

Appendix 1

Café Jus

Commercial And Free Electronic Journals: User Studies

USER QUESTIONNAIRE

Thank you for agreeing to take part in this study. We are interested in user responses to electronic journals. Some of these journals have paper-based equivalents, while others are only available in electronic form. It is likely that in the future you will find it increasingly necessary to use electronic journals for your work. We are cooperating with a number of publishers to try to evaluate the problems faced by readers of such journals. Your participation in this project will help in the development of improved versions.

The information you provide will be treated confidentially.

Many of the questions ask you to express an opinion and provide a scale on which to respond. You should put a tick in the appropriate box, depending on the nature of your opinion, as follows:

I feel drowsy				I feel alert
1	2	3	4	5
			<input type="radio"/>	

Most other responses will either require a tick in a check-box (☐) or a written answer.

If any of the questions do not seem clear, please ask the person running the session for assistance.

At the end of the session you will receive a £5 Blackwell's Book Token ' our way of saying 'thank you' for your time and effort in completing the questionnaire.

The Café Jus Team

BACKGROUND INFORMATION (PLEASE PRINT)

Name:

Sex: ☐ Female

☐ Male

Department:

Status: (tick one)

- ☐ Academic staff
- ☐ Research staff
- ☐ Research postgraduate (MPhil, PhD)
- ☐ Taught postgraduate student (MA, MSc, MBA)
- ☐ Undergraduate student
- ☐ Other (please specify) _____

Date:

How would you rate your level of expertise with computers?

Complete novice		Some expertise		Expert
1	2	3	4	5

Journal title:

Viewed on what machine (e.g., PC, Mac):

Machine location (e.g., Haselgrave Bldg, Pilkington Library):

Did you experience any difficulties in finding the journal and connecting to it?

CONTENT OF JOURNAL

1. How relevant is this journal to your interests?

Only passing interest	Absolutely central
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1	2	3	4	5

2. Is the nature of the contents about what you would expect from the title of the journal?

Worse		About right		Better
1	2	3	4	5

3. How would you assess the overall quality of the articles in this journal, compared with other journals in your field?

Inferior		About the same		Superior
1	2	3	4	5

4. Any other comments on content?

APPEARANCE OF JOURNAL

1. Is the text clearly legible?

Difficult to read				Easy to read
1	2	3	4	5

2. Has colour been used in the text? ☐ YES ☐ NO

If so, do you think it has been used effectively?

Not effectively				Very effectively
1	2	3	4	5

3. Are there any graphics?

☐ YES ☐ NO

If so, did you find their contents easy to understand?

Difficult to read				Easy to read
1	2	3	4	5

4. Are there any tables?

☐ YES ☐ NO

If so, did you find their contents easy to read?

Difficult to read				Easy to read
1	2	3	4	5

5. Are the terms used (e.g., in menu names and menu items) easy to understand?

Difficult to understand				Easy to understand
1	2	3	4	5

Please give examples of terms you found difficult to understand

6. Are any icons used easy to understand the function that they represent?

Difficult to understand				Easy to understand
1	2	3	4	5

Please give examples of icons you found difficult to understand

FACILITIES OFFERED BY THE JOURNAL

1. Does the journal allow browsing at the Title/Author level?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

2. Does the journal allow browsing at the Abstract level?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

3. Does the journal allow browsing through figures/diagrams/tables?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

4. Once you are viewing an individual article, how easy is it to move:

to the beginning of the article?

Difficult				Easy
1	2	3	4	5

to the end of the article?

Difficult				Easy
1	2	3	4	5

to specific sections of the article?

Difficult				Easy
1	2	3	4	5

within the article generally?

Difficult				Easy
1	2	3	4	5

5. Does the journal support searching within an article?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

6. Does the journal support searching across articles?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

7. Does the journal have hypertext links ('hot-spots' that take you to another piece of information) within the article (e.g., a clickable contents list)?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

8. Does the journal have hypertext links to

☐ YES ☐ NO

other documents?

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

9. Can the user add hypertext links?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

10. Can the user change the window size?

☐ YES ☐ NO

If so, how useful do you find this facility

Not at all				Very useful
1	2	3	4	5

**11. Does the journal incorporate
on-line help facilities?**

☐ YES ☐ NO

If so, are they easy to use?

Difficult to use				Easy to use
1	2	3	4	5

Please give examples of any difficulties you had

Are they easy to understand?

Difficult to understand				Easy to understand
1	2	3	4	5

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Please give examples of any difficulties you had

COMPARISON WITH PRINTED JOURNALS

1. Is this journal the electronic version of a printed, paper journal? ☐ YES ☐ NO

If you answered YES:

Do you read the printed version ☐ YES ☐ NO

How often do you read it?

Where do you read it?

2. Which would you consider easier to access? ☐ PAPER ☐ ELECTRONIC

3. Which do you find easier to use? ☐ PAPER ☐ ELECTRONIC

4. What, if any, do you consider to be the advantages/disadvantages of the electronic version compared with the printed version?

5. Under what circumstances might you prefer to read the electronic version?

Please feel free to give any other comments on any aspect of the electronic journal and its use. (Continue on a separate sheet if necessary)

THANK YOU FOR YOUR TIME AND EFFORT · IT IS MUCH APPRECIATED

