

Welcome!

Otterbein University's Courtright Memorial Library strives daily to meet the needs of our community. We are now asking for your help. One purpose of this pre-survey is to look for ten volunteers to help with our website usability studies later. All volunteers will be rewarded with a \$10 gift card, after a one-on-one 15-20 minute study. This pre-survey is also used as part of an ongoing process to evaluate the functionality and usability of the Courtright Memorial Library website. Your help in completing this survey will assist library faculty and staff in the continuing development and improvement of the website. All responses you provide will remain anonymous.

What is your affiliation with the Otterbein University?

Student

Faculty

Staff

Administrator

Approximately how often have you used the Library website in the last 30 days?

Over 15 times

11-15 times

6-10 times

1-5 times

0 time

For what purposes do you use the Courtright Memorial Library website? (Check all that apply)

To locate items from the Library or Ohiolink

To research on a topic and connect to electronic databases

To renew checked out items

To connect to additional library services (Live Assistance, Interlibrary Loan, Course Reserve, etc.)

Other

How often are you successful in obtaining what you want?

Always

Often

Sometimes

Never

If you had problems finding information on the website, please tell us what areas, if any, confuse or frustrate you?

Are the navigation category titles (My account- About – Find Articles – Find Books –Student Support-Faculty Support-Requests and Reservations-Additional Services-Help) used on the web page representative of the information that you expected to find contained within them?

Entirely
Mostly
Hardly
Never

Is the terminology used within the library website understandable?

Entirely
Mostly
Hardly
Never

Examples of questionable terminology you've encountered

Did you know that the library website provides information on: (Y/N)

Equipment reservations & check out (such as laptops, cameras, projectors, etc)
Room reservations with detailed lists of room equipment (such as document cameras and data projectors)
Course Reserve Materials
Research Consultations
E-Portfolio Support
Inter-Library Requests
Thesis/Undergraduate Scholarship Services
Digital Commons

Thank you for taking the time to share your feedback with us. Please let us know if you have any questions or concerns by emailing Jane Wu (jwu@otterbein.edu).

8. Would you be interested in helping us improve the library website for a \$10 gift card?

9. If so, please supply your name and phone number and/or e-mail address.

