

DUL usability test: Exhibits

Thank you for agreeing to take part in this study.

I'll be asking you to complete a task that may involve a little walking around. It would be very helpful to us if you could think aloud as much as possible while you're with us.

Keep in mind that there are no right or wrong answers and that we're testing our systems and policies — not you.

Okay, first some general questions:

1. What brought you to the library today?

2. Have you visited this space before today?
 - a) If yes, how frequently would you say you visit this space? (once a day, once a week, once a semester, less frequently)

[Record estimated age of participant: Under 30 or Over 30.]

Now we have a couple of short tasks for you to complete. Again, it would be really helpful if you would share your thoughts and observations as you do this, so try to think aloud as much as you can. Like I said, there are no right or wrong answers.

TASK ONE

We're going to ask you to spend 5 seconds looking around this space. We'll then ask you to write down what you saw during those 5 seconds. [Have participants shift their view to the eprint stations once 5 seconds are up, and give participants a moment to write down everything they remember about the space.]

Okay, now a couple of questions for you:

- a) What is the primary purpose of this space?
- b) Is there a theme or topic of the items on display? If so, what is it?

TASK TWO

You've now spent a few minutes in this space and would like to learn more about the items on display. Show me what you would do to learn more.

[If participants notice the touchscreen, encourage them to complete TASK THREE. If participants do not notice the touchscreen, proceed to post-test interview.]

TASK THREE

You would like to learn more about the music of Duke Chapel. Use the touchscreen to learn about and listen to music from the Chapel.

Okay, that concludes our tasks. I have a few questions I'd like to ask you about your experience.

POST-TEST INTERVIEW

For participants who did not use the touchscreen:

1. Would you recommend that a friend visit the library to look at these items on display? Why, or why not?
2. As you were looking around this space, did you happen to notice this touchscreen?
 - a) If no, what would have helped draw your attention to it?
 - b) If yes, did you feel motivated to use it? Tell me more about that.

[Note that some participants might want to engage with the touchscreen at this point; encourage them to complete task three or use it on their own, and then ask questions below.]

For participants who used the touchscreen:

1. What is the purpose of this touchscreen?
2. What two things about the touchscreen did you like best?
3. What two things about the touchscreen did you like least?

4. Have you noticed this touchscreen before today?
 - a) If yes, have you used the touchscreen before today?
 - b) If no, why not?
5. Would you recommend that a friend use this touchscreen to learn more about this exhibit? Why, or why not?
6. Is there anything else you'd like to tell us about your experience in this space today?