

# An Evaluation of HathiTrust Mobile

SI622 Group 5

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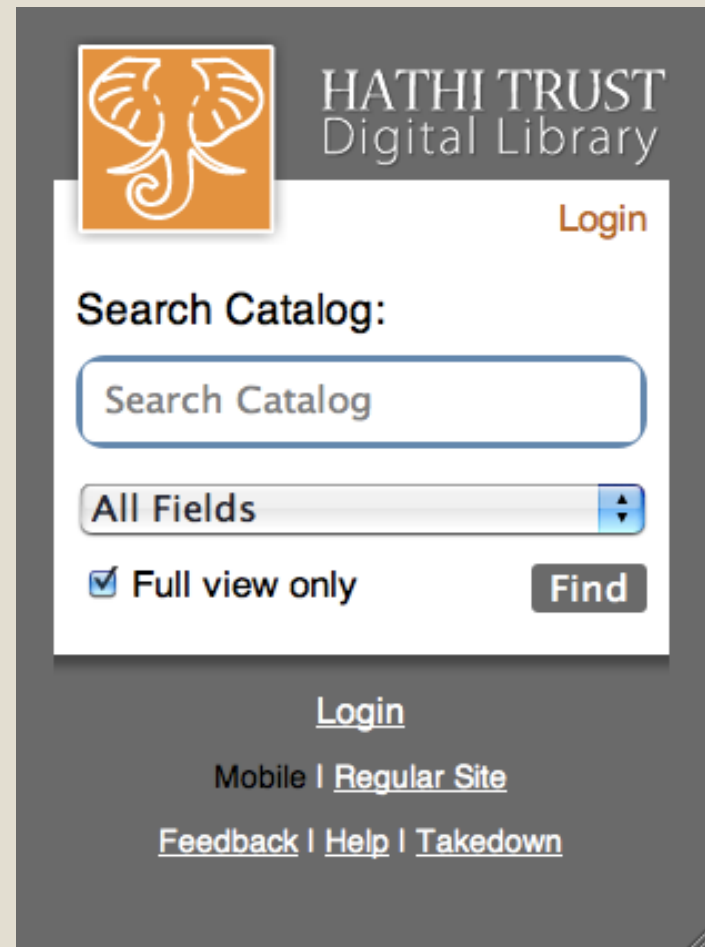
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# PRODUCT OVERVIEW

- Digitized content from member universities and research institutions
- Mobile web application for HathiTrust Digital Library
- Users can search for and read HathiTrust documents directly on their mobile device using PageTurner



# PRODUCT OVERVIEW

## Stephen Goldstein, *traveler*



Image source: <http://www.gonomad.com/traveldesk/1001/images/kent-st-john.jpg>

“*I want to be able to access my books and articles anywhere I go.*”

**Hometown:** Friendship, NY

**Age:** 60

**Gender:** Male

**Education:** MPH, University of Wisconsin, Madison

**Occupation:** Director, William S. Middleton Memorial Veterans Hospital

**Marital Status:** Widowed

### knowledge and skills

- Expert in information retrieval and research, emphasis in health sciences.
- Comfortable with different types of software, and on different devices.
- Owns several devices, including iPad, Android, and Kindle.

### challenges

- Finding something he hasn't read yet.
- Having access to material offline.
- Finding high-quality, digital documents that are easy to use on various devices.

### needs

- Quick and easy access to a wide range of historical literature.
- Improve download capabilities, especially for mobile devices
- An easier to use interface.

# METHODS

- Interviews
  - 5 user interviews
  - 1 stakeholder interview
  - 3 personas and scenarios
- Comparative Evaluation
  - 10 competitors
- Heuristic Evaluation
  - 4 evaluators using 9 of Nielsen's heuristics
- Survey
  - 45 respondents
  - Mobile reading habits
- Usability Testing
  - 5 users
  - 6 tasks
  - iPad 2 and a camera

# FINDING 1

- Within-text search
- Highlighted search results ≠ highlighted in document

The image shows a search interface on the left and a document page on the right. The search interface has a search bar containing 'starboard' and a 'Find' button. Below the search bar, it says 'Your search for the term: starboard matched 18 pages in this item.' There are three search results listed, each with a right-pointing arrow icon. The first result is 'p.24...t and starboard sides are next placed. Be sure to get the proper lines of rivet holes fair in placing all strakes. It is not necessary to set all keel plates before the garboard and bottom strakes are placed; place a hundred feet of keel, and while continuing work on the keel, more workmen will st...'. The second result is 'p.24...t and starboard bottom strakes. After the bottom of the ship is laid the Regulators fair the plates, then the center vertical keelson is placed. This sometimes comes from the shop with the angles attached, and the holes punched in them. The holes in these parts must match, and if the keel has not be...'. The third result is 'p.99...f the starboard side of the ship are "left-hand" work. Skill in this requires practice. Designers so place the parts inside of the ship that left-hand caulking is avoided, that is, the horizontal caulking edges face upward, and bulkheads caulked on forward surfaces have vertical edges facing to...'. The document page on the right is page 24 of 'PRACTICAL SHIPBUILDING'. The text on the page is: 'much "packing" between the joints (where the different lengths come together) or else it may be too long, which is worse. The garboard strakes on port and starboard sides are next placed. Be sure to get the proper lines of rivet holes fair in placing all strakes. It is not necessary to set all keel plates before the garboard and bottom strakes are placed; place a hundred feet of keel, and while continuing work on the keel, more workmen will start the garboard and other bottom strakes, placing alternate port and starboard bottom strakes. After the bottom of the ship is laid the Regulators fair the plates, then the center vertical keelson is placed. This sometimes comes from the shop with the angles attached, and the holes punched in them. The holes in these parts must match, and if the keel has not been properly placed, the keelson will not set true fore and aft. After the keelson is set, the floor plates may be erected. The Erector must be sure that the proper holes are used in bolting up the parts, or the plates will not stand square with the keel. Midship floors are put in place first, so work may proceed forward and aft at the same time. As each floor is bolted to the vertical keelson, be sure the proper "liner" is in place on the shell, for the outer strake plate. The shell should be bolted, starting at the garboard strake, as this serves as a guide in fairing other strakes, because it is attached to the keel, and this in turn is attached to the heavy vertical keelson, which holds all parts true. The Tank Top is generally a level surface, so the floors

# RECOMMENDATION 1

- Make highlighting consistent between results and document.
- Link to plain text if this proves to be infeasible

The image shows a search interface on the left and a document page on the right. The search interface has a search bar containing the word "starboard" and a "Find" button. Below the search bar, it says "Your search for the term: starboard matched 18 pages in this item." There are three search results listed, each with a right-pointing arrow icon. The first result is from page 24 and discusses "starboard" sides. The second result is also from page 24 and discusses "starboard" bottom strakes. The third result is from page 99 and discusses the "starboard" side of the ship. A large green arrow points from the search results to the document page on the right. The document page is titled "24 PRACTICAL SHIPBUILDING" and contains text about "packing" between joints and "starboard" sides. The word "starboard" is highlighted in yellow in both the search results and the document text. The document page also has a right-pointing arrow icon at the bottom.

<< Back

starboard Find

Your search for the term: starboard matched 18 pages in this item.

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24 PRACTICAL SHIPBUILDING

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After the bottom of the ship is laid the Regulators fair the plates, then the center vertical keelson is placed. This sometimes comes from the shop with the angles attached, and the holes punched in them. The holes in these parts must match, and if the keel has not been properly placed, the keelson will not set true fore and aft.

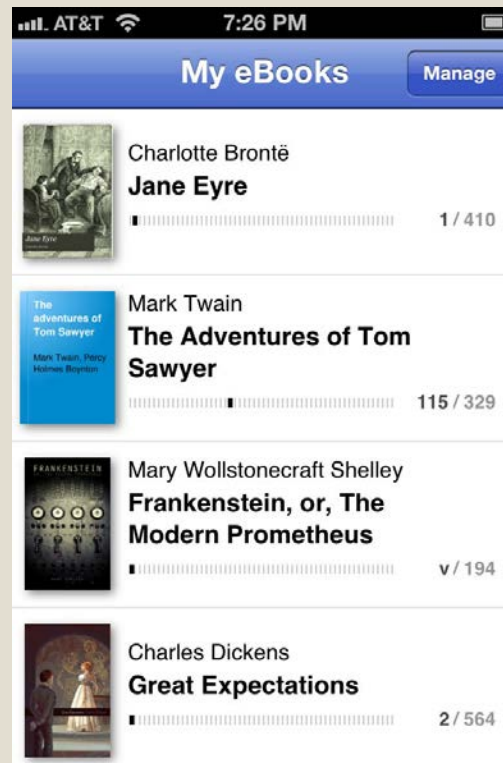
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As each floor is bolted to the vertical keelson, be sure the proper "liner" is in place on the shell, for the outer strake plate. The shell should be bolted, starting at the garboard strake, as this serves as a guide in fairing other strakes, because it is attached to the keel, and this in turn is attached to the heavy vertical keelson, which holds all parts true.

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# FINDING 2

- Competitors' reading applications automatically save the spot where a user leaves off reading, and return to that spot when the user returns to the application.



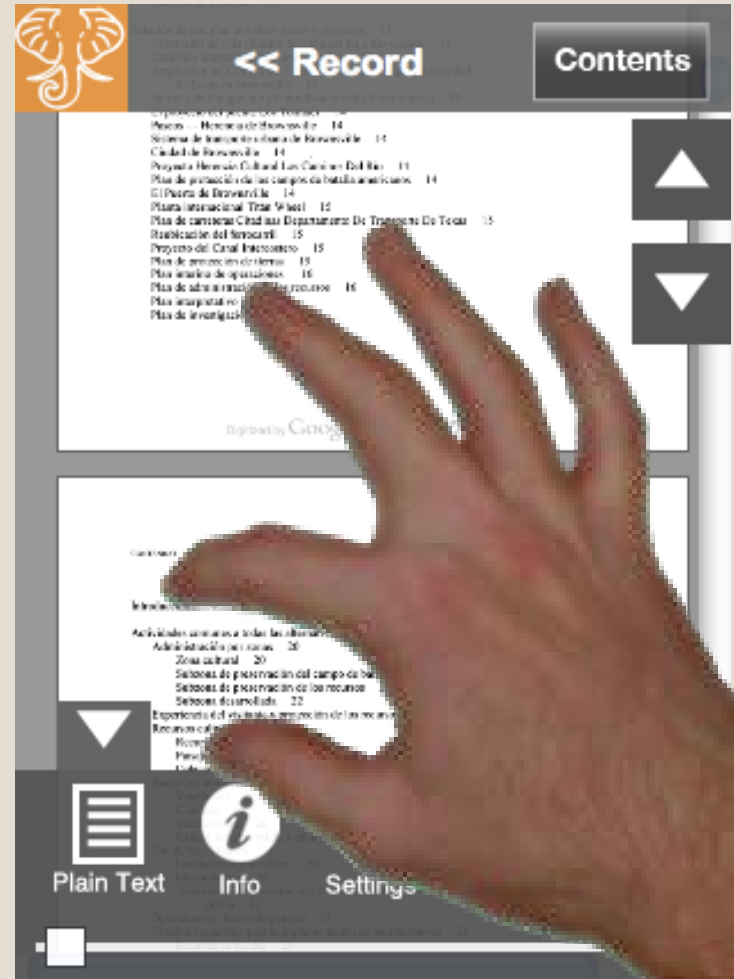
# RECOMMENDATION 2

- HathiTrust Mobile should save the spot where users left off reading
- Utilizing cookies?
- Could be a service offered to logged-in users



# FINDING 3

- Zooming capabilities in PageTurner restrict the reading experience
- Jerky, not fluid movement
- Difficult to get to optimal size for screen
- Came up in usability testing

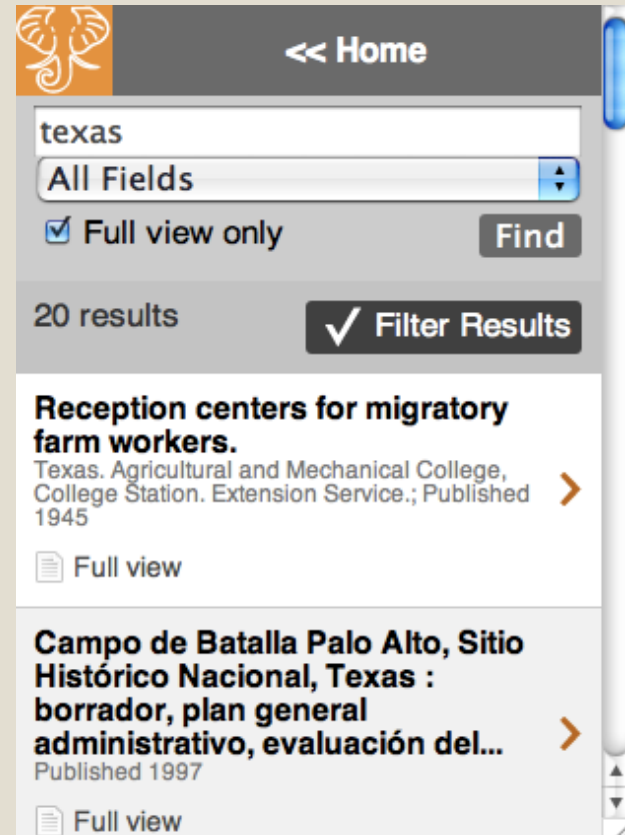
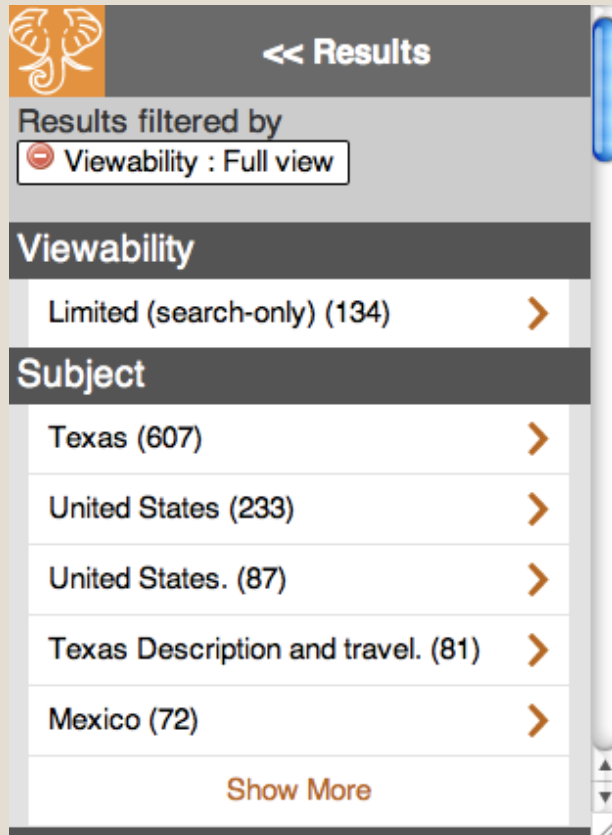


# RECOMMENDATION 3

- **Make zooming more fluid on PageTurner, or consider using a reading application that allows for this capability**

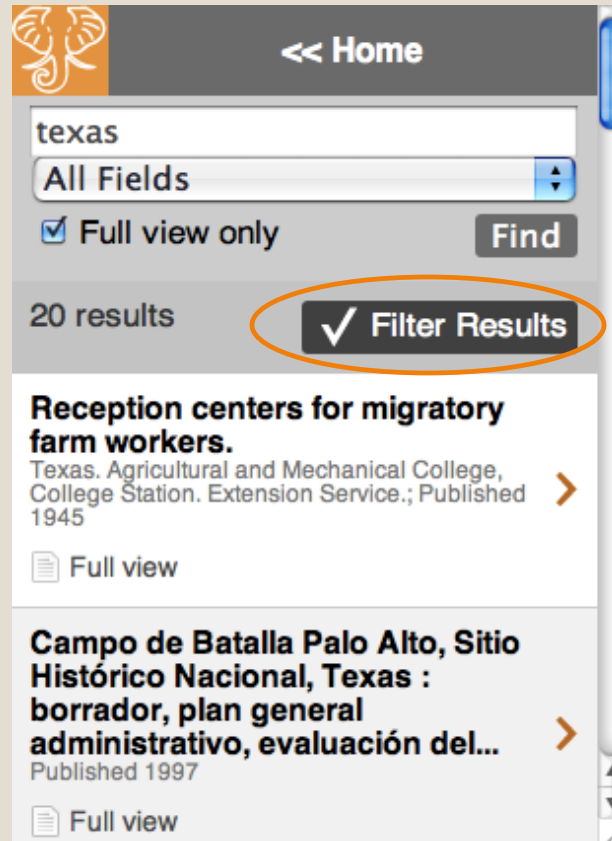
# FINDING 4

- Filters can only be selected for search results one at a time
- Active filters are not presented on the search results page



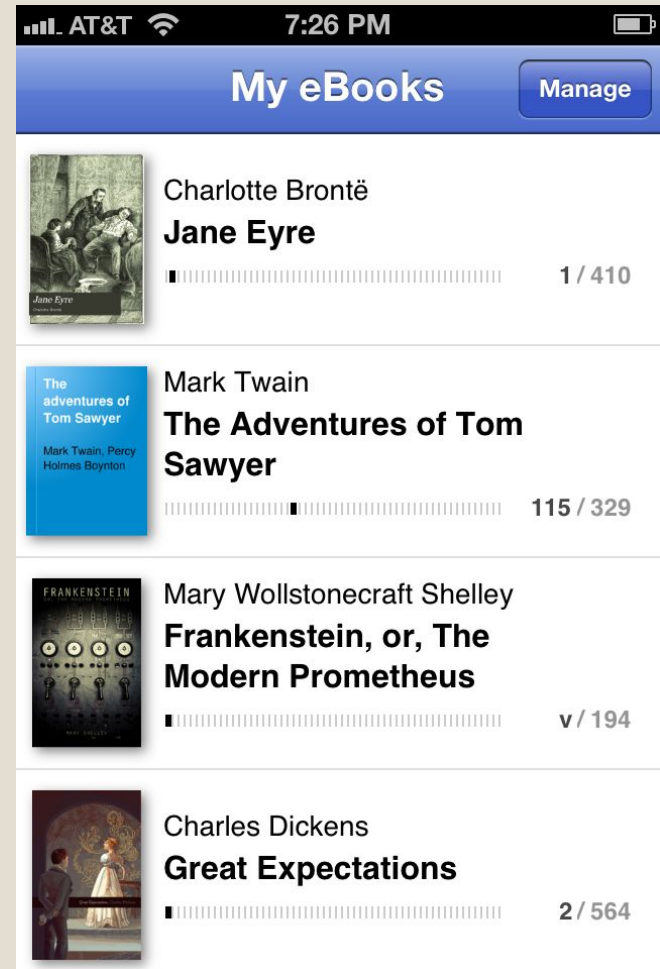
# RECOMMENDATION 4

- Allow users to select more than one filter at a time
- Explicitly and prominently display active filter(s) on search results page



# FINDING 5

- Competitors offer “My Bookshelf” or similar features that keep personalized collections of books for users
- Survey respondents indicated dissatisfaction with document storage and organization
- An example from Google Books



# RECOMMENDATION 5

- Give logged-in users access to their HathiTrust collections
- Cross-channel access to users' materials

# SUMMARY

- HathiTrust Mobile is a good secret – get the word out!
- People like it.
- Recommendations
  - Highlight search results in the document text.
  - Save a user's spot.
  - Make the pinch-zoom feature smoother.
  - Allow users to select multiple filters at a time.
  - Let users access their HathiTrust collections.

**THANK YOU TO  
SUZANNE CHAPMAN  
SONALI MISHRA AND  
ALL OF OUR USERS!**

The End