Usability Testing Task Activity

January 2021

Instructions

We're going to breakout into groups and design a short usability test. With your group, you will design at least 5 tasks for a patron to complete, focusing on a particular feature set.

You can design tasks to be completed in just Aspen, or both Aspen and Enterprise. However, be wary of asking patrons opinions on a task you haven't actually asked them to do! For example, if you ask "was it easier to place a hold in catalog A or catalog B" you want to make sure they placed a hold in both.

Designate a notetaker – when you're done, send your tasks to tara@swanlibraries.net.

Tips in writing your tasks:

- Be specific – include example items, search terms, and scenarios.
- Write the task as it will be said to the patron.
- Include success criteria and what you want to test with the task – this is a "staff only" message.
- Most importantly, make it fun!

Group 1: Search relevancy for patrons

- One task should test a known item search
- One task should test a topic search
- One task should test using a facet that is NOT format or availability related
- The other tasks are up to you – anything within search relevancy you want to learn more about

Group 2: Usability of grouped formats

- One task should test finding a specific edition of a book, audiobook, or movie
- One task should test placing a hold on an issue of a magazine
- One task should test narrowing down by format, using either the buttons or the Format filters

- The other tasks are up to you – anything around formats and grouped records you want to learn more about

Group 3: Item statuses, availability, and "what does my library own"

- One task should focus on using the different availability filters ("Available Now At") and the "Available Now" button
- One task should focus on identifying items your library owns
- One task should test finding an item at another nearby library
- One task should test what a patron would do if they encounter a status that is NOT "On Shelf" or "Available from another library" (See possible search result statuses: https://support.swanlibraries.net/documentation/84037)
- Add any additional tasks that will teach us about what patrons do with different item statuses – channel your inner "super user"!

Group 4: Usability of account features

- One task should focus on lists
- One task should focus on managing holds
- One task should focus on linked accounts
- Anything else is up to you within the realm of accounts/accounts management

Example testing tasks

1. Let's say you want to find Pride and Prejudice and you are interested in a large type copy. Can you try to find that?
   a. Can you tell me when that large type copy was published?

Looking for ability to find Large Print copy and either click on "Large Print" button or click on "Show Edition" to find publication year (2003)

2. Now, let's look for a book about gardening. How would you find a book about that topic?

Successfully complete a keyword search and find an item with a format of book.

3. Let's say you'd like to search for books by Nora Roberts. How would you search for those?
    a. Can you find one on shelf at Oak Lawn?
    b. What if you're interested in an audiobook copy? Can you tell if there are ebook copies available?

Looking for: Use of facets, book owned by Oak Lawn

4. How would you see a list of your holds?
    a. How would you change where to pick up a hold?
    b. If you were going on vacation, how would you make sure it didn't come in while you're on your cruise ship?

Looking for: Can they locate My Account, freeze and unfreeze holds, and manage holds successfully.