

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

You can read more about me on the homepage

<http://www.dtek.chalmers.se/~d99annab>

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 questionnaire

Please answer the following questions. Thank you for your time and cooperation!

Your faculty _____

Your library homepage URL address: <http://www.....>

Age Range:

- 18-24
- 25-34
- 35-44
- 45-54
- 55+

Gender:

- Male
- Female

Years of computer experience:

- 0-3
- 4-7
- 8-11
- 12-15
- more

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:

Which operating systems do you use regularly at home?

- Windows 98
- Windows XP
- Mackintosh
- UNIX
- Other

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

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

Choose please the best answer, mark with "x".

	Not	Fair	Good	Very Good	Excellent
Is it easy to use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is screen layout easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you understand the terminology used on the website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel like you knew what going to happen next?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you were to encounter difficulty with using the website, would you seek assistance?

- Yes
- No
- I do not know
- Comments:

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

- Yes
- No
- Comments:

Is some University of Oslo Libraries open on Sundays?

- Yes
- No
- I do not know

Is it possible to ask a reference question via email?

- Yes
- No
- I do not know

Your book is overdue. Can you renew it online?

- Yes
- No
- I do not know
- Comments:

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

- Yes
- No
- I do not know

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

- Article
- Book
- Other
- I do not remember

Did you have trouble finding it?

- Yes
- No
- If yes, why?

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
- Ethnographic Museum Library
- Oldsaksamlingen
- Sophus Bugge
- The Faculty of Theology Library
- The [Dental](#) Faculty Library
- The Department of Psychiatry Vinderen Library
- Nurcing [Science](#) and Social Medicine Library
- Department of Criminology and Sociology of [Law](#) Library
- Department of Private [Law](#) Library

- Department of Public and International [Law](#) Library
- Norwegian Institute of Human Rights Library
- Scandinavian Institute of Maritime [Law](#) Library
- Scandinavian Institute of Maritime [Law](#), Section for Petroleum [Law](#) Library
- Norwegian Research Center for [Computers](#) and [Law](#) Library
- Centre for European [Law](#) Library
- History of [Law](#) Collection Library
- Astrophysics Library
- Biology Library
- [Pharmacy](#) Library
- Physics Library
- Geophysical and Geographical Library
- Geology Library
- Informatics Library
- Chemistry Library
- Mathematics Library
- Botanical Garden and Museums Library
- Geological Museums Library
- Zoological Museums Library

Do you have any suggestions for changing the Library's front door?

- Yes

- No

- I do not know

Let's say you are writing a term paper and need to find some articles. You go to our home page <http://www.ub.uio.no> and look for it. Which of the following links would you try first and second?

- 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?**

Other comments about our website.

Thank you for completing the website usability questionnaire.
Please send it to annabr@bredband.net .