

User Interview Script – Undergraduate Students

Introduction

Welcome and thank you for participating in this interview. The objective is to gather knowledge and comments on the current Purdue Library website. This interview is not intended as a test of your personal ability. We want to understand how you like the website and how the website can be further improved to better meet your study and research needs. The entire session will require around one hour without interruptions. Please refrain from using your cell phone during the interview.

During the interview you will be asked questions regarding your experience with the library website. You may also be asked to show us how you actually use the website. Please feel free to talk aloud when you are using the website and let us know your questions or comments at any time.

Please note that any information we collected in the interview will be anonymous and aggregated. Therefore, you and your response will be not identifiable from our reports. You can be completely open and candid. This is about us learning from you so we can design a better library website to better serve the Purdue community.

Demographics Questions: (Could be in electronic form)

1. Please describe yourself. Where are you from?
2. What made you decide to come to Purdue?
3. Your interests or hobbies?
4. What are some of your goals for this semester?
5. What are your plans after graduation?

Academic Information:

1. Which year are you in at Purdue?
2. What is your major, or if you haven't decided yet, what areas are you most interested? What interests you about that field of study?
3. Describe a typical assignment for a class in your major. How do you approach that task?

Computer Usage:

1. Can you take me through your typical online routine? You open up your web browser and where do you go first?
2. Do you have any other favorite websites?

3. Do you have computer at school/work/home? Do you use a laptop, desktop or other computing devices?
4. Do you use a PC or Mac? What is the web browser you usually use?
5. How much time do you spend on the Internet during an average day? Approximately what percentage of that time is spent on school or work?
6. How much time do you spend daily searching for information online (including Google use and news/information browsing)? What type of information do you usually search for?

Library Use Questions:

1. For what purpose do you go to the library, and how often?

(Borrow books, use the computer/internet, do homework or study, use the group study room, read library books/journals/materials, ask for help, use materials on reserve, go to a class offered by the library)
2. What are the resources/services you often use from the library?

(Library website, online library catalog, online databases, electronic full-text articles, inter-library loan, ask a librarian in person, ask a librarian through email, ask a librarian in chat or on the phone, classes for learning how to use the library and databases, borrow books/materials/equipment, read online tutorials/library guides/research guides)
3. Do you borrow books or other materials in the library, how often?
4. How often do you use the library website? What do you usually do on the library website?

For accessing library catalogs, databases, reference materials, full-text books, journals, newspapers;

For general information about services, reference, borrowing, reserves, interlibrary loan, etc.;

For libraries' hours, job opportunities, copyright information, what's new, etc.;;

For information about staff, archives, the library faculty, etc.;
5. Do you have any difficulties or complaints with the library website? Or what frustrates you about using the website?
6. Do you use the search tools (article search, catalog) or resources (databases, ILL) on the library website? If yes, how often?
7. When was the last time you talked to a librarian? What was the conversation about?

Questions about Information Seeking:

1. How do you usually find books for your study or research? Can you show me how you usually do it?

(Ask the user to use his/her own example, or most recent book he/she found. Otherwise use *Calculus*.)

If you know the books that you are looking for, where do you usually start?

(Search the library catalog, search databases, search other sources like Google/Google Scholar, go to the publisher's website, ask a student/professor/librarian)

If you do not know the exact books, where do you usually start?

(Search the library catalog, search databases, search other sources like Amazon/Google/Google Scholar, browser the shelves, or ask for help from other students/professors/librarians?)

Do you use any of the advanced search features?

2. How do you usually find articles for your study or research (e.g., a term paper)? Can you show me how you usually do it?

(Ask the user to use his/her own example, or most recent articles/topics he/she searched. Otherwise use *the health impacts of global climate change*.)

If you know the exact articles you need, where do you usually start?

(Use the search box on the library website, use a particular or multiple databases, use Google/Google Scholar, find the physical copy in the library, ask a student/professor/librarian)

If you do not know the articles you need but you know the topic or area, where do you usually start?

(Use the library website's search box, use a particular or multiple databases, use Google/Google Scholar, find the physical copy in the library, ask a student/professor/librarian)

Do you use any of the advanced search features?

3. How have you learned to do the book and article search?

(Self-taught, from professor/teacher/librarian, from other students, from the library website (tutorials/guides), from coworker/colleague, printed materials in the library)

4. Let's say you need to review an article that your professor has put on reserve at the library. How would you do that?

Questions about Primo:

1. Primo is our new search tool to be implemented on the website. Try to use it to search for the same keywords you just used for books and articles.
2. (About interface) What do you think about the search interface? How do you like the way the search results are displayed?
3. (Federated search) You can click on the categories on the left column to refine the search results. How do you like this feature? Is it useful for you? Is there any other type of category that you will need?
4. (Search result display) How do you like the detailed search results? Do you think the information is too much or not enough? What information do you think is important for you?

Open-ended Questions:

1. What do you like most about the library website? What information or tools do you think is most useful or important for you?
2. Does the library website meet your study and research needs? In what area do you think the library should definitely improve?
3. Do you have any additional comments or suggestions?

End of Interview

Thank you for the time. (Give participant compensation.)

User Interview Script – Graduate Students (Research Assistants)

Introduction

Welcome and thank you for participating in this interview. The objective is to gather knowledge and comments on the current Purdue Library website. This interview is not intended as a test of your personal ability. We want to understand how you like the website and how the website can be further improved to better meet your study and research needs. The entire session will require around one hour without interruptions. Please refrain from using your cell phone during the interview.

During the interview you will be asked questions regarding your experience with the library website. You may also be asked to show us how you actually use the website. Please feel free to talk aloud when you are using the website and let us know your questions or comments at any time.

Please note that any information we collected in the interview will be anonymous and aggregated. Therefore, you and your response will be not identifiable from our reports. You can be completely open and candid. This is about us learning from you so we can design a better library website to better serve the Purdue community.

Demographics Questions: (Could be in electronic form)

1. Please describe yourself. Where are you from?
2. What made you decide to come to Purdue?
3. Have you been at Purdue your entire career? If not, where else have you been?
4. Your interests or hobbies?
5. What are some of your goals for this semester?
6. What are your plans after graduation?

Academic Information:

1. How long have been at Purdue?
2. What is your field of study and concentration? What interests you about this field of study?
3. What are your current responsibilities as a graduate student or research assistant?
4. What are some of the major research tasks that you would encounter in a semester?

Computer Usage:

1. Can you take me through your typical online routine? You open up your web browser and where do you go first?

2. Do you have any other favorite websites?
3. Do you have computer at school/work/home? Do you use a laptop, desktop or other computing devices?
4. Do you use a PC or Mac? What is the web browser you usually use?
5. How much time do you spend on the Internet during an average day? Approximately what percentage of that time is spent on school or work?
6. How much time do you spend daily searching for information online (including Google use and news/information browsing)? What type of information do you usually search for?

Library Use Questions:

1. For what purpose do you go to the library, and how often?

(Borrow books, use the computer/internet, do homework or study, use the group study room, read library books/journals/materials, ask for help, use materials on reserve, go to a class offered by the library)
2. What are the resources/services you often use from the library?

(Library website, online library catalog, online databases, electronic full-text articles, inter-library loan, ask a librarian in person, ask a librarian through email, ask a librarian in chat or on the phone, classes for learning how to use the library and databases, borrow books/materials/equipment, read online tutorials/library guides/research guides)
3. Do you borrow books or other materials in the library, how often?
4. How often do you use the library website? What do you usually do on the library website?

(For accessing library catalogs, databases, reference materials, full-text books, journals, newspapers; for general information about services, reference, borrowing, reserves, interlibrary loan, etc.; for libraries' hours, job opportunities, copyright information, what's new, etc.; for information about staff, archives, the library faculty, etc.)
5. Do you have any difficulties or complaints with the library website? Or what frustrates you about using the website?
6. Do you use the search tools (article search, catalog) or resources (databases) on the library website? If yes, how often?
7. When was the last time you talked to a librarian? What was the conversation about?

Questions about Information Seeking:

1. How do you usually find books for your study or research? Can you show me how you usually do it?

(Ask the user to use his/her own example, or most recent book he/she found. Otherwise use *Calculus*.)

If you know the books that you are looking for, where do you usually start?

(Search the library catalog, search databases, search other sources like Google/Google Scholar, go to the publisher's website, ask a student/professor/librarian)

If you do not know the exact books, where do you usually start?

(Search the library catalog, search databases, search other sources like Amazon/Google/Google Scholar, browser the shelves, or ask for help from other students/professors/librarians?)

Do you use any of the advanced search features?

2. How do you usually find articles for your study or research (e.g., a term paper)? Can you show me how you usually do it?

(Ask the user to use his/her own example, or most recent articles/topics he/she searched. Otherwise use *the health impacts of global climate change*.)

If you know the exact articles you need, where do you usually start?

(Use the search box on the library website, use a particular or multiple databases, use Google/Google Scholar, find the physical copy in the library, ask a student/professor/librarian)

If you do not know the articles you need but you know the topic or area, where do you usually start?

(Use the library website's search box, use a particular or multiple databases, use Google/Google Scholar, find the physical copy in the library, ask a student/professor/librarian)

Do you use any of the advanced search features?

3. How have you learned to do the book and article search?

(Self-taught, from professor/teacher/librarian, from other students, from the library website (tutorials/guides), from coworker/colleague, printed materials in the library)

4. Let's say you need to review an article that your professor has put on reserve at the library. How would you do that?

Questions about Primo:

1. Primo is our new search tool to be implemented on the website. Try to use it to search for the same keywords you just used for books and articles.
2. (About interface) What do you think about the search interface? How do you like the way the search results are displayed?

3. (Federated search) You can click on the categories on the left column to refine the search results. How do you like this feature? Is it useful for you? Is there any other type of category that you will need?
4. (Search result display) How do you like the detailed search results? Do you think the information is too much or not enough? What information do you think is important for you?

Open-ended Questions:

1. What do you like most about the library website? What information or tools do you think is most useful or important for you?
2. Does the library website meet your study and research needs? In what area do you think the library should definitely improve?
3. Do you have any additional comments or suggestions?

End of Interview

Thank you for the time. (Give participant compensation.)

User Interview Script – Faculty

Introduction

Welcome and thank you for participating in this interview. The objective is to gather knowledge and comments on the current Purdue Library website. This interview is not intended as a test of your personal ability. We want to understand how you like the website and how the website can be further improved to better meet your study and research needs. The entire session will require around one hour without interruptions. Please refrain from using your cell phone during the interview.

During the interview you will be asked questions regarding your experience with the library website. You may also be asked to show us how you actually use the website. Please feel free to talk aloud when you are using the website and let us know your questions or comments at any time.

Please note that any information we collected in the interview will be anonymous and aggregated. Therefore, you and your response will be not identifiable from our reports. You can be completely open and candid. This is about us learning from you so we can design a better library website to better serve the Purdue community.

Demographics Questions: (Could be in electronic form)

1. Please describe yourself. Where are you from?
2. What made you decide to come to Purdue?
3. Have you been at Purdue your entire career? If not, where else have you been?
4. Your interests or hobbies?

Academic Information:

1. How long have been at Purdue?
2. What is your field of study and concentration? What interests you about this field of study?
3. What are some of the major research tasks that you would encounter in an academic year?
4. How many students (graduate and undergraduate) do you have in your research group?
5. How would you describe your teaching style?
6. How would you describe yourself as a researcher?

Computer Usage:

1. Can you take me through your typical online routine? You open up your web browser and where do you go first?

2. Do you have any other favorite websites?
3. Do you have computer at work and home? Do you use a laptop, desktop or other computing devices?
4. Do you use a PC or Mac? What is the web browser you usually use?
5. How much time do you spend on the Internet during an average day? Approximately what percentage of that time is spent on work?
6. How much time do you spend daily searching for information online (including Google use and news or information browsing)? What type of information do you usually search for?

Library Use Questions:

1. For what purpose do you go to the library, and how often?
2. What are the resources/services you often use from the library?

(Library website, online library catalog, online databases, electronic full-text articles, inter-library loan, ask a librarian in person, ask a librarian through email, ask a librarian in chat or on the phone, classes for learning how to use the library and databases, borrow books/materials/equipment, read online tutorials/library guides/research guides)

3. Do you borrow books or other materials in the library, how often?
4. How often do you use the library website? What do you usually do on the library website?

(For accessing library catalogs, databases, reference materials, full-text books, journals, newspapers; for general information about services, reference, borrowing, reserves, interlibrary loan, etc.; for libraries' hours, job opportunities, copyright information, what's new, etc.; for information about staff, archives, the library faculty, etc.)
5. Do you have any difficulties or complaints with the library website? Or what frustrates you about using the website?
6. Do you use the search tools (article search, catalog) or resources (databases) on the library website? If yes, how often?
7. When was the last time you talked to a librarian? What was the conversation about?

Questions about Information Seeking:

1. How do you usually find books for your research? Can you show me how you usually do it?

(Ask the user to use his/her own example, or most recent book he/she found. Otherwise use *Calculus*.)

If you know the books that you are looking for, where do you usually start?

(Search the library catalog, search databases, search other sources like Google/Google Scholar, go to the publisher's website, ask a student/professor/librarian)

If you do not know the exact books, where do you usually start?

(Search the library catalog, search databases, search other sources like Amazon/Google/Google Scholar, browser the shelves, or ask for help from other students/professors/librarians?)

Do you use any of the advanced search features?

2. How do you usually find articles for your study or research (e.g., a term paper)? Can you show me how you usually do it?

(Ask the user to use his/her own example, or most recent articles/topics he/she searched. Otherwise use *the health impacts of global climate change*.)

If you know the exact articles you need, where do you usually start?

(Use the search box on the library website, use a particular or multiple databases, use Google/Google Scholar, find the physical copy in the library, ask a student/professor/librarian)

If you do not know the articles you need but you know the topic or area, where do you usually start?

(Use the library website's search box, use a particular or multiple databases, use Google/Google Scholar, find the physical copy in the library, ask a student/professor/librarian)

Do you use any of the advanced search features?

Questions about Primo:

1. Primo is our new search tool to be implemented on the website. Try to use it to search for the same keywords you just used for books and articles.
2. (About interface) What do you think about the search interface? How do you like the way the search results are displayed?
3. (Federated search) You can click on the categories on the left column to refine the search results. How do you like this feature? Is it useful for you? Is there any other type of category that you will need?
4. (Search result display) How do you like the detailed search results? Do you think the information is too much or not enough? What information do you think is important for you?

Open-ended Questions:

1. What do you like most about the library website? What information or tools do you think is most useful or important for you?

2. Does the library website meet your study and research needs? In what area do you think the library should definitely improve?
3. Do you have any additional comments or suggestions?

End of Interview

Thank you for the time. (Give participant compensation.)