

Appendix B Experiment 2—questionnaires.

The use of the questionnaires is described in Chapter 5, Section 5.2.1. Offline below means a paper based questionnaire as opposed to a screen based online questionnaire.

B.1 Offline pre-search questionnaire

Project on Evaluation of Online Public Access Catalogues

QUESTIONNAIRE

Thank you for agreeing to answer these questions before you use the catalogue

Please Circle one of the options for each question below.

Question 1.

>> What will you look for in the catalogue

- A) A book (or books) some of whose details you know
- B) Something on a particular topic
- C) Both A) and B) or not sure

Please circle A or B or C

Question 2.

>> What will you do if you do not find what you want?

- A) Look for something else in the catalogue
- B) Go to the shelves
- C) Ask staff
- D) Give up

Please circle A or B or C or D

Question 3.

Please only answer question 3 if you answered A in question 2.

>> When you look for something else in the catalogue will you:

- A) Look for another book with similar details
- B) Look for something else on the same topic
- C) Look for something on another topic

Please circle A or B or C

Question 4.

Please only answer question 4 if you answered B in question 2.

>> What will you look for on the shelves?

- A) A book whose details you know
- B) Look for something else on the same topic

Please circle A or B

Thank you.

B.2 Online pre-search questionnaire

This was mounted online using the Olive system quest program, described in Chapter 4, Section 4.3.4. A screen dump of a question as it appeared to the user is shown on page ??.

> 1 A2B2C2

1. What will you look for in the catalogue

~P

Choose by selecting A or B or C

- A) A book (or books) some of whose details you know
- B) Something on a particular topic
- C) Both A) and B) or not sure

> 2 A3B4C9D9

2. What will you do if you don't find what you want?

~P

Choose by selecting A or B or C or D

- A) Look for somethin else in the catalogue
- B) Go to the shelves
- D) Give up

> 3 A9B9C9

3. When you look for something else in the catalogue will you:

~P

Choose by selecting A or B or C

- A) Look for another book with similar details
- B) Look for something else on the same topic
- C) Look for something on another topic

> 4 A9B9

4. What will you look for on the shelves?

~p

Choose by selecting A or B

- A) A book whose details you know
- B) look for something else on the same topic.

B.3 Offline post-search questionnaire

Project on Evaluation of Online Public Access Catalogues

QUESTIONNAIRE

Thank you for agreeing to answer these questions after you use the catalogue

Please Circle one of the options for each question below.

Question 1.

>> What will you look for in the catalogue

- A) A book (or books) some of whose details you know
- B) Something on a particular topic
- C) Both A) and B) or not sure

Please circle A or B or C

Question 2.

>> Have you found a book{s} for what you wanted?

Please circle YES or NO If No go to question 5.

Question 3.

Please only answer question 3 if you answered YES to question 2.

>> Are any available for loan?

Please circle YES or NO If No go to question 5.

Question 4.

Please only answer question 4 if you answered YES to question 3.

>> What will you do now?

- A) look for just that book(s) on the shelves
- B) Look for that book(s) and something else on the shelves

Please circle A or B

Question 5.

If you haven't found what you wanted or if it is not available for loan what will you do now?

- A) got the shelves
- B) ask staff
- C) give up

Please circle A or B or C

Question 6.

What will you look for on the shelves?

- A) A book whose details you know
- B) Look for something on the same topic.

Please circle A or B

END Thank you.
Thank you.

B.4 Online post-search questionnaire

This was mounted online using the Olive system major program which is described in Chapter 4, Section 4.3.1. The conditions file as well the questions presented to user are given here. The format for a conditions file is described in section 4.2.3.

Conditions giving rise to questions.

C X 7 A
C 7D 1 Y
C 1Y 2 Y

C 1N 3 A
C 1N 6 T
C 2N 9 A
C 4B 5 A
C 9B 5 A

Questions asked if conditions above applied. *Note that question 8 was not used in the experiment but as part of a pre-experiment trial.*

Esc[1mOLIVE QUESTIONNAIRE Esc[Om
Esc[1mCatalogue evaluation project Esc[Om

1

Have you found a book for what you wanted
Please answer Y or N

2

Is it available for loan?
Please answer Y or N

3

What did you look for in the catalogue
A) A book (or books) some of whose details you knew
B) Something on a topic
C) Combination of A and B
Please select A or B or C.

4

What will you do? -- now that the book is available for loan
A) Look for just that book on the shelves
B) Look for something else on the shelves
Please select A or B.

5

Will you look for:
A) Another book with similar details
B) Something else on the same topic
C) Something else on a different topic
Please select A or B or C

6

Please could you summarise what you wanted?
Type in a few phrases or sentences
[Please press enter twice to end]

7

>> RESTART -- go on with your search

press C: to continue

>> END -- finished with the catalogue
press D: when Done

8

May Olive ask three or four questions?

This would help with our experiment to evaluate the catalogue.

Select:

N) -- to get no questions

Y) -- to help us with the questions

9

What will you do? -- now that the book is not available for loan

A) Try the catalogue again another time

B) Go to the shelves

C) Reserve the book

D) Give up

Select: A or B or C or D