Site:

Subject:

Date:

Usability Test Script

New Library Website

* **Web browser should be open to Google, then move to test site. Does it matter which browser they use?**

Hi, \_\_\_\_\_\_\_\_\_\_\_\_. My name is \_\_\_\_\_\_\_\_\_\_, and I’m going to be walking you through this session today.

Before we begin, I have some information for you and I’m going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly. We’re asking library users to try using our new library website so that we can see if it works as intended. The session should take about 45 minutes.

We want to see the website the way you do.

As you use the site, I’m going to ask you to think out loud: describe what you are looking at, what you are trying to do, and what you are thinking. That will be a huge help to use.

Also, please don’t worry about what you say. You might find something confusing and you are thinking out loud about it, or you might not like something. You won’t hurt our feelings. We are doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along, just ask them. I will not answer them right away, since we’re interested in how people do when they don’t have someone sitting right next to them to help. But if you still have any questions when we’re done, I’ll try to answer them then. And if you need to take a break at any point, just let me know.

If we record, or use a non-disclosure form, insert here

Do you have any questions so far?

Ok. Before we look at the site, I’d like to ask you just a few quick questions.

First, I’m going to ask you to look at this page, and tell me what you make of it: what strikes you about it, what you see first, and what you didn’t notice at first. Just do a little narrative

(3 or 4 minutes)

Thank you.

If you were going to choose three words or phrases that describe the new site, what would they be?

Thanks. Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud and give you a printed copy. (AIM FOR AT LEAST FOUR TASKS PER PERSON)

One of the big changes in the website is the use of tabbed search boxes. I would like you to do these tasks without using the one called “website search”. We’ll learn a lot more about how well the site works that way.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

\*\*Read the first task.

\*\*Allow the user to proceed until you don’t feel like it’s producing any value or the user becomes very frustrated

\*\*Repeat for each task or until time runs out.

Thanks, that was very helpful.

Do you have any questions for me, now that we’re done?

\*\*Give them their incentive

\*\*Thank them very much!

**LIST OF TASKS TO TEST:**

1. Find the subject librarian, or who can help, for the area of history.
2. Find the way to have a book that the library owns, but is not cataloged, rushed to be on the shelf or make available to you.
3. Find out how to search for video.
4. Find out how you would get a librarian to help you with a class.
5. Request that a book that the library doesn’t own be ordered for the collection.
6. Find out if a study room is available for you.
7. Find out where to mail a book back to the library that you have checked out.
8. Find out information on equipment checkout.
9. Use the catalog to find a book by Larry McMurtry.
10. Find a research guide on Physics.
11. Find an electronic journal about Africa.
12. Find maps/floor plans of the library.
13. Show me how you get to the classic catalog or the regular library catalog to do a search.
14. Where can you find frequently asked questions about the library’s services?
15. Request that a book the library doesn’t own be ordered via Interlibrary Loan (ILL)