

Web Usability Survey and Script

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Supporting materials for “Side by side: What a comparative usability study told us about a web site redesign” to appear in the *Journal of Web Librarianship*

Post-test Survey

1. Please indicate your current UIUC status
 - a. Freshman
 - b. Sophomore
 - c. Junior
 - d. Senior
 - e. Grad Student
 - f. Faculty/Staff
 - g. other
2. What is your declared or anticipated major (or department in which you teach, if faculty)? _____
3. Have you ever visited the Music Library website?
 - a. Occasionally
 - b. About once a week
 - c. More than once a week
 - d. Never visited before today
4. Overall, using the **old** Music Library website was (check one)

<i>Difficult</i>	<i>Easy</i>
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1 2 3 4 5

5. Overall, using the **new** Music Library website was (check one)

Difficult

Easy

1 2 3 4 5

Based on the tasks you completed on both the old and the new Music Library website, please answer the following questions:

1. Which version of the website was easier to use/navigate?
 - a. old
 - b. new
2. Which version of the website was easier to use to find the journal article?
 - a. old
 - b. new
3. Which version of the website was easier to use to find the online course reserves?
 - a. old
 - b. new
4. Please rate the overall effectiveness and navigation of the old site, 1 being low and 5 being high
 - 1 (very ineffective)
 - 2 (ineffective)
 - 3 (neutral/no opinion)

4 (effective)

5 (very effective)

5. Please rate the overall effectiveness and navigation of the new site, 1 being low and 5 being high

1 (very ineffective)

2 (ineffective)

3 (neutral/no opinion)

4 (effective)

5 (very effective)

6. We used the phrase “Class Guides” to indicate web pages created by the librarian to aid students in a particular class. Is this term clear, or would you use different terms to describe this type of web page?

7. We used the phrase “Special Collections” to describe unique collections held by the Music Library that are grouped around particular topics (a composer or a type of music), and that aren’t part of our regular circulating research collection. Is this term clear, or would you use different terms to describe this type of collection?

8. Are there other terms on the new Music Library website that were confusing to you, and if so, do you have suggestions for clearer terms?

9. Please comment on the overall appearance of the new site

10. Please include any other comments you may have about the Music Library website.

Script

Introductions and Orientation

Thank you for choosing to participate in this study. I am [name/occupation] and you've met [name2/occupation2] and we will be directing the usability study today. I will be taking notes, recording what happens throughout this study. These notes will be taken in conjunction with a screen-capturing device called Camtasia that will be recording the movement of your mouse and its associated click patterns. This device will not interfere with the study and should not be noticeable in any way. If you need to take a break, you are free to do so at any time. Water fountains and restrooms are located [location]. We anticipate that we will take no longer than an hour of your time today; we appreciate that you have taken time out of your busy schedule!

Review of Consent form

What we are passing out now is a consent form to participate in this study. We would like to emphasize that there are no foreseen risks or discomforts associated with this study and that all identifying information will be kept strictly confidential. Note that you also have no obligation to participate. Please take a few moments to review this form. Do you have any questions? Once you have signed the form, please hand them to [note-taker].

Introduction to Music and Performing Arts Library website

The Music and Performing Arts Library maintains a website that is rich with information for independent or scholarly research. At this website, one can find sheet music, audio/video, articles, dissertations, and so much more! Research librarians consider all materials gathered here as quality resources for your academic pursuits.

Introduction to Usability Testing

You are here today to help the Music and Performing Arts Library make these resources more accessible to those seeking them. In order to accomplish this goal, we will be asking you to complete three (3) activities for us today. First, you will be completing a series of tasks on the current site. Next, you will complete a similar set of tasks on a mock-up of the new site. Finally, you will evaluate the old and new Web site through a brief survey and offer feedback on the Web site's general organization.

Throughout the session, [director & note taker] will be present. Feel free to ask questions at any time.

Remember that we are not testing your personal ability to find materials; we are testing the effectiveness of our website. Whatever confuses you may confuse other people. Please do not hesitate to voice your opinion, as it will help us create a better website.

Start of Usability Study- old site

[Name2] will now begin to read you a series of tasks. Please start at the Music and Performing Arts Library homepage at the start of each question. Find all information based on what you find on or via the website, not previous knowledge or external sites. Also, remember to help us by "talking through" your process. This may feel a little awkward at first, but it can help us recognize

any changes that should be made to the site's organization. Notify me when you complete the task, then I will proceed with the next, until all 11 are complete.

[give questions]

Do you have any questions? [answer]

Ok, great! Now we have similar tasks on a mock-up of the new website. We will perform the process in the same manner, starting at the homepage for each new task, talking through your site navigation, and notifying me upon completion of each question.

[give questions]

Do you have any questions? [answer]

You're doing a wonderful job! If you would like to take a 5 minute break during this time, you are welcome to do so. Upon your return, we will end this usability study with a brief survey.

[break/pass out survey]

Do you have any questions about the survey? [answer]

Thank you, once again, for the time you have volunteered for this survey. We would like to offer

you this \$10 gift card to Espresso Royale as a token of our appreciation. Have a great day!