Appendix 8

Interview Guide
"Self-checkout 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 consent 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? Is it good for patrons? etc.

2) What is your experience using the self-checkout terminals? Probe answer for elaboration: was it busy? Was it easy to use?

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 circulation desk, ask question like: Are there any reasons you can think of for not going to the circulation desk?

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

5) Would it have been helpful for you if a library staff member had been available the first time you used the self-checkout?

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.