

**Remember:** When you are ready to begin the task, please say “I’m ready to start.” Please wait until you hear, “Please begin” before you start the task. I will start the time when as soon as you touch the mouse or keyboard.

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### Task 1

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Assume you are an attorney in Charlotte who has just heard about Charlotte School of Law for the first time. You want to find out more information about the law school & how the library can help you. Acting as an attorney, go to the library homepage.

This test is not to test you or your abilities. We are testing the website.

There is no right or wrong answer. Please do the best you can.

Task 1 Scoring Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the library homepage? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the library homepage? \_\_\_\_\_

Time spent on Task: \_\_\_\_\_

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## Task 2

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You are not a law student, nor are you a practicing attorney. You, as a member of the public, are getting a divorce. However, you can’t pay an attorney for anything more than filing the necessary paperwork. You need to do some legal research on your divorce and was referred to the Charlotte School of Law Library by the Clerk of Court. When and how often can you come to do research?

Answer: \_\_\_\_\_

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Task 2 Scoring Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the Access & Hours page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the access & hours page? \_\_\_\_\_

Did they find the necessary information on another page than the access & hours page? Yes

No

Time spent on Task: \_\_\_\_\_

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### Task 3

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As an alumna, you often reflect on how much the library helped you during your law school career. Now that you are out practicing and making lots of money, you want to give back to the library. Specifically, you want to donate your own personal collection of study aides you accumulated during law school. Can the library accept your charitable donation?

Circle your answer:            Yes            No

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Task 3 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the policies & services page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the policies & services page? \_\_\_\_\_

Did they find the necessary information on another page than the policies & services page?

Yes No

Time spent on Task: \_\_\_\_\_

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#### Task 4

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You are an intern at a law office downtown Charlotte. Every day, you go down to the library and use the book titled, “How to Practice Civil Litigation Law for Dummies.” You know the Charlotte Law Library doesn’t have it, but you are sure that other students would find it extremely helpful . Go and make a book suggestion to the library to purchase the book.

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Task 4 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the book selection page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the book selection page? \_\_\_\_\_

Did they successfully suggest a book to the library? Yes No

Time spent on Task: \_\_\_\_\_

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### Task 5

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You are a brand new member of the CharlotteLaw faculty team, and are teaching Advanced Torts. You are very familiar with all of the topics, but are not as familiar with the North Carolina specific liabilities. During your orientation, you were told that faculty members are assigned a liaison in the library that can help with research and other instructional support. Since you are new and have not yet received a liaison assignment, Dean Studwell offered the assistance of her liaison in the interim. Who is Dean Studwell’s library liaison?

Answer: \_\_\_\_\_

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Task 5 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the faculty contacts page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the faculty contacts page? \_\_\_\_\_

Did they find the necessary information on another page than the faculty contacts page?

Yes No

Time spent on Task: \_\_\_\_\_

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### Task 6

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Assume you are an attorney with 22 years of legal experience. However, all that experience has been in Arizona. Your spouse just got relocated to Charlotte, North Carolina due to his/her job. You happened upon an amazing job at a law firm with 6 other attorneys. However, their firm library is extremely lacking in resources. The firm library doesn’t have any of the books you are used to using for reference. Someone mentioned the attorney membership program offered by the Charlotte Law Library, and now you want to find out more information. What are the membership dues for attorneys in a 4-10 attorney firm?

Answer: \_\_\_\_\_

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Task 6 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the attorney membership page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the attorney membership page? \_\_\_\_\_

Did they find the necessary information on another page than the attorney membership page?

Yes No

Did they download the membership application? Yes No

Time spent on Task: \_\_\_\_\_

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## Task 7

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It’s spring break. You and a couple of friends decide to take a trip to New York. While you’re there, you get an email from one of your seminar professors saying that she has moved up the due date on an upcoming paper by a week. It is now due the day after you return from your trip. You know that NYU has a law school, so you go there to finish your research for your paper. Unfortunately, they won’t let you check out any books. You found the perfect book during your research and you know it will add that extra little something to your paper for that A grade. You make as many copies from the book that are allowed by the library, but you really need to find out whether or not Charlotte Law Library has that book in their collection in order to finish your research. Go and find out if CharlotteLaw owns: Faith, Reason, and Consent: Legislative Morality in Early American States by Wm. G. Miller

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Task 7 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the catalog? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the catalog? \_\_\_\_\_

How did they search for the book?

\_\_ Keyword

\_\_ Author

\_\_ Title

\_\_ Subject

Did they find out that the CharlotteLaw library does own the book? Yes No

Time spent on Task: \_\_\_\_\_

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### Task 8

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You are a law student at UNC Chapel Hill and have to write a research a paper on predatory lending by banks against lower socio-economic populations. Unfortunately, your school doesn’t have a research guide that provides a good starting point for your research. You have heard that CharlotteLaw does a lot of work within the community so you think that they might have some helpful information on this topic. You decide to check out the CharlotteLaw Library website. Does CharlotteLaw have a research guide that can help you?

Answer:      Yes              No

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Task 8 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the research guides page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the research guides page? \_\_\_\_\_

Did they find the necessary information on another page than the research guides page?

Yes No

Time spent on Task: \_\_\_\_\_

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### Task 9

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Every time the library has an event you see signs posted up all over the place, but you wonder if these announcements are online also. So you go to the circulation desk and ask if the library has a way of letting the students know about their events online. You are surprised to find out that the library has a blog that not only announces future events but posts discussion topics, both legal and non-legal. Excited as you are to now know the library has a blog, you want to leave a comment. Go to the library blog and leave a comment on one of the postings.

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Task 9 Score Sheet

Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the library blog? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How many clicks did it take for them to find the library blog? \_\_\_\_\_

Did they find the necessary information on another page than the library blog? Yes No

Time spent on Task: \_\_\_\_\_

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### Task 10

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You’re a third year student here at CharlotteLaw, and your last assignment before summer break is to complete a research paper for your international law course. You’ve chosen to write about the legal effects of the conduct committed by the Somalian pirates throughout the last month. You want to use some different resources other than Westlaw & Lexis to gather news and popular journal articles. What electronic databases could you use to find these types of sources?

Answer:

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Task 10 Score Sheet

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Were prompts given: Yes No

If yes, what was said: \_\_\_\_\_

Was the first click the participant made to the library electronic databases page? Yes No

If no, which site(s) did they click into?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How many clicks did it take for them to find the electronic databases page? \_\_\_\_\_

Did they find the necessary information on another page than the electronic databases page?

Yes No

Time spent on Task: \_\_\_\_\_