

Final Testing Instruments (personas/scripts) for Project 2

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Persona:

- Chris: Senior Tutor at the UNCC Writing Resources Center/Charlotte Staff member

Task: <https://stage-explore.atkins.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 I begin, I have a few pre-test questions I'd like to ask you.

1. What is your name? **Chris Harrington**
2. What is your position on Campus? **I'm a senior tutor at the Writing Resource Center**
3. How long have you been working at Charlotte? **So long (10+ years)**
4. How familiar are you with the library website and its resources? **Fairly or so I think**
5. What tasks do you use the library to complete? **I use it for book availability and to know when the therapy dogs will be there**
 - a. How often do you use the library website for these tasks? **It can depend, but maybe two times a week, but that changes when something piques her interest. She uses the library website for pleasure reading.**

6. Would a kiosk be helpful in this process?
 - a. If so, what tasks would you use it for?
 - b. If not, how do you find information in the library and its resources? **Not sure**

Tasks:

We're going to give you a series of tasks that you will have to complete. We will 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. And please describe your process aloud.

The tasks below are given verbally by the Moderator

Tasks are direct and simple

1. Locate a specific book within the library and where to find it
 - a. Specific Book: *In the Time of the Butterflies* by Julia Alvarez
 - b. **She went easily to the search bar, found the book (digital and physical), and clicked on the link. The printed book was easily found because she had been on the ground floor a lot for books.**
2. Reserving Library Resources
 - a. Check laptop availability for both Windows and Apple laptops: **She easily found the computers' availability and made a funny comment that she preferred the Microsoft computers because "the Apple computer already has a bite in it."**
3. Using the maps
 - a. Library rooms
 - i. Finding help desks: **She was confused about where to find the help desk. Needed help on the task, but knew the library layout.**
 - ii. Locate the office of Marcus Bess (First Year & Online Learning Librarian): **Went back to the maps to see if anything was said about offices. She thought since the search bar said "and more," she could locate information on a specific person, but she couldn't find Marcus Bess. Nothing on the map clarifies where a librarian might be. She**

was frustrated by not being able to find this information. It would have made sense for this to be on the library kiosk. She scrolled down on the map and found information on “subject librarian” and found Marcus Bess. Maybe a different heading than “information and research desk” to identify that people can be found.

4. Find a specific event - hours & description

- a. Find the details about the “Slime Workshop”
 - i. Description of the event, time, date, and location
 - ii. **She found it easily with all its details. She knew where the 49ers maker space is. But she noted that a more novice user may not know where this space is.**

5. Locate library information

- a. Library hours: **She found the times easily on the front page for each day. She noticed that the general time listed on the front page doesn't accurately apply to Friday, Saturday, and Sunday.**
- b. What information can you find on the special collections? **She saw it on the front page and saw the times available, but noticed you couldn't see the location of it. Thought that maybe it should be known that the special collections cannot be physically accessed at the moment.**
- c. **She thought the times of each resource needed/should include the location of where they are (where is the cafe? Or the Makers Space?)**

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?
 - a. Was it easy? Difficult? Explain why. **The subject librarian part was hard because she didn't know where to find it. The process of finding people. “They (librarians) seem shy because we can't see where they are.” It was**

relatively easy, but when it came to locations and hours, if she didn't know from all her experience, that could be different.

2. Were you able to successfully complete the task that was assigned to you?
 - a. If not, what stopped you? **Talked about above, she said, “we are niners, we are resilient” to talk about pushing through each task.**
 - b. If yes, is there anything specific that helped you?
3. Are there any portions of the kiosk that feel unnecessary? **No, depending on what you need, especially for a more novice user, it was good.**
4. What features do you think could be helpful if added? **Location about finding specific people and locations of the 5 special areas. Be more specific with the Atkins hours, it would be better as a dropdown. “They overpromise the hours of the library.”**
5. After using the kiosk, do you have a better overall understanding of Atkins and all it offers?
 - a. Is there anything you are still curious about that was not answered in the kiosk? **She said It looks good, but for someone with experience, indicating that a new person, unfamiliar with Atkins, could struggle a bit more.**

Main takeaways/problems to fix:

- The location of the staff in the library was hard to find and hidden on the maps page.
- The 5 special areas lack a location.
- The library times are not accurate for each day, it would be better as a drop-down menu.
- The search bar is misleading with the “and more” because it suggests you could use it to research people in the library, but it’s purely for finding materials.