# Usability Tasks: Post-redesign test **Script**

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

Let me explain why we’ve asked you to come here today: The library provides access to a lot of research sources and tools, and we occasionally bring in students or faculty to test these tools – or our website as a whole – in order to see where the tools fail and where they succeed.

This helps us decide where we can make changed in the future to better help our users access the materials you need.

I want to make it clear right away that we’re testing our research tools, not you. You can’t do anything wrong here.

We want to improve our services, so we need to know honestly what you think. I didn’t design any tools you might use, so any criticisms you have are going to hurt my feelings.

As we go along, I may ask you to think out loud, and to tell me what's going through your mind.

The computer screen and what you have to say will be recorded, but the video will be used only to help us learn how students do their research, and it won't be seen by anyone outside of UNLV.

Do you have any questions before we begin?

## Pre-test

1. What is your major and year?
2. How often do you use the Libraries website? For what?
3. Do any of your current classes require you to use the library? Which ones?
4. What type of phone do you use? Would you ever use it for research?
5. Do you use a tablet or laptop?

## Tasks

1. Who is the librarian to assist you with research and how do you get a hold of him/her?
2. The library has Special Collections. What are they?
3. Find a print copy of Randy Pausch's book *The Last Lecture.*
4. You have to write a paper on the Six Sigma management philosophy. Find 2 sources (books or journal articles) for this paper. *(Once in Summon—assuming they make it there – ask them to limit their search to only online journal articles.)*
5. Find a way to ask for library assistance from home. *(Once they find method, discuss which they might use and why.)*
6. You need to write a bibliography for a paper. Find something on the website that would help you.
7. Find an ebook on botany.
8. Does the library have “Night” by Wiese, Elie? If not, how can you get this book?