

**Cannell Library Web Page Usability Test**  
**February 4, 11, 25 2009**  
**GRCP 210**

**Demographics**

How long have you been a student at Clark?

1-3 Quarters	4-6 Quarters	7+ Quarters
7	6	1

Have you taken English 102?

Yes	No
4	8

Where is the first place you go looking for information you need for one of your classes?

- Google (5)
- Clark.edu (4)
- Internet (2)
- Library (2)
- Wikipedia (1)
- Textbook (1)
- Syllabus (1)
- Clark Class Schedule (1)

How many times in the past year have you visited the Cannell Library?

0 times	1-5 times	6-9 times	10+ times
3	7	0	3

How many times in the past year have you visited the Cannell Library web page?

0 times	1-5 times	6-9 times	10+ times
2	8	0	3

## Perceptions of Difficulty

Task 1: The library has a set of online tutorials called IRIS. Locate and open the tutorial about Wikipedia.

Task 1 was easy to do	Doer	Watcher
Strongly Disagree		
Disagree		
Neither Agree nor Disagree	3	2
Agree	3	4
Strongly Agree	2	2

0

Task 2 Please locate an ebook about Adobe Creative Suite 3.

Task 2 was easy to do	Doer	Watcher
Strongly Disagree		
Disagree	2	
Neither Agree nor Disagree	2	
Agree	4	
Strongly Agree		

2

Task 3 Please locate the Library Director's name and contact information.

Task 3 was easy to do	Doer	Watcher
Strongly Disagree		
Disagree		
Neither Agree nor Disagree	1	
Agree	4	2
Strongly Agree	3	6

0

Task 4 Please locate a guide for citing sources using MLA style. .

Task 4 was easy to do	Doer	Watcher
Strongly Disagree		
Disagree	1	
Neither Agree nor Disagree		1
Agree	5	1
Strongly Agree	1	6

1

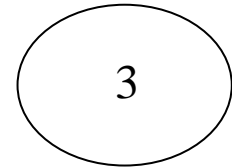
Task 5 : Please locate the page that allows you to renew books and modify your email information

Task 5 was easy to do	Doer	Watcher
Strongly Disagree	1	2
Disagree	2	
Neither Agree nor Disagree		
Agree	3	1
Strongly Agree	2	4

5

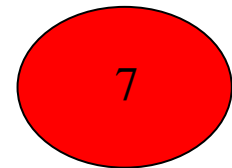
Task 6 : Please locate the page that tells you how long you can keep a checked out book.

Task 6 was easy to do	Doer	Watcher
Strongly Disagree		1
Disagree	1	1
Neither Agree nor Disagree	2	2
Agree	4	2
Strongly Agree	1	1



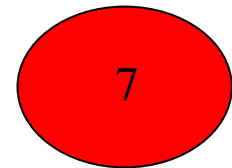
Task 7 The library has a collection of Janus Films. Please locate one title and write it down. .

Task 7 was easy to do	Doer	Watcher
Strongly Disagree	2	3
Disagree	1	1
Neither Agree nor Disagree	1	
Agree	1	2
Strongly Agree	3	1



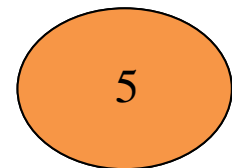
Task 8 Please find the page to chat with a librarian. Contact and ask the Librarian's name.

Task 8 was easy to do	Doer	Watcher
Strongly Disagree	2	2
Disagree	2	1
Neither Agree nor Disagree		1
Agree	1	2
Strongly Agree	3	2



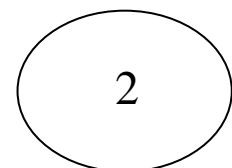
Task 9: Please locate a database dedicated to researching Health and Medicine topics

Task 9 was easy to do	Doer	Watcher
Strongly Disagree	1	2
Disagree	2	
Neither Agree nor Disagree	1	2
Agree	2	3
Strongly Agree	2	1



Task 10 : In the Summit catalog, please locate a book called Freedom from Oil: How the Next President Can End the United States' Oil Addiction

Task 10 was easy to do	Doer	Watcher
Strongly Disagree	1	
Disagree		1
Neither Agree nor Disagree		2
Agree	6	3
Strongly Agree	1	2



## “Fuzzy” Rankings: Easiest to Hardest

Hardest:

8. The library has a collection of Janus Films. Please locate one title.
7. Please locate the page that tells you how long you can keep a checked-out book.
5. Locate a guide for citing sources using MLA style
9. Please locate a database dedicated to researching Health and Medicine topics.

Even Split between Hard and Easy

6. Locate the page that allows you to renew books and modify your email information.
10. In the Summit catalog, please locate a book called *Freedom from Oil : How the Next President Can End the United States' Oil Addiction*, by David Sandalow. List one library that owns it:  
(ranked hard b/c title was long)
2. The library has a set of online tutorials called IRIS. Locate and open the tutorial about Wikipedia.
1. Please find the page to chat with a librarian, connect and ask the librarian’s name.

Easiest

3. Locate an e-book about Adobe Creative Suite 3
4. Locate the Library Director’s name and contact information

### Group and Individual Rankings

	1 = EASY					10 = HARDEST				
<b>Q1</b>	5	7	3	1	1	7	8	7	1	2
<b>Q2</b>	8	2	10	7	1	5	7		2	1
<b>Q3</b>	1	1	1	2	1	4	1		2	2
<b>Q4</b>	2	3	7	3	3		2		2	2
<b>Q5</b>	9	5	4	4	4	6	3		10	10
<b>Q6</b>	7	6	5	6		3	9		1	1
<b>Q7</b>	10	10	9	5	3	8	4	8	2	2
<b>Q8</b>	3	9	2	8		10	10	10	10	10
<b>Q9</b>	6	4	6	10	6	9	5	9	9	9
<b>Q10</b>	4	8	8	9	3	2	6		2	2