Assessment activity: Website usability test of common tasks done by students using the library websites.

Mission/Vision alignment: Having a website where students can complete basic library tasks fits into two parts of the library’s mission: Providing equitable access to diverse viewpoints and quality resources and enriching the student experience through innovative technology and inviting virtual and physical spaces.

Participants: The participants were volunteers recruited through a campus wide email and were given a starbucks gift card for their time. Participants had to be able to come into one of the three campus libraries for 30 minutes on specific days in order to participate. Participants were from a range of schools and had a range of experience with the library website and library instruction. Librarians and library staff from the content strategy team conducted the tests.

Where was evidence gathered? Data was gathered directly from students that participated in the usability test. Students arranged a time to come and meet library staff conducting the tests.

Time period: The data was gathered on 4 days in November of 2015. Because of the nature of the test is a constructed environment the range was not relevant for the purposes of assessment.

Assessment method/ measurement tools: Usability Test

Assessment results: The test consisted of the following tasks and success conditions. The facilitators of the tests prompted students to continue until success condition was met or students felt like they had exhausted all their options.

- Task: Find any library source for 3-5 page paper.
  Success: Navigate to a results list in either OneSearch, the library catalog, or a library database.
- Task: Find articles (specifically) for same 3-5 page paper.
  Success: Navigate to a results list in either OneSearch limited to articles or a library database that has articles.
- Task: Find ProQuest Central.
  Success: Navigate to a proquest central link.
- Task: Find help with citing.
  Success: Find our citation guide or ask a librarian page. If students found the citing help that is part of a library database, they were prompt to find another option.
- Task: Locate specific book that the library has.
  Success: Opening the ebook or catalog record for the physical copy of the book.
- Task: Find library hours.
  Success: Opening a page with the library hours on it.
- Task: Find library phone number.
  Success: Opening a page with any library phone number on it.
- Task: Find help from the library.
  Success: Opening a page with any library contact information or the ask a librarian page.

Trends from the results:

- Most of testers like the site and feel that it is simple, clear, and straightforward.
- When the task specified that they should find a book or article our testers overwhelming chose to start the task by clicking on either the book or article button
- ALL the testers used the filters/limiters in summon and proquest to refine their search! Many of them used the publication date filter to make sure they only got recent articles because they deemed them more relevant to the topic (just a reminder the topics were: implications of global warming and autism and vaccines).

- Knowing what a scholarly article is and how to limit to them was confusing for some of our testers.

- Everyone could easily find the library hours.

- Tester located ask page easily, but some people were confused the options on the ask page.

- Most of the testers use the citation information from the databases to cite what they needed to cite. If they need more help, most went to the "Questions? Ask us!" Button instead of looking for a research guide.

- Only a couple of the testers were able to locate the phone number for the library. Several of them got to contact us page, but still did not see how to get the phone number for the library.

- Several testers indicated that they didn’t have library instruction even though they had a librarian come to their class.

Usability tests by nature can only measure the usability of set tasks, not how students naturally use the library website. Other assessments need to be done to assess how the students are using the library website. In addition, only students were included in these usability tests. In the future we also need to create a usability test for faculty and staff to test usability problems that might exist with tasks specific to faculty and staff. In the future we will be extending the tests to this group.

**Disseminating results:** Since this was an assessment of our site design and not statistically significant results of users behavior, the results were only used internally, mainly by the content strategy team, to improve the usability of the website. Usability problems found in results have been addressed by the content strategy team and applied them to the website.