

December 2008 Usability JoCoLibrary & JoCoHealth  
Study Group: Adults

Date:

Name of moderator/recorder:

1. What browser do you normally use?
2. What is your first reaction to this Web site?
3. You would like to watch Charlie Wilson's War on DVD. How would you find out if the Johnson County Library has the movie for you to check-out?  
Optimal browsing path: Select drop down and type title or click on More Catalog Search Options

*Indicate what the patron or patrons did:*

Browsing (indicate the path taken by the patron):

Was the patron....

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

4. You would like to renew some books you have checked out. How would you do that on the Library's Web site?

*Optimal Browsing Path: My Account tab (1 click) or How do I...*

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*Indicate what the patron or patrons did:*

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

5. You want to know when the Blue Valley Library is open. Where do you find that?  
*Optimal browsing path: Hours and Locations (1 click)*

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*Indicate what the patron or patrons did:*

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

6. Where would you look to see if the library provides information and services specifically for parents?

*Optimal browsing path:*

*Indicate what the patron or patrons did:*

Browsing (indicate the path taken by the patron):

Was the patron....

\_\_\_very successful (found the answer in shortest possible path)

\_\_\_successful (found the answer without back-tracking)

\_\_\_moderately successful (found the answer after back-tracking once or more)

\_\_\_not successful (did not find the answer)

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Record patron comments, issues, and problems:

7. You want to find information on a medical diagnosis. Where do you start?  
*Optimal browsing path: JoCoBusiness tab>Starting a Business*

*Indicate what the patron or patrons did:*

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

8. You or your child has a paper on world geography that is due tomorrow. Where would you go?  
*Optimal browsing path: Either Articles & More drop down or Research or "info for" drop down*

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Indicate what the patron or patrons did:

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

**We will switch gears here for the second part of our test. Do you need a break?**

All information that you give us will be held with complete confidence and used only for us to develop the Web site.

**Intro questions (7 minutes):**

- 1) Did you use the Web recently to look up the answer to a health or wellness-related question?
  
- 2) How successful would you say that you were?  
\_\_found nothing  
\_\_found something not useful or not from a trustworthy source  
\_\_found something related & comfortable with source  
\_\_found the precise answer & comfortable with source
  
- 3) Any other comments on looking on the Web for health information?
  
- 4) Have you used the Library Web site in the past to look up the answer to a health or wellness-related question?
  
- 5) What was your experience?

**Label related questions (5 minutes)**

Please take a look at the mock-up of the Web page.

- 6) What is your initial reaction?
  
- 7) What does this mean to you? "Health Research Tools"
  
- 8) What does this mean to you? "Area Low-Cost Health Services & Clinics"
  
- 9) What does this mean to you? "Community Classes & Events"
  
- 10) What does this mean to you? "Just for..."

Let's switch gears now to some a few tasks. Again, there are no wrong answers. Just tell us what you are thinking.

9. You are looking for some information for a family member with diabetes related to controlling blood sugar. What would you do? (2 minutes)

*Optimal browsing path: search in need it quick box, click on health research tools, click on ask a librarian.*

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Indicate what the patron or patrons did:

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

10. You are looking for some information for a friend about treatments that might help with depression. What would you do? (2 minutes)  
*Optimal browsing path: search in need it quick box, click on health research tools, click on ask a librarian.*

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Indicate what the patron or patrons did:

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_very successful (found the answer in shortest possible path)

\_\_\_successful (found the answer without back-tracking)

\_\_\_moderately successful (found the answer after back-tracking once or more)

\_\_\_not successful (did not find the answer)

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Record patron comments, issues, and problems:

11. You heard a story on the news about a new book called the *Anticancer: A New Way of Life* by David Servan-Schreiber. You'd like to check out or place a hold on a copy. What would you do? (2 minutes)

Optimal browsing path: search in catalog search box, click on "books - online and at the library".

Indicate what the patron or patrons did:

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

12. You heard that the Johnson County Health Department has CPR classes and would like to find out when. What would you do? (2 minutes)  
*Optimal browsing path: click on "more upcoming events".*

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Indicate what the patron or patrons did:

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

13. You need to find out if you can take mucinex and Tylenol cold medicine together (2 minutes)  
*Optimal browsing path: click on medlineplus or "ask a nurse."*

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Indicate what the patron or patrons did:

Browsing (indicate the path taken by the patron):

Was the patron...

\_\_\_ very successful (found the answer in shortest possible path)

\_\_\_ successful (found the answer without back-tracking)

\_\_\_ moderately successful (found the answer after back-tracking once or more)

\_\_\_ not successful (did not find the answer)

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Record patron comments, issues, and problems:

14. Is there another common task that would use the Library's health Web site for that we didn't cover today? If so, what would you look for? (2 minutes)