

## Ebook Platform Usability Comparison – Test Procedure

### Overview

Introduce yourself.

Make sure the participant knows we will record *screen activity* and *voice*, but not their image/face. Also, their name will not be connected to the recording. Explain that we are testing the *software*, not the participant, so they should NOT feel self-conscious if they have difficulty completing a task. We are not making any judgments on their abilities.

Ask participant to read over the consent form & sign. Offer to give them a copy.

Provide the participant with definitions for the “Think out loud” procedure, e.g.:

Please tell me your thoughts as you go through each step of the task, just keep talking out loud about what you’re doing, why you’re doing it, what you are confused by, etc.

Explain to participants that, if they are struggling to complete a task, they should simply tell us when they would normally either give up or ask for help. At this point they may move on to the next task (or to the next task *that is possible from where they quit*).

### Script:

"Good morning/afternoon. My name is \_\_\_\_\_. Thank you for agreeing to take part in this research study over the usability of various ebook websites the library offers.

To begin, I have a list of 7-9 tasks to complete on each platform. You will be testing 3-4 ebook websites today. The software on the laptop provided in front of you will be recording your **screen activity and voice**, but **not** your face. Also, your name will not be connected to the recording.

We are testing the *ebook website functionality*, so please do **not** feel self-conscious if you have difficulty completing any of the tasks. Once you have completed all the tasks you are able to for one website, you will repeat this process and list of tasks for each of the remaining ebook websites you are testing today.

At this time, please read over the consent form & sign. Would you like a copy?

As you begin, **please remember to “Think out loud”** and tell me your thoughts as you go through each step of the task. **Just keep talking out loud about what you’re doing, why you’re doing it, what is confusing or not intuitive, etc.**

If you are struggling to complete a task, simply tell me when you would normally either give up or ask for help. At this point you may move on to the next task, or to the next task that is possible from where you had to stop.

Do you have any questions before starting?"

**Have each participant begin at the platform's default entry page (bookmarked from our database list).**

- Participant 1 will test EBSCO, EBL, GVRL, Safari
- Participant 2 will test EBSCO, CRCnetBase EBL, Safari
- Participant 3 will test JSTOR, Safari, Oxford
- Participant 4 will test EBL, EBSCO, IGI, GVRL
- Participant 5 will test EBL, IGI, EBSCO, CRCnetBase
- Participant 6 will test JSTOR, Oxford, IGI
- Participant 7 will test GVRL, EBSCO, Springer, EBL
- Participant 8 will test CRCnetBase, Springer, EBSCO, EBL
- Participant 9 will test Oxford, Springer, JSTOR
- Participant 10 will test GVRL, EBL, CRCnetBase, EBSCO
- Participant 11 will test Oxford, EBSCO, CRCnetBase, EBL
- Participant 12 will test Oxford, GVRL, JSTOR
- Participant 13 will test Safari, EBSCO, IGI, EBL
- Participant 14 will test IGI, EBSCO, EBL, Springer
- Participant 15 will test Springer, JSTOR, Safari

Participants 16-30 will repeat the sequences of 1-15.

## Participant Tasks (*Platform-Agnostic Version*)

Provide a print copy of the tasks for the participant to reference

1. Find this ebook: *{insert our selected title}*  
*\*\*study investigators will ensure ahead of the time that designated eBook has at least 5 chapters and 50 pgs\*\**
2. Go to page 50 inside this book.
3. Now go to the next page.
4. Go to the first page of the next chapter
5. Search in this book for *{insert our selected term}*
6. Get the citation for this book. (APA)
7. Determine the number of words in the first sentence of Ch. 5  
Determine the number of words in the first sentence of Ch. 3.
8. Highlight a sentence and then save a note about it.
  - a. Provided Username ---- Provided Password
9. Find another eBook on this platform.
10. Turnaway image – What does this mean to you? (*EBSCO & EBL platforms*)

## Wrap-Up Questions

1. Of the 4 platforms you used today, which did you prefer the **most** and **why**?
2. Of the 4 platforms you used today, which did you like the **least** and **why**?
3. Had you used any of **these** library eBook platforms before this test?
4. **IF YES**, which of these platforms had you used, and what did you use them for (e.g., assigned class reading; research for a class; research outside of a class; reading for fun; etc.)?
5. Do you think you will use any of these eBook platforms in the future, and what for?