

Oxford Digital Library Questionnaire

1. Your details

Please provide the following details. Please note that All information will be presented in such a way so that no individual can be identified.

1. Name:

2. Discipline:

3. How often do you use the web?

- ☐ Never used before
- ☐ Sometimes
- ☐ Often
- ☐ Very Often
- ☐ Other (please specify)

4. Have you ever used a digital library previously?

For the purposes of this survey we will define a digital library as a virtual system that provides central access to digital collections.

- ☐ No
- ☐ Yes
- ☐ Not sure

5. If yes, please indicate which :

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2. Overall Reaction to the Digital library site**6. How satisfying is the digital library site to use?**

	Very Frustrating	Frustrating	No particular opinion	Satisfying	Very Satisfying
Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How appealing is the look and feel of the site in terms of making you want to use it?

	Very Dull	Dull	No particular opinion	Appealing	Very Appealing
Appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How flexible is the digital library site in helping you to complete your tasks?

	Very rigid	Rigid	No particular opinion	Flexible	Very Flexible
Flexibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How effective is the digital library site in helping you complete the tasks?

	Very Poor	Poor	No particular opinion	Good	Very Good
Effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Any other comments on your overall reaction to the site :[<< Prev](#)[Next >>](#)

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3. Digital library page layout**11. How difficult is the text on the digital library pages to read?**

	Very difficult	Difficult	No particular opinion	Easy	Very Easy
Difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How helpful are the pictures and graphics?

	Very Unhelpful	Unhelpful	No particular opinion	Helpful	Very Helpful
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How well is the information on the pages organised?

	Very Confusing	Confusing	No particular opinion	Clear	Very Clear
Organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Any other comments on the layout of the pages:

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4. Terminology and Site Information

15. How consistent is the use of terminology, language and format throughout the digital library site?

	Very Inconsistent	Inconsistent	No particular opinion	Consistent	Very Consistent
Consistency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How easy is the terminology, language and format used to understand?

	Very Difficult	Difficult	No particular opinion	Easy	Very Easy
Difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. How consistent is the positioning of the messages?

	Very Inconsistent	Inconsistent	No particular opinion	Consistent	Very Consistent
Consistency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. How clear are the prompts to proceed to the next step of tasks?

	Very Unclear	Unclear	No particular opinion	Clear	Very Clear
Clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. How clear is the feedback that the digital library site provides about what it is doing?

	Very Unclear	Unclear	No particular opinion	Clear	Very Clear
Clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Any other comments on the terminology used and the information provided by the site:

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5. Digital library site capabilities**21. Do you find the digital library site responds fast enough?**

	Very Slow	Slow	No particular opinion	Fast	Very Fast
Response rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

22. How reliable is the DGL site? For example, are you able to complete the tasks without experiencing technical problems with the server?

	Very Unreliable	Unreliable	No particular opinion	Reliable	Very Reliable
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. How easy is it for you to correct your mistakes when using the digital library site?

	Very Difficult	Difficult	No particular opinion	Easy	Very Easy
Difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Any other comments about technical capabilities:

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6. Navigation

25. How clearly are the links to external web sites from the digital library site displayed and highlighted?

	Very unclear	Unclear	No particular opinion	Clear	Very Clear
Clarity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. How sufficient is the information on the screen such as the use of title, subtitle, page, etc. to help you know where you are in relation to the structure of the digital library site?

	Very Insufficient	Insufficient	No particular opinion	Sufficient	Very Sufficient
Sufficient information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

27. How sufficient is information such as graphical document browsers, maps, document finders, table of contents, references, etc. to help you assess the structure of the digital library site?

	Very Insufficient	Insufficient	No particular opinion	Sufficient	Very Sufficient
Sufficient information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. How difficult is it to identify where you are in the digital library site?

	Very Difficult	Difficult	No particular opinion	Easy	Very Easy
Difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. How difficult is it to find a particular topic thought to exist?

	Very Difficult	Difficult	No particular opinion	Easy	Very Easy
Difficulty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Is it difficult to return to a topic left previously?

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7. Information retrieval

33. In tems of INFORMATION RETRIEVAL:

	Very Difficult	Difficult	No particular opinion	Easy	Very Easy
How difficult it is to use the search facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How difficult it is to use the search results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How difficult it is to understand the search results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How difficult it is to retrieve/download materials once you have found them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

34. Any other comments on information retrieval:

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8. Completing Tasks

35. Which feature(s)/tool(s) of the digital library site are useful in helping you complete your tasks such as browsing, searching and revision?

"Browsing" refers to "reading without any definite plan"

"Searching" refers to "looking carefully in order to find information"

"Revision" refers to "trying to bring back to mind something"

Please type the feature(s)/tool(s) below in the spaces provided:

Browsing	<input type="text"/>
Searching	<input type="text"/>
Revision	<input type="text"/>

36. How confident did you feel when using these features/tools to complete the tasks?

	Very Confident	Confident	Neutral	Unconfident	Very Unconfident
Browsing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revision	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. To what extent are you familiar with the digital library site after completing the tasks with respect to :

	Very familiar	Familiar	Neutral	Unfamiliar	Very unfamiliar
Browsing facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
navigation tools (these refer to tools like 'Home', 'Index', etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. And Finally

39. List 3 things you like about the digital library site?

1.
2.
3.

40. List 3 things that you really didn't like about the site:

1.
2.
3.

41. List 3 features/tools you think that the digital library site should provide. Rank your choices in order of preference (with 1 being the highest).

1.
2.
3.

42. Any other comments:

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