

UX Interview questions / “script”

Plan:

~5 mins introduction (greet, explain interview plan, sign consent forms)

~15 mins general information behaviour and search needs

~15 mins example searches using the Library catalogue (video-captured)

A. Introduction

A0 What programme are you on?

Degree level

Department

Course

Explain interview procedure (above) + gain their consent

B. General information behaviour and needs

B0 What resources do you use when looking for information? (e.g. Library website, specific databases, Google, Bing, bibliographies, lists of new publications, etc.)

B0a How does the Library catalogue compare with other resources?

B0b Do you tend to start looking in different places, depending on whether you are searching for a specific item (i.e. known title or citation) or browsing (e.g. for all items on a certain subject or by a certain author)?

B1 Do you have a preference as to whether your information is available in print or online?

B1a What formats of information do you use? (e.g. full-text; abstracts; reviews; citations; blogs; videos, etc.)

B2 How many results do you normally hope to get from a single search query?

B2a If you get a lot of results, how many of them (or how many results pages) do you normally check before refining / altering your search query?

B3 How do you decide which results are useful / relevant to you?

B4 Does the reliability or the authority of the information source matter in your searches?

B4a How do you decide whether a source is reliable / authoritative?

B5 Does the date of information matter in your searches?

B5a At what point would you consider information to be out of date? (e.g. more than a year old, more than five years old, etc.)

B5b If you cannot access the latest edition of a particular item, how satisfied are you with using the previous edition?

C. Example searches using Library catalogue

Ask interviewee to articulate their thought-process while searching in as much detail as possible. Also inform them that we want to find out how they go about searches – this means that there is no 'wrong' way, and also that we will not offer advice or guidance with their search. Please feel free to adapt these queries; it may be better in the first instance to suggest that the interviewee create their own searches. The purpose is to do one subject-based search (to determine how they browse and what helps them to select materials to use) and two specific-item searches (to determine how they search for known items).

C0 How would you go about searching for and selecting materials on a topic of your choice?

C1 How would you find a copy of this specific title?

John Biggam. 2011. Succeeding with your Master's dissertation: a step-by-step handbook. 2nd edition. Maidenhead: McGraw-Hill.

C2 How would you access a copy of this specific article?

Cesari, F. (2010). Protein degradation: Step by step. Nature Reviews Molecular Cell Biology, 11(1), 6-7.