APPENDIX – I

Letter of Request to British Council Division

To:
Dr. Indrani Bhattacharyya
Manager
The British Council Division
British Deputy High Commission
5. Shakespeare Sarani
Kolkata 700 071, India

Date : 15.10.2001

Sub: Data Collection for my Research Work.

Respected Madam,

I am a registered Ph.D. Scholar of North Eastern Hill University, Shillong and the name of the project is "Use of Qualitative Research Method in Online Search: as assessment". As part of the project, I need to do a small experiment on the OPAC Search Behaviour of the Library Users.

We found that your library is one of the most well organised and automated libraries of Eastern India and therefore selected your library as most suitable for the purpose. I, therefore, humbly request you to allow me to conduct the experiment. If allowed, I would like to conduct the programme from 16.11.2001 to 30.11.2001.

The experiment will involve a small interview session while the library users are searching the OPAC and the proceedings will be audio-taped. The methodology will be used for this purpose is known as Verbal Protocol. A small Questionnaire will also be distributed amongst the interviewed users. The total size of the sample will be about 25 to 30 only.

Expecting your kind permission.

Thanking you,
Yours truly,
Tamal Kumar Guha

Note: Presently I am working as Assistant Librarian at IIT Guwahati. My postal address and other contact information are given below for your kind information.
APPENDIX – II

Initial acceptance of the proposal

From: Indrani.Bhattacharyya@in.britishcouncil.org
To: TAMTAMIN@YAHOO.COM
Subject: Your enquiry
Date: Tue, 20 Oct 2001 13:59:15 +0530

Dear Mr Guha

Thank you for your enquiry. We are considering your proposal and will get back to you soon.

Incidentally I am Ms Bhattacharyya and not Dr Bhattacharyya as mentioned in your mail

Indrani Bhattacharyya(Ms)
APPENDIX – III

ACCEPTANCE LETTER OF THE PROPOSAL

From: Indrani.Bhattacharyya@in.britishcouncil.org
To: tamtamin@yahoo.com
CC: Monali.Paladhi@in.britishcouncil.org,
    Aparna.Bhattacharya@in.britishcouncil.org
Subject: RE: Thank you
Date: Wed, 23 Oct 2001 14:31:38 +0530

Dear Mr Guha

We are pleased to inform you that our Director has agreed to your proposal. However please note that during the period of the survey our members should not be inconvenienced in any manner and they will be under no compulsion to respond to your enquiries. You are requested to contact us in early November before you actually come to the library and notify the exact duration of your stay in our premises. For security reasons you will be asked to produce valid photo-identification documents for entry to our premises. Do carry all necessary identification documents including your valid University Identity Card with you.

With best wishes
Indrani Bhattacharyya(Ms)
APPENDIX - IV

Screen – 03 of Libsys
BOOK SEARCH MENU

Screen – 04 of Libsys
AUTHOR SEARCH OPTION
APPENDIX – IV

Screen – 05 of Libsys
BRIEF RESULTS OF AUTHOR SEARCH

Screen – 06 of Libsys
Full Catalogue Of A Book-Searched By Author
APPENDIX – IV

Screen – 07 of Libsys
TITLE SEARCH OPTION

Screen – 08 of Libsys
Full Catalogue of A Book-Searched By Title
Screen – 09 of Libsys
CLASS NO. SEARCH OPTION

Screen – 10 of Libsys
Full Catalogue Of A Book-Searched By Class No.
Screen – 11 of Libsys
SUBJECT SEARCH OPTION

Screen – 12 of Libsys
BRIEF RESULTS OF SUBJECT SEARCH
## APPENDIX - IV

### SUBJECT CATALOGUE

Enter beginning character(s):

- Library and information science

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Publisher</th>
</tr>
</thead>
</table>

### PLACE INDEX

Enter beginning character(s):

- New Delhi

<table>
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<th>City</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>New Brunswick</td>
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</tr>
<tr>
<td>New Delhi</td>
<td>1</td>
</tr>
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<td>New York</td>
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<td>1</td>
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</tr>
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<tr>
<td>Reston</td>
<td>3</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>3</td>
</tr>
<tr>
<td>Rotterdam</td>
<td>22</td>
</tr>
</tbody>
</table>

Details | Print | Help | Menu | Previous | OK |
APPENDIX – IV
APPENDIX - IV

COMBINATION SEARCH
Keywords: TL-LIBRARY AND TL-INFORMATION

Library and information management... / Kumar, P.S.G. ed. / 023.9 KUM
Library science and information... / Rawat, P.P. ed. / 023.5 RAW/1
Trends in library & information... / Shukla, K.H. ed. / 020.3 SHT N95
Indian library and information science... / Singh, Sawa / 020 811/1 N95
Library and information science... / Esperanza, Sister M / 020 ESP/1
International encyclopedia of... / Rawat, P.P. ed. / 020.3 RAW/1 N92
Handbook of library information... / Khera, J.K. / 020 KHA/R N95
Staff management in library and... / Jordan, Peter / 025.1 JOR/2 N96
Encyclopaedic dictionary of library... / Parmar, P.P. ed. / 020.3 PAR/
Dynamics of information and library... / Kaushal, Mandira / 020 KAU/D
Effective library and information centre... / Byason, Jo / 025.1 BYA/E
Library and information science... / Parmar, R.G. ed. / 020 PAR/L N92
Research methods in library and... / Kumar, Krishan / 020.72 KUM/R N92


Library management. L. Title.

Print Copy Help Formats Menu Previous OK
APPENDIX - IV

Author Catalogue

The Author catalogue contains one entry for each of the personal and corporate authors of the title. The personal author entries are present in the catalogue in the order of their last name. These entries are arranged alphabetically.

The catalogue can be positioned anywhere by entering as many characters of the author name as known. LIBSYS repositions the catalogue as each character is entered and each time responds by displaying a page consisting of the ten entries starting with that name in highlighted 2nd line. A message 'No match' is flashed if there is no exact entry but catalogue is positioned to the next entry.

The catalogue can be browsed further by using PgUp or PgDn key, which would show the next ten entries or previous ten entries as the case may be. The use of PgUp or PgDn arrow key results in scrolling the catalogue entry by entry in either direction.

To see more details of a title, bring the corresponding entry on 2nd line of the page as highlighted and press Return. The entry details are shown in the default format which can be changed by pressing F7 key. The details also contain the status of each copy of the title displaying as accession no., part/rel., and one of the following status if item is not on shelf:

Out: Copy checked out
Ref: Copy for reference only
DSP: Copy on display
BN: Copy has gone for binding
MG: Copy has been reported as missing
DMG: Copy has been reported as damaged
LST: Copy has been reported as lost
WTP: Copy has been withdrawn
TXT: Copy to be used as Text only

HELP SCREEN

EXIT OPTION
Dear Sir / Madam,

I am a Ph.D. Student in the Department of Library & Information Science, North Eastern Hill University, Shillong. Presently, I am working on the topic "Usability Assessment of Qualitative Methodology in OPAC Search".

As part of my work towards this degree, I am conducting a study to find out user’s satisfactions, how a user faces problem and solve the same or ask for guidance while searching an online catalogue.

What I am asking people to do is to conduct the searches they came to the library to do, while talking aloud about what they’re doing and how they react to the computer interface. This would be done in this computer station, itself. Participation is purely voluntary; please feel free to say no if you would rather not participate. The search session will be recorded on audiotape and is completely confidential. After the search session, there will be a brief interview and a small questionnaire will be handed over to you, which can be subsequently filled up.

The time required for this study is about the same as your search is likely to take, plus about five extra minutes for talking and questions.

All replies, interview data and information will be strictly confidential and used for academic purpose only. You do not have to give your name or organisation if you do not wish to do so.

I would like to thank you for taking part in this survey.

Best wishes,

(Tamal Kumar Guha)

THANK YOU FOR THE KIND CO-OPERATION AND TAKING PART IN THIS SURVEY.
APPENDIX – V

Usability Assessment of Qualitative Methodology in OPAC Search

THE QUESTIONNAIRE

SECTION - I (OPAC RELATED DATA)

This section is meant to collect the data about the user’s satisfactions, how a user faces problem and solve the same or ask for guidance while searching Online Library Catalogue (OPAC). Please read each of them and decide the answer. Please select your choice as given below and put a tick (✓) mark against each question.

1. Whether the instructions, options and commands for using the OPAC are easy to follow and use?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

2. Whether the layout and presentation of information in the OPAC are clear?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

3. Whether it is easy to move around different parts of the OPAC?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

4. Did the OPAC allow you sufficient flexibility to work in the way you wanted?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

5. Did you find the OPAC responsive to your searches?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

6. Do you consider the OPAC is suitable for the task of searching through your library catalogue?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all
APPENDIX – V

Usability Assessment of Qualitative Methodology in OPAC Search

7. At what frequency would you like to use the OPAC?
   - a. Very frequently
   - b. Frequently
   - c. Sometimes
   - d. Seldom
   - e. Not at all

8. How often do you use the OPAC?
   - a. Very frequently
   - b. Frequently
   - c. Sometimes
   - d. Seldom
   - e. Not at all

9. How much you have understood how to search the OPAC?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

10. Are you satisfied with using relevant terms and phrases to retrieve your required information?
    - a. To a very great extent
    - b. To a great extent
    - c. To some extent
    - d. To small extent
    - e. Not at all

11. How thorough the information you retrieved for your purpose?
    - a. To a very great extent
    - b. To a great extent
    - c. To some extent
    - d. To small extent
    - e. Not at all

12. Whether the amount of information you could retrieve was up to your satisfaction?
    - a. To a very great extent
    - b. To a great extent
    - c. To some extent
    - d. To small extent
    - e. Not at all

13. Whether the information you retrieved was up-to-date?
    - a. To a very great extent
    - b. To a great extent
    - c. To some extent
    - d. To small extent
    - e. Not at all
APPENDIX – V

Usability Assessment of Qualitative Methodology in OPAC Search

14. Are you satisfied with the time taken by the OPAC to retrieve your information?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

15. Are you satisfied with the OPAC?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

16. Do you feel the OPAC is user-friendly (means, whether it provides proper online help)?
   - a. To a very great extent
   - b. To a great extent
   - c. To some extent
   - d. To small extent
   - e. Not at all

SECTION - II (PERSONAL DATA)

Please put a tick (✓) mark or as applicable to you:

YOUR PRESENT AGE (in years):

|----------|----------|---------|---------|---------|---------|---------|---------|---------|----------|

YOUR ARE A: [ ] Male [ ] Female

YOUR MARITAL STATUS: [ ] Married [ ] Unmarried [ ] Single [ ] Others

YOU ARE A:
- [ ] Teacher/Lecturer/Reader/Professor
- [ ] Academic Staff
- [ ] Non Teaching/Non Academic Staff
- [ ] Individual Researcher
- [ ] Librarian/Library Staff
- [ ] Journalist
- [ ] Related with Business
- [ ] Others (please specify) [ ]

If, Student:
- [ ] Undergraduate
- [ ] Postgraduate
- [ ] M.Phil Student
- [ ] Research Scholar
- [ ] Any other (Please State) [ ]
APPENDIX - V

Usability Assessment of Qualitative Methodology in OPAC Search

YOUR MOTHER TONGUE:

YOUR QUALIFICATION:

<table>
<thead>
<tr>
<th>12th Standard</th>
<th>Graduation</th>
<th>Post Graduation</th>
<th>M. Phil</th>
<th>Ph.D.</th>
<th>D. Phil</th>
</tr>
</thead>
</table>

YOUR AREA OF SPECIALISATION:

FOR HOW LONG YOU ARE USING THIS OPAC (in years):
- [ ] Less than 1 year
- [ ] 1-2 years
- [ ] 2-3 years
- [ ] 3-4 years
- [ ] 4-5 years
- [ ] more than 5 years
- [ ] Not known

HAVE YOU USED ANY OTHER OPAC THAN THIS:  [ ] Yes  [ ] No.
If Yes, where you have used it and how was/is
........................................................................................................................................
........................................................................................................................................

If Yes, for how many years you have used it : ............... 

Thank you once again for helping me to make this study meaningful
APPENDIX – VI

Verbal Protocol Transcription

USER – 01 I Date: 16th Nov 2001 I Session Started at: 12:05:37 p.m. I Ended at: 12:05:57 p.m.

I am searching for a book on Dracula under the title
(Typing while talking)
(Pressing the upper arrow and lower key to see the search result)
Okay I found it.
Eight twenty three (a little hesitation and rapidly looking twice to the screen) point eight.
Yeah
[Thank you.]

USER – 02 I Date: 16th Nov 2001 I Session Started at: 14:07:19 p.m. I Ended at: 14:08:20 p.m.

I am pressing the... key button for Author
[Okay]
and I am typing it... Jessy Liberty
i...e...e...r...t...y(Pressing the keys and uttering)
(Pressed the Enter Key Boldly)
I am not getting
Now I will go for the title not for the Author
[Okay]
(Rumbled a little)
(Thinking for a while)
I am pressing the... key for the title
Pressing Enter (pressed the Enter key boldly)
and I am typing... Code Java
(Started typing while taking)
(Checking on the monitor for a while)
Still I am not ... YEAH I got something
(Checking on the monitor by the Upper & Lower Key. It took several seconds)
Java ... Java ... (Murmuring)
I found
Finish it.

USER – 03 I Date: 17th Nov 2001 I Session Started at: 15:16:26 p.m. I Ended at: 15:17:22 p.m.

Searching for the Modern Short Stories
(Typing while talking)
on... a...a... literature:
(Browsing the catalogue)
Modern short story (Murmuring)
Most of the books are out
um... um...(Browsing the catalogue)
I am going back to the catalogues
[Right]
um... searching through the authors
[Right]
(Started Typing)
Searching for Mansfield (while continuing the typing)
(Browsing the catalogue)

1. Italics texts inside the square brackets indicate ‘Acknowledgement Token’. For example: [Okay]
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: (Pressed the Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
Okay.
I am writing Anthropology, okay (Pressed Enter key while talking)
[Right]
Let me see there (while hesitating) is any book on this subject or not
On title
[Okay]
(Started Typing)
Let me see
(browsed through the displayed screen)
but there is no book
course (Murmuring)
all these all about ... OKAY I discovered, really.
And then ... really.
I HAVE GOT A BOOK (with excitement)
Okay, let me do one thing
F4 (pressed the F4 key)
[Then]
Title... no, not title
This is the subject all about. If I write the subject it will come.
Okay, I am writing my subject, okay.
[Yes, Please]
(Started Typing)
It's my subject
Twenty-four (counted the number of hits)
And the books are ...
(browsed through the displayed screen)
This (identified a book)
There are other books also. Yeah lots of books.
Environmental Economics (reading the retrieved titles)
Introduction to ... (Murmuring and reading)
DICTIONARY OF ECONOMICS (reading the retrieved titles)
It is a very important book. Like to go into the details.
[So]
I press Enter (Pressed the Enter key)
Huh ... so this is the detail
Yeah
End of the Search

1. Italic texts inside the square brackets indicate- 'Acknowledgement Token'. For example: [Okay]
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: (Pressed Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
Now I am ... I was going to search for "Behaviour of Animals" ... and by David Attenborough. It's a very interesting book and I got one ... very few years ago and ... now I am searching that one, whether it is in the library now or not.

[Okay]
The title of the book is "Behaviour of Animals"

[Okay, Sir]
Um... behaviour ... animals that's a very nice book (while continuing the typing)

(Browsing through the displayed screen) animals ... oh no (murmured)... by David Attenborough ... not here (while browsing) Now I say ... not here now I can use also Dadvi (correcting himself) David Attenborough. From the title David Attenborough, I can have that one.

From the Author (correcting himself)

[Okay Sir]
David Attenborough (started typing)
... b,o... (murmured while typing)
Is it Attenborough (asking himself while browsing through the searched results) I am not getting Attenborough first and David is second it may be of that one also.

(Started typing) David Attenborough (while browsing through the searched results) "The Life of Birds"
Five Nine Eight Point Two Nine Five Four (Reading the class number) This is also very nice book.

(Reading the retrieved titles one by one) "This Request Expeditions"
"The Trials of Life"
and there is also of David Attenborough "Life of Animals", "Life of Animals" also there.
But today I am not getting it this one.

[Okay Sir]
Thank you.

Sir, first of all I am searching for a book on Shashi Tharoor's "Riot"

[Right]
Click on 'Author' (Selected the 'Author' option)

[Right]

(Pressed the Enter key) Now I type the name of the author, title of the author, rather.

[Hu]
Title is Tharoor
[Hu]
th,a,r,o,o,r (Pressing the keys and uttering)

[Hu]
I get a list of books available in this library

[Okay]
APPENDIX – VI

(USER – 06 contd...) Written by Shashi Tharoor

[Right]
There are two books available

[Right]
Now to get any of these books I click on them
(Pressed the Enter key to display the full catalogue of the first retrieved result)

[Hu]
Here it’s written ‘out’ (while reading the catalogue)
It means it's not currently available in the library

[Right]
Now I can go for another book

[Hu]
For that I press F10, which is for previous screen
(Pressed the F10 key)

[Hu]
I go for another novel (selected the next title and pressed the Enter key)

[Hu, Hu]
which is "Riot"

[Hu, Hu]
It’s recently released novel of Shashi Tharoor
Here I click (Pressed the Enter key to display the full catalogue)
It's also out.
Yeah.
End of the Search

USER – 07 | Date: 21st Nov 2001 | Session Started at: 15:29:16 p.m. | Ended at: 15:30:40 p.m. |

I am searching for ... book title ... umm ... it is called ...
"The Selfish Gene" (while typing)
Yeah coming (Murmuring)
(Pressed the Enter key to see the full catalogue)
It's available.
So I note down the name and then now go and see.
Now I will go to ... go back box and search some IT books (Pressed the 'Back' option)
In IT books I am searching for ... title
Ohhh... that is books on windows... 98 (while typing)
No it is Author, I am sorry
(went back to previous menu)
Windows 98 (while typing)
Few books I find ... (while browsing through the searched results)
Sorry ... issued ... issued ... so no books to search for actually.
So I go back.
Yes
End of the Search

1. Italic texts inside the square brackets indicate- 'Acknowledgement Token'. For example: {Okay}
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: (Pressed the Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
APPENDIX – VI

Look, I am, pressing this word
Typed
Humm... Embryology, under subject
And only three books... (while browsing)
It shows only three books (while browsing)
Okay]
but... aa... and... and these books are very very less important
I go through words in title
Okay
[Hu]
Then, then I press Embryology
Typed
But look there are twelve books (while browsing)
Hu, twelve books (while browsing)
Okay]
And this not in proper way
[Right]
Not only that ... humm ... not only that
And then I, I again
(Pressed Esc Key to go back previous menu)
... again it will back
And then ... aaa...aache... Gilbert, Okay
Author (Selected the Author option)
Gilbert... haa
[Hu Hu]
G.I,... huu (while typing)
(Pressed the Enter key)
Gilbert (while browsing)
Hu ... Hum...(while browsing)
“Developmental Biology”, “Gilbert”
Developmental Biology or Embryology is a same, same matter
But this ... aaa... this name to book is not included in words in Title or Subject hum
So there are some problems
Okay Invertebrate
(Selected Subject option)
Typed
(Pressed enter)
Look, hi hi (laughing while reading the catalogue)
this a another problem
Invertebrate is a subject, hu, here only one book it shows
Okay
And I, I goes to words in title
Again press Invertebrate (typed)
There are seventeen books (while browsing)
What is the matter
What is the different, in Words In Title and in in Subjects, What is the different
It should not be any any different, but there is some difference
My time is up

1. Italics texts inside the square brackets indicate- “Acknowledgement Token”. For example: [Okay]
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: (Pressed the Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
I am searching for books on ... GIS (while started typing)
[Hu]
and Remote Sensing
[Hu Hu]
okay. So... (Pressed the Enter key)
It will be under subject
[Hu Hu]
aaa... (while browsing through the searched results)
Geographical... Geography (while pressing the Upper Arrow Key and Lower Arrow Key to see the retrieved results)
Something else it's coming.
Therefore I change in modes. It's not coming under Geography
[Hu Hu]
(Looking at the screen)
So now
There is in classified let me see
[Hu Hu]
(Went back to main screen, selected the 'Classified' option of the OPAC and entered a classification number)
ussss... it's not there ...
It's coming only under ... Author it's coming
[Hu Hu]
(Went back to main screen, selected the 'Author' option of the OPAC and entered an author's name)
David Martin (name of the author typed)
esssss... it's David Martin
"Geographical Information System"
It's OUT
It's not there
I have completed

Okay ahaa...
I am for books on Economics
[Right]
I am
I pressing the arrow keys to find out the particular books
[Right]
Subject (selected the 'Subject' option)
Now I pressing the Enter keys (pressed the Enter key)
[Right]
Beginning from the yeah... they need the ... they asking for the subject what I want
[haa]
I pressing the eb (after entering E)
[haa]
APPENDIX – VI

(USER – 10 contd...) I search
[haa]
searching for Economics books
[haa]
So I pressing E
[Right]
I pressed the key (Pressed the Enter key)
[Hu]
oo... (while browsing through the searched results)
Economics Five (counting the number of hits while browsing)
If find to Demand and Supply
(Pressed the Enter Key after selecting the hit)
o... Demand and Supply I have find book what I want
Econ... Demand and Supply (Pressed the Enter key to display the full catalogue)
[Yes]
There is only one book named aa.. author John Solmon and Solmon
[Hu Hu]
Yes aaa... Yes I find my book
[Hu]
and I aa... Yes it out of a...it is issued actually (while reading the catalogue)
[Hu]
I think I can't get this time
End of the Search

USER – 11 | Date: 24th Nov 2001 | Session Started at: 15:27:52 p.m. | Ended at: 15:29:07 p.m.

Searching a book on... Intellectual Property Law
[Hu]
and I searching on the Author right now
[Right]
The name of the author happens to be (Pressed Enter to start searching on Author field)
Bainbridge... happens to be Bainbridge (typed the author name and pressed the Enter key)
and I will just check it out, whether it is in or not (while browsing through the retrieved results by
pressing Upper Arrow Key and Lower Arrow Key)
[Right]
These are fiction books, which have come out in the beginning (while browsing through the
retrieved results)
I have to go on to the lower section (pressing the Lower Arrow Key)
It's there. Ha I think it is coming now
Intellectual Property (Pressed the Enter key to display the full catalogue)
Okay, it's out
(Checked all the full catalogues of Bainbridge's books by pressing the Upper Arrow Key
and Lower Arrow Key)
Hum... seems all the Bainbridges are out. So I guess I have to check out (Pressed Esc key to
return to main menu)
[Ha]
Finally subject so that I find some other author (selected the 'Subject' option and pressed the Enter
key)

______________________________

1. Italic texts inside the square brackets indicate - 'Acknowledgement Token'. For example: [Okay]
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of
search. For example: (Pressed the Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
APPENDIX – VI

(USER – 11 contd…)
So it is typing the subject name. It happens to be Intellectual Property (Typed and pressed the Enter key)
(Browsing through the retrieved results)
(Pressed the Enter key to display the full catalogue of a book)
There is ONLY ONE BOOK, which is in, and if my luck favours I just get it
I just end my search over here
Okay, thank you

USER – 12 | Date: 26th Nov. 2001 | Session Started at: 14:36:02 p.m. | Ended at: 14:37:11 p.m.

Aa… It’s… I am looking for a novel by Anthony Trollop and I am doing also search.
So… I am clicking on the Author Catalogue (selected the ‘Author’ option and pressed the Enter key)
and I am typing in it’s name Trollop (while typing)
and AAH! It’s bringing up a whole list of Anthony Trollop’s works (while browsing through the retrieved results)
So I scroll down (while browsing through the retrieved results by pressing Upper Arrow Key and Lower Arrow Key)
Scroll down more, aah..
and scroll up
and I find “Dr. Thrown”
and press Enter (pressed the Enter key)
and its gives me… the information at … and this classification number and … (while reading the catalogue)
but it doesn’t seem to do its tell me whether it’s on the shelf or … out at the moment.
Okay, so… it should be on the shelf, then, which is what I wanted to know
So that’s me finished.


Title of books (pointing to the ‘Title’ option of the OPAC and pressing the Enter key)
I entering the title. The title is “Applications in Physical Chemistry”
That is a, p, p, l, i, c, a, t, i, o, n, sin Physical p, h, y, s, i, c, c, h, m, i, s, t, r, y
(while typing)
(Browsed through the retrieved results)
But I don’t found, any books, this name.
I should entered in the author (pressed the Enter key, wrongly and reached to a full catalogue of a book)
Okay
<title theke authore jete gele ki kore (in Bengali)
(meaning: How to go to the Author from Title ? Requested the researcher for assistance. Assistance provided to reach to the main menu, where by default ‘Author’ option gets selected)
Thanks
(Pressed the Enter key to reach the ‘Author’ field)
We entered into Author
Name of author
Levine Phil

1. Italics texts inside the square brackets indicate- ‘Acknowledgement Token’. For example: [Okay]
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: (Pressed the Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
APPENDIX – VI

(USER – 13 contd...)  
ee, v, i, n, e (while typing)  
Now I am to move downwards (Pressing Lower Arrow key)  
I want to go upwards (Pressing Upper Arrow key)  
The name of the book is "Physical Chemistry" writer is Era N. Levine (Reading one of the retrieved results)  
Now I Enter (Pressed the Enter key to get the full catalogue)  
The book is out (while browsing the catalogue)  
Again I am back (pressed the Esc key to reach previous screen)  
Again I go on  
(Browsing through the retrieved records)  
Name of the book "Quantum Chemistry" writer I. N. Levine (while browsing the catalogue)  
Enter (Pressed the Enter key to get the full catalogue)  
No this is not out (while browsing the catalogue)  
I want to see, that there is another copy of named "Physical Chemistry" of I. N. Levine. So I  
(checked the catalogue)  
No, this is also out  
So, both two the are out  
So  
I want to take "Quantum Chemistry", I.N. Levine  
This book (pointing to the catalogue on the screen)  
My search is over  
[Thank you]

Okay  
I am just looking for a book here  
Book is on literature  
Written by Shakespeare  
So what I have do is, I have to author (selected the author option after trying several keys)  
And now... there is a key ... there is a ... some a ... some word is there Author  
So I have to enter that one  
(pressed Enter key)  
Then what I have do is I have to pick...  
There is a some thing scrollbar  
Where I have to write Shakespeare  
(Typed Shakespeare)  
and I got some books, lot of books on ... written by Shakespeare (while browsing)  
(pressed Down Arrow Key)  
aaa... right now I just want to ... aa ... see  
it's lot of Shakespeare like (while browsing)  
... um... Mr. Nicholas Shakespeare is there  
(pressed Down Arrow Key)  
William Shakespeare is there  
So in fact I was looking for a book which is written by WILLIAM SHAKESPEARE.  
(pressed Down Arrow Key)  
And that book name is "As he like it"  
It is there (while browsing) ... it's there  
I'm just ...a...put now clicking Enter Key (Pressed the Enter Key)
APPENDIX – VI

(USER – 14 contd…)
And getting it
The book is oo looks like the book is in the SHELF
And a you can saw I can this
These all, I can pick up the book for the Shelf
Yeah it’s end the search
[Okay, thank you]

I am going to the Subject search
(selected the subject option)
Now, here I gave Information Tec … I type Information Technology (typed)
(Pressed enter) Enter
(Pressed Down Arrow Key)
Now, here I find lot of … Information Retrieval, Information Science, Services, Systems & Technology
And there are six numbers … six books mentioned here
I clicked to see the list here (pressed Enter to see the brief details)
aa… these all … Information Technology (reading)
This I.T. (reading)
It Infrastructure (reading)
YEAH
Now, I am interested in three books here
That is “Information Technology: the basics”
I am not able to see the complete this thing
(selected the title)
So I click on this to see the catalogue card (Pressed the Enter Key)
“Information Technology: the basics” by “Barbara Wilson” publishing’s to Macmillan (reading)
opp… this is not the one which I am searching for
( pressed the Down Arrow Key and selected the next record)
“Information Technology and its applications”
(Pressed the Enter Key)
Yes
This is from “Terry Corbett” “the second edition” “Longman Publication”
This seems to be interesting this thing … one...
I am just noted it down for picking it up and going through the thing
(Pressed Esc Key)
I am going back
(selected another subject heading by Up Arrow key)
and there is anything which is there in Information Retrieval
(Pressed the Enter Key)
“Organising knowledge: an introduction to” (browsing a brief record)
Well, I have to click on this to see the complete title
(Pressed the Enter Key)
Well, this seems to be a related subject to me because it talks about introduction to information retrieval
I have just noted it down Rowley, J. (written on a paper)
For a further reference

1. Italic texts inside the square brackets indicate ‘Acknowledgement Token’. For example: [Okay]
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: (Pressed the Enter Key)
3. Texts in bold indicates expression of excitement. For example: AAH!
APPENDIX – VI

(USER – 15 contd…)  
(Pressed Esc Key)  
I go back and see what is the second title, which is listed in information type here  
“Finding government information in the Internet”  
(Pressed Esc Key)  
Well this I am not interested, here  
I go back to the last subject which I am interested “Information Science”  
There is one book mentioned here  
(selected the record)  
Click it (Pressed the Enter Key)  
“Changing context of information”  
I have to again click to see the complete title  
(Pressed the Enter Key)  
It’s an introductory analysis by “Kirin McCray”  
“London”, “Library Association”  
well this doesn’t seem to be my interest  
I am ending my search here

I want a book on the head of aquarium  
[Okay]  
How can I find here  
(Selected subject option)  
(Typing)  
... a, c, q, ... (while typing)  
(browsing the results)  
...nai (Not there) ... (browsing the results)  
...nai (Not there) ... (browsing the results)  
...nai (Not there) ... (browsing the results)  
no book on aquarium  
(Pressed the Esc Key)  
(Pressed the Esc Key)  
(Pressed the Esc Key)  
(Pressed the Esc Key- main menu reached on the third stroke- system gave an alarm beep)  
(Pressed the Esc Key- main menu reached on the third stroke- system gave an alarm beep)  
(Selected the Subject option)  
(Pressed the Enter Key)  
Or we can change into the fish aquarium … if there any title  
(Typed)  
Eleven books are there, hopefully any fish  
(Pressed the Enter Key on a retrieved brief title)  
But whether it is in aquarium or not  
Fish … (browsing by Down Arrow Key)  
No … (browsing by Down Arrow Key)  
(Murmuring and reading in a very low voice, while browsing by Down Arrow Key)  
(End of the list reached by still pressed the Down Arrow key- system gave an alarm beep)  
(Pressed the Enter Key on last record)  
Nothing  
I do not know whether in other matter I can get entry  
um… I will be take the assistance of the Library person

1. Texts in bold indicate expression of excitement. For example: AAH!
2. Normal texts inside the first brackets indicate a note of action, movement etc., collected at the time of search. For example: “Pressed the Enter Key”
3. Italic texts inside the square brackets indicate- “Acknowledgement Token”. For example: [Okay]
APPENDIX – VI

USER – 17  Date: 30th Nov 2001  Session Started at: 14:07:35 p.m.  Ended at: 14:10:24 p.m.

(Started typing)
Thomas
... aaa...
(Typing)

D'y... Tyanning (while typing)
Okay
So here I am getting Thomas Tyanning ...
Thomas Tyanning... Yeah ... under melcoid
Okay
I am looking for the book under the melodic (while browsing)
Eight twenty two point nine one two (reading)
By chances it is two places, okay
One is Eight twenty two point nine one two (while reading)
One is Eight twenty two point nine one two T, H, O (while noting)
And again it Eight twenty two point nine one two (while browsing)
Eight twenty two point nine one two (while noting)
Then ... again I am looking for a book ... on mathematics ... which is by Hogman
Okay
(pressed Space Bar several times)
Okay Ho...
(typed)
o... o... o... o ... it's not there at all (while browsing)
Somebody seems to taken it home
Hogman (while browsing other records)
(pressed Down Arrow key)
That's... (while browsing other records)
(pressed some other key – system gave an alarm beep)
End
Now I will try to find some anthology of poetry
[Right]
Okay
[Hu]
So anthology of poetry ... again I have to go back F10 (pressed twice – system gave an alarm beep)
Okay
My title, it's subject I have to go to, isn't it
(Selected subject option) So checked
(typed 'Poetry')
poetry ... (while browsing)
poetry ... umm...(while browsing)
poetry English (while browsing)
yeah these are the valued anthologies (while browsing)
noo... unfortunately ... it's not there (while browsing)
Let try if, I am not finding it, so let's try to do it in a different manner
(Press Esc Key)
UMM... subject ... Enter (Pressed the Enter Key)
Anthology a, n, e, h antho...logy ... y anthology (while typing)
Anthology is yeah, wait anthologies Enter (Pressed the Enter Key)
APPENDIX – VI

(USER – 17 contd...) 
Yeah 
(Murmuring while browsing) 
Literature (while browsing) 
Poetry (while browsing) 
(Murmuring while browsing) 
Only these...
No, I don’t think I will be getting
Anyway, now I will try to find out the book myself, 
[Okay]
Okay

USER – 18  Date: 30th Nov 2001  Session Started at: 18:06:27 p.m.  Ended at: 18:07:32 p.m.
Aaa... "Operarting System" by Tanningo
[Hu]
aaa...
(Typing)
Tanningo (while typing)
Author (while typing)
[Okay]
(Continued typing)
(Pressed the Enter Key)
All these about (browsing the catalogue card)
And... basically I want to... umm... I have. Basically this is renewed to me, to my card
[Okay]
I want to renew it, this is to my card
[Okay]
I jua forget the serial number, that’s why I want to renew it, so writing this serial number
Yeah, I have a books on Algebra
(Went back to pervious menu)
(Started typing Algebra on title field)
Title (Checking the title field)
[Okay]
(Pressed the Enter key twice to see the full catalogue)
Algebra (Checking the catalogue)
[Okay]
This is ... (Checking the catalogue)
It is also issued ... issued to me
[Okay]
And I want to renew it.
APPENDIX – VII

Verbal Protocol Segments & Coded Data

ID Transcription CODE
U0101: I am searching: PB
U0102: for a book: DA
U0103: on Dracula: DC2
U0104: under the title: DB2
U0105: Okay I found it: EB
U0106: Eight twenty three: DC4
U0107: point eight: DC4
O1U01: Yeah: O
O2U01: [Thank you]: O
U0201: I am pressing the: DD
U0202: ...: IA
U0203: key button for Author: DB1
T1U02: [Okay]: T
U0204: and I am typing it: DD
U0205: ...: DB1
U0206: Jessy Liberty: DC1
U0207: i...e...e...r...t...y (Pressing the keys and uttering): DC1
U0208: I am not getting: EC
U0209: Now I will go for the title not for the Author: DB2
T2U02: [Okay]: T
U0210: I am pressing the: DD
U0211: ...: IA
U0212: key for the title: DB2
U0213: Pressing Enter (pressed the Enter key boldly): DD
U0214: and I am typing: DD
U0215: ...: IA
U0216: Code Java: DC2
U0217: Still I am not: EC
U0218: ...: IA
U0219: YEAH I got something: EA
U0220: Java ... Java ... (Murmuring): MC1
U0221: I found: EB
O1U02: Finish it: O
U0301: Searching: PB
U0302: for the Modern Short Stories: DC3
U0303: on... a... a...: IA
U0304: literature: DC3
U0305: Modern short story (Murmuring): MC1
U0306: Most of the books are out: MC3
U0307: um... um...: IA
U0308: I am going back to the catalogues: PA

ID Legend: U - User, First two digits - the User No., Next two digits: Segment No. For example, U111 stands for the User No. 11 and the 1st Segment of the user's protocols.
T - Acknowledgement Token, First one or two digits - the Token No., U - User, next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02.
O - Other statements, First one or two digits - the Other Statement No., U - User, next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table 5.2 (Coding Scheme).
APPENDIX - VII

T1U03:[Right]:T
U0309:um...:IA
U0310:searching:PB
U0311:through the authors:DB1
T2U03:[Right]:T
U0312:Searching for Mansfield:DC1
U0313:Yeah...:EB
U0314:Captain Mansfield:MC1
U0315:It is out:MC3
U0316:This is again out:MC3
U0317:mmuuch (Expressing dissatisfaction):EC
U0318:That's all:EC
O1U03:Finished the search:O
U0401:Okay:PA
U0402:I am writing:PA
U0403:Anthropology:DC3
U0404:okay:PA
T1U04:[Right]:T
U0405:Let me see there:PA
U0406:is any book:DA
U0407:on this subject or not:DC3
U0408:On title:DC2
T2U04:[Okay]:T
U0409:Let me see:PA
U0410:but there is no book course:EC
U0411:all these all about:MC1
U0412:....:IA
U0413:OKAY I discovered really:EB
U0414:And then really:IA
U0415:I HAVE GOT A BOOK (with excitement):EB
U0416:Okay, let me do one thing:PA
U0417:F4 (pressed the F4 key):DD
T3U04:[Then]:T
U0418:Title:DB2
U0419:... no, not title:IA
U0420:This is the subject all about:DB3
U0421:If I write the subject it will come:PA
U0422:Okay, I am writing my subject:DB3
U0423:okay:PA
T4U04:[Yes, Please]:T
U0424:It's my subject:DC3
U0425:Twenty-four (counted the number of hits):MA
U0426:And the books are ...:MA
U0427:This (identified a book):MB
U0428:There are other books also:MB

[Legend: U - User, First two digits - the User No.; Next two digits - Segment No. For example, U1111 stands for the User No. 11 and the 11th Segment of the user's protocols.
T - Acknowledgement Token; First one or two digits - the Token No.; U - User; next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02.
O - Other statements; First one or two digits - the Other Statement No.; U - User; next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table 5.2 (Coding Scheme).]
APPENDIX - VII

U0429: Yeah lots of books: MB
U0430: Environmental Economics: MC1
U0431: (reading the retrieved titles): MA
U0432: Introduction to ... (Murmuring and reading): MA
U0433: DICTIONARY OF ECONOMICS (reading the retrieved titles): MA
U0434: It is a very important book: EA
U0435: Like to go into the details: MC2
T5U04: [So]: T
U0436: I press Enter (Pressed the Enter key): DD
U0437: Huh ... so this is the detail: MA
O1U04: Yeah: O
U0501: Now I am: PB
U0502: ...: IA
U0503: I was going to search: PB
U0504: for "Behaviour of Animals": DC2
U0505: ...: IA
U0506: and by David Attenborough: DC1
U0507: It's a very interesting book and I got one ... very few years ago and ... : MRA
U0508: now I am searching that one: PB
U0509: whether it is in the library now or not: PB
T1U05: [Okay]: T
U0510: The title: DB2
U0511: of the book: DA
U0512: is "Behaviour of Animals": DC2
T2U05: [Okay, Sir]: T
U0513: Um ... behaviour ... animals: DC2
U0514: that's a very nice book: MRA
U0515: animals ...: MA
U0516: oh no (murmured)... EC
U0517: by David Attenborough ...: MA
U0518: not here: MC3
U0519: Now I say ... not here now: EC
U0520: I can use also Dadvi (correcting himself) David Attenborough: PB
U0521: From the title: DB2
U0522: David Attenborough: DC2
U0523: I can have that one: PB
U0524: From the Author (correcting himself): DB1
T3U05: [Okay Sir]: T
U0525: David Attenborough: DC1
U0526: (started typing) ... b.o... (murmured while typing): DD
U0527: Is it Attenborough (asking himself): IA
U0528: I am not getting: EC
U0529: Attenborough first and David is second it may be of that one also: DC1
U0530: David Attenborough (while browsing through the searched results): MA
U0531: "The Life of Birds": MA

Legend: U - User; First two digits - the User No.; Next two digits - Segment No. For example, U1111 stands for the User No. 11 and the 11th Segment of the user's protocols.
T - Acknowledgement Token; First one or two digits - the Token No.; U - User, next two digits - User No. For example, T1U02 stands for the First Acknowledgement Token provided to the User No. 02
O - Other statements; First one or two digits - the Other Statement No.; U - User, next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table 5.2 (Coding Scheme).
Five Nine Eight Point Two Nine Five Four (Reading the class number): MA

This is also very nice book: MC2

"This Request Expeditions": MA

"The Trials of Life": MA

and there is also of David Attenborough: MC1

"Life of Animals", "Life of Animals" also there: MC1

But today I am not getting it this one: EC

Okay Sir): T

Thank you: O

Sir, first of all I am searching: PB

for a book: DA

Shashi Tharoor's: DC1

"Riot": DC2

Click on 'Author' (Selected the 'Author' option): DB1

Now I type: DD

t,h,a,r,o,o,r  (Pressing the keys and uttering): DD

get a list of books available in this library: MA

Written by Shashi Tharoor: MB

There are two books available: MB

Now I can go for another book: PB

For that I press F10: DD

which is for previous screen (Pressed the F10 key): DD

I go for another novel: PA

which is "Riot": MB

It's recently released novel of Shashi Tharoor: MRA

For detailed Transcriptions, please refer to Appendix - VI. For details of Codes, please refer to Table-5.2 (Coding Scheme).
APPENDIX - VII

U0623: Here I click (Pressed the Enter key to display the full catalogue): DD
U0624: It's also out: MC3
U0625: Yeah: PB
U0701: I am searching for: PB
U0702: ... book title: DB2
U0703: ... umm ...: IA
U0704: it is called ... "The Selfish Gene": DC2
U0705: Yeah coming (Murmuring): MA
U0706: It's available: MC3
U0707: So I note down the name and then now go and see: MRA
U0708: Now I will go to ...: PA
U0709: go back box: DD
U0710: and search: PB
U0711: some IT books: DC3
U0712: In IT books I am searching for ...: DC3
U0713: title: DC2
U0714: Ohhh... : IA
U0715: that is books on windows ... 98: DC2
U0716: No it is Author, I am sorry: IA
U0717: Windows 98 (while typing): DC2
U0718: Few books I find ... (while browsing through the searched results): MA
U0719: Sorry ...: EC
U0720: issued ...: MC3
U0721: issued ...: MC3
U0722: so no books to search for actually: EC
U0723: So I go back: DD
O1U07: Yes: O
U0801: Look, I am, pressing this word: DD
U0802: Humm... Embryology: DC3
U0803: under subject: DB3
U0804: And only three books...: MB
U0805: It shows only three books: EC
T1U08: [Okay]: T
U0806: but... aa... and... and these books are very very less important: EA
U0807: I go through words in title: DB2
U0808: Okay: PB
T2U08: [Hu]: T
U0809: Then: PA
U0810: then I press: DD
U0811: Embryology: DC3
U0812: But look there are twelve books: MB
U0813: Hu, twelve books (while browsing): MB
T3U08: [Okay]: T
U0814: And this not in proper way: EC
T4U08: [Right]: T

ID Legends:  U - User; First two digits - the User No.; Next two digits - Segment No. For example, U1111 stands for the User No. 11 and the 1st Segment of the user's protocols.
T - Acknowledgement Token; First one or two digits - the Token No.; U - User; next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02
O - Other statements; First one or two digits - the Other Statement No.; U - User; next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table 5.2 (Coding Scheme).
APPENDIX – VII

U0815: Not only that ... humm ... not only that EC
U0816: And then I, I again: PA
U0817: (Pressed Esc Key to go back previous menu): DD
U0818: ... again it will back: PA
U0819: And then ... aaa ... aache ... : PB
U0820: Gilbert, Okay DC1
U0821: Author: DB1
U0822: Gilbert ... haa DC1
T5U09: [Hu Hu]: T
U0823: Gil ... huu (while typing): DD
U0824: (Pressed the Enter key): DD
U0825: Gilbert (while browsing): MA
U0826: Hu ... Hum ... (while browsing): MA
U0827: "Developmental Biology": MB
U0828: "Gilbert": MB
U0829: Developmental Biology or Embryology is a same, same matter: EA
U0830: But this ... aaa ... : IA
U0831: this name to book is not included in words in Title or Subject hum: EC
U0832: So there are some problems: EC
U0833: Okay Invertebrate: DC3
U0834: Look, hi hi (laughing while reading the catalogue): EC
U0835: this a another problem: EC
U0836: Invertebrate is a subject, hu: DC3
U0837: here only one book it shows, Okay: EC
U0838: And I, I goes to words in title: PB
U0839: Again press: DD
U0840: Invertebrate: DC3
U0841: There are seventeen books (while browsing): MB
U0842: What is the matter: EC
U0843: What is the different, in Words In Title and in Subjects, What is the different: EC
U0844: It should not be any any different, but there is some difference: EC
O1U08: My time is up: O
U0901: I am searching: PB
U0902: for books: DA
U0903: on ....: IA
U0904: GIS: DC3
T1U09: [Hu]: T
U0905: and Remote Sensing: DC3
T2U09: [Hu Hu]: T
U0906: okay: PA
U0907: So....: IA
U0908: It will be under subject: DB3
T3U09: [Hu Hu]: T
U0909: aaa ... (while browsing through the searched results): MA
U0910: Geographical ....: MA

ID Legends: U - User; First two digits - the User No.; Next two digits- Segment No. For example, 1/1111 stands for the User No. 11 and the 11th segment of the user's protocols.
T - Acknowledgement Token; First one or two digits - the Token No.; U - User; next two digits - User No. For example, T2/02 stands for the Second Acknowledgement Token provided to the User No. 02
O - Other statements; First one or two digits - the Other Statement No.; U - User; next two digits - User No. For example, O1/02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table- 5.2 (Coding Scheme).
APPENDIX - VII

U0911: Geography: MA
U0912: (pressing the Up Arrow Key): DD
U0913: Something else it's coming: EC
U0914: Therefore I change in modes: PB
U0915: It's not coming under Geography: EC
T4U09: [Hu Hu]: T
U0916: So now: IA
U0917: There is in classified: PB
U0918: let me see: PB
T5U09: [Hu Hu]: T
U0919: usss... it's not there ...: EC
U0920: It's coming only under: EA
U0921: ...: IA
U0922: Author it's coming: EA
T6U09: [Hu Hu]: T
U0923: David Martin: DC1
U0924: essss... it's David Martin: MB
U0925: "Geographical Information System": MC2
U0926: It's OUT: MC3
U0927: It's not there: EC
O1U09: I have completed: O
U1001: Okay ahaa...: PB
U1002: I am for books: DA
U1003: on Economics: DC3
T1U10: [Right]: T
U1004: I am: EA
U1005: I pressing the arrow keys to find out the particular books: DD
T2U10: [Right]: T
U1006: Subject: DB3
U1007: Now I pressing the Enter keys (pressed the Enter key): DD
T3U10: [Right]: T
U1008: Beginning from the yeah...: IA
U1009: they need the ....: IA
U1010: they asking for the subject what I want: DB3
T4U10: [haa]: T
U1011: I pressing the eb (after entering E): DD
T5U10: [haa]: T
U1012: I search : DD
T6U10: [haa]: T
U1013: searching for: PB
U1014: Economics books: DC3
T7U10: [haa]: T
U1015: So I pressing E: DD
T8U10: [Right]: T
U1016: I pressed the key (Pressed the Enter key): DD

Legend: U = User, First two digits = the User No.; Next two digits = Segment No. For example, U1111 stands for the User No. 11 and the 11th Segment of the user's protocols.
T = Acknowledgement Token, First one or two digits = the Token No.; U = User, next two digits = User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02
O = Other statement; First one or two digits = the Other Statement No.; U = User, next two digits = User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table- 5.2 (Coding Scheme).
APPENDIX - VII

T9U10.[Hu] T
U1017:oo... (while browsing through the searched results):MA
U1018:Economics Five (counting the number of hits while browsing):MA
U1019:If find to Demand and Supply:MC1
U1020:o... Demand and Supply:MC2
U1021:I have find book what I want:EB
U1022:Econ... Demand and Supply:MC2
T10U10:[Yes]:T
U1023:here is only one book:MC3
U1024:named aa.. author John Solmon and Solmon:DC1
T11U10.[HuHu]:T
U1025:Yes aaa... Yes I find my book:EB
T12U10.[Hu]:T
U1026:and I aa...:MC3
U1027:Yes it out of a...it is issued actually (while reading the catalogue):MC3
T13U10.[Hu]:T
U1028:I think I can't get this time:EC
U1101:Searching a book on...:PB
U1102:Intellectual Property Law:DC3
T1U11.[Hu]:T
U1103:and I searching on the Author right now:DB1
T2U11:[Right]:T
U1104:The name of the author happens to be:IA
U1105:Bainbridge... happens to be Bainbridge:DC1
U1106:and I will just check it out, whether it is in or not:PA
T3U11:[Right]:T
U1107:These are fiction books, which have come out in the beginning(while browsing):MB
U1108:I have to go on to the lower section:DD
U1109:It's there:MB
U1110:Ha I think it is coming now:MB
U1111:Intellectual Property:DC3
U1112:Okay, it's out:MC3
U1113:Hum... seems all the Bainbridges are out:MC3
U1114:So I guess I have to check out:PB
U1115:(Pressed Esc key to return to main menu):DD
T4U11:[Ha]:T
U1116:Finally subject:DB3
U1117:so that I find some other author:DC1
U1118:So it is typing the subject name:DD
U1119:it happens to be Intellectual Property:DC3
U1120:There is ONLY ONE BOOK, which is in, and if my luck favours I just get it:MC3
O1U11:I just end my search over here:O
O2U11:Okay, thank you:O
U1201:AA.. It's....:PB

ID Legends: U - User; First two digits - the User No.; Next two digits - Segment No. For example, U1111 stands for the User No. 11 and the 1st Segment of the user's protocols.
T - Acknowledgement Token; First one or two digits - the Token No.; U - User; next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02
O - Other statements; First one or two digits - the Other Statement No.; U - User; next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table- 5.2 (Coding Scheme).
APPENDIX – VII

U1202: I am looking for a novel: DC3
U1203: by Anthony Trollop: DC1
U1204: and I am doing also search: PB
U1205: So...: PA
U1206: I am clicking on the Author Catalogue (selected the 'Author' option): DB1
U1207: and I am typing in it's name Trollop (while typing): DD
U1208: and AAAH!: EB
U1209: it's bringing up a whole list of Anthony Trollop's works: EB
U1210: So I scroll down: DD
U1211: Scroll down more: DD
U1212: aah...: MA
T1U12: [Hu]: T
U1213: and scroll up: DD
T2U12: [Hu]: T
U1214: and I find: MB
U1215: "Dr. Thrown": MC1
U1216: and press Enter (pressed the Enter key): DD
U1217: and its gives me...: MB
U1218: the information at...: MB
U1219: and this classification number and ... (while reading the catalogue): MB
U1220: but it doesn't seem to do its tell me whether it's on the shelf or... out at the moment: IA
U1221: Okay, so... it should be on the shelf, then: MC3
U1222: which is what I wanted to know: EB
O1U12: So that's me finished: O
U1301: Title of books (pointing to the 'Title' option): DB2
U1302: I entering the title: DD
U1303: The title is "Applications in Physical Chemistry": DC2
U1304: That is a, p, p, l, i, c, a, t, i, o, n, s in Physical p, h, y, s, i, c, c, a, l Chemistry c, h, m, i, s, t, r, y (while typing): DD
U1305: But I don't found, any books, this name: EC
U1306: I should entered in the author: PB
T1U13: [Okay]: T
U1307: title theke authore jete gele ki kore (How to go to the Author from Title? asked in Bengali): IA
O1U13: help provided: O
O2U13: Thanks: O
U1308: We entered into Author: DB1
U1309: Name of author: DC1
U1310: Levine Phii: DC1
U1311: e, v, i, n, e (while typing): DD
U1312: Now I am to move downwards (Pressed Down Arrow key): DD
U1313: I want to go upwards (Pressing Up Arrow key): DD
U1314: The name of the book is "Physical Chemistry": MB
U1315: writer is Era N. Levine (Reading one of the results): MB

**Legend:**
- U - User, First two digits - the User No., Next two digits - Segment No. For example, U111 stands for the User No. 11 and the 1st Segment of the user's protocols.
- T - Acknowledgement Token, First one or two digits - the Token No., U - User, next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02.
- O - Other statements, First one or two digits - the Other Statement No., U - User, next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table- 5.2 (Coding Scheme).
APPENDIX – VII

U1316: Now I Enter (Pressed the Enter key to get the full catalogue): DD
U1317: The book is out (while browsing the catalogue): MC3
U1318: Again I am back: DD
U1319: Again I go on: PA
U1320: Name of the book “Quantum Chemistry”: MB
U1321: writer I. N. Levine (while browsing the catalogue): MC1
U1322: Enter (Pressed the Enter key to get the full catalogue): DD
U1323: No this is not out (while browsing the catalogue): MC3
U1324: I want to see, that there is another copy: PB
U1325: of named “Physical Chemistry”: MB
U1326: of I. N. Levine: MB
U1327: So I (checked the catalogue): MC3
U1328: No, this is also out: MC3
U1329: So, both the are out: MC3
U1330: So: IA
U1331: I want to take “Quantum Chemistry”, I. N. Levine: EB
O3U13: This book (pointing to the catalogue on the screen): O
O4U13: My search is over: O
O5U13: [Thank you]: O
U1401: Okay: PB
U1402: I am just looking for: PB
U1403: a book here: PB
U1404: Book is on literature: DC3
U1405: Written by Shakespeare: DC3
U1406: So what I have do is: PB
U1407: I have to go to author: DB1
U1408: And now... there is a key ... there is a ... some a ... some word is there Author: IA
U1409: So I have to enter that one (pressed Enter key): DD
U1410: Then what I have do is I have to pick... DD
U1411: There is a some thing scrollbar: DD
U1412: Where I have to write Shakespeare: DD
U1413: and I got some books, lot of books on : MA
U1414: written by Shakespeare (while browsing): MB
U1415: aaa... right now I just want to... aa ... : IA
U1416: see it’s lot of Shakespeare like (while browsing): MA
U1417: ...um... Mr. Nicholas Shakespeare is there: MA
U1418: William Shakespeare is there: MB
U1419: So in fact I was looking for a book: DA
U1420: which is written by WILLIAM SHAKESPEARE: DC1
U1421: And that book name is "As he like it": DC2
U1422: It is there (while browsing): MB
U1423: ... it’s there: MC3
U1424: I’m just ...a... put now clicking Enter Key (Pressed the Enter Key): DD
U1425: And getting it: MB
U1428: The book is ... : MC1

For detailed Transcriptions, please refer to Appendix – VI. For details of Codes, please refer to Table- 5.2 (Coding Scheme).
APPENDIX - VII

U1427:oo looks like the book is in the SHELF:MC3
U1428:And aa...you can saw I can this:EB
U1429:These all, I can pick up the book for the Shelf:MRA
O1U14:Yeah it's end the search:O
O2U14:[Okay, thank you]:O
U1501:I am going to:PB
U1502:the Subject:DB3
U1503:search:PB
U1504:Now, here I gave Information Tec...:DC3
U1505:I type Information Technology (typed):DD
U1506:(Pressed enter) Enter:DD
U1507:(Pressed Down Arrow Key):DD
U1508:Now, here I find lot of ....:MA
U1509:Information Retrieval:MB
U1510:Information Science:MB
U1511:Services:MB
U1512:Systems & Technology:MB
U1513:And there are six numbers ... six books mentioned here:MB
U1514:1 clicked to see the list here (pressed Enter to see the brief details):MB
U1515:aa... these all ....:MA
U1516:Information Technology:MC1
U1517:This I.T.:MC1
U1518:It Infrastructure:MC1
U1519:YEAH:EB
U1520:Now, I am interested in three books here:MRA
U1521:That is "Information Technology- the basics":MC2
U1522:I am not able to see the complete this thing:IA
U1523:So I click on this to see the catalogue card (Pressed the Enter Key):DD
U1524:"Information Technology- the basics":MA
U1525:by "Barbara Wilson":MA
U1526:publishing's to Macmillan (reading):MA
U1527:opp... this is not the one which I am searching for:EC
U1528:"Information Technology and its applications":MA
U1529:Yes:MC1
U1530:This is from "Terry Corbett":MC2
U1531:"the second edition":MA
U1532:"Longman Publication":MA
U1533:This seems to be interesting this thing ... one....:MC2
O1U15:I am just noted it down for picking it up and going through the thing:O
U1534:I am going back:DD
U1535:and there is anything which is there in Information Retrieval:MC1
U1536:"Organising knowledge- an introduction to" (browsing a brief record):MA
U1537:Well, I have to click on this to see the complete title (Pressed the Enter Key):DD
U1538:"An introduction to Information Retrieval":MA
U1539:by "Jennifer Rowley":MA

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- **T** - Acknowledgement Token, First one or two digits - the Token No.; **U** - User, next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02.
- **O** - Other statements; First one or two digits - the Other Statement No.; **U** - User, next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table-5.2 (Coding Scheme).
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U1540:"Second Edition" all sort MA
U1541:Well, this seems to be a related subject to me:MC2
U1542:because it talks about introduction to information retrieval:EA
O2U15:I have just noted it down Rowley, J. (written on a paper) For a further reference.O
U1543:I go back:DD
U1544:and see what is the second title:DD
U1545:which is listed in information type here:EA
U1546:"Finding government information in the Internet".MRA
U1547:Well this I am not interested, here:EC
U1548:I go back to the last subject:DD
U1549:which I am interested "Information Science":MB
U1550:There is one book mentioned here:MA
U1551:Click it (Pressed the Enter Key):DD
U1552:"Changing context of information":MA
U1553:I have to again click to see the complete title(Pressed the Enter Key):DD
U1554:It's an introductory analysis:MA
U1555:"Kirin McCray ":MA
U1556:"London":MA
U1557:"Library Association":MA
U1558:well this doesn't seem to be my interest:EC
O3U15:I am ending my search here:O
U1601:I want a book:DA
U1602: on the head of aquarium:DC3
T1U16:[Okay]:T
U1603:What is the system:IA
U1604:How can I find here:IA
U1605:.... a, c, q, ...(while typing):DD
U1606:....nai (Not there) ...(browsing the results):EC
U1607:....nai (Not there) ...(browsing the results):EC
U1608:....nai (Not there) ...(browsing the results):EC
U1609:no book on aquarium:EC
U1610:Or we can change into the fish aquarium:PB
U1611:... if there any title:IA
U1612:Eleven books are there (while browsing):MA
U1613:hopefully any fish:MA
U1614:But whether it is in aquarium or not:MC1
U1615:Fish ....MA
U1616:No ....EC
U1617:Nothing:EC
U1618:I do not know whether in other matter I can get entry:IA
U1619:um... I will be take the assistance of the Library person:MRA
U1701:Thoma:DC1
U1702:.... aaa....IA
U1703:D, y ....Tyaning (while typing):DC1
U1704:Okay:PB

[1] Legends:  U - User; First two digits - the User No.; Next two digits - Segment No. For example, U1111 stands for the User No. 11 and the 11th Segment of the user's protocols.
               T - Acknowledgement Token, First one or two digits - the Token No.; U - User; next two digits - User No. For example, T2U02 stands for the Second Acknowledgement Token provided to the User No. 02.
               O - Other statements; First one or two digits - the Other Statement No.; U - User; next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table 5.2 (Coding Scheme).
So here I am getting Thomas Tyaning...PB
Thomas Tyaning:DC1
...Yeah...PB
under melcoid: DC2
Okay:PB
I am looking for the book: DA
under the melcoid: DC2
Eight twenty two point nine one two (reading): MA
By chances it is two places, okay: EA
One is Eight twenty two point nine one two (while reading): MA
One is Eight twenty two point nine one two T, H, O (while noting): MA
And again it Eight twenty two point nine one two (while browsing): MA
Eight twenty two point nine one two (while noting): O
Then...again I am looking for: PB
a book...: DA
on mathematics...: DC3
which is by Hogman: DC1
Okay:PB
Okay Ho...PA
o...o...: DD
it's not there at all: EC
Somebody seems to taken it home: MRA
Hogman (while browsing other records): MA
That's... (while browsing other records): MA
End: EC
Now I will try to find: PB
some anthology of poetry: DC3
[T][Right]: T
Okay: PB
[Hu]: T
So anthology of poetry...: DC3
again I have to go back F10 (pressed twice - system gave an alarm beep): DD
Okay: PA
My title: DC2
it's subject I have to go to: DC3
isn't it: IA
(Selected subject option) So checked: DD
poetry ... (while browsing): MA
poetry ... umm... (while browsing): MA
poetry English (while browsing): MA
yeah these are the valued anthologies (while browsing): MB
n... unfortunately it's not there (while browsing): EC
Let try if I am not finding it: PB
so let's try to do it in a different manner: PB
uum... subject... PA

Legend: U - User; First two digits - the User No.; Next two digits - Segment No. For example, U111 stands for the User No. 11 and the 11th Segment of the user's protocols.
T - Acknowledgement Token, First one or two digits - the Token No.; U - User, next two digits - User No. For example, T2102 stands for the Second Acknowledgement Token provided to the User No. 02.
O - Other statements, First one or two digits - the Other Statement No.; U - User, next two digits - User No. For example, O1102 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table-5.2 (Coding Scheme).
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U1747: Enter (Pressed the Enter Key): DD
U1748: Anthology a, n, e, h anthology (while typing): DD
U1749: Anthology is yeah: MA
U1750: wait: MA
U1751: anthologies: MB
U1752: Enter (Pressed the Enter Key): DD
U1753: Yeah: MC1
U1754: wait: MA
U1755: anthologies: MB
U1756: Enter (Pressed the Enter Key): DD
U1757: Yeah: MC1
U1758: Literature (while browsing): MB
U1759: Poetry (while browsing): MB
U1760: Only these: EC
U1761: No, I don’t think I will be getting: EC
U1762: Anyway, now I will try to find out the book myself: MRA
T3U17: [Okay]: T
O1U17: [Okay]: O
U1801: Aaa...: PB
U1802: "Operating System": DC2
U1803: by Tanningo: DC1
T1U18: [Hu]: T
U1804: aaaa...: PA
U1805: Tanningo (while typing): DC1
U1806: Author (while typing): DC1
T2U18: [Okay]: T
U1807: All these about (browsing the catalogue card): MA
U1808: And... basically I want to...: IA
U1809: umm... I have: IA
U1810: Basically this is renewed to me, to my card: EA
T3U18: [Okay]: T
U1811: I want to renew it, this is to my card: MRA
T4U18: [Okay]: T
U1812: I just forget the serial number, that’s why I want to renew it, so writing this serial number: MRA
U1813: Yeah, I have a books: DA
U1814: on Algebra: DC3
U1815: Title (Checking the title field): DB2
TSU18: [Okay]: T
U1816: Algebra: DC2
T5U18: [Okay]: T
U1817: This is... (Checking the catalogue): MC1
U1818: It is also issued... issued to me: MRA
T6U18: [Okay]: T
U1819: And I want to renew it: MRA

Legend: U - User. First two digits - the User No., Next two digits - Segment No. For example, U1111 stands for the User No. 11 and the 11th Segment of the user’s protocols.
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O - Other statements; First one or two digits - the Other Statement No.; U - User, next two digits - User No. For example, O1U02 stands for the First Other Statement generated by the User No. 02.

For detailed Transcriptions, please refer to Appendix VI. For details of Codes, please refer to Table 5.2 (Coding Scheme).
# APPENDIX – VIII

## DETAILS OF THE INITIALS

<table>
<thead>
<tr>
<th>INITIALS</th>
<th>DETAILS OF INITIALS</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>PA</td>
<td>Planning for a step,</td>
<td>I am writing</td>
</tr>
<tr>
<td>PB</td>
<td>Planning for a Procedure,</td>
<td>I go to words in title</td>
</tr>
<tr>
<td>DA</td>
<td>Defining a Document,</td>
<td>So in fact I was looking for a book</td>
</tr>
<tr>
<td>DB1</td>
<td>Defining Heading by Author,</td>
<td>key button for Author</td>
</tr>
<tr>
<td>DB2</td>
<td>Defining Heading by Title,</td>
<td>key for the title</td>
</tr>
<tr>
<td>DB3</td>
<td>Defining Heading by Subject,</td>
<td>asking for the subject what I want</td>
</tr>
<tr>
<td>DC1</td>
<td>Defining name of a Author,</td>
<td>on Shashi Tharoor's</td>
</tr>
<tr>
<td>DC2</td>
<td>Defining title of a document,</td>
<td>The title is &quot;Applications in Physical Chemistry&quot;</td>
</tr>
<tr>
<td>DC3</td>
<td>Defining title of a document,</td>
<td>Intellectual Property Law</td>
</tr>
<tr>
<td>DD</td>
<td>Defining a particular action,</td>
<td>Pressing Enter</td>
</tr>
<tr>
<td>MA</td>
<td>Monitoring the searched results by reading.</td>
<td>I get a list of books available in this library</td>
</tr>
<tr>
<td>MB</td>
<td>Identifying a document while monitoring.</td>
<td>yeah these are the valued anthologies</td>
</tr>
<tr>
<td>MC1</td>
<td>Comparing to expected results by examining while monitoring the searched results.</td>
<td>But whether it is in aquarium or not</td>
</tr>
<tr>
<td>MC2</td>
<td>Determining the relevancy of the searched results.</td>
<td>Well, this seems to be a related subject to me</td>
</tr>
<tr>
<td>MC3</td>
<td>Identifying the availability of a document in the library, that is, whether the document has already been issue or available in the shelf.</td>
<td>looks like the book is in the SHELF</td>
</tr>
<tr>
<td>EA</td>
<td>Inferring from the searched results while evaluating</td>
<td>It is a very important book</td>
</tr>
<tr>
<td>EB</td>
<td>Satisfied with the searched results while evaluating</td>
<td>OKAY I discovered really</td>
</tr>
<tr>
<td>EC</td>
<td>Dissatisfied with the searched results while evaluating</td>
<td>And this not in proper way</td>
</tr>
<tr>
<td>IA</td>
<td>Confused while searching</td>
<td>So now</td>
</tr>
<tr>
<td>MRA</td>
<td>Comments</td>
<td>It's recently released novel of Shashi Tharoor</td>
</tr>
</tbody>
</table>