

What we are doing today is a testing the usability of a website. This is not a test of your abilities. While you are performing actions such as searching, please tell us why you are performing that task. If at any time you feel a task is too difficult, you may pass and continue to the next task.

1st person - 19yr sophmore, beginner Internet user, does not visit the library or the library website

To find the ETSU library website, she googled for "etsu library website"
Goes to Catalog Quick Search and searches for Handel Italian Cantatas
The user clicks the Search button but the website is not going to the next page as expected
User uses the selection box located at the bottom of the website to search for How Do I
Now looking for handel italian cantatas
Looks like user is on list of items that were found, User is searching for the location of the cantatas
User has decided to move onto the next item

User searched for romain rolland
User is searching on the page for information to located the book
User stated that the books cannot be seen to be checked out or not
User searched for donald burrows
Found book
User searched for edward dent
User has been searching under keyword (not author)
User found the edward dent book

User found the hours quickly
User looking at regular hours, did not check for those specific dates

User looking for copying fees
User found copying fees

2nd person - Amanda, 18-24 (22), senior, intermediate, a few times a week, a few times a week

User goes to the search box at the top of ETSU site's
User is at the library site - usually she clicks on a bookmark to get to the library site
User going back to ETSU main site
User searching in the top search box for sherrod library
User comes to PlanIT ETSU
User goes back a page
Searches for library, comes to School Library Media (M. Ed.)
Goes back to search results, goes to page 2
Goes to etsu.edu
User has decided to move on, administrator has typed in sherrod.etsu.edu to move on

Searches for Handel's Italian Cantatas
User thinks she may have found it, but it is a book
User cannot find it, is moving on, to get to the page she is on, she rates it a 3 (somewhat difficult), moving on to task 3

Looking for Handel

User is scrolling through the page to find the books
User has found the book by Edward Dent
User has found the book by Romain Rolland
User reported availability
User rated the task 4 ??

User went back to the page of search results
User clicked on book for Edward Dent
User is passing

User found hours
User rates task 4

User found copying fees page
User found fees on the page for black and color
User rates it 4

3rd person - 23yo, freshman, intermediate, few times a month, a few times a week

User goes to etsu.edu and is unable to connect
User goes to google.com and searched for charles sherrod library
clicks on find books and media
searches for handel (cookies were not cleared)
User has found a video on Handel, but not the audio recording
User is skipping to the next task

User is searching for romain holland
User found a result but it is not a book by romain holland
searching for donald burrows
User has found another book but it is not the correct one
searched for edward kent, then edward dent
Moving to the next task (as directed by the administrator)

User searched for handle
Switch to Title search
Now back to Keyword: handle
User passes
User rates the task as 3

User goes to google.com, searches for charles sherrod library
Goes to About the Library finds hours
Looks for specific dates the library is open or closed
User does not think the hours are there, goes back
Clicks Spring Semester Hours again
User finds hours on the calendar hours page
Rates it a 4

User goes to main library page
Finds copying pages
Find fees on the page

Rated a 3

user states that if he was home by himself, it would have been easier

4th person - Ryan, 21yo, senior, beginner/intermediate, a few times a week, a few times a month

User chose Chrome

cannot load ETSU site

had to put in www.etsu.edu before it went through

Now at the library site

Rated the task 2 or 3

Went to Collections - LMC

went back

clicked on Media Center, went back

searching in the quick search for Handel's Italian Cantatas

Found one book but it is not the correct one

clicked on a book, not the correct one

"did not know that you could look up recordings on the ETSU library webpage"

thinks the catalog quick search should return a good result but it is not, thinks clicking on media

would take him there, but it's not

User is passing

User is on CampusGuides > Music

Searching Music Index for Handel AND Romain Rolland AND Donald Burrows

We are looking for books, so switches to Author and searching for Edward Dent

Now looking for Donald Burrows

Now looking for Romain Rolland

Now on JSTOR looking for Donald Burrows

Has used JSTOR before, has found another book from Donald Burrows, sometimes uses InfoTrac

Did not see it on the ETSU library

User has found search page again, looking for Donald Burrows and using a few search options

Found Donald Burrows' book is available

User moving on, rates it a 4

User searched for the Call No. to find its location, does not think it would tell the floor of the book

User is moving on

User looked under Services for hours

Now at main page

Now at hours page, found hours

Rating is 1

User found page and copying fees

Rating is 1

"Most tests were fairly simple"

comments: there are many ways to lookup information. information is not organized and can be confusing.