

## Appendix D – Severity ratings

Usability Test Findings Ranked by Severity	
Finding	Severity Ranking (Team Average)
*Search terms are not highlighted in the text	4.25
*There is no method for selecting multiple search filters at one time, and selected filters are not presented on the search results page	3.875
*Users had difficulty finding their way back to previous menus and results pages	3.875
*Users are confused when they cannot advance document pages with a swiping gesture	3.625
The search algorithm returns different results for very similar queries (e.g., “Ship building” vs. “shipbuilding”)	3.25
Users are not directed to login if they press "ok" in the login message, and downloads do not start automatically after login	3.25
Users are unaware of the find in a library option and go outside the system to late hard copy books	2.5
"Contents" button in PageTurner is hard to find and not always accurate	2.5
The zooming function is not smooth	2.25
Users don't know they can download books or find hard copies	2
The "Go to Full Text" link text often displays incorrectly, e.g. saying "Go to 1921" [book publication year]	1.75
*Denotes key findings listed in the body of this report	