

Observation Script

Hi _____. My name is _____.

Thanks for volunteering your time today

I'm going to be audio recording this session and we'd also like to set up screen recording on your computer during this observation to record data for us to use in our analysis.

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.

I'd like to observe how you do some tasks in your typical day using Koha, specifically we'd love to view you completing tasks in the acquisitions model, such as ordering an item, processing a received item in reconciliation, or viewing your budget.

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 share your screen with me so I can watch what you do? *Provide directions, if necessary.*

Observation Questions

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 share your screen with me so I can watch what you do? *Provide directions, if necessary.*

Acquisitions

I'd like to talk about acquisitions.

- First, can you walk me through through a typical acquisition process?

- (If they use assistive devices), can you show me how you typically use your assistive devices while using the library software?
- How many items do you purchase in a year?
- How often do you make purchases?
- How are orders for new items created and processed? What is your ordering process?
- How do you make a decision on what to order?
- How do you prioritize acquisition funding (circulation statistics, individual librarian choice, etc.)
- Do you have dedicated staff who order new items for the library?
- How does the processing differ between donations and new purchases?
- How do patrons make requests and how do you view the requests?

Accessibility

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

- What resources would help you increase accessibility at your library?
- How comfortable are you with technology on a scale of 1 to 10?
- How comfortable are you working with this system(Koha)?
- Have you had enough training to learn the system?
- Tell me about the last time you felt frustrated or annoyed when using this software."
- What are your favorite aspects that you would like to keep as is?
- What are your least favorite aspects of Koha?
- What are the most frustrating aspects of acquiring new items for the library?
- What changes to your acquisitions software (if used) would make your workflow more efficient or easier?
- How long did it take you to get familiar and comfortable with the system?
- Do you use any assistive technology besides Koha to manage your acquisition process?
- If so, what do you like about their current acquisition software?
- If so, what do you dislike about their current acquisition software?
- If not, how do you keep track of orders and money?
- What accommodations do you have in place to assist patrons with disabilities?
- Do you have further accommodations planned for the future to encourage access by currently unreached populations?
- To what degree is the library's technology accessible? (Do you support screen readers, alternatives to computer mice such as joysticks, responsive designs to allow enlargement of text for patrons with limited sight, etc.?)

- How are people with disabilities on the staff accommodated? (Disabilities are not limited to mobility issues but also include individuals with low sight, ADHD, autism spectrum disorder, and more)
- How could the library's public access catalog be more accessible?

Wrap Up

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.