Adapted from *Rocket Surgery Made Easy* by Steve Krug

Hi [participant name]. My Name is [facilitator name], and I’m going to be walking you through this session today. This is [note taker name]. [Note taker name] will observe your actions during the test and take notes. [note taker name] may also ask a follow up question or two at the end if something needs more explanation.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

With your permission, we’re going to record what happens on the screen and our conversation. The purpose of the recording is to allow us to return to this session for a more in-depth analysis later. It won’t be seen by anyone outside of the project team. Our team consists of the two of us, and three other librarians. No one else will have access to the recording.

While only the project team will have access to the recording, I also want you to be aware that there are additional staff members and librarians from Temple University Libraries viewing this session live in another room. Today we have about [number of people in viewing room]. They can’t see us, but they can hear us and see the screen.

Do we have your consent to record?

Okay, I’m going to begin the recording now.

We asked you here today to help us test the Temple University Libraries online research guides, which are a part of the Libraries’ website. We want to see whether or not the guides on our website work as intended. Based on what we learn from you and the other participants, we’ll make improvements to the guides. The session should take about an hour.

The first thing I want to make clear right away is that we’re testing the site, not you. You can’t do anything wrong here. You don’t have to worry about making mistakes here today.

As you use the site, I’m going to ask you as much as possible to try to think out loud: to say what you’re looking at, what you’re trying to do, and what you’re thinking. This will be a big help to us.

Also, please do not worry that you’re going to hurt our feelings. We’re doing this to improve the site, so we need to hear your honest reactions.

If you have questions as we go along, just ask them. I may not be able to answer them right away, since we’re interested in how people do when they *don’t* have someone sitting next to them to help. But if you still have questions at the end, I’ll answer them then. And if you need to take a break at any point, just let me know.

[**NOTE: If participant asks a lot of questions during tasks, respond with “Just do what you would normally do” and avoid answering directly.]**

Do you have any questions so far?

Before we start, I’d like to ask you a few quick questions.

First, what is your major and department?

Have you used the library website to conduct research before?

Have you attended any library workshops since you’ve been at Temple? A library workshop would have likely included a trip to the library or a librarian visiting your class and discussing databases, conducting academic research, or something similar.

Thank you. That’s great. We’re done with questions.

[Make sure guides.temple.edu is up on the screen]

First, I’m going to ask you to look at this page and give me your impressions of it.

Take a couple of minutes to scroll and click on a link or two. After you look around, return to the Research Guides homepage. Tell me what you think this page is about and what you might do here.

And, again as much as possible, **it will help us if you can try to think out loud as you go along -- tell us what you’re looking at, what you’re trying to do, what you’re thinking, etc.**

[Allow participant to look around for 2-3 minutes at most.]

Thanks.

Next, I’m going to ask you to try doing some specific tasks using this page.

For the tasks, you are going to conduct research in different scenarios. You are going to use the library’s research guides to find information for each task.  As you complete each task make sure that you “think aloud” as you look for the information required. Literally talk us through what you’re doing, what you’re thinking as you click around, like “I’m going to click on this link, because x.” I’m going to read each task out loud and give you a printed copy.

**Task 1**

You are writing a research paper for a course, and you have to provide a citation for a book using APA style. Start at the Research Guides homepage and find information that shows you how to format a book citation using APA style. Return to the Research Guides homepage after you find the information.

[Remind the participant to think aloud if they are hesitant. Ask follow up questions if you are unsure why they took specific actions, such as

“Why did you click x?”

“What are you feeling?”

“Are you frustrated?”]

Thanks, that was very helpful.

**Task 2**

Your instructor has asked you to write a research paper about the topic: *public art*. You may be unfamiliar with this topic, and that’s okay. Just select a research guide that you think might help you research public art. Remain on the guide.

**Task 3**

From the selected guide, find one article and one book related to public art. Return to the Research Guides homepage after you complete this task.

[Allow the participant to proceed until the task is complete or the participant becomes frustrated. You may end the task if the participant begins to spend too much time in a database.]

**Task 4**

You are taking a course called *Audre Lorde Seminar (WMST 3000)*. Your instructor mentioned that there is a library guide specifically for this course. Find that guide. For this task, **do not use the search.** Once you’ve located the guide, stay there.

**Task 5**

For your *Audre Lorde Seminar (WMST 3000)*, you have to write a paper. Your instructor has specified that you must find a scholarly article on the topic: *feminism*. Tell me your thought process while you find a scholarly article. Return to the *Audre Lorde* guide after you complete the task.

[Follow-up question] If you had a question about finding a scholarly article, show me where on this guide you might find help. Return to the research guides homepage.

[Allow the participant to proceed until the task is complete or the participant becomes frustrated. You may end the task if the participant begins to spend too much time in a database].

**Task 6**

A librarian visited your religion class and told you that you could get research help for your paper. Find the contact information for the appropriate librarian.

[Follow-up question] Tell me *how* you would you contact the librarian?

**Task 7**

Now that you know a little bit more about research guides, go to the main library website<http://library.temple.edu>. Locate the research guides from our website. **Do not use the site search.** Remain on the Research Guides homepage when you get there.

If you’ll excuse me for a minute, I’m going to see if the people in the observation room have any follow-up questions they’d like me to ask you.

[Tell observation room folks that they have one minute to send in questions via WebEx chat. Allow 5 minutes for questions. Note-taker may also be excused. If there are any problems with WebEx, the notetaker may go to 309 to ask if there are follow-up questions].

[Stop recording after questions have finished].

**Task 8**

Now I’d like to know more about what specifically you like and don’t like, or perhaps find confusing or missing from the Research Guides. We’ll look at two guides from your major(s). You will spend approximately 7-10 minutes examining each guide. You’ll comment on each page/tab of each guide. You don’t need to talk out loud during this portion.

Here’s the first page/tab of the second guide and task instructions.

[Hand the participant the task instructions and first tab of the guide]

* Draw a **circle** around the things that you like and might use.
* Draw an **X** through things that you do not like or seem unnecessary.
* If you don’t know what something is, draw a **question mark** next to it.
* Please make notes right on the page, and if something is missing feel free to add it by drawing using a post-it.

Please look at the entire page, from top to bottom, and be as detailed as you can. We’d like to encourage you to mark these pages up heavily.

[When the participant finishes a page/tab, give them another one. Continue for up to 10 minutes].

Here’s the first page/tab of the second guide and task instructions. Do the same thing you did with the first.

Do you have any questions for me, now that we’re done?

[Give the participant their gift card and ask them to complete the document stating that they received it].