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

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

Patron Status
Fines
Checkin
Checkout
Patron Search
Reserve

Status: No patron

Task 1

- Joan Hart, a regular and experienced library employee, is working behind the counter. Marie Smith, a regular library customer brings three books to the counter <*The Da Vinci Code, Slightly Tempted, I Am an American Soldier*> and asks that they be checked out. Marie doesn't have her library card so Joan finds Marie's library number, checks out the books for her and reminds Marie that she has some late fines to pay. Marie says she will pay for them next time. Joan gives Marie the books, and Marie leaves.
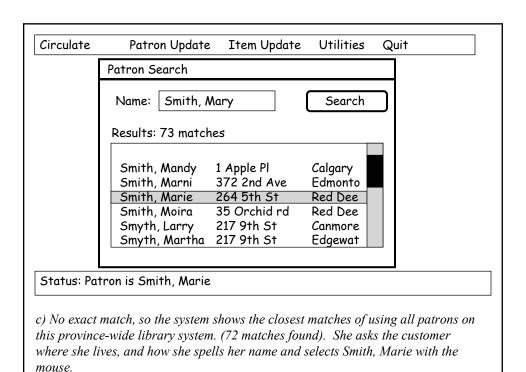

Circulate	Patron Update	Item Update	Utilities	Quit

Patron Status
Fines
Checkin
Checkout
Patron Search
Reserve

Status: No patron

Subtask 1: Find Marie'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.

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
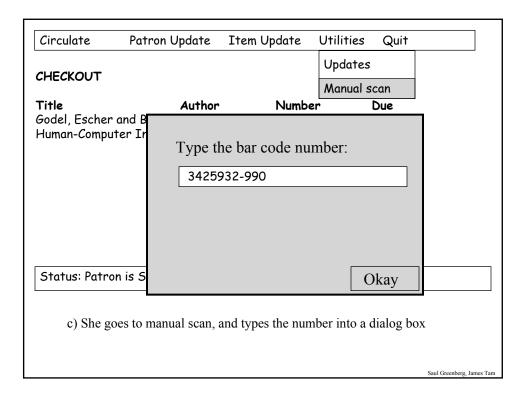a) Marie is now the active patron, and the Checkout option is selected

---

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 In

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

---

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 mistyped it?

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

Patron Status
Fines
Checkin
Checkout
Patron Search
Reserve

	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

Concerns Raised From The Walk-Through

Librarian had to navigate to too many screens to do this simple task
- The flow from start to end was overly complex.
- The librarian as had to navigate and work with three screens to do a very routine checkout task.

Some sub-dialogs awkward
- Why do searches of all of Alberta instead of just 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?

Concerns Raised From The Walk-Through

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?