

MODERATOR'S GUIDE

For User Research Interviews



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Participant Name:

Test Date:

Moderator:

INTRODUCTION (5 minutes)

I'm (Moderator First Name) and I'll be doing research today for the Billings Public Library, in Billings, Montana. Thanks for agreeing to meet with me and answer a few questions. I wanted to mention that I'll be recording today, so I wanted to you to read through this consent form and let me know if you have any questions.

Review Informed Consent

>>BEGIN RECORDING<<

RESEARCH OVERVIEW

For today's session, I will be asking you questions about your interaction with public library and its users. There are no right or wrong answers, and if you don't feel comfortable answering anything, please feel free to pass on the question, and we'll move right along. I'd love for this to be a conversation, so please feel free to stop me and clarify anything if I'm not making sense. If you're ready, we'll go ahead and get started!

IF LIBRARIAN >> Proceed to Librarian Questions

IF PATRON >> Proceed to Patron Questions

LIBRARIAN WARM-UP QUESTIONS (5 minutes)

1. Can you tell me a bit about your role with your current library?
2. How about other roles in the library space?
3. If you had to select the top 3 things your website does/should do, what would they be?
4. Who do you see as the primary users of your library?

Follow Up: Who do you see as the primary users of the library's website?

LIBRARIAN CORE INTERVIEW QUESTIONS (15 minutes)

1. As a librarian, can you tell me a little bit about how you interact with patrons?
2. How has COVID affected your library and its patrons?

3. What are some specific pain points you have as a librarian?
4. What are some of the difficulties you have with users?
Follow Up: What are some difficulties you have seen you users having?
5. How do users go about looking for help?
6. Can you tell me a little bit about the users you see at your library?
7. Can you talk a bit about the content life-cycle on your library's website?
8. Can you tell me more about how items are cataloged on the site?
9. What information do you have to share about library programming?
10. Can you expand on themes you've seen with your library's digital resources?

>> PROCEED TO WRAP-UP

PATRON WARM-UP QUESTIONS

1. Can you tell me your name and what you do for a living?
2. Can you tell me a little bit about your engagement with your local library?
3. What types of things are you usually looking for in a library?
4. How would you describe primary users of the library?
5. Can you tell me a little bit about how you interact with the library digitally?

PATRON CORE INTERVIEW QUESTIONS

1. How has COVID affected your library use?
2. What are some difficulties you have when using the library?
3. How do you go about looking for help?
4. What are some specific pain points you have with the library?
5. How often are you seeking information on the library's website?
6. How often are you obtaining new resources from the library?
7. Can you tell me how you've engaged in the library's programs for yourself or your children?
8. Have you utilized any digital resources through your public library?

COOL DOWN

Our session is almost finished. Do you have any thoughts or questions that you would like to share with me before we wrap up?

WRAP UP

Thank you so much for sitting down with me today, I really appreciate your time and your answers are going to be very helpful as we build a better web experience for the Billings Public Library and their users.

>>STOP RECORDING<<

ADDITIONAL RESEARCH

Resources Referenced or Consulted



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JOURNALS

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