

# Usability Test

## Library maps

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Facilitator	Participant
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### Purpose

The purpose of this test is to examine how well a representative sample of library patrons (including faculty, staff, and students) can interpret and use the design and organization of the library maps CMS webpage. Areas that will be evaluated for overall user satisfaction will include the Web page's information architecture, navigation, terminology, visual aesthetic, and its ability to offer strong usability, overall.

### Success Criteria

**SUCCESS**—Participant completes the task with relative ease and with no prompting in a relatively brief amount of time.

**LEVEL 1 PROMPTING**—Test facilitator responds to a participant's question but doesn't provide any additional detail. For example, a participant asks 'I think it would be this button, should I click on it?' The facilitator responds 'Go ahead and try it.' While a level 1 prompt may indicate success, it may also indicate some uncertainty on the part of the participant and so should be noted.

**LEVEL 2 PROMPTING**—The test facilitator sees the participant struggling and gives a hint, though not the answer directly, in response to a participant's specific question. For example, the facilitator may prompt the participant with "Is there anything else on this page that you think might relate to this task?"

**LEVEL 3 PROMPTING**—The participant has given up in frustration or has struggled to the point where he would likely have given up if faced with the task in real life. In this case, the facilitator gives a direct answer to part of the task, such as "To send this form, you'd click the Submit button."

Definitions adapted from *A Project Guide to UX Design* (Unger & Chandler, 2012).

**Scenario 1**

You've never visited the Van Pelt and Opie Library, and live in Iron Mountain. A friend is presenting her research soon and you wish to attend? What's the best route to take to drive to the library?

*Check the appropriate box...*

SUCCESS	Level 1 Prompt	Level 2 Prompt	Level 3 Prompt

**Scenario 2**

You are the graduate coordinator for your department and would like to provide new students with a printed map of the library, since they will be spending a good deal of time there utilizing its many resources and services. Where might you find a printed map?

*Check the appropriate box...*

SUCCESS	Level 1 Prompt	Level 2 Prompt	Level 3 Prompt

**Scenario 3**

A colleague mentioned the library has a new oversize scanner that can scan media such as book-spreads. You have a project that requires just this service. Where might you find this scanner?

*Check the appropriate box...*

SUCCESS	Level 1 Prompt	Level 2 Prompt	Level 3 Prompt

#### Scenario 4

A friend who is looking over your shoulder at the first floor maps is having difficulty making out the text on the maps. How might you see the fine print descriptions more clearly?

*Check the appropriate box...*

SUCCESS	Level 1 Prompt	Level 2 Prompt	Level 3 Prompt

#### Scenario 5

An event you are scheduled to attend is being held in the some...Education Experiment Room or something? Where exactly is that?

*Check the appropriate box...*

SUCCESS	Level 1 Prompt	Level 2 Prompt	Level 3 Prompt

#### Exit Questions

1. What is your OVERALL IMPRESSION of the maps page?
2. What did you like BEST about the site?
3. What did you like LEAST about the site?
4. Do you feel that there is anything MISSING or INACCURATE from the new maps?
5. What 3-5 TERMS / PHRASES would you use to describe the new library maps?
6. Do you have any other final comments, questions or suggestions?