Appendix I

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Focus Group Interview Protocol
Library Website and Catalog, Spring 2017

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Background

We hope to use the focus groups to explore the following:

1. How students are using the library website and catalog.
2. What changes should we include when updating the library website and catalog?

Discussion Facilitators. Two representatives will conduct the discussion. The representatives and their roles will be:

Role	*Who*	*Responsibilities*
Facilitator	Alanna Johnson	Welcome and introduction (set the ground rules). Introduce the topics and enforce the rules. Keep discussion on topic and make transitions to new questions. Close the discussion.
Recorder	Library student workers	Operate recorder. Make lists of discussion points. Provide synopsis after each discussion.

The Setting and the Group. Facilitators should arrive early to assure the room is ready, set up food, materials are available, and check that equipment is functioning. The dates for these focus groups are:

Tuesday, March 28th, 2017   5:30-7:00 p.m. Library 118

Wednesday, March 29th, 2017   5:30-7:00 p.m. Library 118

Sunday, April 9th, 2017   5:30-7:00 p.m. Library 118

Opening

About five minutes to provide the context for the discussion, establish expectations, set the tone, and obtain the involvement and support of the participants. In the facilitator's own words, the introduction should cover:

- *Brief introduction* of the facilitators/recorder.

- *Description of the purpose* of the group.
  For some background, the Collins Memorial Library website has undergone changes in past years. The Library website serves as our online gathering point for all of the information resources we make available to the campus community and is one way that we promote our services. The catalog underwent a major migration to a new system in 2013 and needs to be upgraded to that system's new version this summer. We want your feedback now on how to continue improving the Library website and the new catalog system before it is implemented, starting next fall.

- *Provide brief overview of the agenda.*

- *Describe how the information will be used.*
  "For the purpose of accurately summarizing your thoughts, we'd like to record our discussion. The tape will be used only for the purposes of this project and will be erased as soon as the summary of our discussion has been completed. Is this OK with everyone?"

  "Whatever is said here will be confidential; no names or identifying information will be associated with anyone's comments."

  "The recorder does not pick up on nonverbal cues; if you agree or disagree with someone else's statement, please say so out loud."

- *Explain the roles of the facilitators and recorders.*
  "The facilitators' roles are to set the agenda, monitor the pace and direction of the discussion, ask clarifying questions, encourage participation, and not to add opinions."

  "In leading the discussion, I may have to interrupt you to change topics to assure we gather the necessary information. Please don't be offended; these interruptions will not be personal."

  "The role of the recorder is to assist with summarizing what is said."

- *Explain the participants' role* and set the ground rules.
  Ask participants to be open and honest, not interrupt others, respect others' opinions, provide only their own opinions, provide examples, listen actively, and build on others' comments.

  "Let us know if you agree or disagree with others' comments."

  "We're not here to change anybody's mind."

- *Confirm the ending time and logistics* (explain where the bathrooms are located).

- "Are there *any questions* before we begin?"

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Questions

We will start with a warm up question, and for this, we will go around in a circle. After that, please feel free to participate freely, not in any order.

Intros. Please introduce yourself by telling us all your first name, your preferred pronouns, and one of your favorite Puget Sound experiences so far.

Question 1. Please raise your hand if you have used the Library website before (have note taker tally). For those of you who have, how do you currently use the Library homepage? For those of you who have not, why?

Question 2. For those of you who have used the site before, what do you find most valuable in the Library homepage? For those of you who have not used the site before, please describe the items you find valuable on any other websites homepage.

Question 3. For those of you who have used the site before, what could be improved in the Library homepage? For those of you who have not used the site before, what would make you more likely to use it?

Activity 1. Next I am going to have you get into small groups and use the Library website. I am going to pass out one sheet of questions to each small group, follow the directions and have one group member write down notes as you go. You will work on this for about [x] minutes and then I will have you report back to the group. (See Handout 1)

> **Activity 1a**. (After report back if they don't bring it up) How easy or difficult was it to navigate through the site?

> **Activity 1b.** (After report back if they don't bring it up) How did you feel about the amount of scrolling necessary to navigate the site?

Question 4. Please raise your hand if you have used the Library catalog before (have note taker tally). For those of you who have, how do you currently use the Library catalog? For those of you who have not, why?

Question 5. For those of you who have used the site before, what do you find most valuable in the Library catalog?

Question 6. What would make you more likely to use the Library catalog?

Activity 2. Next I am going to have you get into small groups and use the Library catalog. I am going to pass out one sheet of questions to each small group, follow the directions and have one group member write down notes as you go. You will work on this for about [x] minutes and then I will have you report back to the group. (See Handout 2)

> **Activity 1a**. (After report back if they don't bring it up) During the last activity were you able to clearly tell if an item was available? How?

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Question 7. Lastly, are there any other comments you would like to make about either the library website or the library catalog?

Closing

Five minutes to provide closure, acknowledge participants' contributions, and obtain feedback on the process. In the facilitator's own words, the closing should cover:

- ***Acknowledge the participant's contribution***
  Summarize what has been accomplished and thank them for their input.

- ***"Does anyone have questions?"***
  Project's next steps, how the information will be used, where to get information later.

Post Focus Group Activities

The facilitators and recorder will collect and document the meeting notes, and discusses the process and outcomes. The discussion should address:

- What were the major themes?
- Were there any surprises?
- Did we achieve our objectives?
- Did anything else stand out?

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Appendix II (questions about Library website; omitted because not relevant to Primo)
Appendix III

Summary of Handout 2

http://alliance-primo.hosted.exlibrisgroup.com/primo-explore/search?vid=UPUGS

Looking at the Library catalog, do a search on a keyword (for example "water"). Where would you expect to find:

1. **The format of this item (for example, an article, ebook, journal)?**

   - Just right above the item name/title: 11 groups mentioned
   - Unreadable answer: 1 group mentioned

2. **How to narrow current results down to a more specific subject (example, "drinking water")?**

   - The right side of the page: 8 groups mentioned
   - The left side of the page: 1 group mentioned
   - The top in a task bar: 1 group mentioned
   - Unreadable answer: 1 group mentioned
   - Advanced Search: 1 group mentioned

3. **Where it is available?**

   - In the item description: 4 groups mentioned
   - Underneath the author: 2 groups mentioned
   - The right column: 2 groups mentioned
   - Collins and online: 2 groups mentioned
   - Underneath the title: 1 groups mentioned
   - No Response: 1 groups mentioned

Go to the sections you listed, was the information there?

4. **Was it clear if it was a physical item in the library or online?**

   - Yes: 9 groups responded
   - Sort of (maybe make it clearer, Could vary more): 3 groups responded

5. **Did you find useful subject headings?**

   - Yes: 9 groups responded
   - No: 2 groups responded
   - Sometimes: 1 group responded

6. **Do you know how to get access to it?**

   - Yes: 9 groups responded
   - Once clicked on, yes: 2 groups responded
   - No Response: 1 group responded

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What else did you discover in the process (was the site hard to navigate, what information did you see that you liked, what information was missing, etc.)?

- Log-in rerouting is annoying and hard to use: 1 group mentioned
- Better description of the sources: 1 group mentioned
- Hard to find the narrowing of results based on a subjects: 1 group mentioned
- Love ability to choose which library: 1 group mentioned
- Slow when looking for title instead of key word: 2 groups mentioned
- Like the way it pops out when item is clicked: 2 groups mentioned
- Icons should be interactive and descriptive of type of source: 1 group mentioned
- Citation Make is INCREDIBLE: 1 group mentioned