

Circulate Patron update Item update Utilities Quit

Circulate Patron update Item update Utilities Quit

Patron Status
Fines
Check in
Check out
Patron search
Reserve

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.

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

Patron Status
Fines
Check in
Check out
Patron search
Reserve

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

Status: No patron

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

Patron search

Name

Results:

Status: No patron

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

Patron search

Name

Results: 73 matches

Name	Address
Smith, Mandy	1 Apple Pl.
Smith, Marni	372 2nd AVE.
Smith, Marie	123 Seaside Str
Smythe, Con	24 Buck Blvd.
Smythe, Marty	1109 Delta Dr

Status: Patron is Smith, Marie

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

Patron status
Fines
Check in
Check out
Patron search
Reserve

Sub task 2: Checking out the books
 a) Marie is now the active patron and the checkout option is selected.

Status: Patron is Smith, Marie

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

CHECK OUT

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

b) She scans in the books one-at-a-time but the third book's barcode doesn't seem to scan

Status: Smith, Marie

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

Updates
Manual scan

CHECKOUT

Title	Type the bar code number	Number	Due
Godel, Escher and	3425932-990	3456321-117	7-7-98
Human-Computer		3654351-998	7-7-98

Okay

c) She goes to manual scan and types the number into a dialog box.

Status:

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

CHECKOUT

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

d) And verifies that it is the correct book.
Note: what would she have to do if she mistyped it?

Status: Patron is Smith, Marie

Saul Greenberg, James Tam

Circulate Patron update Item update Utilities Quit

Patron status
Fines
Check in
Check out
Patron search
Reserve

	Author	Number	Due
er and Bach	Hofstadter	3456321-117	7-7-98
uter Inter	Baecker, Gr	3654351-998	7-7-98
Life on the screen	Turkle	3425932-99@	7-7-98

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

Status: Patron is Smith, Marie

Saul Greenberg, James Tam

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

b) She sees the 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 and goes back to the start.

Status: Patron is Smith, Marie

Saul Greenberg, James Tam

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?

Saul Greenberg, James Tam

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?

Saul Greenberg, James Tam