

Sample Research Instruments

NCSU Libraries

Laptop Lending Service Survey

Please take a minute to tell us what you think about the Laptop Lending Service!

- 1) Which type of laptop did you use? PC (Dell) Macintosh
- 2) Did you have any difficulties using the laptop? Yes No
If so, please explain.
- 3) Which software applications (e.g., Microsoft Word, PowerPoint, Netscape, etc.) did you find most useful?
- 4) Are there other software applications that should be added?
- 5) Did you connect the laptop to the campus network? If so, did you have any difficulties?
- 6) Was the instruction sheet helpful? Why or why not?
- 7) Would you borrow one of the Libraries' laptops again? Yes No
Comments:
- 8) Are you a: student faculty member staff member?

Today's Date: _____

Please return completed form with the laptop, or mail to the Reserve Room,
NCSU Libraries, Box 7111, NC State University.

SEARCH ENGINE SURVEY

1. Which 3 Internet search engines do you use most frequently? Please rank them by indicating 1 as your most frequent, 2 as the second most frequent, and 3 as the third most frequent.

- | | | |
|--|-------------------------------------|---|
| <input type="checkbox"/> AltaVista | <input type="checkbox"/> Google | <input type="checkbox"/> Northern Light |
| <input type="checkbox"/> Ask Jeeves | <input type="checkbox"/> Hotbot | <input type="checkbox"/> Raging Search |
| <input type="checkbox"/> Excite | <input type="checkbox"/> LookSmart | <input type="checkbox"/> Vivisimo |
| <input type="checkbox"/> FastSearch | <input type="checkbox"/> Lycos | <input type="checkbox"/> Yahoo |
| <input type="checkbox"/> Go / Infoseek | <input type="checkbox"/> MSN Search | <input type="checkbox"/> Other _____ |

2. Why do you use these 3 Internet search engines? Check all that apply.

- Speed
- Content (the information the engine indexes)
- User interface design
- Search functionality
- Other _____

3. Please rate the relative quality of the 3 search engines you use most frequently. If Vivisimo is not one of your 3 preferred search engines, please rate it as well.

- | | | | | |
|-------------------|------------------------------------|------------------------------------|-------------------------------|--------------------------------------|
| 1st choice: _____ | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very good | <input type="checkbox"/> Good | <input type="checkbox"/> Not so good |
| 2nd choice: _____ | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very good | <input type="checkbox"/> Good | <input type="checkbox"/> Not so good |
| 3rd choice: _____ | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very good | <input type="checkbox"/> Good | <input type="checkbox"/> Not so good |
| Vivisimo | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very good | <input type="checkbox"/> Good | <input type="checkbox"/> Not so good |

4. Have you or will you recommend Vivisimo to other people who search the Internet?

- Yes Why? _____
- No Why? _____

5. How many pages of results will you typically examine before giving up? Check one.

- 1 - 2 pages
- 3 - 5 pages
- 6 - 9 pages
- 10 pages or more

6. Why do you give up after viewing so many pages of a large result set? Check all that apply.

DEBRIEFING

Overall impression of the site. Did you find it hard or easy to find information?

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What did you like the most?

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What would you like to change?

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Other comments

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Hoagy Carmichael Usability Study

Appendix A ***List of Tasks***

1. Find any photo that shows Hoagy and some friends sitting at a piano during the 1940's-1950's.
2. Use the SEARCH feature to find a letter written to Hoagy by President Richard Nixon.
3. Locate a printed version of the music for Georgia on my Mind. Do not use SEARCH feature.
4. Locate the Hoagy Carmichael Room on the site and explore it to find the framed portraits of Hoagy and two famous performers. Who are they?
5. Determine the name of Hoagy's father.
6. Locate and listen to the first part of the song, Riverboat Shuffle.
7. What was the specific date that Hoagy died?
8. Locate a letter that mentions the song Stardust somewhere in it.

Appendix B
Blank QUIIS Form

Name: _____

For each question below, please circle the answer that best describes your experience.

Occupation:
K-12 Student Univ. Student Faculty Other _____

Age:
<18 yrs 19-25 yrs 26-35 yrs 36-50 yrs >51 yrs

Computer Experience:
<1 hr/wk 1-2 hrs/wk 3-5 hrs/wk >5 hrs/wk

Your overall reactions to the web site

Terrible 123456789	Wonderful
Difficult 123456789	Easy
Frustrating 123456789	Satisfying
Dull 123456789	Stimulating
Rigid 123456789	Flexible

Screen

Characters on the computer screen	Hard to read 123456789	Easy to read
Organization of information on screen	Confusing 123456789	Very clear
Sequence of screens	Confusing 123456789	Very clear

Terminology and System Information

Use of terms throughout system	Inconsistent 123456789	Consistent
Position of messages on screen	Inconsistent 123456789	Consistent

Learning

Learning to operate the system	Difficult 123456789	Easy
Exploring new features by trial and error	Difficult 123456789	Easy
Tasks can be performed in a straight forward manner	Never 123456789	Always

System Capabilities

System speed	Too slow 123456789	Fast enough
Experienced and inexperienced users' needs are taken into consideration	Never 123456789	Always

Open Ended Questions:

How would you tend to use this site on your own?

If you could change one thing about this site that would improve it, what would you change?

Prototype Feedback Study

1. Search Form

1. Take a moment to look at the screen and tell me what you see. Where do you look first?
2. What do you think this page is for?
3. What happens if I click MORE
4. What is the relationship between left and right
5. What would you put in the box[es] to find sculpture by Picasso.
6. What does the AND menu do

2. Results Screen 1

1. What happens if I click “search” / “browse” / “manage portfolios”
2. What happens if I click open portfolio?
3. How would you change the appearance of the page?
4. What are the check all and check none buttons for?
5. How would I add all the images on this page to a portfolio?
6. What information do you think the captions should contain?
7. What happens if I click on a thumbnail?
8. Other?
9. What would you call this page?

3. Results Screen 2

1. What happens if I select any of the options in the viewing menu?
2. What image am I viewing descriptive info for?
3. How would you get descriptive info for another image?
4. What would you call this page?

4. Manage Portfolios

1. What is going on in this screen?
2. What happens if you click edit settings?
3. What would you call this page?

5. Edit portfolio preferences

1. What's going on in this screen?
2. How would you change a portfolio name?
3. What do the visibility options mean?
4. Other?
5. What would you call this screen?

6. Edit members

1. Tell me what's going on here?
2. If you wanted to remove the last three members from this portfolio, what would you do?
3. If you wanted to add a member but didn't know their username, what would you do?
4. What happens if you click a member name?

A Usability Study of Our Libraries' Web Site

Link-Naming Test: Experimenter Instructions

- Welcome and thank the participant for coming.
- Ask them to read and sign the consent form.
- Tell them that the purpose of the usability study is to improve the user-friendliness of the library web site for library users when we redesign the site.
- Tell them that the site, not the participant, is being tested.
- Tell them that we will be asking them what they would expect to find if they clicked on these top page links on the library web site, and what they would call the links, after they see the pages to which they lead.

Group A

- Show the participant the interim top page design (<http://url.goes.here>)
- Starting with the first link listed on the data sheet, ask the person “What would you expect to find when clicking on this link?”
- Write down their answer.
- Ask them to click on that link and look at that page.
- Record any comments they have on the page.
- Ask “What would you call this page?”
- Following the order of links on the data sheet, repeat this process until have feedback for all links.

Group B

- Show the participant a slip of paper with the text of the first link on the data sheet.
 - Ask the person “What would you expect to find when clicking on this link?”
 - Repeat for all links, going in the randomized order shown on the data sheet.
 - Show them the interim top page design.
 - Going through the links in the same order, show them the pages that the links link to and ask “What would you call this page?” for each link. Write down any comments they have about the pages.
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- Ask them if any of the links on the top page of the site do not belong there.
 - Ask them if there are any links which should be on the top page but are not there.
 - Ask them if they have any additional comments about the site.
 - Offer them a Debriefing and a copy of their consent form.
 - Give them a coffee certificate.
 - Thank them for participating.

A Usability Study of Our Libraries' Web Site: Prototype Tests

Moderator's Guide

Introduction

- Welcome the participant
- Ask the participant to read the consent forms, and to sign them if they agree to participate
- Ask the participant to fill out the pre-test survey

Scenario-based tasks

- Show the participant the prototype of the new web site. Explain that the links are not yet active.
- Explain to the participant that you will give them scenarios and ask them to respond aloud.
- Give the participant the first question. Observe and write down their comments as they approach the task.
- Repeat for remaining questions.

1) You want to know if the library has a book by Ken Martis. Where would you go first?

2) You are looking for an article in a November 1997 volume of the *American Journal of Sociology*. You want to read it online. What is your first step?

3) You want to find statistics on the population of California. Where would you go first?

4) You're researching the life of the first president of our institution. You need to view correspondence in the presidential manuscript collection. What would you do first?

5) You have just discovered that our libraries do not own the book *Hard Laughte* by Anne Lamott. You want to get it from another source. What is your first step?

6) You want to be able to use the African American Biographical Database from your apartment. You need to find out how to use library databases when you're outside the library. What would you do first?

7) Your books are due tomorrow and you want to renew them online. Where would you go first?

8) You want to find laws of all 50 states. Where would you go first?

Wrap-up

- Post-test questionnaire: ask the participants:
 - What tasks do you use the library web site to accomplish (e.g., books, articles, check borrower status)?
 - Ask the participant if he/she has questions or additional comments
- Thank the participant
- Give the participant a debriefing form and a gift certificate

Script

Hello. Have a snack.

The charge of DLPS is to provide the means by which digital resources can be made available to the academic community. This study is designed to determine how well our implementation functions to meet the needs of that community. I'll ask you to perform 4 representative tasks in hopes that your performance in completing the tasks will tell us important things about the system interface

hand over consent form

I need you to fill out this consent form first, however. It assures that we are testing the system, not you, and that we'll maintain your anonymity in anything we record. It also lets you know that you can withdraw at any time.

sign and remove consent form

Provide brief intro to the interface here. Explain what's what, that we have been putting collections online since 1995 (Amverse). Now that we have developed class-based architecture, we can handle collections that share attributes in common, which also allows us to search across collections within a class (and hopefully soon, across classes). We also have recently begun implementing a "bookbag" feature, which is a space where you can add selected "bound" items. From there you can save the bibliographic info, or you can link directly to the texts, or search them collectively. This is a great way to be able to discriminate even more in your searching. Briefly overview the collections, the search mechanisms, the bookbag and history.

Let me step you through a sample search so you can get the hang of things. You'll look for a book by Ai called Greed, and check it's table of contents.

Go to <http://ets.umdl.umich.edu/t/text> as bookmarked.

See that you can search a number of ways. You can search for the text string "Jack ruby on Ice" in section titles and see where it appears, or you can go to the citation search and search for "Greed" in title. Go ahead and use the citation search.

- Click on the "table of contents" link.
- See the Jack Ruby on Ice link.
- Go ahead and click it.
- Now see the "add to bookbag" link. Click on that link to add the item to your bookbag.

Ok, good. Lets start on the other tasks. Please remember to speak aloud while you perform the tasks. There is a 10 minute time limit on each task, but you don't have to use all of it. I'll give you each task after you complete the previous one.

Task #1

5 minutes

Please remember to think aloud.

Verify some information about Oscar Wilde's *The Importance of Being Earnest*

- Who is the publisher?
- How many parts are cast?
- What is the setting for the first scene in the first act?

Task #2

5 minutes

Please remember to think aloud.

You are interested in references to John and/or Robert Kennedy in 20th century American poetry. Find poems by American authors that contain references to one or the other or both.

Task #3

5 minutes

Please remember to think aloud.

You are preparing to do some research on coverage of the proposed Nicaragua canal in the U.S. and British press. Find citations for articles on the subject from the New York Times and London Times before 1900. How many articles can you find in each