every week?**

Internet use

Two responded at 8 hrs/wk or less

Several at 14-20 hrs/wk

A few estimates were even higher

How best to assess competence?





“ooohh... probably 20
hours a day”

A grayscale photograph of a man in a dark suit sitting at a desk. He is looking at a large, vintage computer terminal with a circular screen. He is holding a handheld electronic device in his right hand. The scene is dimly lit, with the man's face and the terminal's screen being the primary light sources. The overall mood is professional and focused.

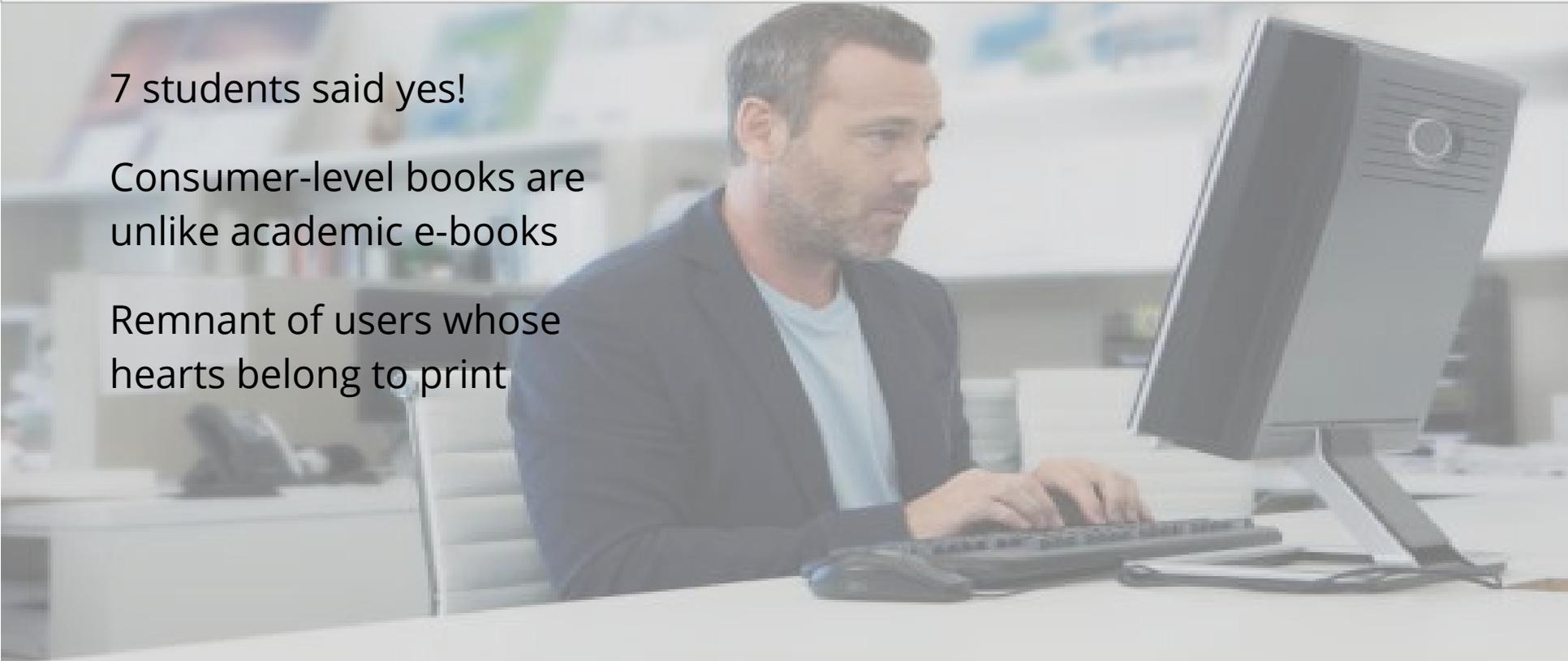
How often do you use the library's website?

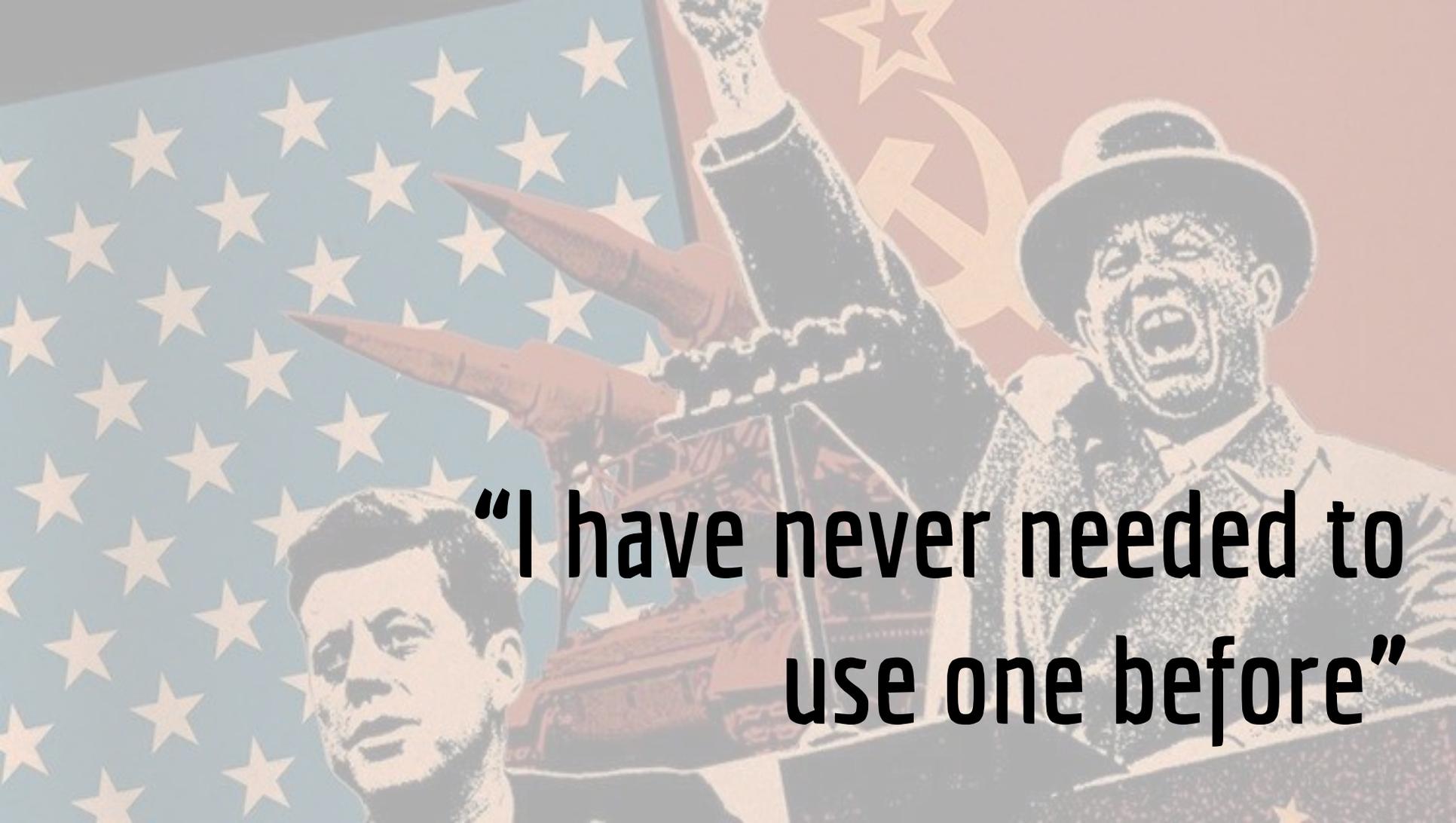
Have you used an e-book before?

7 students said yes!

Consumer-level books are
unlike academic e-books

Remnant of users whose
hearts belong to print





**“I have never needed to
use one before”**

Task One

How would you find a reference to the word “_____”?





▼ Pizza City



by Genovese, Peter
 PUBLISHER
 Rutgers University Press
 DATE
 2013-05-13

[More...](#)

TABLE OF CONTENTS

- Intro

- About Rivergate Regionals

- Pizza City: The Ultimate Guide to New York's Favorite Food

- Copyright

- Dedication

- Contents

- Acknowledgments

- Introduction

- Pizza People. Pizza Conquers the World



BROWSE

OR

Search

Content



Browse > Social Sciences > Anthropology

✓ Adventures in Eating

Anthropological Experiences in Dining from Around the World

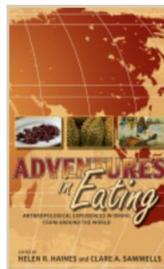
Edited by Helen R. Haines and Clare A. Sammells

Publication Year: 2010

"These essays' personal aspects invite readers to reflect critically on and react differently to the situations in which the authors find themselves. Reader reactions to the various situations and issues presented could-and should-range from the appreciative to the indignant and promote deeper inquiry." —Susan Tax Freeman, *Journal of Anthropological Research*

Anthropologists training to do fieldwork in far-off, unfamiliar places prepare for significant challenges with regard to language, customs, and other cultural differences. However, like other travelers to unknown places, they are often unprepared to deal with the most basic an . . . [show more](#)

Published by: University Press of Colorado



Buy This Book in Print

[View Citation](#)

[Save Citation](#)



Research Areas

Social Sciences > Anthropology

Recommend

Email a link to this page

Send

Contents

Search Inside This Book

Book Details

Cover



Download PDF

Title Page, Copyright Page



Download PDF

Contents



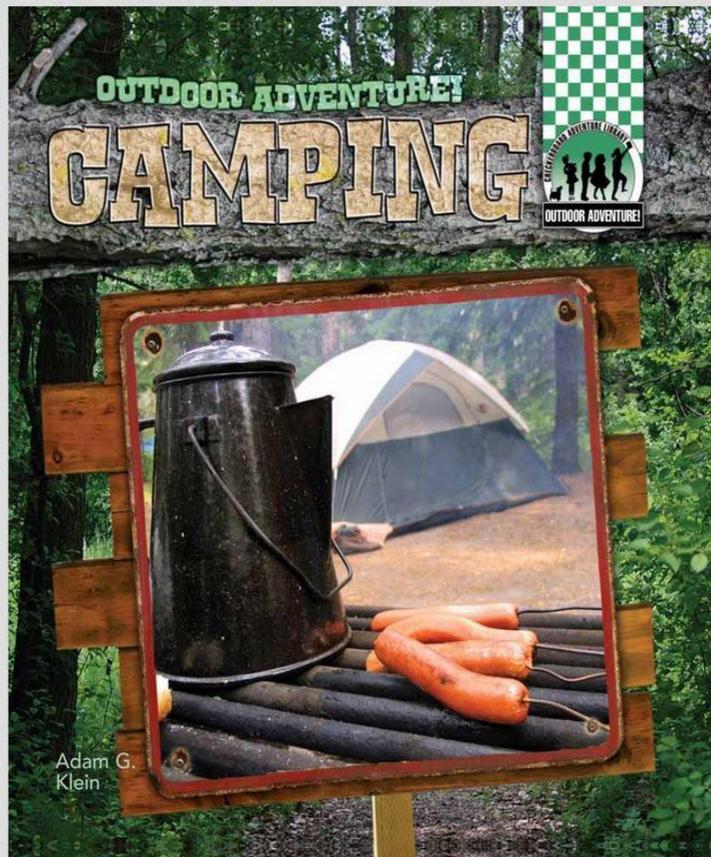
Download PDF

Frequently Downloaded



Related Content





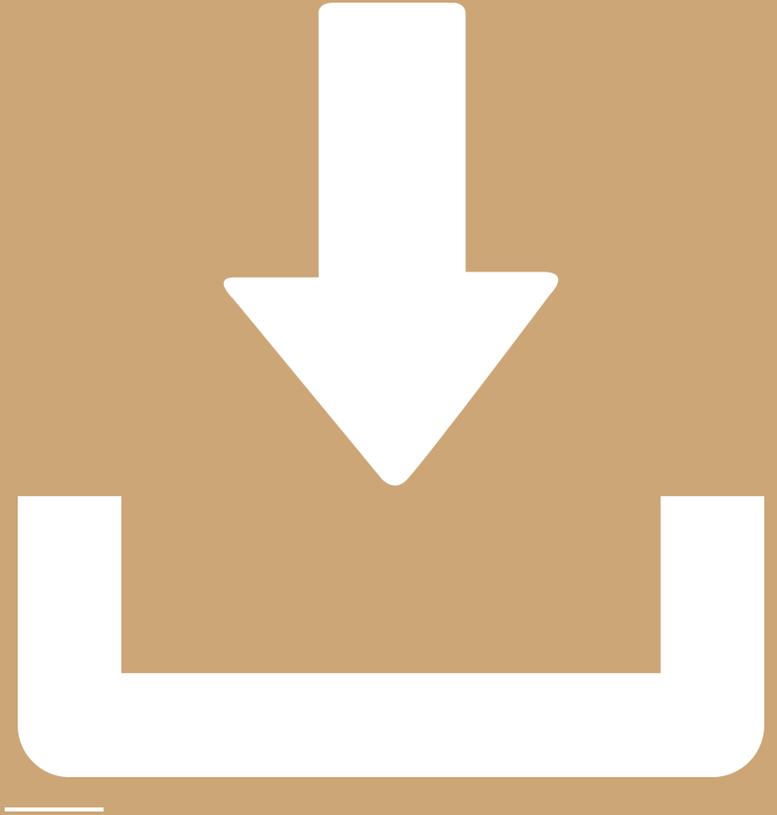
1

OF
33



Task Two

How would you save a chapter to read later?



One participant found the download option
Time-to-accomplish: 2:08.89

Two participants found bookmark option

No participants found the download option

Three participants found bookmark option
Time-to-accomplish: 34.6 s

One participant found the download option

Time-to-accomplish: 15 s
Time-to-abandon: 17.3 s



**EBOOKS
MINNESOTA**



ProQuest
Ebook Central™



PROJECT MUSE®

“Download it. If I don’t know how, I don’t bother.”



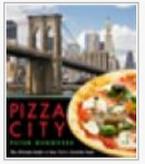
Task Three

How would you find a citation to use in a bibliography?





▼ Pizza City



by Genovese, Peter
 PUBLISHER
 Rutgers University Press
 DATE
 2013-05-13
[More...](#)

TABLE OF CONTENTS

- Intro

- About Rivergate Regionals

- Pizza City: The Ultimate Guide to New York's Favorite Food

- Copyright

- Dedication

- Contents

- Acknowledgments

- Introduction

- Pizza People. Pizza Conquers the World



BROWSE

OR

Search

Content



Browse > Social Sciences > Anthropology

✓ Adventures in Eating

Anthropological Experiences in Dining from Around the World

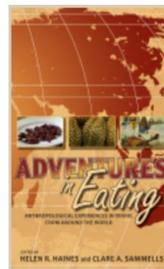
Edited by Helen R. Haines and Clare A. Sammells

Publication Year: 2010

"These essays' personal aspects invite readers to reflect critically on and react differently to the situations in which the authors find themselves. Reader reactions to the various situations and issues presented could-and should-range from the appreciative to the indignant and promote deeper inquiry." —Susan Tax Freeman, *Journal of Anthropological Research*

Anthropologists training to do fieldwork in far-off, unfamiliar places prepare for significant challenges with regard to language, customs, and other cultural differences. However, like other travelers to unknown places, they are often unprepared to deal with the most basic an . . . [show more](#)

Published by: University Press of Colorado



Buy This Book in Print

[View Citation](#)

[Save Citation](#)



Research Areas ▾

Social Sciences > Anthropology

Recommend ▾

Email a link to this page

Send

Contents

Search Inside This Book

Book Details

Cover



Download PDF

Title Page, Copyright Page



Download PDF

Contents



Download PDF

Frequently Downloaded



Related Content ▾



(Not) Finding Citations

2 participants accomplished task

3 would use third-party citation builder (MSWord or online tool)

5 participants scrolled to Cataloging-in-Publication data on title page verso

Online Survey

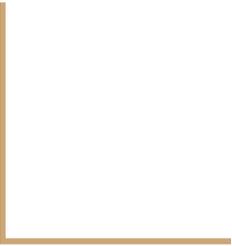
Small dataset, big impact



“Liked: ease of navigation,
specificity of topic. Disliked:
nothing. What’s to dislike
about eBooks? I heart them.”



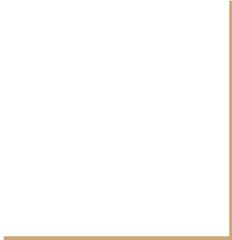
What did we learn?

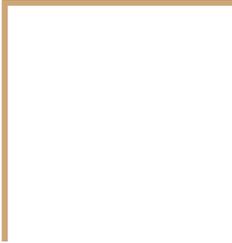




Where do we go
from here?

Next steps





Questions?

Alec Sonsteby:

alec.sonsteby@metrostate.edu

Nathan Carlson:

nathan.carlson@metrostate.edu



The images in this slide presentation are not the intellectual property of the authors, who make no claim thereto. Image sources:

<http://www.proprofs.com/flashcards/topic/images/p18mubaa7918o4p3746s10qq1pe3.jpg>

https://c.o0bg.com/rf/image_960w/Boston/2011-2020/2015/11/11/BostonGlobe.com/Arts/Images/end%20of%20the%20cold%20war.jpg

<https://mndigital.org/projects/ebooks-minnesota>

<http://www.public.ebib.com/choice/Login.aspx?r=needlogin>

<https://muse.jhu.edu/>

http://semanticstudios.com/user_experience_design/

<http://www.katiatiutiunnik.com/wp-content/uploads/2016/06/business-man-wondering.jpg>

<http://www.metrostate.edu>

http://products.senecadata.com/photo_library/seneca-products/desktop-user.png

https://images-na.ssl-images-amazon.com/images/I/819WaaLGXAL._SX355_.jpg

<http://www.prinker.net/wp-content/uploads/2017/01/Budget-Smartphones-India.jpg>

https://cdn.theatlantic.com/static/mt/assets/science/sage_console.jpg

<http://www.finaria.it/wp-content/uploads/2016/01/migliori-piattaforme-di-trading-online.jpg>

http://www.historynet.com/wp-content/uploads/2012/08/MHQ_CNN_ColdWar.jpg

https://image.freepik.com/free-icon/active-search-symbol_318-50386.jpg

<https://image.flaticon.com/icons/png/512/0/532.png>

<https://highattendance.com/wp-content/uploads/2014/07/confused-businessman-using-a-tablet-590x332.jpg>

The images in this slide presentation are not the intellectual property of the authors, who make no claim thereto. Image sources:

https://image.freepik.com/free-icon/quotation-mark_318-48610.jpg

https://cdn.theatlantic.com/assets/media/img/2015/06/original_13/lead_large.jpg

<http://vng.edu.vn/sites/default/files/field/image/mobile-survey.jpg>