

Final Testing Instruments (personas/scripts) for Project 2

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- McKenna: UNC Charlotte student employee
 - Tasks:
 - Library hours, special sections info
 - **Full test time: 11 min 54 sec**

Done using the “old” version of the kiosk since the updated version was not available at the time of the test.

Task: <https://stage-exploreatkins.charlotte.edu/>

Usability Test Script

Intro:

Hi, thank you for coming out to take part in our usability test. In this usability test, you will be asked to complete a variety of tasks using the Library Information Kiosk. This test will be shared with the Atkins Library to recommend potential modifications to the Kiosk interface. Before we begin, we want to ensure that we have your consent to record video and audio of your testing experience. Your privacy is of utmost importance to us, meaning your responses will only be shared among the observers and moderators within our group, Professor Wickliff, and other students enrolled in this course (ENGL 4181/ENGL 5181). Do you agree to give us your consent to record video and audio during this test?

Pre-Test Questions:

Before we begin, I have a few pre-test questions I'd like to ask you.

1. What is your name? **McKenna**
2. What is your current field of study and year? **International Business Finance, Junior**
3. Do you work during the school year? **Yes**
 - a. If so, where do you work? **Both student centers Union and Cone as an Information Specialist**
4. How familiar are you with the Atkins library website? **Semi-familiar, uses it for work often to find info for students.**
5. What tasks do you typically use your university's library to complete? **Booking study rooms, looking for books (not as often now), finding hours and info about the library at work, doesn't check stuff out often.**
 - a. How often do you use the library website for these tasks? **5-6 times a week**

6. Have you ever used the library kiosks before? **No, didn't know we had them**
7. Would a kiosk be helpful in your use of the library system? **Yes,**
 - a. If so, what tasks would you use it for? **it would definitely help answer basic questions about the library for work, helping students find info**
8. How often do you get questions at your job specifically about the library? **Directs people to the library at least once a shift, varies depending on what info they're looking for, locations vs checking things out.**

Tasks:

I'm going to give you a series of tasks that you will have to complete. I'll give you one task at a time so you can focus on each separate task individually. Please keep in mind that not all of these tasks will be possible using this website, you are welcome to say you cannot do a task at any point.

The tasks below are given verbally by Moderator
Tasks are direct and simple

1. Using the maps
 - a. Library rooms **Already has a good understanding of the library layout**
 - i. Finding bathrooms: **Had to look around for a second to find the maps, clicked the second floor button then used the selection menu to highlight bathrooms only, took 20 seconds**
 - ii. Finding help desks: **Already knew the location, looked to see if it was on the selection menu, took 14 seconds**
 - iii. Finding specific study rooms and carrels **Already knew the location, used the selection menu to highlight study rooms, took 11 seconds**
 - iv. Locate Fretwell **Already knew the location, clicked on the campus map link, scrolled to the building. Took 10 seconds**
 1. **I also asked her to try to locate it if she did not already know where it was. She used the building labels to find it first, then went to the search bar and typed it in. Took 25 seconds**
2. Locate library information
 - a. Library hours **Scrolled down to about section and clicked on hours link, took 3 seconds**
 - b. Hours and info about Area 49 and Special Collections **Found hours easily by using the hours link under about, then used the search bar to find extra information about Area 49, clicked the link to a separate webpage with information. Wasn't very familiar with special collections, once again tried using the search bar to find info, found the "Collections" tab and thought it**

was the special collections page, but could not find any information about them. Mentioned thinking to use libchat to ask.

Post-Test Questions:

Thank you for completing your tasks to the best of your ability, we now have a few post-test questions to ask you.

1. How was your experience with the Atkins Library Kiosk? **Good**
 - a. Was it easy? Difficult? Explain why. **Relatively easy, not laid out how she would do it, but was able to find info when she looked**
2. Were you able to successfully complete the task that was assigned to you? **Not all of them**
 - a. If not, what stopped you? **Not knowing what special collections was prior, the collections tab was confusing, the search doesn't lead to what she was thinking it would**
 - b. If yes, is there anything specific that helped you? **The about section is very helpful, prior knowledge of campus, the selection menu in the library map page**
3. Are there any portions of the kiosk that feel unnecessary? **Not really, all the info is important, could use more info, would rearrange the page**
4. What features do you think could be helpful if added? **Helpful to have more links to campus websites, more info about the library, the library is usually used for the physical space, not always the resources, so if they were more easily accessible they'd be used more**
5. After using the kiosk, do you have a better overall understanding of Atkins and all it offers? **Didn't really know what area 49 was before, was able to find info and location of that, found out the library has more resources than people usually know.**

Data:

- The search bar sucks
- Prior knowledge of the library resources helps a lot
- The layout is bad
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