

Usability Test for Law clerks- 15 minutes.

Key Tasks:

1. Determine if Boston library holds this title
2. Password assistance
3. ILL, who to contact for request
4. Research Guides
5. Find heinonline and proquest congressional
6. Opinions
7. Specifically For law clerks section
8. Opinion summaries
9. Articles

Instructions: Please take your time. Talk out loud as you are navigating the website to answer the questions below. Your thoughts on why you chose to look for something in one section of the website instead of another are valuable to us. After the completion of every question, please go back to the home page. You may click on anything on the website, and use any tools on the website to answer the questions. There is nothing on the website you cannot use or that would be considered "cheating."

1. Your judge wants you to verify some citations in his/her opinion. You are looking for a print copy of the New England Journal of Medicine, but you're not sure any of the libraries in this circuit have it. Use the library's website to search the online catalog, to find out if any of the libraries within the Circuit have this title.
2. You're looking for legislative histories, and you know you need to check out ProQuest Congressional and HeinOnline. Find the links for those two databases.
3. You are a new law clerk in Puerto Rico and you need to get your WestlawNext and Lexis Advance passwords. Use the website to find who to contact to get your passwords.
4. You need to find a legislative history for a federal public law, but you're not sure where to start. Look on the library website to see if there's a guide to help you start your research.
5. You need to find recent opinions from the Rhode Island district court. Use the library's website to find them.
6. Someone told you to go to the library's website to find the link for the law clerk's handbook. You want to look at it to see if it has any useful information. Find and open the link to the law clerk's handbook on the library's website.
7. You are looking for Findlaw First Circuit Opinion Summaries. You know the library has a link to them somewhere on the website. Use the library's website to locate the Findlaw First Circuit Opinions summaries.
8. Your judge wants you to find an article he saw in the Providence Journal last week. You have the name and date of the article, but you think you need a password to access the newspaper online unless you go through the library's website, then you don't have a password. Using the library's website, find the link for the Providence Journal.

## Usability test for Judges

### Key tasks:

1. Determine if Concord library has a title
2. Specifically for Judges- resources
3. Jury instructions
4. Opinion summaries
5. Library services
6. Statistics
7. Court rules

Instructions: Please take your time, and even talk out loud as you are navigating the website to answer the questions below. Your thoughts on why you chose to look for something in one section of the website instead of another are valuable to us. After the completion of every question, return to the home page. You may click on anything on the website, and use any tools on the website to answer the questions. There is nothing on the website you cannot use or that would be considered "cheating."

1. You decide to consult a specific section of the full *Moore's Federal Practice* for a case that has been assigned to you. It is not one of the titles you have in chambers. Use the library website to find the library catalog and see if your library has a copy.
2. You visited the library recently and the librarian suggested you look at the Federal Judicial Center's (FJC) District court orientation materials on their website, but you can't remember how to navigate directly to the page s/he showed you. Starting at the library's home page, find the link for the District Judges' FJC orientation materials.
3. You are looking for online criminal jury instructions specifically for the First Circuit, in addition to other circuits' instructions. Use the library website to find the Criminal jury instruction for the First Circuit and other circuits.
4. You'd like to check out a few Findlaw U.S. Supreme Court opinion summaries for cases decided this past May. You know the library provides online access to them, in addition to sending them out via email. You discover you accidentally deleted the email with the summaries you wanted, and your email trash has been cleaned out. Use the library's webpage to find the Findlaw May 2014 opinion summaries for the U.S Supreme Court.
5. You have heard about a First Circuit Library service called the *Weekly Watch* that tracks First Circuit petitions to the U.S. Supreme Court. You know there is sign up information on the library web page. Find the name of the library staff member you need to email to be placed on the *Weekly Watch* email distribution list.
6. You are looking for statistics on identity theft for an opinion you are writing, but you're not sure where to go for reliable statistics on this topic. Look on the library's webpage to see if they have any helpful links or tools for your research.
7. You are an appellate judge and need to locate the Puerto Rico District Court's standing orders. You can't remember how to get to them from the District Court's homepage. You think you may have seen a link to them on the library's webpage earlier. Using the library's website, locate the Puerto Rico District Court's Standing orders.

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1. You are researching an immigration issues for a judge and you're not sure where to start your research. You decide you'll check the library's website to see if they have anything that might help. Using the library's website, see if they have any guides or tools to help you start your research on this topic.
2. You want to read up on a specific section of Moore's Federal Practice and Procedure for a case that you're working on, but it's not one of the titles you have in your office. Use the library website, and find the library catalog to see if your library has a copy.
3. You are looking for statistics on identity theft for a memo you are writing, but you're not sure where to go for reliable statistics on this topic. Look on the library's webpage to see if they have any helpful links or tools for your research.
4. You want to check the Massachusetts Lawyer's Weekly online to see a specific article that was published last Monday. You know that you can access the newspaper online without a password if you go through the library's website. On the library's website, find the link to the Massachusetts Lawyer's weekly.
5. You're looking for legislative histories, and you know you need to look at ProQuest Congressional and HeinOnline. Find the links for those two databases.
6. You are a new staff attorney in Boston and you need to get your Westlaw and Lexis Advance passwords. Use the website to find who to contact to get your passwords.
7. You need to find recent opinions from the Rhode Island district court, but you hate navigating their website. You decide to check out the library's website instead to see if they have a quick way to get to it. While on the library's website, find a link to the opinions from the Rhode Island district court.

## Usability Test for Judicial Assistants

### Key tasks:

1. Catalog
2. ILL
3. Correcting opinions
4. Chambers maintenance
5. Financial disclosure

Instructions: Please take your time. Talk out loud as you are navigating the website. Your thoughts on why you chose to look for something in one section of the website instead of another are valuable to us. Please go back to the home page after the completion of every question. You may click on anything on the page, and there is nothing on the page you could use that would be considered "cheating."

1. Your judge wants you to verify some citations in his/her opinion. You are looking for the Georgetown Law Journal, but you're not sure any of the libraries in this circuit have it. Use the library's website to search their catalog, to find out if any of the libraries have this title.
2. Your judge wants a book that is not in any of the library's collections. Use the library website to find who you should you contact about borrowing this book for your judge.
3. Your judge realized that they need to correct an opinions that has been published by West. You're not sure who to contact to get this done. In your frustration, you turn to the library's website to see if they have any useful information. Using the library's website, locate information on how to correct already published opinions.
4. Your judge wants to see if s/he can get Moore's Federal Practice in chambers, and has asked you to take care of this task. You forget who deals with the acquisitions for chambers, but you know someone on the library does it. Using the library's website, find the appropriate person to contact for this request.
5. Every year the judges have to compile financial disclosure information, and the judge has asked you to assist this year. You have never done this before and you don't know where to look. The J-Net is too confusing to navigate, so you turn to the library's website in a last-ditch attempt to find any information on how to do this. On the library's website, locate links for the financial disclosure forms and instructions.

## Usability test for librarians

### Key tasks:

1. Catalog
2. Universal catalog
3. Other library websites
4. Phone number for satellites

Instructions: Please take your time, and talk out loud as you are navigating the website. Your thoughts on why you chose to look for something in one section of the website instead of another are valuable to us. Please go back to the home page after the completion of every question. You may click on anything on the page, and there is nothing on the page you could use that would be considered “cheating.”

1. A librarian from the 4<sup>th</sup> circuit has called and wants to know if you carry the FINRA manual. You're not entirely sure that you do, so you want to check your catalog first. On the library's website, locate the library's catalog and see if your library or any of the other libraries in your circuit have it.
2. A law clerk has just come up to you while you're sitting out on the front desk to see if you have the title: “Trial Hearsay: objections & exemptions.” You've searched the library catalog, and discovered that your circuit doesn't have this title. However, you think some of the other circuits might have this title, and you know you can use the fifth circuit's consolidated catalog to find this out. Using the library's website, find a link to the fifth circuit's consolidated catalog.
3. You've discovered that the Second circuit has that book that the law clerk asked for. Now you need to contact the librarian there to see if you can borrow it. On the library's webpage, locate a way you can find the contact information for a librarian in the second circuit.
4. Someone has called you at the front desk asking for Ana's number in Puerto Rico. You don't remember off the top of your head, but you know the website will have it. Locate the phone number for Ana Milagros Rodriguez.