

Cowles Library Web Site Survey

Personal Information

Name: _____

Email: _____

Telephone: _____

May we contact you with follow-up questions? ___yes ___no

Class Year: Freshman Sophomore Junior Senior

Major: _____

Transfer Student: Yes _____ No _____

Have you taken the class LIBR 046?

Do you recall having a library instruction session in your FYS?

Thank you for agreeing to help us learn more about how our library web site is currently being used. Your answers will help inform our redesign process. We are evaluating our web site only. You are not being tested.

There are three parts to this survey. In the first section, you will be given a scenario and asked to find specific resources on the library web site. The computer screen and the audio of our conversation will be recorded during this first section of the survey.

In the second section, you will be asked to identify, on paper, terms from the home page that do not make sense to you.

The last section, also on paper, will ask general questions about how you use the site and what you think about it.

This survey will take approximately 30 minutes to complete.

Using the Library Site

Here's the scenario: You are doing research from home for a research paper you are writing for a business class. Your paper is about global warming and its potential affect on the US economy. You would like to use the Cowles Library web site to find information.

Please remember, we are evaluating our web site only. You are not being tested in any way, shape, or form. Please verbalize and "think out loud" as much as possible as you proceed through the following tasks. Let me know your thoughts as you go along. If you have questions, please state them, but I will probably not be able to answer the questions until the evaluation is over. Do you have any questions before we begin?

1) Finding Us

How would you get to the Cowles Library resources online?

2) Finding Books

How would you find a book about global warming?

- Can you tell if this is available online or in the library?

3) Finding Articles

How would you find an article about global warming?

- Can you tell if this is available online or in the library?
- Do you know how to search across many databases at once?

4) Finding Journals

Can you locate the journal titled "The American Economic Review?"

- Can you find an article about global warming in this journal?

5) Research Help Online

Where would you go on our web site to ask a research question?

6) Finding Librarians

Since you are doing business research, can you find the phone number of a librarian that specializes in business subjects that could help you?

7) Interlibrary Loan

If Cowles Library did not have the particular book or article you were looking for, how would you go about getting it by using our web site?

8) Hours

Can you find out what time the library closes this Sunday?

9) Digital Collections

Your political science professor mentioned that the library has made a large collection of old editorial cartoons from the Des Moines Register available online. Perhaps one would make a good illustration about the environment for your paper? How would you find them?

Library Terms

What links on this page don't make sense to you? Please circle them.

Cowles Library Drake University A-Z Library Site Index Search Contact Hours

AskUs Online eScholarShare Heritage Collections

fastFind Books & Articles Search (learn more)

RESEARCH TOOLS	ABOUT COWLES	SERVICES	HOW DO I?	NEWS & EVENTS
<ul style="list-style-type: none">• Online Catalog• Databases• Current Journals/ Newspapers• Subject Portals• Government Docs• Multi Media• Internet Searching• RefWorks	<ul style="list-style-type: none">• Philosophy/Mission• Hours• Location• Staff Directory• Holdings Overview• Library Policies• Employment• Diversity• Environmental Scan	<ul style="list-style-type: none">• Info Commons/ Reference• Circulation• E-Reserves• Interlibrary Loan• Library Instruction• Service Request Forms• Service Guides• Copyright in Higher Education	<ul style="list-style-type: none">• Students• Faculty & Staff• Research Tips	<ul style="list-style-type: none">• Orientation for Transfer and International Students

Drake University Cowles Library - 2507 University Avenue, Des Moines, IA 50311
reference@drake.edu - 515-271-2111 - Library Services Feedback
Drake University - Drake Law Library - Blackboard - Internet Printing

Follow-Up Questions

- How long have you been using our library's web site?
- How often do you use it?
- Why do you use our site?
- Where do you start?
- What currently stands out the most about our home page?
- What aspect of the library should be most prominent on our home page?
- Name two things that you like about our site.
- Name two things that you don't like about our site.

- When you browse around our web site, do you feel our site:
 - Has a consistent look and feel
strongly disagree disagree neutral agree strongly agree
 - Has easy to use navigation
strongly disagree disagree neutral agree strongly agree
 - Has an aesthetically pleasing look and feel
strongly disagree disagree neutral agree strongly agree
 - Provides desired information
strongly disagree disagree neutral agree strongly agree
 - Uses understandable terminology
strongly disagree disagree neutral agree strongly agree

- In the past, what haven't you found that you were looking for?

- Have you used other library sites that you found more helpful? If so, please let us know which library web sites we should look at.

After completing this exercise, is there anything else you'd like to let us know about your experience with our library's web site?