

Appendix A: Participant information sheet and consent form

Participant information sheet

User experience of Library Search

Today we are conducting user testing of Library Search. Finding out more about your experience will help us better understand problems with the system and provide direction for future research to improve its usability.

To do this we will use a style of structured interview where we ask you about your experiences using one or two versions of Library Search depending on the task. During the interview, we will ask you to carry out tasks like 'journey mapping, comparative and non-comparative testing, where you will be encouraged to 'think aloud' as you do it. This is similar to methods used in website usability testing, and will take about 50 minutes in total.

To gain your informed consent to take part I'd like to make you aware of the following:

- Your contribution to this study is voluntary. You are under no obligation and are free to withdraw at any time without providing an explanation and without prejudice. In return for your assistance we are offering a £20 Amazon voucher.
- If you take part, the interview will be recorded (including notes and audio and video recording) to be used for qualitative analysis.
- Your name and any personal details will be kept confidential. If required, an anonymized summary of the interview may be published, but nothing that can personally identify you will be published.
- Information you provide may be written into internal report to Library Services to help set future directions for work on Library Search, and may be reported in summary externally to our sector via blog posts and conference presentations about our work.
- Sessions today may be observed by a third-party interested in our research. Joe McArthur, Assistant Director of the Right to Research Coalition, is working with Imperial College Library on a collaborative project to improve open access to research.
- This study will be carried out in accordance with the Ethics Code of Imperial College London. This includes the assurance that data about you will be held securely, handled in accordance with the Data Protection Act 1998, and disposed of in line with Imperial's retention policy. The Ethics Code is available at: <https://www.imperial.ac.uk/admin-services/secretariat/about-the-secretariat/what-we-do/ethics/> and the Data Retention Policy at: <http://www.imperial.ac.uk/admin-services/legal-services-office/data-protection/>

Researchers' contact details

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Consent form

Please add initial in each box to confirm that:

I have read and understood the information sheet 'User experience of Library Search' for this study and have had the opportunity to ask questions which have been answered fully	
I understand my participation is voluntary and I am free to withdraw at any time, without giving any reason and without prejudice	
I give permission for an audio and/or video recording of my responses to be made as part of this study	
I give permission for Joe McArthur to observe my session	
I give permission for a video recording of the screen to be made showing how I use Library Search as part of this study	
I agree to take part in the 'User experience of Library Search' study	

Participant name Signature Date

Name of person taking consent Signature Date