Discovery Tool UX Test Script – Draft

1. Introduction

Thank you for participating in our Usability Study. Today, we are asking you to help us test three of our library discovery tools, MavScholar, Worldcat Discovery, and PALSDiscover, two of which are located within the library website. Testing should take only 20-30 minutes.

For each discovery tool, one of us will be walking you through a series of questions/tasks and one of us will be taking notes on your responses for how we can improve the site. We will also be recording your session via screencapturing software for later analysis.

We want to make it clear right away that we're testing the discovery tool and not you. You can't do anything wrong here; there is no such thing as a wrong answer.

Please try to think out loud while you’re working. Just tell us whatever is going through your mind. By doing this, you will help us understand what works or doesn’t work about the site.

1. Background
   1. Please state your year and major.
   2. What online tools do you most often use to research articles and books? Have often do you use them?
   3. Have you ever used MavScholar or Worldcat Discovery before? [MavScholar, Worldcat, Neither, Don't know]
   4. During you time at MNSU, have you received any sort of library instruction, whether as part of a class or individually in the library? If yes, please briefly describe.
2. Task Analysis - Worldcat Discovery
   1. Please find this book *Theory of the Leisure Class*, by Thorstein Veblen.
      1. What is it's call number? [Success=1, Failure=0]
   2. Please find a book on history of Detroit.
      1. What is it's call number? [Success=1, Failure=0]
   3. Please a find an *ebook* on the Cultural Revolution in China. [Success=1, Failure=0, use of facets (format)]
      1. What is it's call number? [Success=1, Failure=0]
   4. Please find this video *Troubled Waters:A Mississippi River Story*.
      1. What is it's call number? [Success=1, Failure=0]
   5. Please find this article that you need to read for class and open it in full-text: [Success=1, Failure=0, two-part]

Waskul, D., & Lust, M. (2004). Role-playing and playing roles: The person, player, and persona in fantasy role-playing. *Symbolic Interaction, 27*(3), 333-356. doi:10.1525/si.2004.27.3.333

* 1. For class, you have been given the assignment to write a research paper on genetically modified food. Find three scholarly, peer-reviewed articles on this topic that have been published since 2010. [subject searching, use of facets (date), articles]
     1. Subject search (discretionary, functionality)
     2. Date limiting [Success=1, Failure=0, interface, functionality]
     3. Produce an APA/MLA style citation from one of the articles. [Success=1, Failure=0, interface, functionality]
  2. Worldcat Reflection Questions
     1. Which aspects of Worldcat Discovery did you find most useful?
     2. Which aspects did you find frustrating or confusing?

1. Task Analysis – PALsDiscover
   1. Please find this book: *Theory of the Leisure Class*, by Thorstein Veblen.
      1. What is its call number? [Success=1, Failure=0]
   2. Please find a book on history of Detroit.
      1. What is its call number? [Success=1, Failure=0]
   3. Please a find an *ebook* on the Cultural Revolution in China. [Success=1, Failure=0, use of facets (format)]
      1. What is it's call number? [Success=1, Failure=0]
   4. Please find this video*Troubled Waters:A Mississippi River Story*.
      1. What is its call number? [Success=1, Failure=0]
   5. Please find this article that you need to read for class and open it in full-text: [Success=1, Failure=0, two-part]

Waskul, D., & Lust, M. (2004). Role-playing and playing roles: The person, player, and persona in fantasy role-playing. *Symbolic Interaction, 27*(3), 333-356. doi:10.1525/si.2004.27.3.333

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     1. Subject search (discretionary, functionality)
     2. Date limiting [Success=1, Failure=0, interface, functionality]
     3. Produce an APA/MLA style citation from one of the articles. [Success=1, Failure=0, interface, functionality]
  2. PALsDiscover Reflection Questions
     1. Which aspects of PALsDiscover did you find most useful?
     2. Which aspects did you find frustrating or confusing?

1. Task Analysis - Summon
   1. Please find this book: *Theory of the Leisure Class*, by Thorstein Veblen. [Success=1, Failure=0, use of facets (format)]
      1. What is it's call number? [Success=1, Failure=0]
   2. Please find a book on the history of Detroit. [Success=1, Failure=0, discretionary]
      1. What is its call number? [Success=1, Failure=0]
   3. Please a find an *ebook* on the Cultural Revolution in China. [Success=1, Failure=0, use of facets (format)]
      1. What is its call number? [Success=1, Failure=0]
   4. Please find this video: *Troubled Waters: A Mississippi River Story*. [Success=1, Failure=0]
      1. What format is this resource? [streaming vs DVD] [Success=1, Failure=0, Format]
   5. Please find this article that you need to read for class and open it in full-text: [Success=1, Failure=0, two-part]

Waskul, D., & Lust, M. (2004). Role-playing and playing roles: The person, player, and persona in fantasy role-playing. *Symbolic Interaction, 27*(3), 333-356. doi:10.1525/si.2004.27.3.

* 1. For class, you have been given the assignment to write a research paper on genetically modified food. Find three scholarly, peer-reviewed articles on this topic that have been published since 2010. [subject searching, use of facets (date), articles]
     1. Subject search (discretionary, functionality)
     2. Date limiting [Success=1, Failure=0, interface, functionality]
     3. Produce an APA/MLA style citation from one of the articles. [Success=1, Failure=0, interface, functionality]
  2. Summon Reflection Questions
     1. Which aspects of MavScholar did you find most useful?
     2. Which aspects did you find frustrating or confusing?

1. Post-Test/Debriefing Discussion
   1. Which tool did you prefer? Why?
   2. Which tool did you think provided the best results? Why were they better?
   3. Which tool was easier to use? Why?
   4. Would you use either of these tools again? Why or why not?
   5. If the Library could keep only one of these tools, which one would you choose?