

**Website <http://www.ub.uio.no> usability testing**

Hi, my name is Anna Brzeska and I am a Computer Science and Engineering student at Chalmers University of Technology in Gothenburg, Sweden. I am glad that I can make a usability test for University of Oslo Library's Website <http://www.ub.uio>. This test is a part of my master thesis.

Website usability testing has mean testing for efficiency of use, ease of learning, ability to remember how to perform interactive task and much more.  
Starting point with a usability test is 14 September – 14 December 2004.

You can help us to test library's website. Your experiences and your comments are going to be very helpful to us. We want to know how University of Oslo Library website is working for all users.

Some parts of website can be modified to make it easier to use, and we would like to see what parts should be looked at.

Please note that this test is completely confidential and anonymous.

Please send the answered questionnaire to me [annabr@bredband.net](mailto:annabr@bredband.net)

Thanks

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**Website** - A set of interconnected webpages usually including homepage, located on the same server, and prepared and maintained as a collection of information by a person, group or organisation.

Example:

Website URL <http://www.ub.uio.no>

Webpage URL <http://www.ub.uio.no/ujur>

## Website <http://www.ub.uio.no> usability testing

### **Part A: Participant background questionnaire**

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Please answer the following questions and give a brief explanation of your answer. Thank you for your cooperation.

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

**Your current position:** \_\_\_\_\_

**Your library URL address:** <http://www.ub.uio.no/>.....(please write the whole link information)

**Age Range:** 18-24                      25-34                      35-44                      45-54                      55+

**Gender:**    Male \_\_\_                      Female \_\_\_

**Years of computer experience:** \_\_\_\_\_

**Do the Libraries employ you?**    Yes \_\_\_                      No \_\_\_

**Educational level:**

- High School \_\_\_
- Some college \_\_\_
- Undergraduate degree \_\_\_
- Graduate degree \_\_\_
- Post Doc \_\_\_
- Other \_\_\_

If you graduated from college, please indicate your major area of study.

\_\_\_\_\_

**Which of the following best describes your library experience?**

- First time user \_\_\_\_\_
- Occasional use (once a month)\_\_\_
- Frequent use (at least once a week)\_\_\_
- Other \_\_\_\_\_

**Which way do you learn best?**

- Trial and error \_\_\_
- By example \_\_\_
- Reading documentation \_\_\_

- Consult with others \_\_\_
- Other: \_\_\_\_\_

**How long have you been using computers?**

- Less than 1 year \_\_\_
- 2- 3 years \_\_\_
- 3- 5 years \_\_\_
- 5+ years \_\_\_

**How would you rate your comfort level with the Internet/Web?**

- None \_\_\_
- Beginner \_\_\_
- Intermediate \_\_\_
- Expert \_\_\_

**How often do you use the Internet?**

- Never or rarely \_\_\_
- Occasional use (once a week) \_\_\_
- Frequent use (once a day) \_\_\_

**Which operating systems do you use regularly at home?**

- Windows 98 \_\_\_
- Windows Me \_\_\_
- Windows XP \_\_\_
- Windows NT \_\_\_
- Mackintosh \_\_\_
- UNIX \_\_\_
- Other \_\_\_
- None \_\_\_

**Which web browser do you regularly use?**

- Netscape Navigator \_\_\_
- Microsoft Internet Explorer \_\_\_
- Opera \_\_\_
- Other: \_\_\_\_\_

**Are you familiar with our web site <http://www.ub.uio.no>?**

- Very familiar \_\_\_
- Somewhat familiar \_\_\_
- Slightly familiar \_\_\_
- Never seen it \_\_\_

## **Part B: Usability testing questionnaire**

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*Please answer the following questions by circling the number (nr 5 – the best), that best describes your answer, or please give a brief explanation of your answer. Thank you for your time and cooperation!*

1. Is the organization of the Web site <http://www.ub.uio.no> understandable?

1 \_\_\_

2 \_\_\_

3 \_\_\_

4 \_\_\_

5 \_\_\_

Comments: \_\_\_\_\_

**2. Is the Web site easy to use?**

1\_\_\_            2\_\_\_            3\_\_\_            4\_\_\_            5\_\_\_

Comments: \_\_\_\_\_

**3. Do you find the screen layout easy to understand?**

1\_\_\_    2\_\_\_                    3\_\_\_            4\_\_\_            5\_\_\_

Comments: \_\_\_\_\_

**4. Do you understand the terminology used on the Web site?**

1\_\_\_            2\_\_\_            3\_\_\_            4\_\_\_            5\_\_\_

Comments: \_\_\_\_\_

**5. Did you feel like you knew what was going to happen next?**

1\_\_\_            2\_\_\_            3\_\_\_            4\_\_\_            5\_\_\_

Comments: \_\_\_\_\_

**6. If you were to encounter difficulty with using the website, would you seek assistance? And if so, from whom or where?**

1\_\_\_            2\_\_\_            3\_\_\_            4\_\_\_            5\_\_\_

Comments: \_\_\_\_\_

**7. Have you had any library instruction at UBO, either from a librarian or another instructor?**

Yes \_\_\_            No \_\_\_

Comments: \_\_\_\_\_

**8. Do you know what are the opening hours The Faculty of Law Library?**

Yes\_\_\_            No\_\_\_

Comments: \_\_\_\_\_

**9. How often have you used the UBO Web site in the last week?**

1\_\_\_            2\_\_\_            3\_\_\_            4\_\_\_            5\_\_\_

Comments: \_\_\_\_\_

**10. Is UBO Library open on Sundays?**

Yes \_\_\_      No \_\_\_      I do not know \_\_\_

Comments: \_\_\_\_\_

**11. Is it possible to ask a reference question via email?**

Yes \_\_\_      No \_\_\_      I do not know \_\_\_

Comments: \_\_\_\_\_

**12. Your book is overdue. Can you renew it online?**

Yes \_\_\_      No \_\_\_      I do not know \_\_\_

Comments: \_\_\_\_\_

**13. Do you know where is the Faculty of Mathematics and Natural Sciences are located?**

Yes \_\_\_      No \_\_\_      I do not know \_\_\_

Comments: \_\_\_\_\_

**14. Do you know where are all University of Oslo Libraries located?**

Yes \_\_\_      No \_\_\_      I do not know \_\_\_

Comments: \_\_\_\_\_

**15. What was the last thing that you looked for on the Web site?**

Comments: \_\_\_\_\_

**16. Did you have trouble finding it?**

Yes \_\_\_      No \_\_\_      I do not know \_\_\_

Comments: \_\_\_\_\_

**17. Please tell us what you think of this Web site in terms of navigation and design and ease of use.**

Comments: \_\_\_\_\_

**18. Do you have a favourite Web site on the Internet? Could you please write the URL of the Web site?**

Yes\_\_\_ No\_\_\_

Comments: \_\_\_\_\_

**19. What is the default home page on your computer?**

Comments: \_\_\_\_\_

**20. Can you easy find other UiO libraries homepages? Write yes or no please.**

- Library of Arts and Social Sciences \_\_\_
- Library of Medicine and Health Sciences\_\_\_
- The Faculty of Law Library\_\_\_
- Faculty Library of Mathematics and Natural Sciences\_\_\_

Comments \_\_\_\_\_

**21. Do you have any suggestions for changing and/or improving the Library's front door?**

Yes\_\_ No\_\_

Comments \_\_\_\_\_

**22. Are there any other comments you would like to make?**

Comments \_\_\_\_\_

## **Part C: Link Choice questionnaire**

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*Please answer the following questions and give a brief explanation of your answer.*

*Please don't think a lot about this – we want your first response. Thank you for your cooperation.*

**1.**

Let's say you are writing a term paper and need to find some articles on your topic in scholarly journals. At this point, you know the topic but don't know the titles of the articles or journals.

You go to our home page <http://www.ub.uio.no> and look for it. Which of the following links would you try first?

- BIBSYS \_\_\_\_
  
- Databases \_\_\_\_
  
- Electronic Journals \_\_\_\_
  
- DUO – Digital publications \_\_\_\_
  
- Electronic Bookshelf \_\_\_\_
  
- BIBSYS Subject Gateway: Resources on the web \_\_\_\_
  
- Juridisk Nettviser – Gateway to Law \_\_\_\_
  
- Resources by Subject \_\_\_\_

- New Books in the Library \_\_\_\_

If you'd expect this link to be called something else, what would it be?

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**2.**

Let's say you are writing a term paper and need to find some articles on your topic in scholarly journals. At this point, you know the topic but don't know the titles of the articles or journals.

Mark a **1** next to the link you would try first, a **2** next to the link you would try if your first choice didn't work.

- BIBSYS \_\_\_\_
- Databases \_\_\_\_
- Electronic Journals \_\_\_\_
- DUO – Digital publications \_\_\_\_
- Electronic Bookshelf \_\_\_\_
- BIBSYS Subject Gateway: Resources on the web \_\_\_\_
- Juridisk Nettviser – Gateway to Law \_\_\_\_
- Resources by Subject \_\_\_\_
- New Books in the Library \_\_\_\_
  
- If you'd expect this link to be called something else, what would it be?

Thank you for your cooperation !