

Noranda Earth Sciences Library – UX Research Project

Interview Prompts

General Prompts:

1. What do you do here when you come to the library?
 - a. Why do you come to *this* library/how does this library help you get your work done?
 - b. How does this library compare to others you visit?
 - c. How did you find out about this library?

2. What do you like/not like about this library?
 - a. Is there anything you need, that's *not* here/available?
 - b. Is there anything here/available you *don't* need?

3. What would you change if you could? Why?

Prompt if needed on:

- a. Library Hours?
 - b. Technical services? (Outlets? Computer availability? Printing/colour printing?)
 - c. Navigation? Directions?
 - d. Services? (Reference, circulation?)
 - e. Space? (Noise/layout of quiet areas, light level, furniture, washroom, water fountain, smell?)
 - i. Group study space? (Bookable?)
 - ii. Individual study spaces?
 - f. Reference/Course Reserve Material?
 - i. How would you feel/would it affect you if some of the books/shelves in the library were removed for a study space?
 - ii. 10%, 50%, 100% gone?
4. Is there anything else you want to add?