

Welcome to the webinar!



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USABILITY BASICS: TEST WITH YOUR USERS

Chad Kahl, Illinois State University

Your microphones are muted. Please turn off your video.

Most questions will be answered after each presentation.

Please type any questions into the chat box. Planning committee members are monitoring the chat.

This session will be recorded and made available on the CARLI website.



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Usability Basics: Test With Your Users

Learning Goal:

- Describe the basics of usability testing



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Usability Testing

- One of many User Experience (UX) methodologies

Ex Libris' [Primo VE Usability Guidelines and Test Script](#)

Countless resources on UX in Libraries

- [LITA, User Experience Interest Group](#) and [Library UX Chicago](#)
- [Library User Experience](#) (ARL SPEC Kit 322, July 2011)
- [Weave: Journal of Library User Experience](#)



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- Institutional Review Board (IRB) Process
- Recruitment of Participants
- Participant Selection
- Facilitator and Notetaker Training
- Testing
 - Participants completed a list of tasks
 - Participants completed a debriefing
- Data Analysis
- Recommendations



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Institutional Review Board (IRB) process

- Human subjects research
- Expedited review likely
- What was included in the IRB submission?



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Recruitment of Participants

- Multiple methods
- Challenges
- Incentives



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Participant Selection

- Chose based on characteristics that matched campus demographics
- Asked for other characteristics
- Selected extra participants



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Facilitator and Notetaker Training for Library Staff

- Guidelines for monitoring the usability testing
- Thinking Out Loud technique
- How to interact with participant
- How and when to assist participant
- Debriefing guidelines
- Testing checklist



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Testing Administration

- Library staff
 - one facilitator
 - one or two notetakers
- Data collection
 - Screen capturing
 - Data collection logs
- Remote testing and video-conferencing



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Participant Tasks

- What are you testing?

Debriefing

- Opportunities
 - Participants can provide more general feedback
 - Library staff can ask follow-up questions
- Types
 - Likert-scale questions
 - Open-ended questions



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Data Analysis

- Reviewed screen capture recordings and data collection logs
- Task summaries
 - Was task successfully completed?
 - Did participants have similar paths, false starts, successes, challenges?
- Debriefing summaries
 - Likert-scale averages
 - Open-ended questions: actual responses and common themes

Recommendations

- Made suggestions for changes



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