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Search@UW (Primo-Alma) Usability Testing Materials

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Introduction Script

Thank you for volunteering to participate in usability testing for the new UWM Libraries Search@UW ("Search at UW") interface.

My name is [NAME] and I am here with [NAME].

In today's session, we will be assigning you a series of tasks that may be completed by using Search@UW.

We will then be observing how you use the site to answer these pretend questions.

Search@UW is the primary search interface to the UWM Libraries collections. It includes library holdings (such as books and other media) from all libraries throughout the UW System as well as a large database of popular and scholarly articles. What we are testing today is a new interface for a Search@UW upgrade scheduled for a May release.

Our goal in doing this is to better understand how people use our site, whether or not it works as intended, and to make improvements based on those discoveries.

I want to emphasize that this is not an exam. We are testing the site and not you. There is nothing "wrong" that you can do in any of this.

If, after a certain amount of time, you have not completed a task, we will just move on to the next one.

We're going to ask you to think out loud as you work through our list of questions. This will be a big help to us.

We're interested in your honest reactions to how the site works.

For the purposes of our research today, we would like you to stick to using the Search@UW site to accomplish your goals.

Our total time today should not be longer than 30 minutes.

At the end of our session, you will have the opportunity to ask questions, and will receive a $20 gift card that can be used in the UWM Union.

Do you have any questions before we begin?

Tasks [Track: Success (Yes/No), Time to Success, Notes]

The first set of tasks we have for you involve searching for a known item, where you have a specific title you're trying to track down

1. You would like to read the book "A Wizard of Earthsea." Check if the library has this title and determine where it is located.

2. You are looking for the article "IP Addresses Considered Harmful." Perform a search and obtain the full article.

The next set of tasks involve doing searches when you only have the topic

1. You are trying to find scholarly articles about the migration of sea turtles. Perform a search and find such an article.

2. For the record you just located, find a way to obtain the citation in APA format.

The next set of tasks involve honing in on specific types of records by limiting your results

1. Find a book (a) on the Manhattan Project (b) available in the UWM Library (c) written in the past ten years.

2. Locate a map of Seoul, Korea that is available in the American Geographical Society (AGS) Library.

The next set of tasks involve your patron account with the library. Go ahead and "Sign in" now using the link in the top right corner of the screen.

1. Where would you go to see a list of items you have checked out?

2. You would like to request an item from another UW Library. How would you accomplish this?

Debriefing Questions

1. How long have you been at UWM? (also ask status if not obvious)

2. How regularly do you use Search@UW?

3. What are some of the things you have used Search@UW for in the past?

4. What is your overall impression of the site?

5. If you could change something about the site, what would it be?

6. What do you like most about the site?

7. Does the language that we use on the site make sense to you?

8. Have you ordered an item from another library before?

9. Do you have any questions or comments for us?