

Find Out What Your Users Are Thinking

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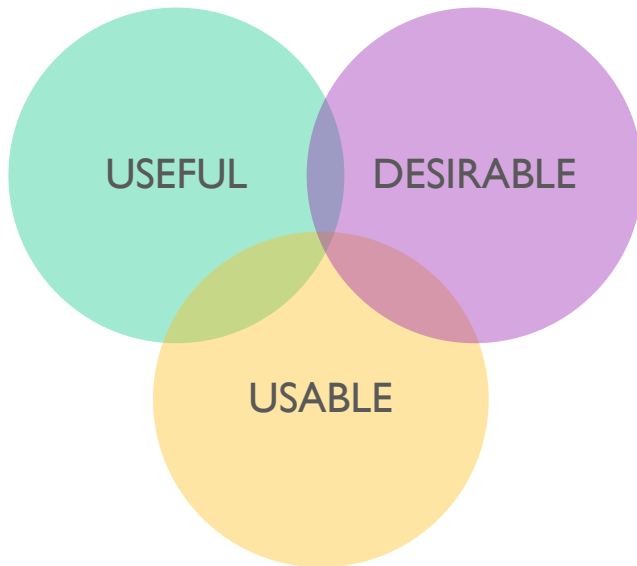
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SPACE

SERVICE

WEB

WHAT IS YOUR PLAN?

TOUCHPOINTS IN MY LIBRARY

- Website
- Catalogue
- Databases
- Email
- Instant messaging
- Text messaging
- Online reference
- Telephone
- Parking lot
- Building
- Library workers
- Signage
- Furniture/Shelving
- Materials
- Programs, events, classes
- Computers
- Brochures & posters
- Library card
- Print newsletters
- Advertisements

DIY – UX Resources

Websites

- Nielsen is a major player in the world of UX and the Nielsen Norman Group website (nngroup.com) is full of great resources in easily digestible blog post sizes. Some favourites are:
 - Checklist for Planning Usability Studies. www.nngroup.com/articles/usability-test-checklist/
 - How Many Test Users in a Usability Study? www.nngroup.com/articles/how-many-test-users/
 - Usability 101: Introduction to Usability www.nngroup.com/articles/usability-101-introduction-to-usability/
- Usability testing for the masses: <http://www.uxforthemasses.com/usability-testing/>
- Matthew Reidsma: How we do usability testing <https://matthew.reidsrow.com/articles/13>

Books

- Steven Krug is the expert in easy usability testing. When you are ready to run your own usability/UX test, this is the place to start.
 - Krug, S. (2005). *Don't make me think! : A common sense approach to web usability* (2nd ed.). Indianapolis, Ind. : London: New Riders ; Pearson Education [distributor].
 - Krug, S. (2010). *Rocket surgery made easy: The do-it-yourself guide to finding and fixing usability problems*.
- Blakiston, R. (2015). *Usability testing : A practical guide for librarians*.
- McDonald, C. (2014). *Putting the user first : 30 strategies for transforming library services*.
- Schmidt, A., & Etches, Amanda. (2014). *Useful, usable, desirable : Applying user experience design to your library*.

Downloadable Resources

- Usability test script: <https://www.sensible.com/downloads/test-script.pdf>
- Checklist before you start testing: www.sensible.com/downloads/checklists.pdf
- Full collection of useful documents on Steve Krug's website: <https://www.sensible.com/downloads-rsme.html>
- A sample script from Matthew Reidsma (adapted from Krug): <https://matthew.reidsrow.com/files/Script.pdf>