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

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# IT'S JUST DIFFERENT: PIVOTING FROM IN-PERSON TO VIRTUAL USER TESTING

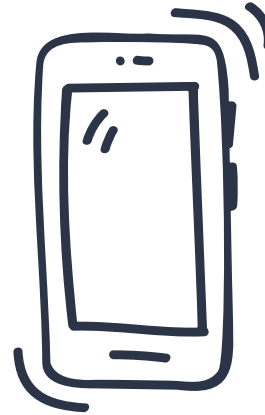
Mikala Narlock



Abby Shelton

# AGENDA

- X Context
- X Pre-Pandemic
- X Virtual testing
- X Usability Day activity
- X 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 21 2021



# 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



- X Used LibWizard assessment application
- X Split screen module with testing activities on left side, interactive website on the right side
- X Two breakout rooms
- X 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

 Menu 

Welcome to the Marble website! What do you think you could find on this website?

What is the first thing you notice on the homepage?

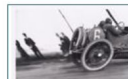
Is there anything you would add or change about this homepage? We're looking for some new ideas!

If the webpage <https://marble.nd.edu/> is not displaying below ?





## Browse By



Date



Format



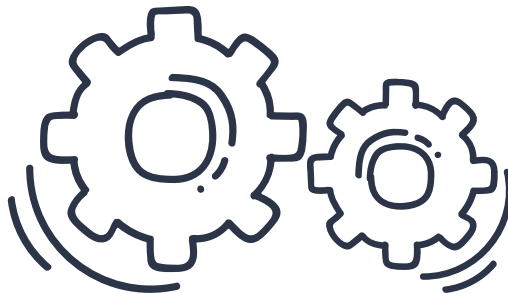
Campus  
Location



All Items

## 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

X Virtual Testing

X Zoom

X Card Sorting

X LibWizard

X More Virtual Testing

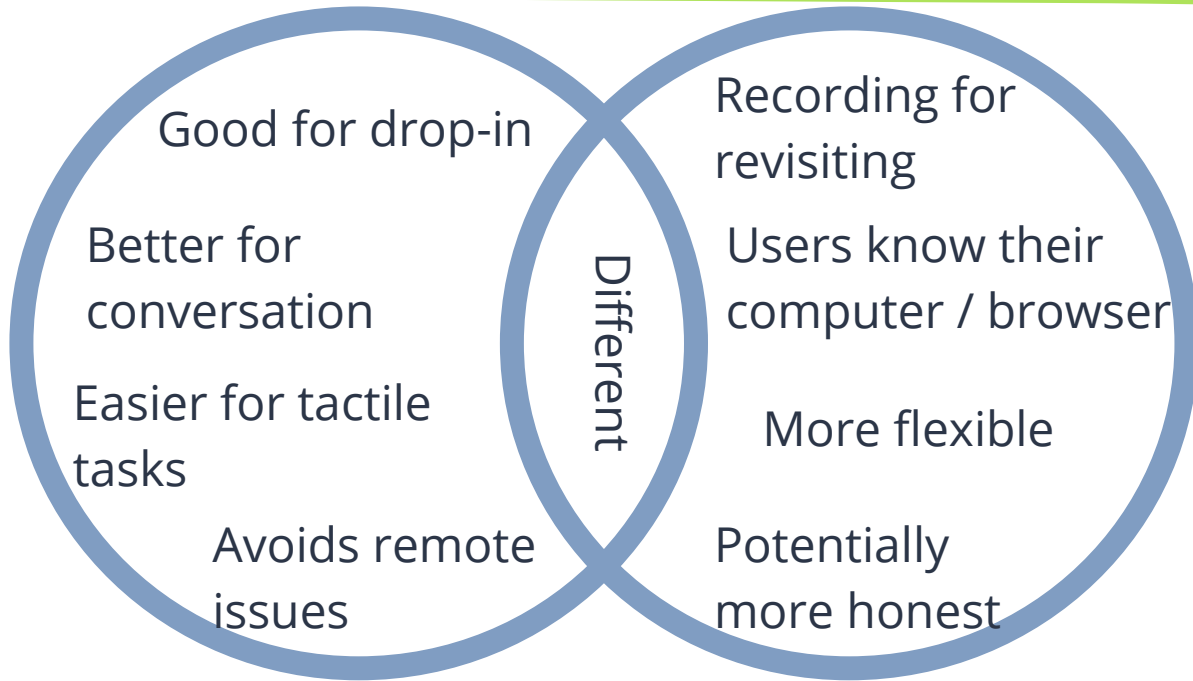
X And In-Person

X Walk-up

X Scheduled UX time



# IN PERSON V. VIRTUAL



IT'S JUST  
DIFFERENT.



# THANKS!

- X Abby Shelton, Digital Collections Specialist (Librarian), Library of Congress, [abshelton@loc.gov](mailto:abshelton@loc.gov)
- X
- X Mikala Narlock, Digital Collections Strategy Librarian, Hesburgh Libraries, [mnarlock@nd.edu](mailto:mnarlock@nd.edu)

