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Please Pass Go! Usability Testing for Fine Forgiveness

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Disciplines

Library and Information Science

Comments

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Please Pass Go!

USABILITY TESTING FOR FINE FORGIVENESS

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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

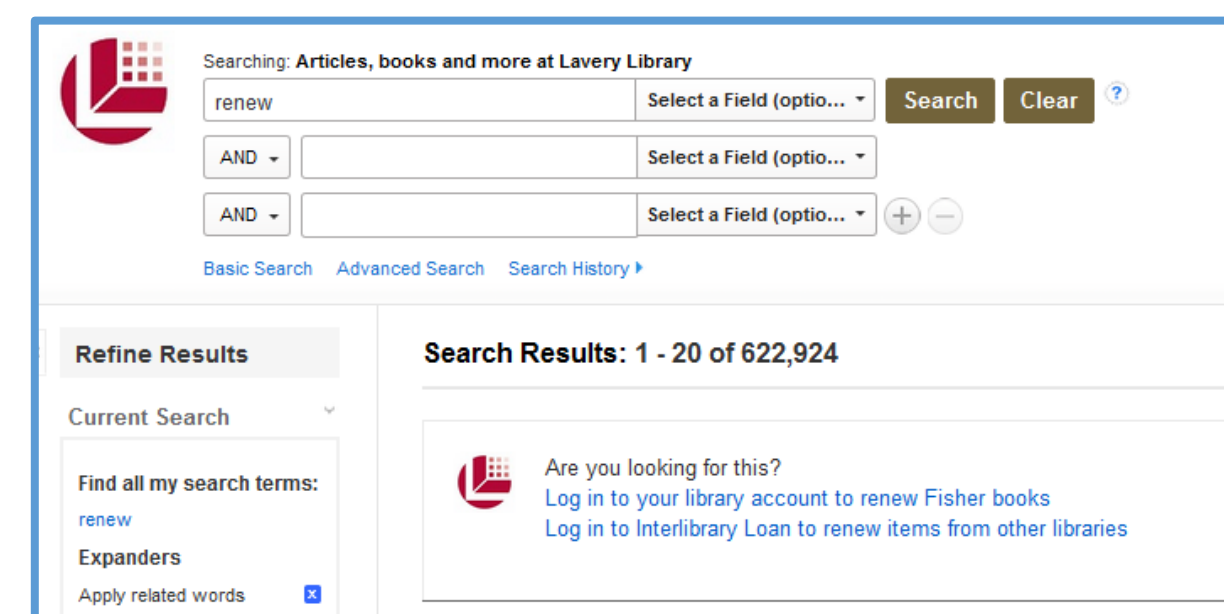
Workflow

- 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

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