### BENTO BOX: Improving the User Experience in a Discovery Layer

**GOAL**

*Improve the user experience surrounding SearchPlus, our locally branded discovery tool.*

**SUMMARY**

- In theory, discovery layers are intended to make it easier to find library resources.
- BUT, usability studies indicate users still have difficulty interpreting results, especially identifying by content type.
- Reviewed Summon usage statistics and analyzed search box usage with Google Analytics to understand users' interactions with SearchPlus.
- Findings translated into design decisions for a BENTO BOX display, compartmentalizing results by content type.
- After unsuccessful attempts to get buy-in from librarians, User Experience helped Web Services develop a plan that would build consensus and minimize disruption.

#### STEP #1: Research how users interact with SearchPlus

**FACET USAGE**

- Overwhelmingly, the most frequently used facet is CONTENT TYPE.
- Top 5 FACETS:
  - Content Type
  - Full Text
  - Scholarly
  - Peer-Reviewed
  - Discipline

- Top 5 CONTENT TYPES:
  - Book/eBook
  - Journal Article
  - Dissertation
  - Newspaper Article
  - Book Review

**POPULAR SEARCHES**

- Database names are most popular search terms!
- Database tab invisible?
- Users tend to use the first or default search option, ignoring others, when presented with a tabbed search box.
- Google Analytics show SearchPlus tab used for 70% of searches; Other tabs minimally.

**TAB USAGE**

- Invisible Tabs?

**DATABASE NAMES**

- 5 of the top 10 searches

#### STEP #2: Translate data into improved search design

- Apply BENTO BOX* design to compartmentalize SearchPlus results in separate, distinct boxes by content type.
- Add user experience improvements to reduce cognitive load and align users' search expectations.

*STEP #3: Buy-In, Consensus, Launch*

- Share out user interaction data with librarians and administrators.
- Explain how data translated into design decisions.
- Offer timeline to minimize disruption to end users, including librarians.
- Launch as Beta Search with opportunities for feedback.
- Focus Groups (students/librarians)
- Experience Architecture Class (undergrads)
- Online survey

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*BENTO BOX = compartmentalization design derived from traditional Japanese lunch*