

Appendix E Questionnaire/observation form.

LIBRARY USER SEARCH ACTIVITY

USER CHARACTERISTICS

1. No. 2. Date: 3. M / F
4. Status: Ungd. 1st yr. 2nd yr. 3rd yr.
- Pgd Res Staff Other
5. Course/Dept:
6. Cat use: Never Occas Freq
7. Material: Course related / Other
8. Time factor: Immediate Short term Long term
9. Search states:

COMMENTS;

SPECIFIC ITEM SEARCH AT THE CATALOGUE

1.1 Initial search

1.2 Subsequent search from:

2. Description of item: 2.1 written 2.2 memory

Author

Title

Date

Pub

2.3 _____

2.4 _____

2.5 _____

2.6 _____

2.7 _____

3. Source of Reference

3.1 Reading list

3.2 Lecturer

3.3 Colleague

3.4 Printed source

3.5 Other

4. Initial Access

4.1 Author

4.2 Title

4.3 Author/title

4.4 Other

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

4.5 HELP? 1 2 3 4 5

AUTHOR SEARCH

5.1 Initial access

5.2 Subsequent access fro

Input 5.3 _____
5.4 _____
5.5 _____

5.6 HELP

5.7 RESTART

5.8 END

6. Heading Browse

6.1 No match

Author selected 6.2 _____
6.3 _____
6.4 _____
6.5 _____
6.6 _____

6.7 COPY AVAIL

6.8 BRIEF REFS

6.9 SEARCH HIST

6.10 HELP

6.11 RESTART

6.12 END

7. Brief References selected ____ out of ____

7.1 None

7.2 Written

7.3 Memory

7.4 Marked

Author

Title

Date

Class no.

7.5 _____
7.6 _____
7.7 _____
7.8 _____
7.9 _____

7.10 HEADING BROWSE

7.11 COPY AVAIL

7.12 SEARCH HIST

7.13 HELP

7.14 RESTART

7.15 END

8. Copy availability references selected____out of____ 8.1 None

8.2 Written 8.3 Memory

Author	Title	Class no.	Other
--------	-------	-----------	-------

8.4 _____

8.5 _____

8.6 _____

8.7 _____

8.8 _____

8.9 BRIEF REFS 8.10 FULL RECORD 8.11 SEARCH HIST

8.12 HELP 8.13 RESTART 8.14 END

9. Full Record Display____out of____ 9.1 Written 9.2 Memory

Author	Title	Class no.	Other
--------	-------	-----------	-------

9.3 _____

9.4 _____

9.5 _____

9.6 _____

9.7 _____

9.8 COPY AVAIL 9.9 BRIEF REFS 9.10 SEARCH HIST

9.11 HELP 9.12 RESTART 9.13 END

TITLE SEARCH

10.1 Initial access

10.2 Subsequent access from:

Input 10.3 _____

10.4 _____

10.5 _____

10.6 BROWSE

10.7 KEYWORD

10.8 HELP

10.9 RESTART

10.10 END

11. Heading Browse

11.1 No match

Titles 11.2 _____
Selected

11.3 _____

11.4 _____

11.5 _____

11.6 _____

11.7 COPY AVAIL

11.8 BRIEF REFS

11.9 SEARCH HIST

11.10 HELP

11.11 RESTART

11.12 END

12. Search History - postings

No. of refs.

12.1 _____

12.2 _____

12.3 COPY AVAIL

12.4 BRIEF REFS

12.5 NEW SEARCH

12.6 HELP

12.7 RESTART

12.8 END

13. Brief References selected____ out of____ 13.1 None

13.2 Written

13.3 Memory

13.4 Marked

Author

Title

Date

Class no.

13.5_____

13.6_____

13.7_____

13.8_____

13.9_____

13.10 HEADING BROWSE 13.11 COPY AVAIL 13.12 SEARCH HIST

13.13 HELP 13.14 RESTART 13.15 END

14. Copy availability references selected____out of____ 14.1 None

14.2 Written

14.3 Memory

Author

Title

Class no.

Other

14.4_____

14.5_____

14.6_____

14.7_____

14.8_____

14.9 BRIEF REFS 14.10 FULL RECORD 14.11 SEARCH HIST

14.12 HELP 14.13 RESTART 14.14 END

15. Full Record Display____out of____ 15.1 Written 15.2 Memory

Author	Title	Class no.	Other
15.3	_____		
15.4	_____		
15.5	_____		
15.6	_____		
15.7	_____		

15.8 COPY AVAIL 15.9 BRIEF REFS 15.10 SEARCH HIST

15.11 HELP 15.12 RESTART 15.13 END

AUTHOR/TITLE SEARCH

16.1 Initial access

16.2 Subsequent access from:

Input 16.3 Au_____

Ti_____

16.4 Au_____

Ti_____

16.5 Au_____

Ti_____

16.6 COPY AVAIL

16.7 SEARCH HIST

16.8 HELP

16.9 RESTART

16.10 END

17. Copy availability references selected__out of__ 17.1 No

17.2 Written

17.3 Memory

Author

Title

Class no.

Other

17.4_____

17.5 FULL RECORD

17.6 SEARCH HIST

17.7 HELP

17.8 RESTART

17.9 END

18. Full Record Display

18.1 Written

18.2 Memory

Author

Title

Class no.

Other

18.3_____

18.4 COPY AVAIL

18.5 SEARCH HIST

18.6 HELP

18.7 RESTART

18.8 END

19. Search History - Postings

No. of refs.

19.1 _____

19.2 _____

19.3 COPY AVAIL

19.4 BRIEF REFS

19.5 NEW SEARCH

19.6 HELP

19.7 RESTART

19.8 END

20. Brief References selected____ out of____

20.1 None

20.2 Written

20.3 Memory

20.4 Marked

Author

Title

Date

Class no.

20.5 _____

20.6 _____

20.7 _____

20.8 _____

20.9 _____

20.10 COPY AVAIL

20.11 SEARCH HIST

20.12 HELP

20.13 RESTART

20.14 END

21. Copy availability references selected____out of____ 21.1 None

21.2 Written

21.3 Memory

	Author	Title	Class no.	Other
21.4	_____	_____	_____	_____
21.5	_____	_____	_____	_____
21.6	_____	_____	_____	_____
21.7	_____	_____	_____	_____
21.8	_____	_____	_____	_____

21.9 BRIEF REFS

21.10 FULL RECORD

21.11 SEARCH HIST

21.12 HELP

21.13 RESTART

21.14 END

22. Full Record Display____out of____

22.1 Written

22.2 Memor

	Author	Title	Class no.	Other
22.3	_____	_____	_____	_____
22.4	_____	_____	_____	_____
22.5	_____	_____	_____	_____
22.6	_____	_____	_____	_____
22.7	_____	_____	_____	_____

22.8 COPY AVAIL.

22.9 BRIEF REFS.

22.10 SEARCH HIST

22.11 HELP

22.12 RESTART

22.13 END

SUBJECT SEARCH

23. Expressed topic:_____

23.1 Initial search/access

23.2 Subsequent search/access from

Input 23.3_____

23.4_____

23.5_____

23.6 HELP

23.7 RESTART

23.8 END

24. Heading Browse

24.1 No match

Selected 24.2_____

24.3_____

24.4_____

24.5_____

24.6_____

24.7 COPY AVAIL

24.8 BRIEF REFS

24.9 SEARCH HIST

24.10 HELP

24.11 RESTART

24.12 END

25. Brief References selected__out of__

25.1 None

25.2 Written

25.3 Memory

25.4 Marked

Author

Title

Date

Class no.

25.5_____

25.6_____

25.7_____

25.8_____

25.9_____

25.10 HEADING BROWSE

25.11 COPY AVAIL

25.12 SEARCH HIS

25.13 HELP

25.14 RESTART

25.15 END

26. Copy availability references selected__out of__ 26.1 Non

26.2 Written

26.3 Memory

Author

Title

Class no.

Other

26.4 _____

26.5 _____

26.6 _____

26.7 _____

26.8 _____

26.9 HEADING BROWSE

26.10 BRIEF REFS

26.11 FULL RECORD

26.12 SEARCH HIST

26.13 HELP

26.14 RESTART

26.15 END

27. Full Record Display__out of__

27.1 Written

27.2 Memory

Author

Title

Class no.

Other

27.3 _____

27.4 _____

27.5 _____

27.6 _____

27.7 _____

27.8 COPY AVAIL.

27.9 BRIEF REFS.

27.10 SEARCH HIST

27.11 HELP

27.12 RESTART

27.13 END

KEYWORD SEARCH

28. Expressed topic:_____

28.1 Initial search/access 28.2 Subsequent search/access from:

Input 28.3 _____

28.4 _____

28.5 _____

28.6 HELP

28.7 RESTART

28.8 END

29. Search History-keyword postings

No. of refs.

29.1 _____

29.2 _____

29.3 COPY AVAIL

29.4 BRIEF REFS

29.5 SEARCH HIST

29.6 HELP

29.7 RESTART

29.8 END

30. Brief References selected__out of__

30.1 None

30.2 Written

30.3 Memory

30.4 Marked

Author

Title

Date

Class no.

30.5 _____

30.6 _____

30.7 _____

30.8 _____

30.9 _____

30.10 COPY AVAIL

30.11 SEARCH HIST

30.12 HELP

30.13 RESTART

30.14 END

31. Copy availability references selected__out of__ 31.1 Non

31.2 Written 31.3 Memory

Author	Title	Class no.	Other
--------	-------	-----------	-------

31.4 _____

31.5 _____

31.6 _____

31.7 _____

31.8 _____

31.9 BRIEF REFS 31.10 FULL RECORD 31.11 SEARCH HIST

31.12 HELP 31.13 RESTART 31.14 END

32. Full Record Display__out of__ 32.1 Written 32.2 Memor

Author	Title	Class no.	Other
--------	-------	-----------	-------

32.3 _____

32.4 _____

32.5 _____

32.6 _____

32.7 _____

32.8 COPY AVAIL 32.9 BRIEF REFS 32.10 SEARCH HIST

32.11 HELP 32.12 RESTART 32.13 END

SHELF-MARK SEARCH

33.1 Initial search

33.2 Subsequent search from:

Input: 33.3 _____

33.4 _____

33.5 HELP

33.6 RESTART

33.7 END

34. Shelf-mark browse

34.1 No match

Shelf-mark 34.2 _____
selected

34.3 _____

34.4 _____

34.5 _____

34.6 _____

34.7 COPY AVAIL

34.8 BRIEF REFS

34.9 SEARCH HIST

34.10 HELP

34.11 RESTART

34.12 END

35. Brief References selected__out of__

35.1 None

35.2 Written

35.3 Memory

35.4 Marked

Author

Title

Date

Class no.

35.5 _____

35.6 _____

35.7 _____

35.8 _____

35.9 _____

35.10 COPY AVAIL

35.11 SEARCH HIST

35.12 HELP

35.13 RESTART

35.14 END

36. Copy availability references selected__out of__ 36.1 Non

36.2 Written

36.3 Memory

Author

Title

Class no.

Other

36.4 _____

36.5 _____

36.6 _____

36.7 _____

36.8 _____

36.9 BRIEF REFS

36.10 FULL RECORD

36.11 SEARCH HIST

36.12 HELP

36.13 RESTART

36.14 END

37. Full Record Display__out of__

37.1 Written

37.2 Memor

Author

Title

Class no.

Other

37.3 _____

37.4 _____

37.5 _____

37.6 _____

37.7 _____

37.8 COPY AVAIL.

37.9 BRIEF REFS.

37.10 SEARCH HIST

37.11 HELP

37.12 RESTART

37.13 END

SEARCH HISTORY

Search reformulation from:

38.1 Author	38.2 Title	38.3 Author/title
38.4 Subject	38.5 Keyword	38.6 Shelf-mark
38.7 Search History		

39. New search input: No. Refs. Browse / Keyword

39.1 _____

39.2 _____

39.3 TRUNCATED TERMS: ALL

SELECTION: _____

39.4 COPY AVAIL 39.5 HEADING BROWSE 39.6 BRIEF REFS

39.7 HELP 39.8 RESTART 39.9 END

40. Search History - Postings

No. of Refs

40.1 _____

40.2 _____

40.3 COPY AVAIL 40.4 BRIEF REFS 40.5 NEW SEARCH

40.6 HELP 40.7 RESTART 40.8 END

41. Heading Browse

41.1 No match

Selected 41.2 _____
41.3 _____
41.4 _____
41.5 _____
41.6 _____

41.7 COPY AVAIL

41.8 BRIEF REFS

41.9 SEARCH HIST

41.10 HELP

41.11 RESTART

41.12 END

42. Brief References selected__out of__

42.1 None

42.2 Written

42.3 Memory

42.4 Marked

Author

Title

Date

Class no.

42.5 _____
42.6 _____
42.7 _____
42.8 _____
42.9 _____

42.10 HEADING BROWSE

42.11 COPY AVAIL

42.12 SEARCH HIST

42.13 HELP

42.14 RESTART

42.15 END

43. Copy availability references selected__out of__ 43.1 None

43.2 Written

43.3 Memory

Author

Title

Class no.

Other

43.4 _____

43.5 _____

43.6 _____

43.7 _____

43.8 _____

43.9 HEADING BROWSE

43.10 BRIEF REFS

43.11 FULL RECORD

43.12 SEARCH HIST

43.13 HELP

43.14 RESTART

43.15 END

44. Full Record Display__out of__

44.1 Written

44.2 Memory

Author

Title

Class no.

Other

44.3 _____

44.4 _____

44.5 _____

44.6 _____

44.7 _____

44.8 COPY AVAIL

44.9 BRIEF REFS

44.10 SEARCH HIST

44.11 HELP

44.12 RESTART

44.13 END

SPECIFIC ITEM SEARCH AT THE SHELVES

45.1 Initial search

45.2 Subsequent search from:

46.	Description of item(s):	written	/	memory
	Author	Title	Date	Pub Class no.

46.1

46.2

46.3

46.4

46.5 other

47. Source of reference:

47.1 Reading list

47.2 Lecturer

1 2 3 4 5

1 2 3 4 5

47.3 Printed source

47.4 Colleague

1 2 3 4 5

1 2 3 4 5

47.5 Other 1 2 3 4 5

48. Searcher consulted catalogue on previous occassion

48.1 yes

48.2 no

49. Expect to find item on the shelves?

49.1 yes

49.2 maybe

49.3 no

50. Locating shelf section

YES

NO

50.1 Familiar section?

1 2 3 4 5

1 2 3 4 5

50.2 Use of guiding?

1 2 3 4 5

1 2 3 4 5

50.3 Browse in section?

1 2 3 4 5

1 2 3 4 5

51. Locating item(s) on the shelf:

51.1	Follow class order?	YES					NO				
		1	2	3	4	5	1	2	3	4	5
	Specify class no(s):	from					to				
51.1.1		_____					_____				
51.1.2		_____					_____				
51.1.3		_____					_____				
51.1.4		_____					_____				
51.1.5		_____					_____				
51.2	Backtracking?	YES					NO				
		1	2	3	4	5	1	2	3	4	5
51.3	No. of shelves scanned:	1	2	3	4	5					
		_____	_____	_____	_____	_____					

52. Result:

52.1	Item(s) not found:	1	2	3	4	5
52.2	Item(s) found:					
	class no.	information on spine				
52.2.1		_____				
52.2.2		_____				
52.2.3		_____				
52.2.4		_____				
52.2.5		_____				

53. Further search activity:

53.1	Reserve item(s) not found	1	2	3	4	5
53.2	Seek help	1	2	3	4	5
53.3	Abandon search	1	2	3	4	5
53.4	Go to the catalogue	1	2	3	4	5
53.5	Subj search at the shelves	GO TO 54				

SUBJECT SEARCH AT THE SHELVES

54.1 Initial search

54.2 Subsequent search from:

55. Expressed topic:

56. Locating relevant section:

56.1	Section familiar?	yes	/	no
56.2	Use of guiding?	yes	/	no
56.3	Look for specific class no(s)?	yes	/	no
56.4	Consulted cat on previous occasion?	yes	/	no
		not applic		

57. Browsing at the shelves:

57.1	Structured browsing?	yes	/	no
57.2	Backtracking?	yes	/	no

57.3 Class no(s) covered

from _____ to _____

57.4 No. of shelves scanned: _____

57.5 Search refinements: A= A priori I= Interactive

57.6 Items taken from shelf: examined contents / index
Information on the spine:

1	_____	6	_____
2	_____	7	_____
3	_____	8	_____
4	_____	9	_____
5	_____	10	_____

*58. Subsequent browsing at another section of the shelves:

58.1 Structured browsing? yes / no

58.2 Backtracking? yes / no

58.3 Class no(s) covered

from _____ to _____

58.4 No. of shelves scanned: _____

58.5 Search refinements: A= A priori I= Interactive

58.6 Items taken from shelf: examined contents / index
Information on the spine:

1 _____ 6 _____

2 _____ 7 _____

3 _____ 8 _____

4 _____ 9 _____

5 _____ 10 _____

*59. Subsequent browsing at another section of the shelves:

59.1 Structured browsing? yes / no

59.2 Backtracking? yes / no

59.3 Class no(s) covered

from _____ to _____

59.4 No. of shelves scanned: _____

59.5 Search refinements: A= A priori I= Interactive

59.6 Items taken from shelf: examined contents / index
Information on the spine:

1 _____	6 _____
2 _____	7 _____
3 _____	8 _____
4 _____	9 _____
5 _____	10 _____

60. Result:

60.1 Relevant class section _____

60.2 not relevant class section _____

61. Items retrieved:

Class no.	Title
61.1	_____
61.2	_____
61.3	_____
61.4	_____
61.5	_____

62. Further search activity:

62.1 Seek help

* 62.2 Subs subj search on another shelf section GO TO 58/59

62.3 Subs search at the catalogue

62.4 Abandon search

BRITISH LIBRARY RESEARCH PAPERS

56. The library needs of the Chinese community in the United Kingdom
by Alex Ng. ISBN 0 7123 3189 1. 1989.
57. The role of information scientists in the development of expert systems:
interim report by Margaret O'Neill and Anne Morris. ISBN 0 7123 3190 5. 1989.
58. Resourcing GCSE by Helen Pain-Lewins, Margaret Kinnell and Janet Stevenson.
ISBN 0 7123 3191 3. 1989.
59. Cable and satellite: the potential for the information market
by Jenny Danczak, Electronic Publishing Services Ltd.
ISBN 0 7123 3192 1. 1989.
60. Information needs of social scientists: a study by desk research and
interview by Margaret Slater. ISBN 0 7123 3194 8. 1989.
61. Design aids for constructing and editing tables by Paul Lefrere.
ISBN 0 7123 3196 4. 1989.
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Penelope A Yates-Mercer and Anne Crook. ISBN 0 7123 3198 0. 1989.
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and information profession by Brenda White Associates. ISBN 0 7123 3202 2.
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Peter Brophy and Mark Hayter. ISBN 0 7123 3204 9. 1989.
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Walton and Anne Morris. ISBN 0 7123 3205 7. 1989.
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G Fiddes. ISBN 0 7123 3206 5. 1989.
67. National survey of slide collections by Roy McKeown and Mary Edmunds Otter.
ISBN 0 7123 3209 X. 1989.
68. SGML theory and practice by Gilbert S K Wu. ISBN 0 7123 3211 1. 1989.
69. The impact of IT on staff deployment in UK public libraries by Denise
Craghill, Cherie Neale and T D Wilson. ISBN 0 7123 3214 6. 1989.
70. The impact of Library and Information Plans on local co-operatives: a report
for the Standing Conference of Co-operative Library and Information Services
by Capital Planning Information. ISBN 0 7123 3217 0. 1989.