

## Appendix 1

**Table 1** Usability test data analysis worksheet.

No.	Task	Maximum time (min)	Total no. times unsuccessful (all testers)	Problem summary
1	Find out whether the library holds <i>Journal of Child Psychotherapy</i> , <i>Irish Journal of Psychologica Medicine</i> , <i>International Journal of Social Psychiatry</i> . Is e-access to any of them available via NHSnet on Trust premises?	7 m 30 s	4 (including all component tasks)	<p>Accessibility information is confusing: two testers did not know how to find information on e-access</p> <p>As well as hyperlinking e-journals from print journal list, need to tell readers what the implication is of NOT finding a journal in the electronic journals list—this is not clear</p> <p>Three testers went into 'current subscriptions' list instead of complete holdings—this is confusing—is this list necessary?</p> <p>Three testers did not appreciate difference between 'complete holdings' and 'current titles' or of term 'hold' vs. 'subscribe to'</p> <p>One tester remarked that site uses 'e-journals' and 'electronic journals' interchangeably as terms—this should be standardised</p> <p>Two testers looked under 'Child Psychotherapy' for <i>Journal of Child Psychotherapy</i>; instructions are needed</p> <p>The heading 'general information' has information about the library, not about this site</p>
2	Find a list of links to evidence-based mental health sites	4 m 30 s	2	<p>One reader kept clicking on 'search this site' legend rather than search button, giving rise to 'hall of mirrors'; can this be edited out?</p> <p>Two testers went to 'literature searching'</p> <p>One tester became confused with nested menus</p> <p>Two testers said it was hard to find the appropriate menu item</p> <p>One tester failed to see relevant item on site search results</p>
3	You have discovered that the library does not hold the journal that contains an article you need. Find the online form that you can use to request a copy of the article from the library	2 m 35 s	1	<p>One tester had trouble with new windows opening from journals lists</p> <p>One tester confused by the term 'online form'</p>
4	What databases does the library provide access to via its CD-ROM network? Which database is on a trial subscription? Which databases have search guides available to print or download?	5 m 58 s	3	<p>Three testers went to 'facilities' first</p> <p>Two early testers said that the label 'article supply' was unclear</p> <p>One tester assumed that links at top of 'more information' page were to printable search guides</p> <p>One person said she found system for accessing CD-ROM information confusing, as split between two pages</p> <p>Two testers did not understand the term 'locally served databases'</p>
5	Find the page that provides information about ATHENS accounts. Are they available to staff who are not currently	2 m 45 s	0 (but 2 prompts)	<p>Three testers drew a blank on menus—had to prompt them to use site search</p>

Table 1 Continued

No.	Task	Maximum time (min)	Total no. times unsuccessful (all testers)	Problem summary
6	affiliated to or studying at an institution of higher education? Which libraries may be used by staff of SLAM?	2 m 19 s	0	Two testers went to 'ST Libraries' CHSL access should be mentioned on list
7	What academic and professional qualifications does the part-time library assistant hold?	1 m 15 s	0	One tester thought e-mail hyperlink would lead to a CV
8	Is electronic access to <i>Current Opinion in Psychiatry</i> available outside the trust?	4 m 20 s	2	One tester found distinction between 'catalogue' and 'holdings'—confusing
9	Does the library hold the book: Hester, Nolan (1999) <i>FrontPage for Windows 2000</i> . Berkeley, CA: Peachpit Press?	5 m 15 s	2 (1 prompt)	Two testers (early version) had difficulty navigating to 'find a book' with STLIS site one  One tester (later version) had problem locating appropriate menu item—went to 'about the library'
10	You are looking for information on aspects of psychiatric rehabilitation and decide that you need to search the <i>Allied and Alternative Medicine</i> (AMED) database. In what form does the library provide access to this? Would you be able to search it yourself?	3 m 10 s	0	One tester found advertisement on site navigation page distracting  One tester couldn't remember which databases were online and which were locally served
11	A journal to which you are submitting an article requires that you use the Vancouver system for referencing your citations. Where can you find information about the Vancouver system?	3 m 1 s	0	Two testers went to 'locally served databases' and followed links from there Two testers using site search missed link to correct page from search results page—why?  One tester followed external link to Dr Felix site in error—was not aware of 'find' strategy for locating terms on a page
12	Can readers use their own laptop computers within the library?	1 m 20 s	1	Issue of search terms 'evidence-based/evidence based', 'laptops/laptop computers'; are clearer instructions needed? is truncation possible?
13	What access to library services is available to patients, carers, and members of the general public?	1 m 9 s	0	No problems here; all testers went to 'access and membership'
14	Which bus passes the site entrance?	1 m 30 s	0	Page originally entitled 'how to reach us', one early tester thought this referred to electronic access all other testers found easily from 'travel information'
15	You have a complex search to carry out, you are uncertain of your bibliographic database searching skills, and in any case you have no time to get to the library. Find the form that will enable you to submit a literature search request to the library.	1 m 5 s	0	All testers found without difficulty