



It's just different: Pivoting from in-person to virtual user testing

Abigail Shelton, Mikala Narlock

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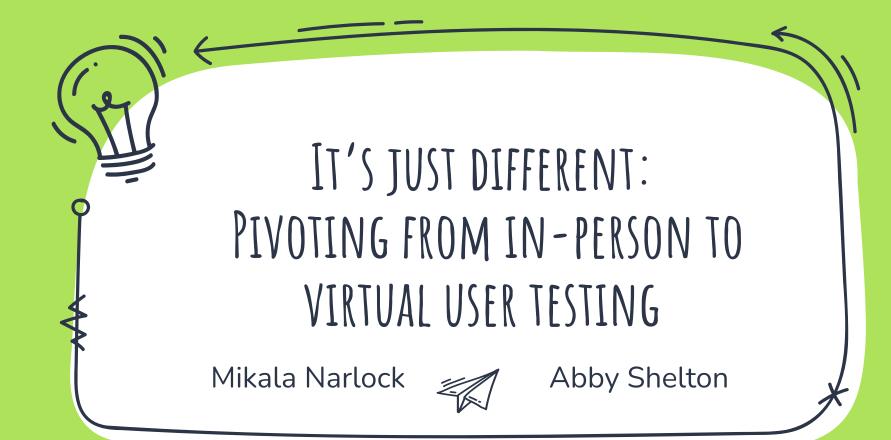
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AGENDA

- X Context
- X Pre-Pandemic
- X Virtual testing
- V Usability Day activity
- V User testing results



THE PRODUCTS

CurateND

- Institutional repository; focused on scholarly and research outputs
- Built and maintained by Hesburgh Libraries
- Launched in 2014;
 rebranded in 2019

Marble

- Digital collections
- Snite Museum of Art& Hesburgh Libraries
- Supported by The Andrew W. Mellon Foundation
- Launches: July 212021



PRE-COVID 19



- In-person user testing
 - Drop-in -- Short task
 - Drop-in -- Long task
 - Observational
 - User interviews
- Ad hoc staff testing



FALL 2020 TESTING - - ALPHA VIRTUAL TESTING

- October to November 2020
- 15 students; some student workers, some external participants
- Recruited through weekly university-wide newsletter
- Students offered incentives for participation
- Option for virtual zoom session follow-up



USABILITY DAY 2020

- Usability Day 2020
- 14 colleagues, mix of librarians and museum staff
- Recruited through internal all-staff emails and Library staff newsletter



THE ACTIVITY

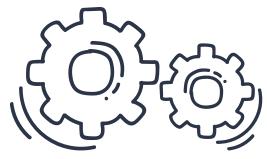
- V Used LibWizard assessment application
- Split screen module with testing activities on left side, interactive website on the right side
- X Two breakout rooms
- Participants could choose to participate in either room
- X Schedule:
 - X Overview, 5-10 minutes
 - X Breakout rooms, 20-30 minutes
 - X Group wrap-up, 5-10 minutes



Fall 2020 Marble UX-Usability Day Marble homepage If the webpage https://marble.nd.edu/ is not displaying below <a>https://marble.nd.edu/ Menu Open in a new window 2 Welcome to the Marble website! What do you think you could find on this website? Explore digitized materials from Hesburgh Libraries and the Snite Museum of Art, What is the first thing you notice on the homepage? from manuscripts to modern art Is there anything you would add or change about this homepage? Search... We're looking for some new ideas! Prev Slide **Next Slide** Browse By Campus Format All Items Location

WHAT WE LEARNED: VIRTUAL TESTING

- X Technical requirements and work-arounds
- X Run through your own testing module before hosting the session
 - X Questions that build on one another
- X Timing!
- X Have a facilitator
- X Send a follow-up!





WHAT WE'VE DONE SINCE & FUTURE PLANS

- Virtual Testing
 - x Zoom
 - X Card Sorting
 - X LibWizard

- X More Virtual Testing
- X And In-Person
 - X Walk-up
 - X Scheduled UX time



IN PERSON V. VIRTUAL

Good for drop-in

Better for conversation

Easier for tactile tasks

Avoids remote issues

Different

Recording for revisiting

Users know their computer / browser

More flexible

Potentially more honest



IT'S JUST DIFFERENT.



THANKS!

Abby Shelton, Digital Collections Specialist (Librarian), Library of Congress, abshelton@loc.gov

Mikala Narlock, Digital Collections Strategy Librarian, Hesburgh Libraries, mnarlock@nd.edu

