

Focus Group

Interview Script

“My name is _____. I am a researcher/student researcher at Oklahoma State University. I am conducting a research study about the effectiveness of LibAnswers to help library users. We have invited you here today so that we can conduct a focus group about issues related to this topic. The focus group is expected to last about 1 hour. Your individual responses will be treated confidentially. Statements made by other group members should also be treated confidentially and should not be shared outside of this group. All information collected in this study will be kept completely confidential to the extent permitted by law. Your participation is completely voluntary, and you are free to withdraw from the focus group at any time or choose not to answer specific questions.”

“We will be using an audio recorder in order to accurately capture what is said. The recordings will be transcribed, but your name will not be included in the transcription. The recordings and transcriptions will be kept on a password-protected computer. The recordings will be destroyed once the transcription is complete. The transcript will be destroyed at the end of the study. Reports of study findings will not include any identifying information.”

“You must be at least 18 years old to participate in this research. If you are under 18, please let me know before we begin.”

Instructions: A focus group is like a group interview. We are interested in everyone’s responses to the questions, and there are no right or wrong answers. We appreciate your input in the discussion.

Questions (ask and probe for responses):

1. How did you learn to use LibAnswers for chat and answering questions? Did you receive training?
2. Do you feel you understand how to use LibAnswers to efficiently help Library users?
3. How has the use of LibAnswers allowed you to help library users?
4. What problems have you encountered with LibAnswers and helping library users?
5. What improvements to learning, using, and working with LibAnswers would you suggest?

