LibCrawlr Usability Studies Report

Compilation of Qualtrics survey results, notes from focus groups, and Edventure Builder LibCrawlr Reports

Evansdale Library

June 2016 survey by 1 student employee and 3 library employees

July 2016 survey and focus group with 7 non-employee students

Questions and Comments

- *June 2016 1 student employee and 3 library employees*

What did you like best about the LibCrawlr game?

The variety of materials that i needed to search for.
The questions on the game covered frequently asked questions (faqs) that we receive at the Access Services desk on a daily basis.
Graphics
Going to the locations and taking photos.

What would you suggest we do to improve?

It seems easy to cheat or not take the work seriously.
I am not much of gamer, so I am not really sure how I would point out anything that needed improvement. I learn where improvements need to be made through trial and error.
More physical exploration of the building. Based on the game, I would think that Evansdale only has a cafe, reflection room, laptops, and some books about fashion. The second floor isn't even mentioned. It has the

deep quiet study room and the children's collection. Also, you may want to have people start at the Access Services desk instead of DaVincis.

Some of the task language was a little unclear. But by and large the game is already very well made at this point.

Share any other thoughts you'd like to express about the LibCrawlr game:

Maybe make the searches more geared toward personal interests.

I know that I did find one mispelled word while playing the game. Perhaps taking a little time to look over the text before going live might be a good idea.

I got frustrated waiting for the photos to upload. I didn't get an answer to the question about the phone number to call to reserve a study room even though the game told me that I had the wrong answer twice. The second answer that I entered was correct for Evansdale so I don't know why the game said that it was wrong. Also, we encourage people to reserve rooms online since the patron has to enter their own login information.

I can see that it is hard to tie the story narrative closely with the tasks. The narrative would have to speak directly to the participant about why each task is related to each step of the process of preparing the spaceship. For example, "Can you help us quickly find materials on fashion to create the spacesuits? Take a picture of a shelf of such resources."

- *July 2016 5 non-employee students*

Average time: 18 minutes 4 seconds

These survey questions are based on learning outcomes. All the questions begin with "Please rate how much you agree with this statement." Then they are instructed "Please write two or more sentences explaining your response and describing your experience in specific detail."

Playing LibCrawlr made me more aware of PHYSICAL locations of WVU Library services and resources.

Agree responses

- 2 a little
- 2 moderately
- 3 very

Comments

For the most part I was already familiar with some of the easier understood services of the library like checking out a laptop or knowing how to use the online database. However, the game gave me greater knowledge on where to find tutoring and how the call numbers are set up in the ground floor.

I was aware of the services the library offered, but there I didn't know where the physical locations of these services were.

I wouldn't have been able to find half of the stuff on my own. I had no clue where the study rooms are and this was very helpful

I didn't know there was a tutoring center on the ground floor. It took me a little bit to find it, but I'm glad I know where it is now.

I think it was a little basic and could have had more stuff to it but it also would have taken longer. I believe that a lot of people get confused with

the library because it is so big. It is always great to have the recourse online and librarians to help out when needed.

Not that much of a challenge. I expect more rooms.

I am already familiar with what the library has to offer but for new students it should be a good start to get comfortable

Playing LibCrawlr made me more aware of VIRTUAL locations of WVU Library services and resources.

- 4 a little
- 2 moderately
- 1 very

I had already taken English 102, so I have great experience with how to use the online library tools. As an incoming freshman though, I feel this would be a beneficial way to be introduced to the virtual services offered by the library.

I knew how to use library systems. However being able to make a tangible attachment to the library was useful. Using the Books/Media tab to find a call number for a book was helpful.

I thought it was cool how they had us take selfies and they make us find a certain section of the library. This was helpful.

I don't think I remember those links, but I know that I can find those things online.

This was about the same but I think I am now more aware of some of the things this library has to offer. I was able to find most of the stuff because the clues were written well.

Only two floors. I would like more areas

Same as above

Playing LibCrawlr made me more aware that the libraries provide easy access to credible sources to help me achieve academic success.

- 2 a little
- 2 moderately
- 2 very
- 1 extremely

This game did not seem to put much emphasis on the credibility of sources. That is okay though because I believe it is more beneficial for students to learn the basics of how the library works, then they can understand the credibility of sources once they begin utilizing them.

Using the Library website as a starting point to find the book or books needed to finish a project is helpful, as oppose to staring aimlessly at the shelves.

It showed that there were academic journals and other credible sources. It also showed where to get them

There were a lot of ways to find information. I liked the multiple ways that people can choose to be answers from a librarian. That way people can choose the method they are most comfortable with

I knew from before the library was a great Place to be. Know I know some more recourse it has to offer when I start school back up in the fall.

It was more of an easy scavenger hunt. I don't know I find better to do more than that.

Same as above

I would find playing LibCrawlr enjoyable if I was an incoming freshman.

- 4 moderately
- 2 very
- 1 extremely

I thought it was very immersive and gave a fun way to teach young students about the library.

LibCrawlr is an interactive learning system so it is engaging as oppose to having a professor speak at you.

My sister will be a freshmen in the fall and this seems like something she would like. She is all about "selfing"

Freshmen who are a little nervous might be uncomfortable taking a selfie. Overall, if everyone is doing it they might be less uncomfortable.

I think this is a great game to get new students familiar with the library. It is a fun and easy way to learn about the things the library has to offer.

It is a great way to know the system. But preferably all around.

It gets you up and moving and you find the location making it stick in your memory better than a guided tour

I would find playing LibCrawlr informative about library services and resources if I was an incoming freshman.

- 6 very
- 1 extremely

The interaction is great and way more immersive than typical library experiences with freshman orientation classes. There also is the ability to share the game and thoughts with others.

The game gave very specific detail when asking what to search for, so it was easy to locate items.

This is a fun way to learn what the library has to offer. I didn't know they would located books for you.

I learned more using this game than I did my library orientation 4 years ago. I appreciate the effort being made to make sure people know what resources the library has to offer.

Since it showed us all the things like tutoring and all it was good for the services. Being aware of that is good because it will make students stay on top.

It did give us ways to know the area better online. I would like it to expand.

Same as above

How would you suggest improving the game for other students?

Add a QR code to scan in order to access the game and possibly make the game a dedicated application.

Add more library services to the game.

Maybe incorporating all the floors of the library. That way you could see it all and have a general idea where everything is

If a bunch of students are playing this game at once they all will know where to go next based on where everyone is standing. For example instead of just having people go to the fashion books, make everyone

take a picture with different genres. This way it also won't be too crowded in one section.

Maybe add some more information in the game.

None just expand it more

If possible have the scavenger hunts send students to more locations

Comments entered at end of game in Edventure Builder system report

- Please rate how much you agree with this statement:
  I liked my overall experience with LibCrawlr (strongly disagree, disagree, neither agree nor disagree, agree, strongly agree).
  Pick a choice that reflects your overall feeling about the game.
    o Agree 6
    o Strongly agree 1

- Comments help us improve. Please let us know what you liked or disliked about LibCrawlr. This will help us make improvements. Thanks!

Not that into selfies, but maybe another way to take a creative picture would be better

Please do more floors of the building

It was fun and not that long!

This was a cool game.

Notes from focus group discussion following
play and filling out survey

What did you think about the game?

- Cool, pretty good way to know about the library; get you move around,
- Where to print stuff, computers, tell what time they are available
- Fax service, poster board printing

Lost or stuck?

- Fashion book shelf
- TT500
- more tags on the shelf,
- reason for an index
- no sign in the library to tell you where things are
- a floor map (tutoring center) for the game uploaded with GPS
- a link to the map in the game
- find a map and upload it as a picture

Functionality

- worked great
- user friendly
- opening new page hard to get back to the game
- Mostly iphones and 1 droid

Story/plot

- Kind of funny
- pretty creative
- have the astronaut go find the book

Differences from old orientation

- More like a guided tour
- blow through without paying much attention in a traditional tour
- learned more on this game than old orientation
- simple question with a candy
- being talked at (before) but with the game you're doing it yourself
- scavenger hunt as business class
- like it a lot
- can talk to friends about it

Other

- Expand it with more tasks
- more locations
- key place on each floor
- choose your own adventure
- compass
- QR code
- Click in the beginning what you're interested and then break up the path
- Library specific
- Space vehicle search good, physically locate the book
- Selfies are funny
- pretty engaging as it is;

- if it's an assignment I have to complete, I wouldn't complain, not a chore

Please rate how much you agree with this statement: I liked my overall experience with LibCrawlr. Pick a choice that reflects your overall feeling about the game.

4 Agree, 1 Strongly Agree

Comments on LibCrawlr

Downtown Library: Three (3) students tested in July 18, 2016

Average time: 30 minutes 36 seconds

Please rate how much you agree with this statement: I liked my overall experience with LibCrawlr. Pick a choice that reflects your overall feeling about the game.

3 Agree

Comments on LibCrawlr

Maybe more about what you can rent from the library

It was fun. I learned a couple new things about the library. I think this would be great for freshmen.

Pictures for Evansdale – About Evansdale hours on Downtown and about multimedia Downtown and Evansdale – multiple choice after reading multimedia page? Look up keg in OnView?