Upper Sandusky Community Library: Treejack Usability Testing

Method:
After reorganizing the upper navigation and mid level navigation based on user data and content analysis the content organization and new information architecture was entered into a reverse card sorting website Treejack for usability testing. Users included new library users, experienced library users and library staff ages 18-65. *Users were asked to complete the following tasks (simplified from Treejack tasks):*

Task 1.Renew books.
Task 2. Find events schedule.
Task 3. Obtain research help.
Task 4. Discover die cut collection.
Task 5. Create a library account.
Task 6. Discover new book releases.
Task 7. Find online databases by subject.
Task 8. Find business hours.
Task 9. Pay fines.
Task 10. Register to vote.

Data for Completed Tasks:
Users had the most difficulty with the navigation labeled with library jargon or library specific names, for example the die cut collection task was completed by only 1 user; the label for this is located in the mid level navigation and labeled using library specific terminology "Ellison Room". Some users had difficulty completing tasks located in the lower level navigation drop downs; while attempting the task of registering to vote 75% were able to complete the task, but the users had hesitation or clicked multiple links to complete the task.

Task Table:
X= completed correctly, **O**= completed incorrectly
Navigation & Label Redesign: **No Change**/**Review**/**Redesign or Change**

	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	Task 9	Task 10
User 1	X	O	X	X	O	X	O	X	X	X
User 2	X	O	O	O	X	O	X	X	X	X
User 3	X	X	X	O	X	O	X	X	X	O
User 4	X	X	X	O	O	O	X	X	X	X

Conclusion:
Changes need to be made to the labels and navigation for tasks: 2,4,5,6. Double check directness for the other tasks as some users struggled or took extra time to complete the task even though they finally arrived to the correct page. Labeling for drop down navigation needs to be revised and more clearly labeled with descriptive and task oriented text instead of library jargon or library selected names.