

California State Library Guided Interview

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Do you have any questions for me before we start?

What do you know about the California State Library? *

"I don't know anything."

What do you assume the California State Library does? *

"It helps students research things and find books."

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

People should be able to find books and research opportunities.

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

"It's showy. It has a good color scheme. The images looks nice."

What do you see that makes you want to see more? *

"The photos make me want to find out more about what they do there but don't do anything when I click on them."

Where would you click find out about about California State Library grants?

*

He clicked on grants on the homepage.

Where would you click to apply for a California State Library Card? *

He clicked on library card application on the homepage.

Where would you find information about where the California State Library is located? *

He clicked Ask a Librarian. He then scrolled down to go through links at the bottom of the page. He then scrolled back up and clicked Visit Us.

Where would you go to find information about what the California State Library does? *

About Library tab on the homepage.

That's all the questions we have for you today. This was very helpful, and we're going to use your feedback to make improvements to the site in the next revision. Do you have any questions for me? Thank you for your time. Here's your incentive. Here's my business card, in case you have any further feedback about the site later. *

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Do you have any questions for me before we start?

What do you know about the California State Library? *

They are a legislative organization in Sacramento that advocates for library funding and provides grants.

What do you assume the California State Library does? *

They provide funding and grants for libraries. They advocate for library legislation.

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Find information about other libraries in California and job postings.

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

It looks like a government website. It's alright. No strong feelings pro or con.

What do you see that makes you want to see more? *

The Discover Our Collections Section. Genealogy is also interesting.

Where would you click find out about about California State Library grants?
*

Under quick links Grants.

Where would you click to apply for a California State Library Card? *

Under quick links Apply for a Card.

Where would you find information about where the California State Library is located? *

Under the Visit Us tab.

Where would you go to find information about what the California State Library does? *

She clicked About the Library then General Information and then Mission, Vision and Values.

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Do you have any questions for me before we start?

What do you know about the California State Library? *

Nothing

What do you assume the California State Library does? *

I assume it collects and stores any literature and special artifacts pertaining to the history of California

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Search the site, contact a librarian

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

It looks like a government site, the design reminds me of the DMV and the DMV is the worse, the colors are not "California" except for the red, I don't like how everything is embedded in the site, the rectangle is too small and there is a lot of wasted space, I like how you can resize the font

What do you see that makes you want to see more? *

"Discover Our Collections" that is all

Where would you click find out about about California State Library grants?

*

Research, drop down menu, Grants section

Where would you click to apply for a California State Library Card? *

Visit us? About Library? General Information? The drop down menu? Visit us? Another drop down menu? Search bar? Searched "cards" then searched "library cards" and finally found it!

Where would you find information about where the California State Library is located? *

Visit Us

Where would you go to find information about what the California State Library does? *

About Library > Mission & Values (kind of)

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Do you have any questions for me before we start?

What do you know about the California State Library? *

I don't know anything about it

What do you assume the California State Library does? *

I think it helps people find books

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Search for books that you need, look for jobs, research

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

It looks ugly. Hard to navigate. Lots of things and I don't know what they are. I think they can put it in sections that have clearer names. Interesting they have a mailing list.

What do you see that makes you want to see more? *

Watch Our Videos. They have a lot of events especially for kids.

Where would you click find out about about California State Library grants?

*

Quick Links > Grants

Where would you click to apply for a California State Library Card? *

Quick Links > Apply for a CSL Card Online

Where would you find information about where the California State Library is located? *

Visit Us page

Where would you go to find information about what the California State Library does? *

About Library > General Information

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Do you have any questions for me before we start?

What do you know about the California State Library? *

Nothing

What do you assume the California State Library does? *

It's a library

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Books, Journals, Articles

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

Old. Not attractive. I hate the red line with the arrow. I hate the drop shadows. No hierarchy. Wish the header was bigger. There's a lot of stuff. It's pretty overwhelming.

What do you see that makes you want to see more? *

State Employees Get Your Library Card button because it's the only call to action on the page

Where would you click find out about about California State Library grants?

*

Research > Nothing, Quick Links > Grants (that's not immediately apparent)

Where would you click to apply for a California State Library Card? *

The big button

Where would you find information about where the California State Library is located? *

On the bottom? Nope. Visit us > Yes.

Where would you go to find information about what the California State Library does? *

About Library > General Information

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Do you have any questions for me before we start?

What do you know about the California State Library? *

Nothing

What do you assume the California State Library does? *

Manage the libraries in the state of California

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Find books and libraries and academic resources and library events and locations

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

Ugly. Lot of buttons on the side that don't seem useful. Buttons to stories that are too small but seem useful. Pictures of people that look important. The font resize is not cool, it just zooms in, that's not font resize. Upcoming events...but only 1! There's a lot going on and I don't like how I have to hover over the navigations to see the other buttons.

What do you see that makes you want to see more? *

Nothing..maybe the catalogs. The banner doesn't take me anywhere (Teaching California's History...) looks interesting but you can't click on it

Where would you click find out about about California State Library grants? *

Quick Link > Grants (took me a while)

Where would you click to apply for a California State Library Card? *

This big button is for state employees, but that's not me, but next to it is a small link to it

Where would you find information about where the California State Library is located? *

Discover Our Collections? Nope. Visit us? Boom, yes...wait there's a lot of libraries About Library > Locations & Services? Just kidding, it's the same page. Oh! The bold text on the side, I didn't even see it

Where would you go to find information about what the California State Library does? *

About Library > General Information > Mission & Vision

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Do you have any questions for me before we start?

What do you know about the California State Library? *

I know nothing

What do you assume the California State Library does? *

I assume the CSL is an archive system of books and it's a big warehouse archive system

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Find articles, find books on anything on how obscure and old it is

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

It looks like a normal website, design is generic, nothing stands out

What do you see that makes you want to see more? *

I like the banner articles

Where would you click find out about about California State Library grants?

*

Quick Links > Grants

Where would you click to apply for a California State Library Card? *

Quick Links > Apply for a CSL.. (left hand side)

Where would you find information about where the California State Library is located? *

At the bottom? Visit us?

Where would you go to find information about what the California State Library does? *

About the Library > Mission Statement & Contacts

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Do you have any questions for me before we start?

What do you know about the California State Library? *

nothing

What do you assume the California State Library does? *

I assume it is a library for the state of California. It does everything that libraries do, but on a larger scale.

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

locate resources, find knowledge of California events and knowledge on certain topics

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

Looks busy. But cool. Informative.

What do you see that makes you want to see more? *

All the different links. there are tons of links I can choose to see depending on what knowledge I need at the moment.

Where would you click find out about about California State Library grants?

*

Having trouble moving mouse. Would click on little tab under quick links that says grants. (Went straight to it).

Where would you click to apply for a California State Library Card? *

Apply for a CSL card online under Quicklinks. (Stayed looking in the same area).

Where would you find information about where the California State Library is located? *

Scrolled around. Would first check on bottom then go home or about the library or contact us. Scrolled to bottom. Was not there. Went to Quicklinks location and hours. Clicked into it. Found many locations. Picked the 900 North Street Sacramento location. Notices that it gives directions.

Where would you go to find information about what the California State Library does? *

Asks a clarification question. Would go to About Library at the top. Went to general information, missions and values. In general information, there is a tab that says what we do.

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Do you have any questions for me before we start?

What do you know about the California State Library? *

it is a library

What do you assume the California State Library does? *

hold books, read, keep all the books organize, so on and so forth. Resource.

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Locate a book, discover book's content and information, directions to the library

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

Scrolls down. Likes that quick links are on left-hand side so know where to navigate. Looks similar to DMV website because it is government site so you can tell it is funded by the government. I like that they have the in the spotlight and upcoming events so you know what is going on. You can also click on services to figure out what is going on.

What do you see that makes you want to see more? *

The For the public section at the bottom of the page. Scrolled around some and thought about it.

Where would you click find out about about California State Library grants? *

On the left-hand side under Quick Links where it says Grants.

Where would you click to apply for a California State Library Card? *

One area where it says state employees get a state library card. or on the quick-links where it says apply for a CSL card online.

Where would you find information about where the California State Library is located? *

Visit us, possibly. Clicks into it. Finds directions.

Where would you go to find information about what the California State Library does? *

About library. Under General Information to see what it does. And it says, what we do!

That's all the questions we have for you today. This was very helpful, and we're going to use your feedback to make improvements to the site in the next revision. Do you have any questions for me? Thank you for your time. Here's your incentive. Here's my business card, in case you have any further feedback about the site later. *

Done

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California State Library Guided Interview

Hi, _____. My name is _____.

I'm working with the California State Library to gather feedback about its website, to see if it's working as intended. I'll ask you a few questions about using the site, and how you would use this website. This shouldn't take more than 20 minutes.

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Do you have any questions for me before we start?

What do you know about the California State Library? *

tax payer dollars likely go toward it. any branches of CSL pubic library

What do you assume the California State Library does? *

Provide a vast ILL system. Allow for dispersal of various books, collections, etc. to many regions of the state.

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Request books from one library to the next, should fall under Cali library.

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

It looks more like an archival repository than library. First two things he sees are manuscripts and archival boxes in the image. The fact that one of the tabs is discover our collections.

What do you see that makes you want to see more? *

research tab. Explores the site. Goes into Research Resources. With the amount of experience in reference assistance at Powell library, research resources def come in handy. Section for genealogy is cool, because in the world of archives genealogists have been seen as second rate to historians.

Where would you click find out about about California State Library grants? *

Scrolls around. About Library. Scrolls Down. Also goes to search the site. Searches grants and chooses option.

Where would you click to apply for a California State Library Card? *

Goes back to home page. Actually clicks on the ca.gov site and goes to the California website instead of the library. Went to home page and went to public tab under services. Went to Information and Reference. Continues searching through information. Does not find.

Where would you find information about where the California State Library is located? *

Scrolls over Bout Library. Goes to visit Us tab to the right. Finds various locations.

Where would you go to find information about what the California State Library does? *

Their website. About the Library Tab under Mission, Vision and Values.

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Do you have any questions for me before we start?

What do you know about the California State Library? *

Looks like all the other California government websites

What do you assume the California State Library does? *

They hold all info about California, history, go there

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Look up history of california by year

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

simple, easy on the eyes

What do you see that makes you want to see more? *

I have no idea

Where would you click find out about about California State Library grants?
*

A bit of trouble at first, then found it under grants quick links

Where would you click to apply for a California State Library Card? *

Apply for CSL library card at quick links

Where would you find information about where the California State Library is located? *

visit us

Where would you go to find information about what the California State Library does? *

about library, general info

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Do you have any questions for me before we start?

What do you know about the California State Library? *

That it's endowed by the state and I think universities maintain and take care of the books there

What do you assume the California State Library does? *

Like a mini library of congress

Have you ever gone to a program funded by the California State Library? *

- No
- Yes
- No Idea

Have you ever used a resource from the California State Library? *

- Yes
- No
- No Idea

Thinking about the California State Library's website, what sort of things do you think you should be able to do on it? *

Register for library card, check out locations of libraries, find books

Open the website: <http://www.library.ca.gov> *

- Done

Have you ever visited this site before today? *

- Yes
- No
- No Idea

What are your first impressions of it? *

Looks like gov website

What do you see that makes you want to see more? *

Scrolling headlines

Where would you click find out about about California State Library grants?

*

searched search bar, home, quick links, grants

Where would you click to apply for a California State Library Card? *

top search bar, general info, searching random links, quick link CSL card

Where would you find information about where the California State Library is located? *

visit us,

Where would you go to find information about what the California State Library does? *

about library

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