

Marian Cowhig Owen
ENGL 5181
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User Test Script/Instruments

Personas

Name	Status	Library Usage Pattern
Phil	Graduate student	Research, 2+ times per month
Caryl	Undergraduate student	Research about 1x per month, Makerspace events, study room reservations
Emilie	Faculty	Ongoing research, 4+ times per month
David	Guest (community)	Public events
Kara	Guest (researcher)	Research

Data Points to Note About Each Tester

- Device type (phone vs. tablet)
- Device model
- Device operating system (iOS vs. Android)
- Device orientation (landscape vs. portrait vs. mixed)
- Familiarity with app download/installation process
- Familiarity with other library apps
- Familiarity with UNCC library (via website or in person)

Script for UNCC Community

Introduction

Hi there, and thanks for helping me out today. Before we begin, let me go over the details of this project – I know I've told you a little, but I want to be sure I've given you all the information. As part of a class, I am performing user testing on an app for the UNCC library. The app was just released this semester, and the library staff asked our class to test the app with students,

faculty, staff, and guests. My goal is to help the library staff determine what works well about the app, what needs improvement, and what users want to get out of a library app.

Today I'm going to ask you to download the library app on your own device, then perform a few tasks for me in your role as <persona type>. You can delete the app after our session, but it is a fully functional library app, so you may want to keep it to access library resources. If you do keep it and you have further thoughts after our session, please let me know what you think, and I'll pass it on to the library staff.

Sound good so far?

With your permission, I will be recording you today, both your screen so I can see what you're doing in the app and your comments as you work through the tasks. It helps me out a lot if you can narrate what you're doing – basically thinking out loud – and definitely tell me if you're having trouble with a task. The more commentary, the better! I promise these recordings will only be shared with my professor and perhaps with the library staff, to illustrate what we see when using the app. Do I have your permission to record you? <If yes, set up screen recording>

I have a few questions before we get started:

- How would you rate your skill with finding/downloading/installing apps, with a 1 being not skilled at all and a 5 being extremely skilled?
- Have you used any other library's app before? Maybe at another university, or a public library?
- On a scale of 1-5, how familiar are you with the UNCC library outside the app? This includes the website and the physical library.

One last thing before we get into the nitty gritty of the app – I want to be clear that this testing process is not testing *you*, it's testing *the app*. None of this is intended to make you feel bad if you have trouble using the app – that's actually a good thing, because it means we've identified an area that needs some work. You are doing a huge service for me and for the library, so we thank you in advance.

Okay, let's get started!

Tasks

1. First I want you to **download the app**. It will be in <the App Store / Google Play>, and you're looking for the app name LibraryMobile.

(If necessary) It may not look like a UNCC app.

Okay, now that you've installed it, please log in with your NinerNet credentials.

2. Now that you've logged in, I want you to **check your library account**. Please confirm that your personal details are correct.

You should also be able to see what if any library requests are in progress, what you've checked out, what's due soon, and any fines you owe.

Okay, let's go back to the home screen.

3. So finals are coming up and let's say you want to **reserve a study room**. First, let's check the hours the library will be open the week of May 1.

Next, reserve a study room for any time the library is open that week. Go all the way through the process.

Now we want to confirm that the reservation is active.

And now, because we actually don't need that study room, let's cancel the reservation. And then go back to the home screen.

4. All right, now we're going to do one of the most common tasks at the library: We're going to **look for a specific resource in the library collection**.

Search for the book No Ordinary Time by Doris Kearns Goodwin, and reserve it for pickup at the Atkins library.

As you might have guessed, we're looking for biographies of Franklin Delano Roosevelt. We're going to be occupied reading the Goodwin book for a while, but we might want to create a list of resources about FDR to come back to. I want you to search for books about FDR and save them to a list.

Next, we're looking for a book review of any of these FDR bios. These will probably be found in academic journals. Pick a review and download it, if you can, or request a copy of it.

Finally, because we don't actually need that Goodwin book <or book review>, let's cancel that request.

And then go back to the home screen.

5. Next, we're going to look at the **events held at the library**. These are a mix of academic talks and workshops in the Makerspace section. Find one you like and register.

And then, if you don't really plan to go to the event, let's cancel your registration. Then go back to the home screen.

6. Okay, last thing! The app has a **chat function** where you can ask a librarian questions. Find that and ask a librarian for help with something.

(If needed) Maybe ask if you can bring a snack or drink into a study room.

And you're done!

Conclusion

Thank you, this was super helpful and you've given me a lot of great feedback to send to the library staff. Before we finish, I have a few general questions about your experience with the app:

- Are there any features of the app that seem unnecessary?
- Are there features you wish the app had?
- Would you use this app in place of the website interface and/or visiting the library in person?

That's it! You're free to delete the app now, but I know the library would love it if you keep using it. If you do keep using it and you have any other thoughts, please feel free to pass them on to me at mowen18@uncc.edu

Script for Guests

Introduction

Hi there, and thanks for helping me out today. Before we begin, let me go over the details of this project – I know I've told you a little, but I want to be sure I've given you all the information. As part of a class, I am performing user testing on an app for the UNCC library. The app was just released this semester, and the library staff asked our class to test the app with students, faculty, staff, and guests. My goal is to help the library staff determine what works well about the app, what needs improvement, and what users want to get out of a library app.

Today I'm going to ask you to download the library app on your own device, then perform a few tasks for me in your role as <persona type>. You can delete the app after our session, but it is a fully functional library app, so you may want to keep it to access library resources. If you do keep it and you have further thoughts after our session, please let me know what you think, and I'll pass it on to the library staff.

Sound good so far?

With your permission, I will be recording you today, both your screen so I can see what you're doing in the app and your comments as you work through the tasks. It helps me out a lot if you can narrate what you're doing, and definitely tell me if you're having trouble with a task. The

more commentary, the better! I promise these recordings will only be shared with my professor and perhaps with the library staff, to illustrate what we see when using the app. Do I have your permission to record you? <If yes, set up screen recording>

I have a few questions before we get started:

- How would you rate your skill with finding/downloading/installing apps, with a 1 being not skilled at all and a 5 being extremely skilled?
- Have you used any other library's app before? Maybe at another university, or a public library?
- On a scale of 1-5, how familiar are you with the UNCC library outside the app? This includes the website and the physical library.

One last thing before we get into the nitty gritty of the app – I want to be clear that this testing process is not testing *you*, it's testing *the app*. None of this is intended to make you feel bad if you have trouble using the app – that's actually a good thing, because it means we've identified an area that needs some work. You are doing a huge service for me and for the library, so we thank you in advance.

Okay, let's get started!

Tasks

1. First I want you to **download the app**. It will be in <the App Store / Google Play>, and you're looking for the app name LibraryMobile.

(If necessary) It may not look like a UNCC app.

Okay, now that you've installed it, let's open the app and proceed as a guest.

2. Since you're not on campus, you'll need to make a special trip if you want to visit the library in person, so let's **check what the hours are during the week of May 1**. <Does tester notice that guests are only allowed at certain times?>

And now go back to the home screen.

3. All right, now we're going to do one of the most common tasks at the library: We're going to **look for a specific resource in the library collection**.

Search for the book No Ordinary Time by Doris Kearns Goodwin. <This takes a bit of digging on the Guest side. Does tester figure it out?>

As you might have guessed, we're looking for biographies of Franklin Delano Roosevelt. We're going to be occupied reading the Goodwin book for a while, but we might want to

create a list of resources about FDR to come back to. I want you to search for books about FDR and email a listing to yourself.

Next, we're looking for a book review of any of these FDR bios. These will probably be found in academic journals. Pick a review and download it, if you can.

And then go back to the home screen.

4. Next, we're going to look at the **events held at the library**. Find one you like and register. <Some events are listed as only being for the UNCC community, but they show up in the Guest portion of the app - see if testers notice this.>

And then, if you don't really plan to go to the event, let's cancel your registration. Then go back to the home screen.

5. Okay, last thing! The app has a **chat function** where you can ask a librarian questions. Find that and ask a librarian for help with something.

(If needed) Maybe ask what the rules are about bringing water bottles.

And you're done!

Conclusion

Thank you, this was super helpful and you've given me a lot of great feedback to send to the library staff. Before we finish, I have a few general questions about your experience with the app:

- Are there any features of the app that seem unnecessary?
- Are there features you wish the app had?
- For "Kara" persona: Based on your experience with the app, does Atkins Library seem like a good resource for your research?
- For "David" persona: Based on your experience with the app, does Atkins Library seem like a resource you'd use in the Charlotte area?

That's it! You're free to delete the app now, but I know the library would love it if you keep using it. If you do keep using it and you have any other thoughts, please feel free to pass them on to me at mowen18@uncc.edu.