

11-17-2016

Please Pass Go! Usability Testing for Fine Forgiveness

Kourtney Blackburn

St. John Fisher College, kblackburn@sjfc.edu

Benjamin Hockenberry

St. John Fisher College, bhockenberry@sjfc.edu

[How has open access to Fisher Digital Publications benefited you?](#)

Follow this and additional works at: http://fisherpub.sjfc.edu/library_pub

 Part of the [Library and Information Science Commons](#)

Publication Information

Blackburn, Kourtney and Hockenberry, Benjamin, "Please Pass Go! Usability Testing for Fine Forgiveness" (2016). *Lavery Library Faculty/Staff Publications*. Paper 44.

http://fisherpub.sjfc.edu/library_pub/44

Please note that the Publication Information provides general citation information and may not be appropriate for your discipline. To receive help in creating a citation based on your discipline, please visit <http://libguides.sjfc.edu/citations>.

This document is posted at http://fisherpub.sjfc.edu/library_pub/44 and is brought to you for free and open access by Fisher Digital Publications at St. John Fisher College. For more information, please contact fisherpub@sjfc.edu.

Please Pass Go! Usability Testing for Fine Forgiveness

Disciplines

Library and Information Science

Comments

Presented at the Access Services Conference in Atlanta, Georgia on November 17, 2016.

Creative Commons License



This work is licensed under a [Creative Commons Attribution-Noncommercial 4.0 License](https://creativecommons.org/licenses/by-nc/4.0/)

Please Pass Go!

USABILITY TESTING FOR FINE FORGIVENESS

Kourtney Blackburn¹, Ben Hockenberry²

¹ Access Services Librarian, St. John Fisher College, Rochester, NY

² Systems Librarian, St. John Fisher College, Rochester, NY

Goals

- Increase user satisfaction with website and fine policies
- Recruit usability testers
- Decrease staff frustration

Implementation

- Library Web Team (a library-wide work group) drafted goals for web assessment
- Created “Monopoly-man” voucher worth up to \$10 in overdue fines
- Created policies page on LibGuides
- Created signage and business cards
- Trained Checkout Desk staff

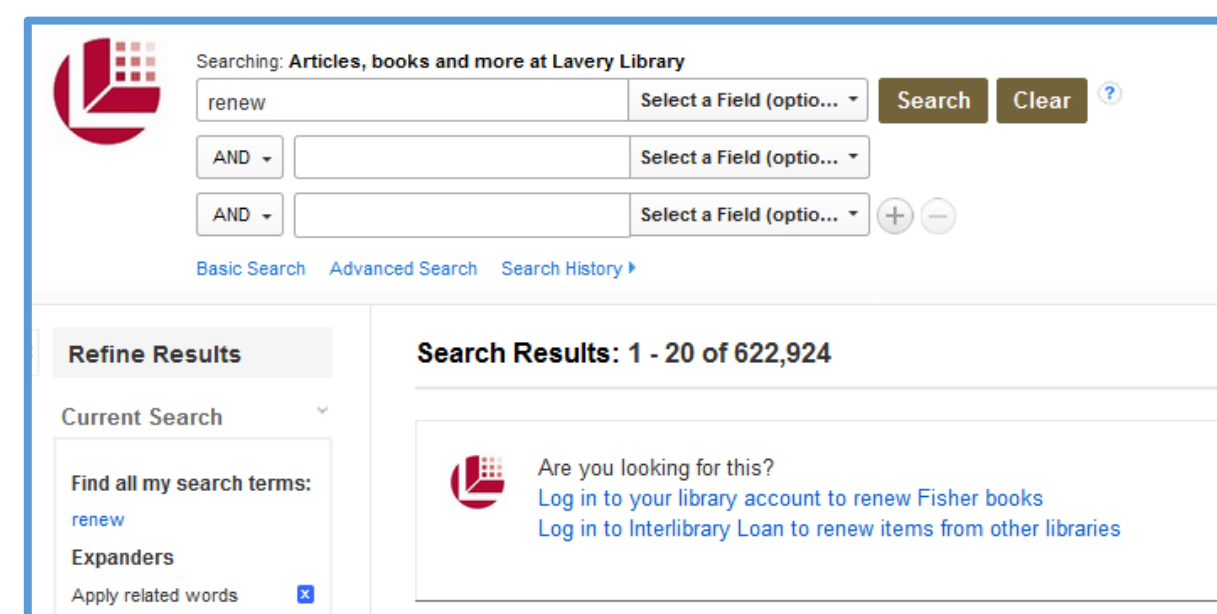
Workflow

- Emailed users with overdue fines
- User scheduled UX test with Systems
- Completed tests in <30 minutes each
- Redeemed voucher at Checkout Desk, fine waived
- Debriefed with Library Web Team with screencapture video from test



Changes

- Expanded availability window for tests after pilot semester
- Switched scheduling method from open timeslots (scheduled in Doodle) to appointments by email
- Made incremental changes to library website, based on how users interacted with searching and linking



Canned “Did You Mean” phrases added to discovery service after user tests



Impact

- 5 tests completed in pilot semester
- Positive feedback on process and website changes
- User behavior observed, informing larger-scale redesign
- Shared testing process with College webmaster’s team

The Future

- Continue pilot for another year
- Consider overdue fine elimination
- Consider assessment of information literacy via test results

References

Hockenberry, B., & Blackburn, K. (2016). Get out of fines free: Recruiting student usability testers via fine waivers. *Journal of Access Services*, 13(1), 24–34. <http://doi.org/10.1080/15367967.2016.1154466>

Oliverio, R. (2014, August 20). Overdue fines. *American Library Association, College Libraries Section (COLLIB-L)*. List Posting. Retrieved from <http://lists.ala.org/sympa/arc/collib-l/2014-08/msg00152.html>