

OCLC Research

IMLS grant: Building the Foundation for a National Finding Aid Network OCLC Research

Semi-structured Individual Interview Protocol

Participant Demographic Information from Survey

Gender:

Age:

State of Residence:

Highest Level of Education Completed:

Academic Status/Profession:

Institutional Affiliation:

Aggregator associated with pop-up:

Instructions for Interviewer

Please follow the script as closely as possible.

Script for Introduction

Hello, my name is **[Name]** and I will be interviewing you to help us study the ways in which you look for archival materials on the web. Is it still a good time to talk?

Let me tell you just a little bit about who I am, who I work for and what we're doing with this research project. I work as **[provide brief description of your title or job role]** at OCLC. OCLC is a non-profit cooperative that works with libraries around the world. OCLC Research is working with people who use archives to understand how they search for and access materials.

[Name], from OCLC Research also is joining us today and will be taking notes. [Name], please introduce yourself. [Name] will turn off the video camera during the interview and may ask you to repeat something or clarify if they did not understand your response.

This interview is a part of the research for an IMLS-funded project (LG-246349-OLS-20), Building a National Archival Finding Aid Network (NAFAN). A team of researchers at OCLC Research are collaborating on the project along with California Digital Library and University of Virginia Library.

Thank you for taking the time to talk with us today. We really appreciate your help. Our interview won't take much longer than an hour. There are no right or wrong answers. It is not a test. I just want you to be as honest as you can to find out what you think.

For your time and participation, you will receive an incentive of an Amazon electronic gift card worth \$50 USD. I also will be recording the interview and typing notes as you speak, so please



don't think I'm not listening to you. I will be using this later so that I can remember what you have said. My questions are **[indicate where]** and I will be writing notes **[indicate where]**. Everything you say is private and will not be discussed with anyone outside of the research team. I will be changing your name to keep you anonymous and will destroy the sound recording and any information you give when it is no longer needed. We want you to be aware that you can stop participating at any time. Is this all okay? Do you have any questions before we start?

Instructions for Interviewer: Refer to the interviewee's survey responses

- The search you conducted on **[fill in month survey was completed]** on **[fill in name of regional finding aid aggregator]**
- The user's frequency of use of the aggregation website:
- The purpose for visiting the aggregator site
- The outcome of your visit to the aggregator site

Instructions for Notetaker

Press record after questions from the interviewee are answered.

Semi-structured Individual Interview Questions

1. Please describe a typical research project and the research process you go through over the course of the project. (Probes: Where do archival materials fit into your research process? Please describe the ways that you use archival materials. Do you use archival materials differently depending on the purpose of your project?)
2. We identified you via a survey you took at **[fill in the name of regional finding aid aggregator and fill in month survey was completed]**. What were you looking for? Are there specific reasons or situations for which you use **[fill in name of regional finding aid aggregator]**? (Probe: Did you know that **[fill in name of regional finding aid aggregator]** includes descriptions of collections held at many different institutions? What do you like about it? What do you dislike about it?)
3. Please describe the ways you look for archival materials. What other resources and/or tools do you use to find archival materials? For example, genealogy or newspaper databases or websites, human sources, such as genealogists, neighbors, friends, etc. (Probes: Do you use different tools for different purposes? Do you use different tools to find audio, video, or other specific formats? What do you like or dislike about those tools?)
4. Once you locate the description of archival material that interests you, what do you typically do next? (Probe: What are the next steps you might want to take? Is there

something you would want to be able to do but often can't? What would influence you to pursue or not pursue using a specific archival material? Once you identified materials in an archive or special collection that might be interesting, how did you decide if it was worth going to the physical archive or special collection to work with the materials?)

5. Think about a recent attempt to search for archival material for your research. What did you find particularly delightful about the experience? What did you find particularly frustrating? Please describe what made it delightful and/or frustrating.

6. If you had a magic wand, what would be your ideal way of finding archival material for your research? Please describe this ideal way of getting the archival material. Include when, where, and how you would use it, and what it would do.

Conclusion of Interview

7. What else, if anything, would you like to share about your search experience?

8. What questions do you have for me?

If you think of anything else that you would like to tell me or have any questions, please feel free to contact me via email.

Thank you again for your time and answering the questions. You'll be receiving a \$50 electronic Amazon gift card in your email within the next week. Thanks again.