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Mar 30th, 10:15 AM - 11:00 AM

Building a User Testing Toolkit at Your Consortium or Institution

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Kubly, Holli A. and Robbeloth, Hilary, "Building a User Testing Toolkit at Your Consortium or Institution" (2018). *Online Northwest*. 1.
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A User Testing Toolkit

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Outline

- The Consortium
- The Project Group
- Group Members
- Goals for the Toolkit
- Product Overview
- FAQ
- Sample Documentation
- Overview for Librarians
- Promotion + Marketing
- Assessment + Sustainability

https://tinyurl.com/usertestingtoolkitslides

Presenters

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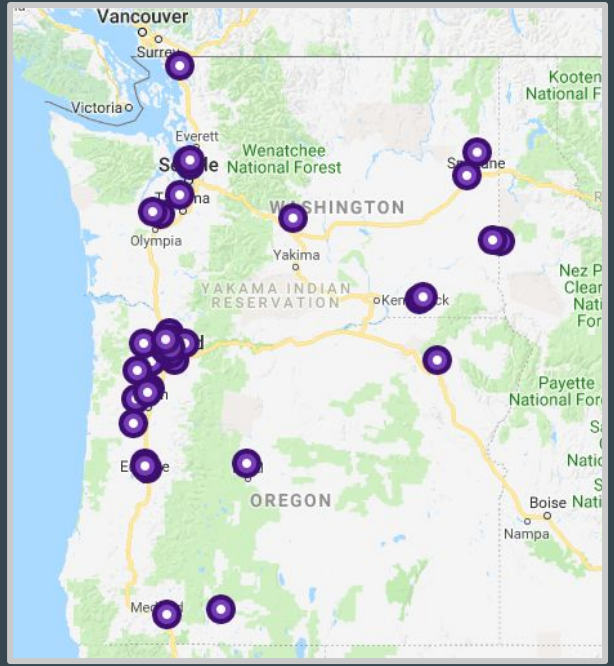
The Orbis Cascade Alliance Consortium

- 39 academic libraries in ID, OR, + WA
  - 7 community colleges
  - 17 private 4-year colleges
  - 14 public 4-year colleges (lg & sm)
  - 1 health sciences institution
- Total FTE: 275,000



User Testing Toolkit Project Group

The User Testing Toolkit Project Group (UTTPG) assists the Discovery & User Experience (DUX) Team, with a focus on building a user testing toolkit to support user testing at Alliance libraries.

Authority of group: performs operational work, make recommendations.

User Testing Toolkit Project Group Members

Holli Kubly, Chair
University of Oregon

Rebecca Marrall
Western Washington University

Hilary Robbeloth
University of Puget Sound

Cassie Schmitt, ex-officio
Orbis Cascade Alliance

Kate Thornhill
University of Oregon

Kathleen Veldhuisen
Chemeketa Community College

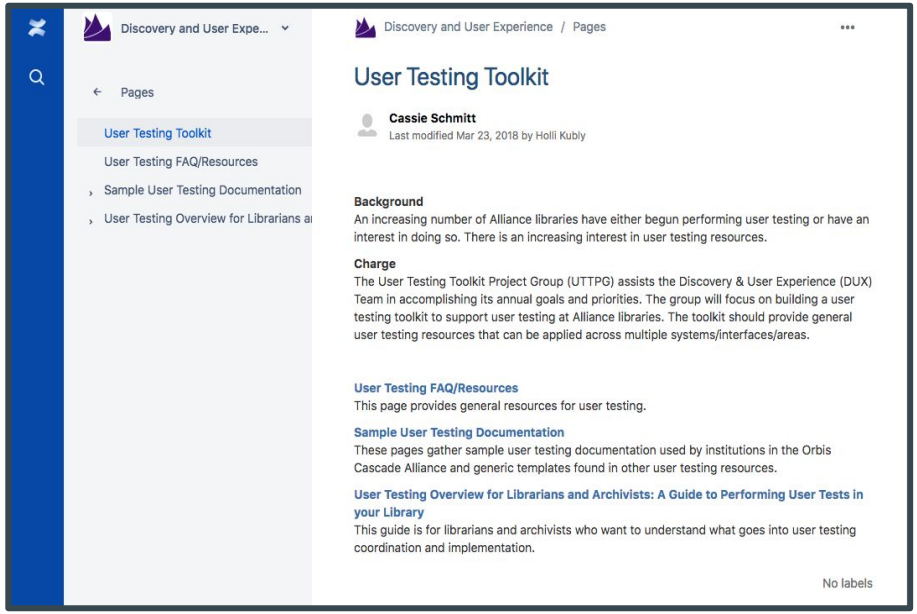
Kathy Watts
Whitworth University

Goals

- 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
- **Entire project done remotely**

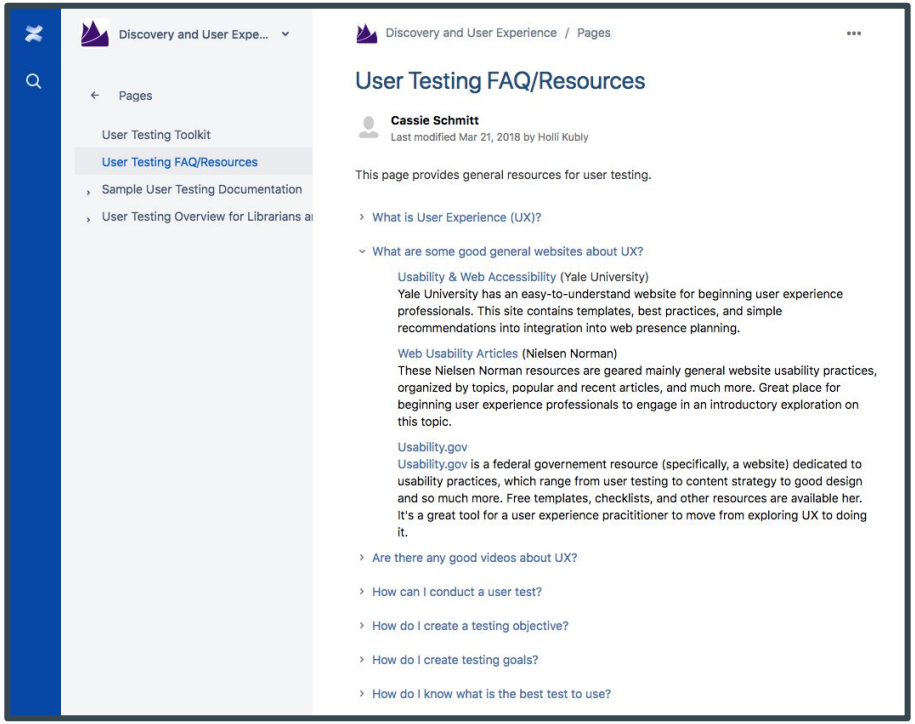
Product Overview

- Workflow: brainstorm many possible needs and refine into products.
- Ultimately three sections/products were developed.
- Group members paired up to take a lead on each product.



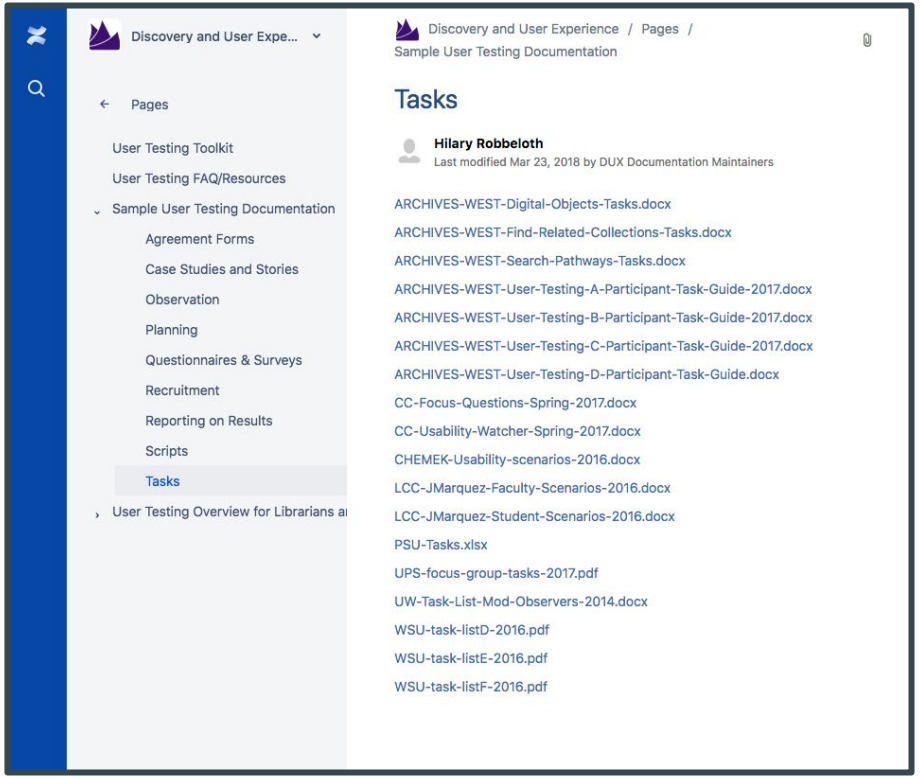
FAQ

- Each group member contributed by brainstorming questions and resources
- Developed a final list - limited to three resources per question



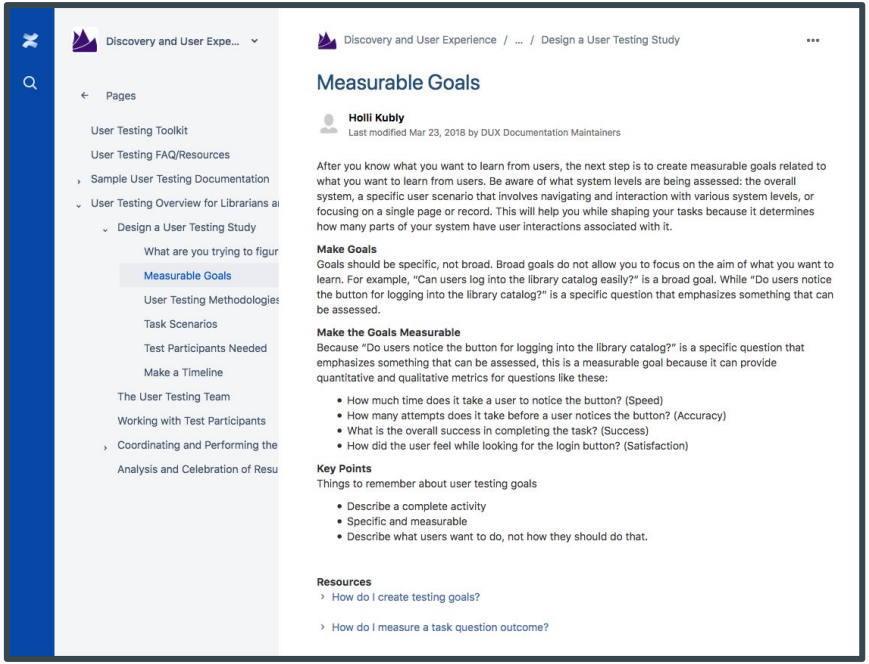
Sample Documents

- Solicited content from Alliance colleagues
- Generic templates from online resources
- Builds upon previous presentations and workshops and incorporated their documents



Overview for Librarians

- Kate Thornhill adapted our Overview from an overview document from another Alliance project.
- Member feedback developed the document further for our toolkit's needs.



Promotion + Marketing

- Reminder on Alliance listservs, open calls, and monthly newsletter
- Alliance Annual Primo New UI Day
- National presentations
- Google

Assessment + Sustainability

- Data from Confluence
- Alliance-wide survey
- Develop plan and timeline for refreshes
    - Continue to send out calls for new documentation
    - Solicit narratives from Alliance members

Contact Us

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https://tinyurl.com/ocauttoolkit