



SCHOOL OF INFORMATION MANAGEMENT

Virtual World Libraries: Challenges & Strategies Research Interview – Question Schedule

Thank you for your willingness to participate in this research project. This Question Schedule broadly outlines the kinds of questions that you will be asked during your research interview. Please feel free to think about your answers beforehand. If you have any questions at all, please feel free to contact me via email or instant message.

Before we can begin discussing the questions listed below, I am required to ask you if you have read the Information Sheet associated with the research, and if you agree to what is outlined there. Please make sure you have read through the sheet before you participate!

Section A: Background Information

This section will cover background information about the participant's use of Second Life and the Info Island Library environment. These questions are important because your use of Second Life Libraries occurs within the wider context of your everyday life, and previous experiences you have had with other kinds of libraries.

- Tell me about yourself? (What is your age and occupation? How do you otherwise use Second Life? Why did you join Second Life?)
- What is the nature of your involvement in Second Life Library? (What made you decide to use the library? Are you a user, a librarian, a builder?)
- What sorts of libraries do you normally use outside of Second Life? (How do you mostly access these libraries - online or in person?)

Section B: Description of Use

This section of the interview aims to gain an understanding of how library users have interacted with the library. The focus of these questions is on your initial or general impressions of Second Life Library.

- Describe, in general, your use of the library. (How long have you been using it? Has your use changed over time? Which of the Info Island Libraries have you used?)
- What were your first impressions of the Second Life Library? (How did you hear about it? What did you expect it would be like?)
- Describe the nature of your visits. (How often do you visit? How long do you tend to stay? Do you visit with a particular goal in mind, or just to browse? Have you logged into Second Life just to visit the library, or does your visit occur as part of other Second Life activities?)

Section C: Description of Specific Experiences

This section asks that you recall and consider a recent visit to the library. I aim to gain a

snapshot of your experiences in the library environment with an eye to revealing how library users make sense of their surroundings, gain familiarity with what the library has to offer, and interact with others present in the environment with them.

- Can you tell me about your most recent visit to the library?
 - Did you have a particular reason for visiting Info Island?
 - How did you arrive?
 - What did you see when you arrived?
 - Where did you go first? (How did you know where to go? Where there specific points of reference or indicators that you used to guide your progress?)
 - Were you with anyone when you arrived? Did you engage with anyone once you got to the library?
 - What did you interact with during your visit? (Did you use any services in particular? Did anyone assist you? Did you assist anyone else who was visiting the library?)
 - Did you spend any time wandering around, or did you go straight to what you wanted to see or do? Was it easy to find what you wanted? Was your visit a success?
 - Can you describe any problems encountered during your visit? (How did these effect your experience?)
- Are there any particular events that happened during any of your visits to the Second Life Library that stand out to you as memorable or indicative of your library experiences?

Section D: Evaluation of Experiences

This section is your opportunity to give critical feedback about your Second Life Library experiences. I am interested in what elements of the virtual world environment you find to be effective as well as those that do not work so well.

- Overall, what do you think are the strengths and weaknesses of this online library environment? (Which libraries do you most often use and why? What particular aspects of these libraries support your needs and interests? What changes would you make to the Second Life Library? What areas / features of the library do you feel need improvement?)
- How does it compare to your experience of physical libraries? How does it compare to other online libraries?
- How does it compare to your experience of other online environments? (Such as online games, chat rooms, forums, social software, and so on.)
- Do you have any other comments you'd like to make about the Second Life Library? (What do you think your future use of the library will be? Would you recommend it to others?)