

MIT Libraries Web Usability Test B Observer Comment Form

Name of observer:

Name of tester:

Date:

Status: ___ undergrad
 ___ grad student
 ___ faculty (how many years? _____)
 ___ researcher
 ___ MIT staff/admin
 ___ library staff

Department or field of study:

Has the tester ever used our web site before? ___ yes ___ no

Is the tester's first language English? ___ yes ___ no

Where is this test being conducted?

 ___ tester's office/dorm room
 ___ observer's office or work area
 ___ Athena workstation
 ___ other _____

Read this to the tester before you begin:

The goal of this test is to evaluate how users find information on the MIT Libraries web site. I will ask you a series of questions and would like you to think out loud while you look for the answer. I will be timing you, and will stop you after 3 minutes have passed. Some questions are easy and some are more difficult. Don't worry if you can't find the answer every time. Remember: we are testing the effectiveness of our site design--this is not a test of you! The whole test should take about 1/2 hour. Do you have any questions?

1. Which page allows you to request a book from a non-MIT library?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/ils/ilb.html>

browsing path:

home/services – scroll down to “Interlibrary Borrowing (electronic form)”

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

2. Find a page that contains links to housing statistics.

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/dewey/data/data-social.html>

browsing path:

home/resources/Data Resources/Social (housing category is on this page)

or

home/Dewey/Resources & Services/Resource Guides/Data Sources/Social

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

3. Where can you ask a reference question through the Libraries' web pages?

time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/services/owl.html>

browsing path:

home/services/ Ask a Reference Questions (OWL)

or

any individual library that has a link to "Ask a Reference Question"

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

4. Find a page that links to our online catalog.

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/services/barton.html>

browsing path:

home/ Barton

or any page with the black bar at the top ("Barton")

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

5. Which librarian would you seek out if you had a chemistry question?

time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/science/people.html>

<http://libraries.mit.edu/Science/Chemistry/top.html>

browsing path:

home/science/staff – scroll down to look for a chemistry librarian

or home/science/subject guides/Chemistry & Chemical Engineering – her name is on bottom of this page

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

6. For how long may music CD's be borrowed?

time started: _____

time stopped: _____

URL of answer <http://libraries.mit.edu/music/collection.html>

browsing path:

home/music/collection information/circulation policies (read paragraph)

or scroll down to circulation policies

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

7. Where is there a list of research databases we have available sorted by subject?

time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/lists/databases.html>

browsing path:

home/ resources/ databases/ databases & online search services / subject list
(many individual libraries have links to this page also)

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

8. What are the terms and licensing restrictions on the use of the Lexis/Nexis database?

time started: _____
time stopped: _____

URL of answer <http://libraries.mit.edu/lists/db-web.html>

(click on the little "L" icon)

browsing path:

home/resources/databases – scroll down to Lexis/Nexis, click on "L" icon

Indicate what the tester did:

Browsing: (indicate path)

Used the search tool: ___ yes ___ no

Search words used:

Did the tester find the answer? ___ yes ___ no

Describe issues/problems:

Observers:

Ask your tester to complete the on-line survey located at:

<http://macfadden.mit.edu:9500/webgroup/usability/survey.html>

and remember to give them the Toscanini's coupon!