MAKING A LIST AND CHECKING IT TWICE: creating a sustainable future in user experience

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IRB & IRB TRAINING
- IRB came to be seen as a hurdle when it came to making changes to questions asking about the website.
- Consultant suggested each task force member should be familiar with the script and legal documentation.
- Two librarians completed the IRB paperwork, including creating the script and legal documentation.
- Each person took the CITI IRB training about the website.
- Considerable effort was placed on the scripting process.
- Morae was installed on 3 laptops owned by the library.
- Used the Morae Software by Techsmith--this is software made for user testing.

CONSULTANT AND TASK FORCE
- Consultant was a professor at the university hired to teach UX.
- Consultant suggested each task force member should be familiar with the script and legal documentation.
- Two members of the task force and the consultant traveled to take part in a day-long workshop done by an internationally known UX expert, Whitney.

CONSULTANT AND TASK FORCE
- Consultant was involved in another UX project related to a university initiative. It provided real-life examples and framework for conducting UX work.
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STAFFING MODELS
- STAFFING MODELS
- CONSULTANT AND TASK FORCE
- The task force was made up of 9 library faculty and staff members from varying departments and from the two university libraries:
  - Joyner Library - main library
  - Laupus Library - Health Sciences Library
- The group was comprised mainly of novice researchers in the UX field.
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LESSONS LEARNED
- Lessons Learned: IRB came to be seen as a hurdle when it came to making changes to questions asking about the website.
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- Lessons from consultant’s instructional courses on user interface design.
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RECRUITMENT
- Faculty Governance; library group; Student workers; Librarian contacts

RECRUITING PARTICIPANTS
- 7 undergraduates
- 7 graduate students
- 6 faculty members

RECRUTING PARTICIPANTS
- Inability of the consultant to continue with the study forced the task force to consult with the larger Discovery Advisory Board that was already in place for other discovery issues.

ANALYSIS
- Method of analysis: Content analysis of user comments and feedback from the testing.
- Method of analysis: Content analysis of user comments and feedback from the testing.

RESULTS
- What we learned from testing our database:
  - Big gap between faculty and undergraduates regarding:
    - a. The definition of the library
    - b. Use and understanding of the resources
  - Even a small sample can be helpful

TESTING LOCATIONS
- Testing was done in the following locations:
  - Group study rooms
  - Classrooms
  - Offices of librarians and faculty members tested

NEXT STEPS
- What to do next:
  - Sound is important when coding responses
  - Develop a sustainability plan for the framework.
  - Develop a sustainability plan for the framework.

CHARGE
- Charge:
  - Identify areas of weakness that can be improved in the effectiveness of the framework, and serve to identify a high-need area common to both Libraries’ infrastructure and will work to improve user experiences within the scope of that area (i.e. usability of specific resources, workflow of users within a particular system, etc.).
  - In addition, the pilot will test the following aspects of the framework:
    - The library’s ability to conduct usability studies of its website.
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  - The group will pilot the strategy by gathering procedures.
  - Best practices will be identified and limitations and barriers will be investigated and limitations and barriers will be investigated.
  - Responsibilities, guidelines, processes, and data will be identified.
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PARTICIPANTS
- 8 faculty members
- 7 undergraduates
- 7 graduate students

PARTICIPANTS
- Graduate students
- Librarians
- Student workers

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SOFTWARE
- Software
  - Cranial and Macular Diseases & Visual Impairments
  - Patient Injury and Disability
  - Vision Testing Activities
  - Ocular Surgery
  - Macular Degeneration
  - The Visual Impairment
  - The Visual Impairment
  - Macular Degeneration

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