Continuous usability testing at Linköping University Library

UX Workshop: Approaches to user experience (UX) in Scandinavian Academic Libraries
LIBER 2016, Helsinki

Anneli Friberg
This is WHY we do it...

Quote by Susan Dray
The Usability Team

Photo by Peter Karlsson
...and this is HOW we do it.

Preparing by:
• setting a date
• deciding what to test
• booking rooms
• preparing test assignment
• recruiting test participants

Testing by:
• observing
• listening
• asking

Learning by:
• analyzing
• developing
• testing
The observation room
The test room
Some things we’ve tested...

- website structure
- features and new services for the discovery tool, such as a new search service for journals (Publication finder)
- new search engine
- link resolver user interface (and link resolver “button” in discovery tool)

...and some things we’ve improved.

- terminology
- holdings information
- layout
- design
YOUR USER REQUIREMENTS INCLUDE FOUR HUNDRED FEATURES.

DO YOU REALIZE THAT NO HUMAN WOULD BE ABLE TO USE A PRODUCT WITH THAT LEVEL OF COMPLEXITY?

GOOD POINT. I'D BETTER ADD "EASY TO USE" TO THE LIST.

DILBERT by Scott Adams April 14, 2001
Anneli Friberg
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www.liu.se
Love letter/Break-up letter
Smart Design has developed a brilliant design research tool that gives us insight to the users’ appreciation or dissatisfaction for their interaction with the services, products and spaces we provide.

The love letter gives the user an opportunity to express positive emotions, explaining why they use the service, product or space.

The break-up letter gives the user an opportunity to express negative emotions, explaining why they have stopped using the service, product or space.
https://vimeo.com/smartdesign/breakupletter