

## Usability Introductory Script

Hello, my name is \_\_\_\_\_ [include your relationship to the library].

Thank you for coming today and helping us test our website. You are going to be doing something called a usability test where we try to determine whether people can easily find what they need on our website.

To do that, I will present you with a scenario, and then ask you to navigate the website to find information or different resources.

It's important to remember that we're testing the site, not you. We're trying to learn how people will interact with the site. Therefore, nothing you do can be wrong in this situation. So as you go through the scenarios, it would be helpful if you could think out loud, especially when you're making decisions about which links to click on, where to go on the site, or if you don't know what something means. And if you ever reach a dead end, and you can't find what you are looking for, just say so, and it's OK to stop. Basically, I'd like to you try to behave as you would if you were on your own using the site.

I will be listening, watching, and taking notes. I may also ask follow-up questions to the scenarios, but mostly I'll just be observing how you use the site.

Do you have questions?

Remember to take your time. Here's your scenario...

## Scenario 1

You are going to be travelling to Ethiopia next month. What kinds of vaccinations should you get?

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### Notes:

Action #1:  
Commentary:

Action #2:  
Commentary

Action #3:  
Commentary

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## Scenario 2

You feel like you aren't getting enough sleep. What tips does the CDC recommend for getting a good night's sleep?

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### Notes:

Action #1:  
Commentary:

Action #2:  
Commentary

Action #3:  
Commentary

### Overall Performance

- 1 = Completed with **ease**
- 2 = Completed with **minor difficulty**
- 3 = Completed with **major difficulty**
- 4 = **Failed** to complete