Appendix

Usability Test - Task Test Questions

Participants will answer the following eight questions as tasks assigned to perform.

Question 1:
What should I do if I have trouble entering my UBIT name and Password on the UBLearns?

Question 2:
How can I obtain a New York State Public Librarians Certification in order to be a NY public librarian?

Question 3:
If I want to do a practicum, how do I find and set up a practicum?

Question 4:
If I am a certified librarian in NYS, at what type of organization can I work?

Question 5:
What technical skills do I need to take digital library classes?

Question 6:
What courses do I have to take to be a law librarian?

Question 7:
How can I apply for a dual master’s degree in Informatics or other subjects?

Question 8:
Can I change my academic advisor at any time?
Usability Test - Pre-test Questionnaire

User #__________

1. What is your gender?  _____ Female  _____ Male

2. I have completed
   _____ 0 – 6
   _____ 7-12
   _____ 13-18
   _____ 19-24
   _____ over 24 MLS credit hours.

3. How many hours per week do you spend on the Internet?  ________________

4. How long have you used the Internet to find information?  ________________

5. How often do you use the online search engines (e.g. Google, AltaVista, Yahoo, etc.)?
   Not at all  ----------------------------------------------- A great deal
   □  □  □  □  □  □

6. How often do you use key words when searching information on the online search engines?
   Not at all  ----------------------------------------------- A great deal
   □  □  □  □  □  □

7. How often do you use natural language questions when searching information on the online
   search engines?
   Not at all  ----------------------------------------------- A great deal
   □  □  □  □  □  □

8. How often do you use the FAQ (Frequently Answered Question) menu when you find
   information on the websites?
   Not at all  ----------------------------------------------- A great deal
   □  □  □  □  □  □

9. Have you used the online chat program or the instant-messaging program (e.g. MSN
   messenger, AOL messenger, ICQ, etc)?
   □ Yes  □ No
10. If you have ever used the online chat program, how often do you use the program? (If you have not used the chat program, please do not answer to this question.)
   Not at all  ---------------------------------  A great deal
   □          □          □          □          □          □

11. Have you ever used a chat bot avatar?
    □ Yes  □ No

12. If you have ever used a chat bot avatar, how often do you use the program? (If you have not used the chat bot avatar, please do not answer to this question.)
   Not at all  ---------------------------------  A great deal
   □          □          □          □          □          □
Usability Test - System Usage Questionnaire

User #__________

Please circle the number that indicates to what extent you agree with the following statements.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. It was easy to use this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>2. I could effectively complete the tasks by using this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>3. It was easy to learn to use this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>4. I felt it was comfortable to use this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>5. I was satisfied with the search results provided with this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>6. It was easy to find the information I needed</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>7. I could quickly complete the tasks by using this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>8. Five minutes per task was enough time to find its information</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>9. It was pleasant to use the interface of this system</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>10. I liked using the interface of this system</td>
<td>1</td>
<td>5</td>
</tr>
</tbody>
</table>

11. What did you like about the interface of this system?

12. If you have additional comments regarding this system usage or interface, please write below.
Usability Test - Post-test Questionnaire

User #__________

Please consider the entire information searching experience in your response to the following questions.

<table>
<thead>
<tr>
<th></th>
<th>System 1</th>
<th>System 2</th>
<th>No Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Which of the two systems was easier for you to use?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Which of the two systems was easier for you to learn?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Which system’s search results were you more satisfied with?</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4. Which interface of the two systems was easier to use?</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>5. Which interface of the two systems was easier to learn?</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>6. Which interface of the two systems do you like overall?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Please write any comments that you had about the usage of two systems when searching information.