Staff.Lib Redesign Usability Report

Test Plan:

The University of Manitoba Libraries' staff intranet, staff.lib, could be a vital resource for Libraries' employees. It was created with the goal of providing a centralized hub for internal libraries information – unfortunately, it is not as widely used or centralized as initially intended. This test will identify areas in which staff.lib can be improved in order to better suit staff needs.

Purpose:

To measure the usability of the staff.lib redesign, track our progress, and identify remaining usability errors.

Test Objectives:

Determine the current usability level of the staff.lib intranet provided to staff, post redesign. Identify usability issues to address in future design changes.

Problem Statements:

- How usable is the redesigned staff.lib?
- Are staff able to complete common tasks that must be accomplished using the intranet?
- Where are usability and user experience flaws that must be addressed in the next iteration of staff.lib?

User Profile:

Participants are required to be staff members with the University of Manitoba Libraries. No special considerations will be made based on familiarity with the website, as the intranet should be intuitive to both established and new staff. The researcher and the manager of Discovery and Delivery Services will be the only staff members excluded from the testing pool.

Testing Role Definition:

A single researcher will conduct the test, acting as a moderator and observer. The researcher will encourage participants to vocalize, read scripted tasks, and observe user behavior. Audio and screen capture recordings of the tests will be taken to assist with observation.

Test Methodology:

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1 *Participant Greeting and Pre-Test Questionnaire*
   a The researcher will introduce himself or herself to the participant.
   b The researcher will provide an informed consent form to the participant.

    c   The researcher will explain the procedure of the test and emphasize that the test itself focuses on the website's usability rather than the ability to execute a particular task.

    d   The researcher will administer the pre-test questionnaire.

2   *Instructions*

    a   The researcher will open a browser window and log in to staff.lib (under her own username) prior to the beginning of the testing session.

    b   The researcher will read aloud the test script for each task.

    c   The researcher will encourage the participant to vocalize their thoughts as they attempt each task.

    d   After each task is completed (or the participant chooses to quit the task) the researcher will direct the recipient to return to the staff.lib homepage and begin the next task.

    e   The researcher will not assist the participant in any of the tasks.

3   *Usability Test*

    a   While the participant completes each task they will be recorded using Camtasia Studio software.

    b   The researcher will monitor each task and record the following information:

        i   General behavior, gestures and reactions of the participant,

        ii   Whether task was successfully completed,

        iii   Number of navigation errors by the participant,

        iv   The length of time required to complete each task.

4   *Post-Test Questionnaire*

    a   The researcher will debrief with the participant and ask the participant to describe their impressions of the website's overall usability and aesthetics.

    b   The researcher will administer the post-test questionnaire.

Tasks:

Tasks were evenly split between information-seeking and content creation. Information seeking tasks were designed to reflect the most common desired information on staff.lib (forms/procedures and meeting minutes), as found in the previously conducted staff survey. Content creation tasks were chosen to reflect the most complicated and simplest creation procedures for content.

1. Use the gift, grant and endowment fund form.

Starting Place	http://staff.lib.umanitoba.ca (logged in)
Completion Criteria	View the gift, grant and endowment fund form pdf.
Ideal Benchmark	3 Minutes.
Allowed Task Time	6 Minutes.
Ideal Path	About the Libraries > Forms & Templates > Gift, Grant and Endowment Form

2. Make a post for your new committee, the Better Intranet Standing Committee. You want to make two posts, one for your committee membership and Terms of Reference, and one for your first meeting minutes, and you want staff to be able to locate one from the other.

Start	http://staff.lib.umanitoba.ca (logged in)
Completion Criteria	Creating two posts of some kind, connecting one to the other.
Ideal Benchmark	7 Minutes.
Allowed Task Time	10 Minutes.
Ideal Path	Create content > Section > Book Outline ><create a new book> >Published >Save Create content > Sub-Page > Book Outline >(previously created book page title) >Published > Save OR Library Groups > Create Committee > Committees by Title > Add Sub-Page >Published > Save Published Committee Page> Add Sub-Page > Save

3. Provide a feedback comment on a recent staff.lib post, titled "Testing Staff.Lib Exercise".

Start	http://staff.lib.umanitoba.ca (logged in)
Completion Criteria	Publish a comment.
Ideal Benchmark	3 Minutes.
Allowed Task Time	4 Minutes.
Ideal Path	Testing Staff.Lib Exercise > Add new comment >Save

4. Read the most recent Management Group minutes available on the intranet.

Start	http://staff.lib.umanitoba.ca (logged in)
Completion Criteria	View the Management Group's November 18, 2013 minutes pdf.
Ideal Benchmark	3 Minutes.
Allowed Task Time	6 Minutes.
Ideal Path	Library Groups >Management Group >2014 Minutes and Agendas >Nov 17_2014- Minutes Management Group meeting.pdf

Test Environment and Equipment:

Tests were completed in meeting room 314 in Elizabeth Dafoe Library. They were completed on the User Experience Librarian's Dell Latitude E6540 laptop, and recorded using Camtasia screen capture software and an external Snowball Microphone.

Evaluation Measures:
The following measures will be used to assess the usability of staff.lib.
- Time to completion.
  - This is the total time that it will take the user to execute the task. If a participant decides to quit the task, the recorded time will reflect the moment they quit, but will be replaced with total allowed task time when calculating task averages.
- Participant feedback
  - Participant feedback will be based on three occurrences:
    - The comments and behaviors observed during the test,
    - The information collected from the debrief, and
    - The information collected from the post-test survey.
- Number of participant errors
  - Errors will include the number of incorrect pages navigated to by the participant during each of the tasks.
  - Errors will also be tracked through successful completion rates for each task.

Results:

Initial survey results

	P1	P2	P3	P4	P5
How Frequently Do You Use Staff.lib?	Once a Week	Once a Month	More than Once a Week	Once every Two Weeks	Once a Month
How Much Time Do You Spend On the Internet? (Average Day)	151-180 Mins	181+ Mins	181+ Mins	181+ Mins	181+ Mins
Have You Ever Updated An Online Blog or Website?	Yes and I am Confident Doing So	Yes and I am Confident Doing So	Yes and I am Confident Doing So	Yes and I am Confident Doing So	Yes and I am Confident Doing So

Completion time

	Desired Benchmarks (min:sec)	P1	P2	P3	P4	P5	P Avg.
Access Form	3:00	6:00**	0:51	1:18	3:49	0:28	2:28
Post Committee/ Minutes Sub-Page	7:00	8:58	10:00**	10:00***	10:00***	10:00***	9:48
Leave Comment	3:00	1:29	0:53	0:59	3:24	1:37	1:40
Access MG Minutes	3:00	1:09	1:04	1:16	1:51	0:55	1:15

*participant claimed completion, was unsuccessful. Time counted as full allowed period in calculating task average.
** time recorded when participant decided to give up on completing task. Time counted as full allowed period in calculating task average.
*** participant unable to complete task in allowed time period. Time counted as full allowed period in calculating task average.

Successful Completion

	P1	P2	P3	P4	P5	Successful Completion Rate
Access Form	No	Yes	Yes	Yes	Yes	80%
Post Committee/ Minutes Sub-Page	Yes	No	No	No	No	20%
Leave Comment	Yes	Yes	Yes	Yes	Yes	100%
Access MG Minutes	Yes	Yes	Yes	Yes	Yes	100%

Number of incorrect pages

	P1	P2	P3	P4	P5	P Avg.
Access Form	4	0	0	0	0	1
Post Committee/ Minutes Sub-Page	0	0	0	0	0	0
Leave Comment	0	0	0	0	0	0
Access MG Minutes	1	0	0	0	0	0

Feedback Questionnaire: Difficulty level by task (1= very frustrating to 5= very easy)

	P1	P2	P3	P4	P5	P Avg.
Access Form	1	5	5	5	4	4
Post Committee/ Minutes Sub-Page	3	3	2	3	2	2.6
Leave Comment	5	5	5	5	5	5
Access MG Minutes	5	5	5	5	5	5

Feedback Questionnaire: How satisfied are you with the way the intranet is currently organized? (1= not at all to 5= very satisfied)

P1	P2	P3	P4	P5	P Avg.
4	4	3	4	4	3.8

Feedback Questionnaire: Did you find menu terms and locations accurately reflected their contents?

P1	P2	P3	P4	P5	Percentage satisfied:
Yes	Somewhat	Somewhat	Yes	Yes	60%

Recommendations from User Testers:

- Standardize terms used in content creation – "book outline", "organized by weight", etc. don't make sense to users.
- Archive older minutes and materials.
- Clearly label PDFs and Forms – don't embed links in large amounts of text.
- Change "Draft Not Published" to instructional text "Edit Post to Publish".

Analysis of Results:

The staff.lib redesign appears to have dramatically improved site navigation for users, although content creation remains difficult and often frustrating. Commenting and locating meeting minutes have obtained 100% task completion rates from 66% and 33% respectively, and searching for a form has increased to 80% task completion from 66%. One user encountered difficulty locating the form on the Forms & Templates directory – other users appeared to find this form quickly through the Forms & Templates directory or the search – and attempted to determine which department the form would be housed in, a method of organization which proved unsuccessful in previous tests. Completion rates for posting content have decreased from 33% to 20% - although content posting remains quite difficult, this may also be due to increased tutorial resources and content type descriptions, as most participants increased their time to completion out of acceptable bounds by reading the available documentation. Ideal time to completion may need to be re-evaluated for future usability tests.

The participants in this round of testing had slightly higher daily rates of internet usage, and were more confident in updating blogs or websites. All tasks were ranked by participants as slightly easier than the participants with tasks testing the old design – commenting on a post and accessing management group minutes improved to the easiest possible rankings. Although posting content remained an unacceptable level of effort, the average ranking did move up approximately one point on the rating scale. Users were mostly satisfied with the organization of the intranet, with one user ranking it as adequate – a marked improvement from participants using the prior design.

60% of users are completely satisfied with the terminology used in menus – those that were somewhat satisfied seemed to be concerned with content creation related terminology and menus. Comments during sessions and recommendations from users in general revolved around improving the language used in the posting process, although one user did note that they kept checking "About the Libraries" first before trying other areas. There was, additionally, some confusion with placing content created via the left menu into outlines – most users had trouble determining how to do so, and how to make pages connect.

Recommendations:

- Follow user recommendations and standardize "book outline" to "section outline". Develop explanatory text for organized by weight.
- Follow user recommendations and change "Draft Not Published" to "Edit Post to Publish".
- Add link to Section and Sub-Page descriptions to tutorial on connecting Sub-Pages to Sections.
- Consider revamping left hand content creation menu in the future.
- Establish schedule to review form listing in forms and templates.
- Post Guidelines Regarding Archiving Older Materials/Labelling PDFs and Forms.
- Schedule Usability Testing Winter 2017 to re-evaluate intranet.