Slide 1:

Circulate	Patron Update	Item Update	Utilities	Quit

Saul Greenberg

Slide 2:

Circulate	Patron Update	Item Update	Utilities	Quit

Patron Status
Fines
Checkin
Checkout
Patron Search
Reserve

Status: No patron

Saul Greenberg

Task 1

Joan, a regular and experienced library employee, is working behind the counter.

Mary, a regular library customer brings three books to the counter and asks that they be checked out.

These are: <3 books should be listed here>.

Mary does not have her library card.

Joan finds Mary library number, checks out the books for her,

and reminds Mary that she has some late fines to pay.

Mary says she will pay for them next time.

Joan gives Mary the books, and Mary leaves.

Circulate	Patron Update	Item Update	Utilities	Quit

Patron Status
Fines
Checkin
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Patron Search
Reserve

Status: No patron

Subtask 1: Find Mary's library card number
a) Select Patron Search with the mouse...

Circulate	Patron Update	Item Update	Utilities	Quit

Patron Search

Name: *Smith, Mary*   Search

Results

Status: No patron

b) enter her name

Circulate	Patron Update	Item Update	Utilities	Quit

Patron Search

Name: *Smith, Mary*   Search

Results: 73 matches

Smith, Mandy	*1 Apple Pl*	*Calgary*
Smith, Marni	*372 2nd Ave*	*Edmonto*
Smith, Marie	*264 5th St*	*Red Dee*
Smith, Moira	*35 Orchid rd*	*Red Dee*
Smyth, Larry	*217 9th St*	*Canmore*
Smyth, Martha	*217 9th St*	*Edgewat*

Status: Patron is Smith, Marie

c) no exact match, so the system shows the closest matches of using all patrons on this province-wide library system. (72 matches found)
She asks the customer where she lives, and how she spells her name and selects Smith, Marie with the mouse on hearing the answer

| Circulate | Patron Update | Item Update | Utilities | Quit |

Patron Status
Fines
Checkin

Checkout

Patron Search
Reserve

Status: Patron is Smith, Marie

Subtask 2: Checking out the books
a) Marie is now the active patron, and the Checkout option is selected

| Circulate | Patron Update | Item Update | Utilities | Quit |

CHECKOUT

Title	Author	Number	Due
Godel, Escher and Bach	Hofstadter	3456321-117	7-7-98
Human-Computer Inter	Baecker, Gr	3654351-998	7-7-98

Status: Patron is Smith, Marie

b) she scans in the books one at a time,
but the third book's bar code doesn't seem to want to scan

| Circulate | Patron Update | Item Update | Utilities | Quit |

Updates

Manual scan

CHECKOUT

Title **Author** **Number** **Due**
Godel, Escher and B
Human-Computer I

Type the bar code number:

3425932-990

Status: Patron is S

Okay

c) she goes to manual scan, and types the number into a dialog box

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| Circulate | Patron Update | Item Update | Utilities | Quit |

CHECKOUT

Title	Author	Number	Due
Godel, Escher and Bach	Hofstadter	3456321-117	7-7-98
Human-Computer Inter	Baecker, Gr	3654351-998	7-7-98
Life on the Screen	Turkle	3425932-990	7-7-98

Status: Patron is Smith, Marie

d) And verifies that it is the correct book,
   Note: what would she have to do if she had mis-typed it?]

Circulate	Patron Update	Item Update	Utilities	Quit

Patron Status
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	Author	**Number**	**Due**
d Bach	Hofstadter	3456321-117	7-7-98
Inter	Baecker, Gr	3654351-998	7-7-98
en	Turkle	3425932-990	7-7-98

Status: Patron is Smith, Marie

Subtask 3: Check fines
a) Select Fines...

Circulate	Patron Update	Item Update	Utilities	Quit

Fines

Title:	**Due**	**Returned**	**Amount**
The Tao of Poo	8/3/98	20/3/98	1.20
All That Jazz	6/4/98	17/4/98	1.35
Chopin, Tape 1	4/5/98	1/5/98	1.50
Chopin, Tape 2	4/5/98	1/5/98	1.50
Chopin, Tape 3	4/5/98	1/5/98	1.50
Chopin, Tape 4	4/5/98	1/5/98	1.50

ENTER AMOUNT PAID: 0.00

Status: Patron is Smith, Marie

b) She sees fines, adds them up in her head, and reminds the patron about the outstanding amount of $8.55. The patron says she will pay later, so she types in 0.00, presses return, which then returns back to the home screen. She gives her the books

Major concern from the walk-through

Librarian had to navigate to too many screens to do this simple task
- the flow from start to end was poor,
- librarian as had to navigate and work with three screens to do a very routine checkout task

Some sub-dialogs awkward
- Why do searches so all of Alberta instead of the local area?
- Why can't she type the bar code directly on the screen, and see the results immediately?
- Why does she have to go to a separate screen to see the fines, why does she have to sum the fines up herself, and why does she have to enter 0 to get out of that screen?

Heavy functional emphasis indicates high level of practice and training required

Note: This looks like a cosmetic GUI over an old text-based system
- adding menus, etc doesn't seem to help

Suggests major redesign
- can functions be integrated on a single screen?
- can the design be simplified?