## Primo Usability Tasks - Minneapolis College

### Introduction

Hi, \_\_\_\_\_\_\_\_\_\_\_\_\_\_ my name is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ , and I'm going to be walking you through this session.

You probably already know, but let me explain why we've asked you to come here today: We're testing the Minneapolis College Library’s website to see what it's like for students and library patrons to use it.

I want to make it clear right away that we're testing the site, not you. You cannot do anything wrong here. You may quit your participation at any time and it won't affect your relationship with me, or anyone else at Minneapolis College.

We want to hear exactly what you think, so please don't worry that you're going to hurt our feelings. We want to improve the Library’s website, so we need to know honestly what you think.

As we go along, I'm going to ask you to think out loud, to tell me what's going through your mind. This will help us.

If you have questions, just ask. 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, but I will try to answer any questions you still have when we're done.

Do you have any questions before we begin?

### Background information questions

Before we look at the site, I'd like to ask you just a few quick questions. First, how long have you been a student at Minneapolis College?

Good. Have you completed Information Literacy (INFS1000)? Are you currently enrolled in INFS1000?

On average, how often do you use the Library website (daily, once a week, not often…)?

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

### Usability test

#### Library website

1. First, I'm just going to ask you to look at this page and tell me about it, without clicking on anything. What is your first impression?
2. What part of the page are you drawn to?
3. *[Start at* [*library homepage*](http://library.minneapolis.edu/)*]* You need to do some research on a topic. Where on the library page would you start? *[desired info: does the student go to the Find Resources page, the Ask a Librarian page, the catalog search widget or someplace else]*

#### Primo

1. *[Conduct a search using the term “*[*river*](https://mnpals-mct.primo.exlibrisgroup.com/discovery/search?query=any,contains,river&tab=Everything&search_scope=MyInst_and_CI&vid=01MNPALS_MCT:MCT&offset=0)*”]* You see that you have too many search results. Show us how you would narrow your search to get fewer and more relevant results. *[desired outcome: using any sort of facet at all]*
2. Show us how you change the search to get more recently published content. *[desired outcome: sort or narrow by date]*
3. Your professor asked you to find a newspaper article about this topic. How would you limit your search results to newspaper articles? *[desired outcome: using Resource Type facet]*
4. Show us how you would change your search to find articles about rivers in Minnesota. What do you think of those results? How would you access an article in full text? *[desired outcome: narrow with keywords, satisfied with list and can click through to full text]*
5. *[Have student return to result list]* Display a citation for an article. *[desired outcome: user can get back to list from item, will use one of two valid ways within One Search to cite sources]*
6. *[New search]* One of your professors told you to find and read the book “Nickel and Dimed.” Show us how you would find and access the book. *[desired info: can known item search, can understand availability]*
7. What would you do if you ran into trouble using this search tool and wanted more information or help? *[desired info: what path to help was chosen, and why]*
8. Overall, what did you think of this search tool? *[desired info: comments about interface design, confusion, etc.]*

### Conclusion

Thank you, that was extremely helpful. Do you have any questions for us, now that we are done?