

User Testing Toolkit Project Group Final Report

May 18, 2018

Background

An increasing number of Alliance libraries have either begun performing user testing or have an interest in doing so. There is an increasing interest in user testing resources.

Charge

The User Testing Toolkit Project Group (UTTPG) assists the Discovery & User Experience (DUX) Team in accomplishing its annual goals and priorities. The group will focus on building a user testing toolkit to support user testing at Alliance libraries. The toolkit should provide general user testing resources that can be applied across multiple systems/interfaces/areas.

Project Group Members

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Goals of the Toolkit

UTTPG completed the development of the [User Testing Toolkit](#) in March 2018. The goals of the Toolkit were:

- Provide user testing resources for application across multiple systems/interfaces/areas.
- Acknowledge varying skill sets, staffing considerations, and time.
- Empower members to perform usability testing at their respective institutions.
- Allow colleagues to select testing that might work best for their situation.

The Toolkit is broken into three sections: User Testing FAQ and Resources, Sample User Testing Documentation, and A Guide to Performing User Tests in Your Library. A brief summary of each section is provided below.

[User Testing FAQ and Resources](#)

This page provides general resources for user testing. Set up as collapsible FAQs, this format allows users to easily scan topics and select what is of interest to them. Each topic includes 1-3 resources that were curated by team members.

[Sample User Testing Documentation](#)

These pages gather sample user testing documentation used by institutions in the Orbis Cascade Alliance and generic templates found in other user testing resources.

[A Guide to Performing User Tests in Your Library](#)

This guide is for librarians and archivists who want to understand what goes into user testing coordination and implementation. This user testing documentation is meant to act as a living reference guide for Orbis Cascade Alliance institutional partners. It supports how to perform user testing with any

type of library and archives patron in order to understand what success and challenges they have with different kinds of interactive digital systems like online library catalogs, digital collections repositories, library websites, and finding aid repositories.

Adding Content

We also recommend that DUX consider adding additional resources to the toolkit that may assist libraries in user testing. One example is continuing to develop an Alliance set of user personas so that we have a common set to utilize across the Alliance.

Sustainability

As mentioned above, the Project Group has completed its work. However, the subject and methodologies related to user testing are continually changing and evolving. As a result, it is essential that the Toolkit continue to have human oversight so we can be certain we are providing the most relevant content to users of the toolkit. It is recommended that the DUX Team take upon this role moving forward. Quarterly reviews by the team will allow for the addition of new content and monitoring of existing links and content.