

## Focus Group Script

### Greetings and Introduction:

Hello, welcome. My name is Tao Zhang. I am the Digital User Experience Specialist at the library. Alaina is my colleague at the library and she will be taking notes of our discussion. Our work here at the library is focused on user research and usability studies of the library's web tools and services.

What we are going to do today is to talk about your experiences when you use the library website including the homepage, search tools, databases, tutorials, and any other resources on the website that you may use. The objective of this group activity is to gather your opinions and perspectives when you use the website so that the user experience can be improved. I will start a topic (in this case it is the library website and service) and ask you a number of questions related to that topic. You are encouraged to say whatever you think is appropriate to answer the questions. Please note that there is no right or wrong answer. We expect that you will have different points of view and we are interested in hearing from each of you. All your opinions are important to us. If possible, please speak one at a time, avoiding interrupting each other. I will control the discussion time so I may ask you to wrap up a thought if time runs out. This session is expected to last about one hour.

Also, we will video record this session for analysis purposes. Alaina will also take notes of your comments. Your opinions and comments are confidential and will be aggregated in the analysis. Your personal information will not be included in any reports.

(Please sign the consent forms so we can start the video recording.)

Before we start the discussion, I want you to introduce yourself so we can know each other better. Please describe who you are, your major, how long you have been at Purdue, and any other information you want to share.

### Discussion Session:

Topic: how do you do literature research? (Write on the whiteboard or projection screen)

Questions:

1. Think about the last paper you wrote. Where did you find the information or references you needed to write it? How do you know which resources to use (or how do you know where to start)?
2. When you are exploring a topic for a class paper or research project that you know little or nothing about (or say you are not familiar with that particular topic), how do you begin to find information? What are the search tools or resources you will go to?
3. Related to the last question, do you usually search in just one database more than one? If you use multiple databases, how often do you find duplicated search results from those databases? Do you think duplicated results are an issue for you? How do you know the search results are enough for you? How much information from the resource is enough?

4. If you need to find a particular reference (a book or an article), how do you find it? What are the search tools or resources you will use? If the library does not have it, how would you proceed? Do you use any of the library services to try to find it?
5. Do you use any other library resources in addition to the search tools and databases when you are researching for a paper or project? What are they?
6. Where do you go to get help with your literature research? Where do you go for literature research tips/solutions?
7. What do you like most about the resources (that the participants mentioned; give examples) you currently use in your research? What do you like least?
8. If you were to design a search interface for research materials (books and articles) on a certain area, what features or functionalities would it include? What would it look like?

**Additional Questions (if time permits):**

1. (Regarding Google/Google Scholar) What do you like most about Google Scholar? How do you compare it to the search tools and databases offered by the library website? Do you think there is any difference of the search results between Google Scholar and the databases from the library website?
2. (Regarding library website) What are the other information resources, tools, or tutorials you often look at on the library website? Do you have difficulty finding information on the website? Do you have any specific example? How do you like the current website (useful, easy to use, or other comments)? Please take a look at other library websites and how do you like them?

**End of Session**

Thank you for the time.