Usability Test Plan
For the ABQ Public Library Website
https://abq.ent.sirsi.net/client/en_US/default

Krista Rundiks
ENGL-502-001 Fall 2024
Week 12

USABILITY TEST PLAN DASHBOARD

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FINAL DATE FOR COMMENTS
11-7-24

PRODUCT UNDER TEST
What's being tested? What are the business and experience goals of the product?

The ABQ Public Library Website will be tested at this URL: https://abq.ent.sirsi.net/client/en_US/default.

BUSINESS CASE
Why are we doing this test? What are the benefits? What are the risks of not testing?

We want to test navigation intuition, search functions, content clarity, visual design, behavioral insights, & pain points.

TEST OBJECTIVES
What are the goals of the usability test? What specific questions will be answered? What hypotheses will be tested?

The library wants to enhance UX on their website via intuitive navigation, employ a modern and welcoming homepage and overall site design, improve their search functionality within their catalog and online resources, integrate a prominent display of events and programs for specific audiences.

PARTICIPANTS
How many participants will be recruited? What are their key characteristics?

There will be two participants recruited one male age 24 and one female age 25. Interests include technology, games, etc.

EQUIPMENT
What equipment is required? How will you record the data?

I will use a Zoom recording to schedule the usability test.

TEST TASKS
What are the test tasks?

1) Search for a book by Genre or Subject.
2) Narrow your search down to include a publish date of the last 5 years.
3) Find a Specific Book E.g. The Lives of the Great Composers by Harold C. Schonberg, How Many Copies are Available
4) Find an Event that looks interesting to you and tell us why?
5) Find the printable Event Guide.

RESPONSIBILITIES
Who is involved in the test and what are their responsibilities?

Krista Rundiks - Test Admin
Kailer R. - Tester 1
Lexi G. - Tester 2

LOCATION & DATES
Where and when will the test take place? When and how will the results be shared?

The location is remote and the date will be in the late morning on Sunday Nov 10, 2024. The test may take 15-30 min per person.

PROCEDURE
What are the main steps in the test procedure?

| 0-5 Min Consent to Test. | 5 Min Pre-Test Interview | 15-30 Min Carry out the test tasks. | 10 Min Post-test questionnaire. | 1-3 Hours Summarize Test Findings | |

https://medium.com/@userfocus/the-1-page-usability-test-plan-dbc8c3d7fb54

Aims & Goals

The aim of this usability testing is to evaluate how effectively users navigate and interact with the library website to complete key tasks, such as searching for books, discovering relevant events, understanding areas of interest, and assessing the homepage design and overall website layout.

The insights gained will inform design improvements, ensuring the website meets user needs, enhances engagement, and provides a seamless, intuitive experience aligned with the library websites overall goals of:

| Enhancing user experience through intuitive navigation. | Creating a modern and inviting homepage and site design. | Improving search functionality. | Presenting engaging & clear calls to action (CTAs). | Showcasing relevant events and programs of interest to different audiences. | Providing easy to find resources of interest to engage specific audiences. |

Test Participants and Methodologies

I will conduct usability testing with two young adults—one male and one female—via a *moderated remote screen share* session on Zoom.

The session will include a series of *general interview questions* that pertain to *exploratory* and *specific* tasks on the website. Each session will be recorded and will last up to 30 minutes.

The data collected will mostly focus on *qualitative research* to help us understand motivations, thoughts, and the attitude of the users. We will be evaluating likes, dislikes, and recommendations, non-critical errors, and successful task completion.

Key insights from the screen share and audio will be transcribed and analyzed, with findings *grouped into themes* aligned with the *primary goals*.

Test Tasks v1

Search for a book by Genre or Subject of interest.

Narrow your search down to include a publish date of the last 5 years.

Find a specific book.

E.g. The Lives of the Great Composers by Harold C. Schonberg, How Many Copies are Available?

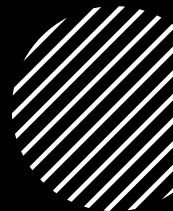Find an Event that looks interesting to you.

Tell me why?

Find the "Printable Event Guide".

Outcomes and Next Steps

By collecting and analyzing insights into how users currently interact with the website we can formulate a more focused design plan that will seek to attract an increase in users and enhance user engagement and satisfaction.

By identifying pain points and usability issues, we can refine the user experience to make navigation more intuitive, ensure the site's design is both modern and welcoming, and enhance critical features like search functionality and relevant content.

Understanding how users engage with content will allow us to curate featured content such as, tailor call-to-actions, the presentation of events, programs, and resources to better meet the personalization needs of different audiences.

The data will be presented in a final report.