Interview Guide
"Traditional Users"

Preface: Set the interviewee at rest: explain the purpose of the interviews and the study; have the interviewee sign the consent form and ask if they have any questions about it; give the participant a copy of the form.

Preamble: So our interest is in self-checkout terminals in the library here. We are here interviewing people who checkout materials from the library to see what their experiences are with the terminals, whether they prefer going to the circulation desk or using the self-checkout terminals and how the self-checkout terminals are viewed in the bigger picture of self-service technologies in our society in general (like automatic banking machines, etc.).

1) What do you think about the introduction of self-checkout terminals in your library?
   Probe answer for elaboration: do you think it is good for the library? etc.

2) Have you ever used or tried to use the self-checkout terminals?
   Probe answer for choices to use or not use it (e.g. if no, was that because it was busy?)

3) How does going to the circulation desk compare to using the self-checkout?
   This question may have to be modified depending on answer to previous question. For people who have not used the self-checkout, ask question like: What are your experiences with going to the circulation desk to take out materials?

4) Have you ever had help using the self-checkout terminals?
   Probe answer for elaboration: who helped you?

5) Would you be more likely to use the self-checkout terminal if a library staff member was there to help you?

6) Can you think of any other self-service technologies that you use?
   Probe answer for elaboration: mention these can be online, in-person, over the phone, etc.

7) Are there any other comments you would like to make about self-checkout in the public library or self-service in general?

8) If you are comfortable, I would like to ask you where you fit in the age ranges we have here: 18-25, 25-30, 30-40, 40-50, 50-60, 60-70, 70-80, 80-90, 90-100

Close by thanking them very much for their time.