

Bond University
Research Repository



The roving scholar & the library

Extending usability testing to mobile devices & asking what students really want on them

Hopkins, Peta J.; Donaghey, Jessie

Published: 13/02/2018

Document Version:
Peer reviewed version

[Link to publication in Bond University research repository.](#)

Recommended citation(APA):

Hopkins, P. J., & Donaghey, J. (2018). *The roving scholar & the library: Extending usability testing to mobile devices & asking what students really want on them*. Poster session presented at VALA2018 Biennial Conference and Exhibition, Melbourne, Australia.

General rights

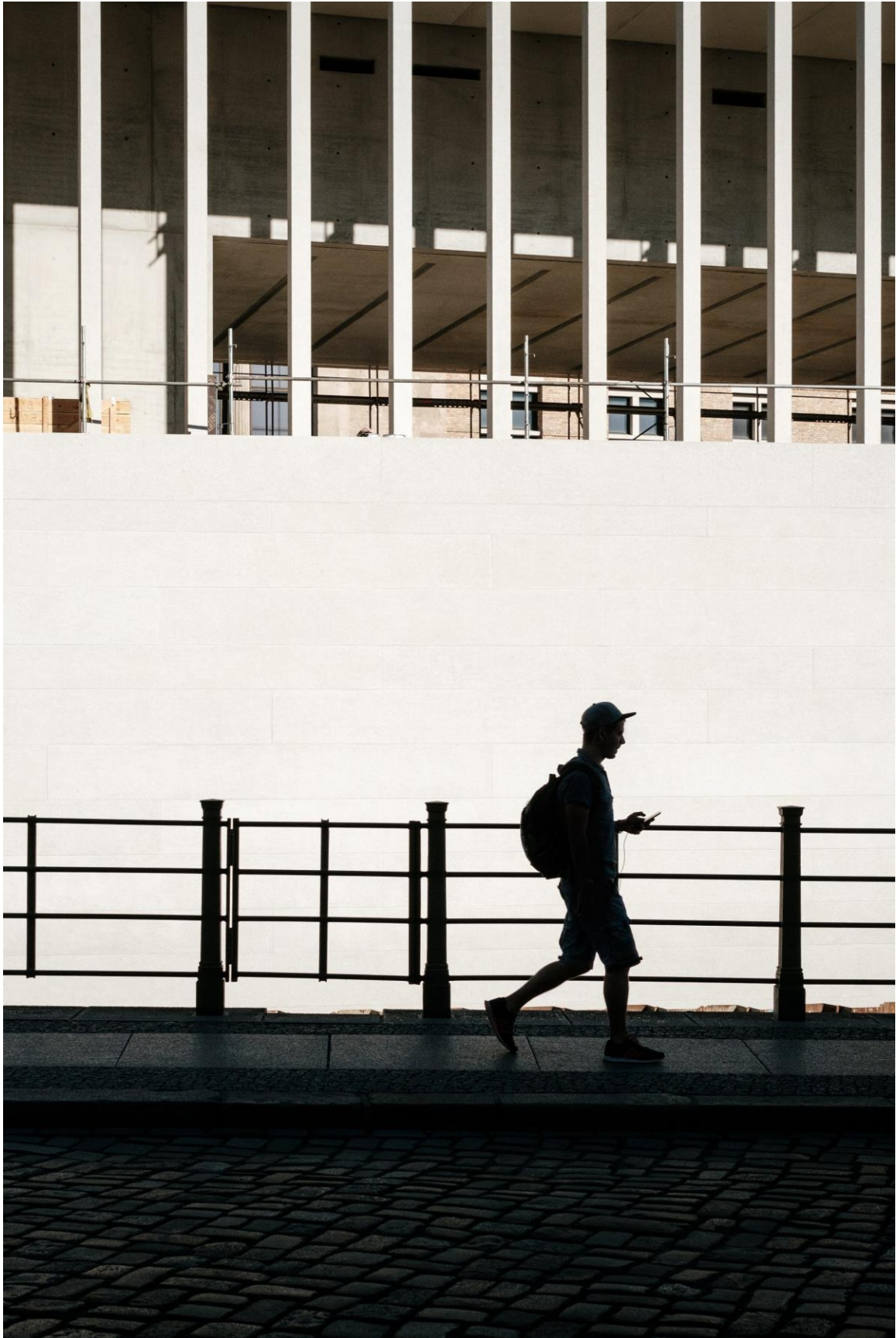
Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

For more information, or if you believe that this document breaches copyright, please contact the Bond University research repository coordinator.



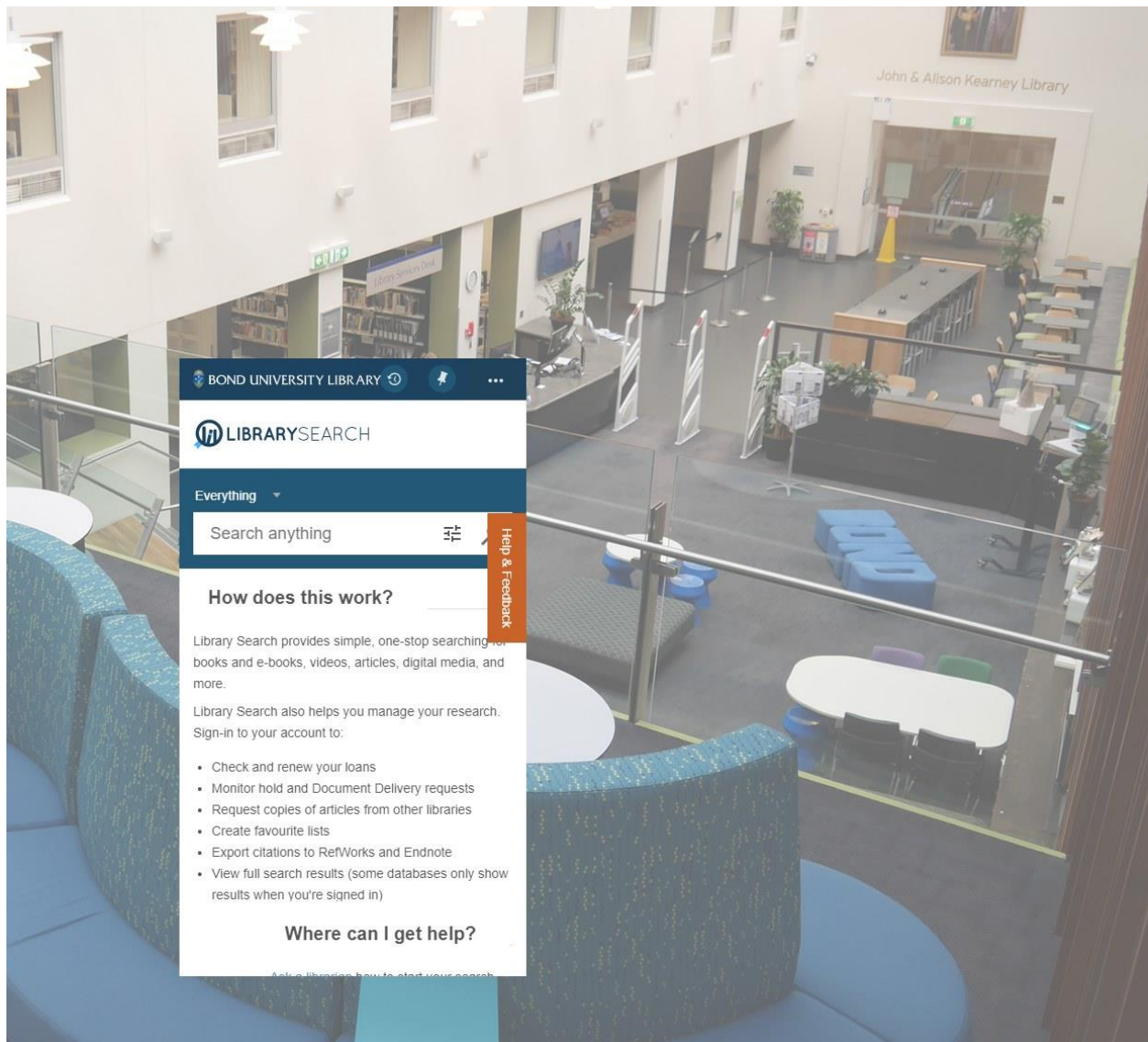
Experiences

Mobile Device Usage



Most of the participants were heavy mobile users, primarily for social or communicative purposes. One participant commented they use their mobile frequently for way-finding especially at night.

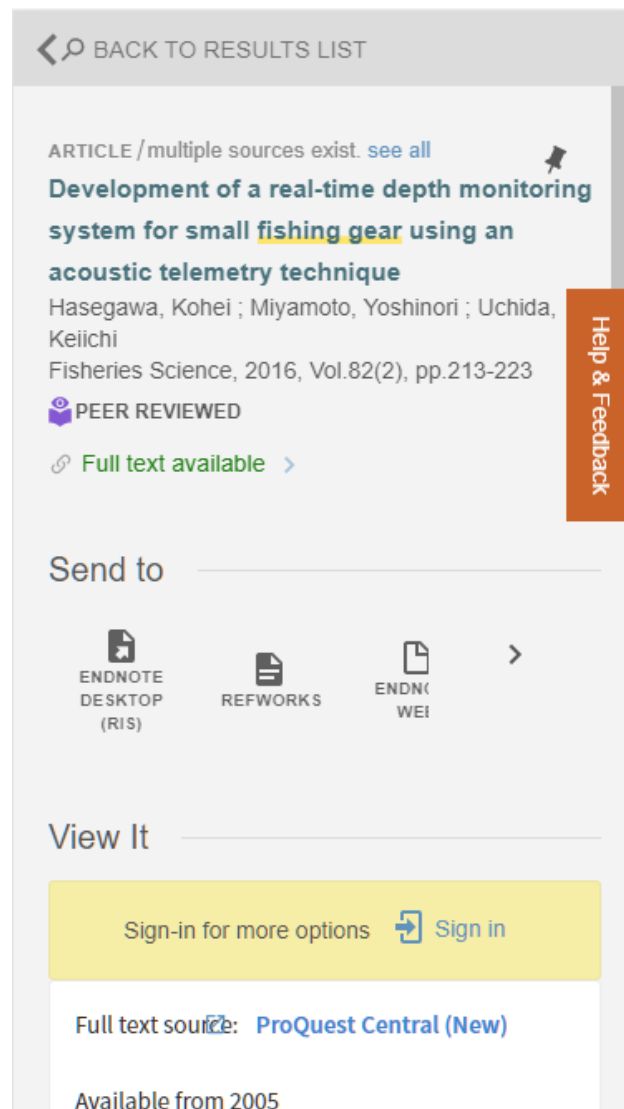
Impressions of Library Search



Some participants found parts of the experience frustrating, such as identifying peer-reviewed articles or accessing full text.

"I think the major difference is about the monitor because on my laptop, or maybe the desktop I have a larger monitor and I can access more function but on my device like on my iPhone I think the accessibility is kind of restricted"

Most participants preferred using Library Search on their laptop. Mostly because of the small size of the phone screen making functionality difficult to use.

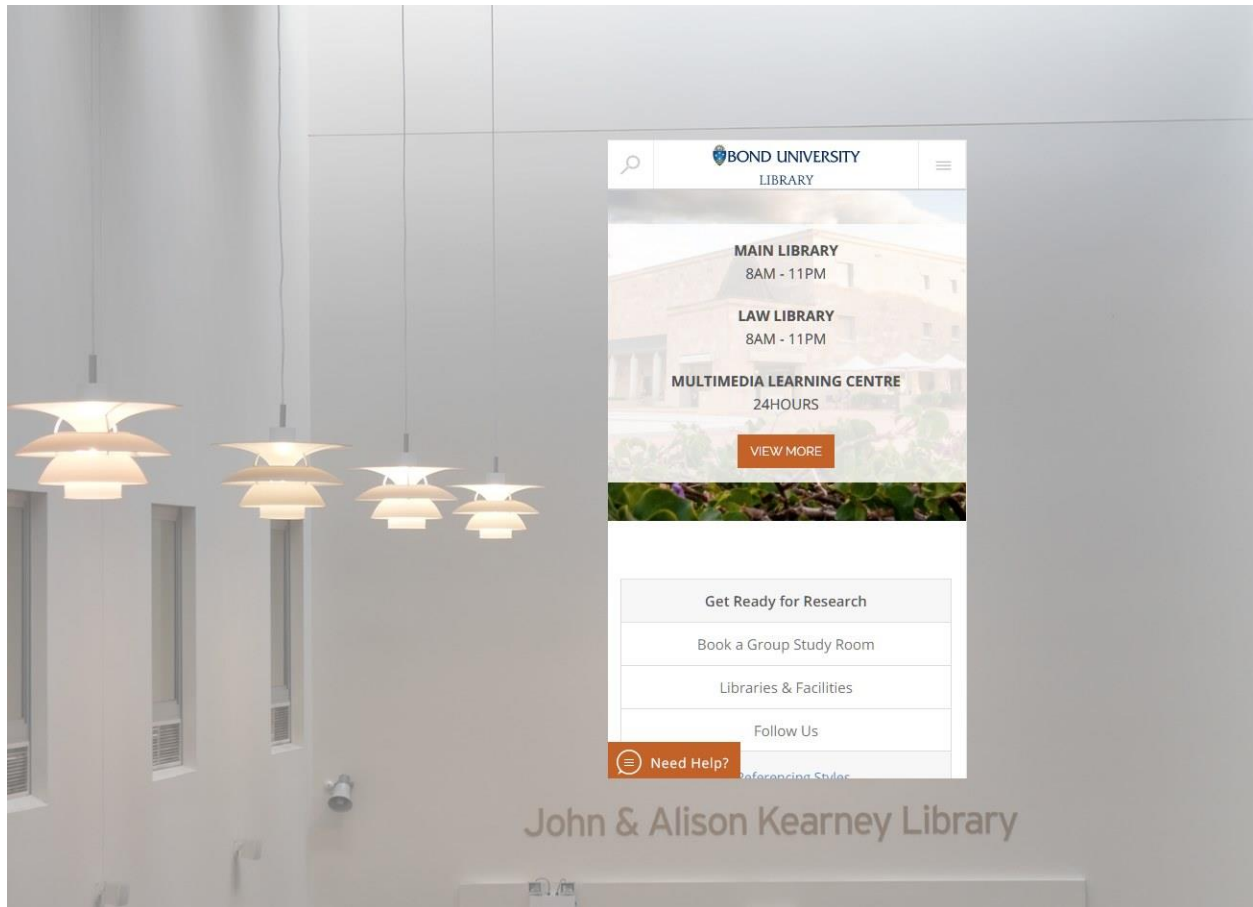


1 - A recent release of software now shows peer review icons, that display well on mobile devices.

The more experienced users were happy with the mobile experience and felt it was better than they were expecting. They also said the experience on the mobile was very similar to that on a laptop.

"I think it's always a little harder, just a smaller screen and not being able to see the full picture in front of you. (...) Having to scroll around and see that full picture. I've had pretty good experiences before using a laptop and I found that quite good as well. So similar really, but yeah the mobile interface didn't provide a problem whereas some websites you put on a mobile and it's virtually impossible so that's a good sign I think that was really not much of a difference."

Other Library Services



None of the participants frequently used library services on their mobile device but most had used at least one service before:

- Participant 1 - had not accessed any library services on their mobile device before.
- Participant 2 - Viewed opening hours
- Participant 3 - Checked and renewed loans, asked a question
- Participant 4 - Booked study rooms
- Participant 5 - Searched for books and viewed opening hours

Image Credits:

Student Walking - Photo by [Samuel Zeller](#) on [Unsplash](#)

Hand holding phone - Photo by [Will Suddreth](#) on [Unsplash](#)

All other images by Bond University Library Services