

University Libraries Usability test script, 5/16

Web browser should be open to library's home page

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.

We're asking people to try using the library website so we can see whether it works as intended. The session should take about 10-15 minutes.

The first thing I want to make clear right away is that we're testing the *site*, not you. You can't do anything wrong here. In fact, this is probably the one place today where you don't have to worry about making mistakes.

As you use the site, I'm going to ask you as much as possible to try to think out loud: to say what you're looking at, what you're trying to do, and what you're thinking. This will be a big help to us.

Also, please don't worry that you're going to hurt our feelings. We're 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 may not be able to answer them right away, since we're interested in how people do when they don't have someone sitting 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.

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, what's your year and major or program? What kind of research have you done via the library in the past?

OK, great. We're done with the questions, and we can start looking at things.

Turn attention to the library's home page.

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, whose site you think it is, what you can do here, and what it's for. Just look around and do a little narrative.

You can scroll if you want to, but don't click on anything yet.

Allow this to continue for three or four minutes, at most.

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.

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

Hand the participant the first scenario, and read it aloud.

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?

Ask the observer if they have any follow-up questions

Give them their incentive, or remind them it will be sent to them.

Give them the incentive paperwork to fill out.

Thank them and escort them out.