Observation and Interview Script

Hi _____. My name is _____. Thanks for volunteering your time today to let us conduct some research with you on how you use library software.

I am audio and screen recording our session today. As a reminder, you don't have to answer any questions that you don't want to, and you can stop participating in the research at any time for any reason.

The research will focus on how you do acquisitions and on accessibility needs regarding the library and library software.

General Interview Questions

I'd like to begin today with some interview questions. Are you ready to get started?

Great, let's start with some basic demographic questions.

1. What is your age? 36
2. What is your current level of education? MASTER INFORMATION
3. How comfortable are you with technology, in general, on a scale of 1 to 10? 10!
4. How long have you worked at this library? 9 years – library clerk and moved through services and then branch manager summer 2021
5. How long have you worked in your current role?
6. How long have you worked with the software, Koha?
   SINCE 2014
7. What is your comfort level with Koha on a scale of 1-10? 1 being low comfort and 10 being near-perfect comfort (FRIEND ENEMY COMFORTABLE – MOST KNOWLEDGEABLE
8. How long did it take you to get familiar and comfortable with the system?
   Comes in phases. Used it as a clerk month or two basics only though. Has flexibility for learning more
9. Do you feel like you have had enough training to learn the system?
   Yes
10. Do you typically use any kind of assistive technology, devices, or techniques in your daily life? (e.g., wearing glasses, making the font larger on a screen, using high contrast or light or dark mode interfaces, using a screen reader, using a wheelchair, using something other than a mouse or trackpad to navigate software, etc.)

Increase size of the font
- a. If yes, what do you use, and how do you use it?

Browser based can only use it on specific browsers — anything with a lot of numbers. Has to go back and forth between font size.
- b. If not, do you notice other staff members or library patrons using any kind of assistive technology, devices, or techniques in their daily life?
  - i. If yes, what do they use and how do they use it?

11. Do you typically use any kind of assistive technology, devices, or techniques while using library software?

   a. If yes, what do you use and how do you use it?
   b. If not, do you notice other staff members or library patrons using any kind of assistive technology, devices, or techniques in their daily life?
      - i. If yes, what do they use and how do they use it?

I'd like to transition now to talking about acquisitions.

1. Are you comfortable sharing your budget for purchasing new items per fiscal year?
   a. If yes, what is your budget?

300,000 a year

2. Do you have dedicated staff who order new items for the library? Anne; several teams – adult fiction and digital
   a. If not, how do you decide what to order and who orders the items?
3. How do you use Koha?
4. On a scale of 1 to 10, with 1 being very easy and 10 being very difficult, how easy or hard is it for you to use your library software for acquisitions? Different parts of it. Ordering part is 2 or 3. Importing the record on the back end – close 9. A Lot of info missing jargon.
5. Why?
6. Can you all describe your acquisitions process for new items (e.g., talking about who does what when)?
7. How often do you typically put orders in? Why? Depends on the selection team. Once a month. Unexpected - supplementary process.
8. Are there particular times that you put orders in? Why? Whenever there is a time to do it.
9.
10. Able to have dedicated office time to do this stuff.

Do you ever purchase items that patrons request?
   a. If yes, walk me through the process of how patrons request new items.
   b. Can't fulfill every request. Try to honor that request. Recommend new ways.
11. Are these requests processed in the same way as other acquisitions?

Account online – request show up on one page—- sift through list – availability vendor– collection team – accept or reject patrons are in the loop —-
Record to purchase request— NOW individuals hold for each patron.

12. How do you prioritize acquisition funding (circulation statistics, individual librarian choice, etc.)

    Based on a lot of things. First round budget distribution. Disturbed based on which section needs more money. Don't know if this is popular or needed. What should be changed. Children's books are cheaper.

    Being in the library — separate ordering for each branch. ORDER then realize if people use it or not. Centralized. Works for budget. – Guessing or waste or budget. COLLECTION ANALYSIS. Did Not work out too well.

13. What is your process for donations?

    Depends on the branch. Barbara will handle everything and then donations will come from different sources and will be evaluated for selection. Z3950 will see the record. She makes the record.

14. What is your process for purchases?

15. Can you please describe the benefits of using your library software?

    I really love its browser base. Can do it anywhere! Issues when things break. On call to log in from home. Open source. Say in how it functions. Successful in other modules. Acquisitions get a lot of info because it is so complicated. Can kick in money to have their ideas worked on. Opportunities to learn new things.

    Can write reports and other things from this software.

16. Is there anything else you would like to tell me about your experience (good or bad) with the current library software?

    Couldn't load records and no feedback whatsoever.

    GOOD– Rotating collection– travels to different libraries- all materials from branches. Staff couldn't manage. Had to change a lot of functions. Koha requested a rotating collection. Scan collection and switch over.

Now, I'd like to talk to you more about accessibility and the library.

1. What accommodations do you have in place to assist individuals with disabilities?
Works behind the scenes– naming of pages. How the html is coded. Read to you.

2. In your library, what are the most common issues that require staff assistance?
Vision. The IT Department would know more about that.

3. To what degree is your library's technology accessible? On a scale from 1 being easily accessible and 10 being not easily accessible. For example, do you have support for screen readers, alternatives to computer mice such as joysticks, responsive designs to allow enlargement of text for patrons with limited sight, etc?

Not sure.

4. Do you have future plans for increasing accessibility at your library?

Yes. Strategic planning comm. – talked about alot. Patrons are very helpful to expand to staff.

5. What resources would help you increase accessibility at your library?

Public libraries need more funding in order to have more information.

6. How could the library's public access catalog be more accessible?

Come to mind. Physical location. Public catalogs on their phone are used to it. End caps – appropriate height. ADA compliance. More flexible solutions.

General Interview Questions – Barbara

I'd like to begin today with some interview questions. Are you ready to get started?

Great, let's start with some basic demographic questions.

12. What is your age? 1949
13. What is your current level of education? Master Library Science
14. How comfortable are you with technology, in general, on a scale of 1 to 10? 9
15. How long have you worked at this library? 1983 - 40 year
16. How long have you worked in your current role? Grad – cataloging – 1972. Twain and then come to the states. Catalog and services. — **10 years ago catalog specialist**
17. How long have you worked with the software, Koha? EVER SINCE IS WAS MADE. Went through dra, cerces, cssi.
18. What is your comfort level with Koha on a scale of 1-10? 1 being low comfort and 10 being near-perfect comfort 9. Cataloguing
19. How long did it take you to get familiar and comfortable with the system? Not long. Right away. Learning something new.
20. Do you feel like you have had enough training to learn the system? Yes.
21. Do you typically use any kind of assistive technology, devices, or techniques in your daily life? (e.g., wearing glasses, making the font larger on a screen, using high contrast or light or dark mode interfaces, using a screen reader, using a wheelchair, using something other than a mouse or trackpad to navigate software, etc.)
    Glasses. Can see pretty good.
    a. If yes, what do you use, and how do you use it?
    b. If not, do you notice other staff members or library patrons using any kind of assistive technology, devices, or techniques in their daily life?
        i. If yes, what do they use and how do they use it?
22. Do you typically use any kind of assistive technology, devices, or techniques while using library software?

a. If yes, what do you use and how do you use it?
b. If not, do you notice other staff members or library patrons using any kind of assistive technology, devices, or techniques in their daily life?
  i. If yes, what do they use and how do they use it?

I'd like to transition now to talking about acquisitions.

17. Are you comfortable sharing your budget for purchasing new items per fiscal year?
    a. If yes, what is your budget?
18. Do you have dedicated staff who order new items for the library?
    a. If not, how do you decide what to order and who orders the items?
19. How do you use Koha?
20. On a scale of 1 to 10, with 1 being very easy and 10 being very difficult, how easy or hard is it for you to use your library software for catalogs ? Very easy
21. Why?
22. Can you all describe your cataloging process for new items (e.g., talking about who does what when)? Group them together, preprocess, mock record,

23. How often do you typically go in? Why? 7: 30 to 1: 30 – Part time 30 hrs.
24. Are there particular times that you put orders in? Why?
25. Do you ever purchase items that patrons request?
    a. If yes, walk me through the process of how patrons request new items.
26. Are these requests processed in the same way as other acquisitions?
27. How do you prioritize acquisition funding (circulation statistics, individual librarian choice, etc.)
28. What is your process for donations?
29. What is your process for purchases?
30. Can you please describe the benefits of using your library software?
31. Is there anything else you would like to tell me about your experience (good or bad) with the current library software?

Now, I'd like to talk to you more about accessibility and the library.

7. What accommodations do you have in place to assist individuals with disabilities?
8. In your library, what are the most common issues that require staff assistance?
9. To what degree is your library's technology accessible? On a scale from 1 being easily accessible and 10 being not easily accessible. For example, do you have support for screen readers, alternatives to computer mice such as joysticks, responsive designs to allow enlargement of text for patrons with limited sight, etc?
10. Do you have future plans for increasing accessibility at your library?

11. What resources would help you increase accessibility at your library?
12. How could the library's public access catalog be more accessible?

General Interview Questions

I'd like to begin today with some interview questions. Are you ready to get started?

Great, let's start with some basic demographic questions.

23. What is your age? 28
24. What is your current level of education? Bach in history halfway through library science masters
25. How comfortable are you with technology, in general, on a scale of 1 to 10? 10
26. How long have you worked at this library? A little over a year dec 2021;; ILS previous since 2020.
27. How long have you worked in your current role? Dec 2021
28. How long have you worked with the software, Koha? Dec 2021
29. What is your comfort level with Koha on a scale of 1-10? 1 being low comfort and 10 being near-perfect comfort 9. – Not comfortable with all the pieces of it. Marc record did not upload to amanda. Not obvious.
Not able to see the problem. Have to reach out to a software company.
30. How long did it take you to get familiar and comfortable with the system? 3 months. Pillarous. Felt like a monster. Vert technical. Great to do specific things but user friendly. Took a good 6 to 7 months to understand. KOHA is user friendly. Website vs database.
31. Do you feel like you have had enough training to learn the system? Yes. Puts out great content for people. Web case for koha and different sections. – Uses the web cases.
32. Do you typically use any kind of assistive technology, devices, or techniques in your daily life? (e.g., wearing glasses, making the font larger on a screen, using high contrast or light or dark mode interfaces, using a screen reader, using a wheelchair, using something other than a mouse or trackpad to navigate software, etc.)
Makes the font bigger, customize koha— use ingram dark blue easier on the eyes. Contant lenses - blue light glasses. Two monitor. Mouse for clicking that helps on her hand.
    a. If yes, what do you use, and how do you use it?
    b. If not, do you notice other staff members or library patrons using any kind of assistive technology, devices, or techniques in their daily life?
        i. If yes, what do they use and how do they use it?
33. Do you typically use any kind of assistive technology, devices, or techniques while using library software?
    a. If yes, what do you use and how do you use it?

      b. If not, do you notice other staff members or library patrons using any kind of assistive technology, devices, or techniques in their daily life?
            i. If yes, what do they use and how do they use it?

I'd like to transition now to talking about acquisitions.

32. Are you comfortable sharing your budget for purchasing new items per fiscal year?
    a. If yes, what is your budget?
33. Do you have dedicated staff who order new items for the library?
    a. If not, how do you decide what to order and who orders the items?
34. How do you use Koha?
35. On a scale of 1 to 10, with 1 being very easy and 10 being very difficult, how easy or hard is it for you to use your library software for acquisitions?
8 overall. Positive 8. Great database for upload and database. Edit the marc record and tell me what the issue is.

3 different softwares emails notified its read– could be on filezilla access ftp. Then KOHA. Have to go into the marc record to fix the issues.
36. Why?
37. Can you all describe your acquisitions process for new items (e.g., talking about who does what when)?

38. How often do you typically put orders in? Why? Nearly Daily. If not, do delivery.
39. Are there particular times that you put orders in? Why?
40. Do you ever purchase items that patrons request?
    a. If yes, walk me through the process of how patrons request new items.
41. Are these requests processed in the same way as other acquisitions?
42. How do you prioritize acquisition funding (circulation statistics, individual librarian choice, etc.)
43. What is your process for donations? Assist Barbara. Interaction with donation.
44. What is your process for purchases?
45. Can you please describe the benefits of using your library software? Navigation is great. Webbase. KOHA can be used at home. Can work from anywhere. Appearance is different. Laptop is odd. Not fully responsive.. It is great on PC. Not on the mobile app side.
46. Is there anything else you would like to tell me about your experience (good or bad) with the current library software?
BAD: Delete items from time to time. Error message still goes through. Refresh and then still pops up. Large scale items can cause error messages.

GOOD: Editing part of the catalog part. Wish learned on KOHA. Coding on Plarous. KOHA is like myspace. LAYOUT IS THE BEST ON KOHA.

More accessible.

Now, I'd like to talk to you more about accessibility and the library.

13. What accommodations do you have in place to assist individuals with disabilities?
14. In your library, what are the most common issues that require staff assistance?
    Large print books. Spaces that you can put in the record.
15. To what degree is your library's technology accessible? On a scale from 1 being easily accessible and 10 being not easily accessible. For example, do you have support for screen readers, alternatives to computer mice such as joysticks, responsive designs to allow enlargement of text for patrons with limited sight, etc?
16. Do you have future plans for increasing accessibility at your library?
    Expanded language. Good sources for purchasing for all languages.
17. What resources would help you increase accessibility at your library?
    Make the text larger like a button. Doesn't mess up the responsiveness. Not clear for text to speak.
18. How could the library's public access catalog be more accessible?

Specific Questions:

Barbara Liaw, Catalog Specialist
1. Please give us a general rundown of your duties as a Catalog Specialist
2. What process do you go through to create an original MARC record?
3. What process do you go through to pull a MARC record from an outside source?
4. What goes into physically processing items? Can you describe the process?
5. What kind of item-specific information goes into the catalog record when processing an item?

ANSWERED IN BARBARA VIDEOS

Sedona Brewer, Acquisitions Librarian:
1. Please give us a general rundown of your duties as an Acquisitions Librarian
2. What kind of item-specific information do you add to the catalog record? Do you input different types of information for every item?
3. How does the process of overlaying new, complete records over brief records (using data points) work?

4. How many items do you purchase in a year?
5. Please, walk us through the process of acquiring acquisitions and inputting those items into the database.

Amanda Campbell, Systems Librarian

1. Please give us a general rundown of your duties as a Systems Librarian using Koha.
2. Can you please describe the problems you encounter while using your library software?
3. What improvements would you suggest to improve the current system software?
4. Have you experienced many bugs or errors using Koha? Have you been able to correct them or do you have to work around them? How?

Observations

Now, I'd like to observe how you do some tasks in your typical day. You should just go about your normal process, and I will ask you questions about what you are doing, thinking, and why along the way.

First, can you please record your screen with me so I can watch what you do? Provide directions, if necessary.

1. Can you show me how you go through a typical acquisition process?
2. Is there anything you wish that this software system could do that would make your job easier?
3. Is there anything that you could show me with this software system that makes your job harder?
4. (If they use assistive devices), can you show me how you typically use your assistive devices while using the library software?
   a. (If they do not use assistive devices), can you describe any types of assistive devices you think would benefit your library patrons or fellow staff members who would need them?
5. That's everything that I had today. Is there anything else you would like to add?

Thank you again for agreeing to participate in our research. I appreciate your time and generosity with participation.