



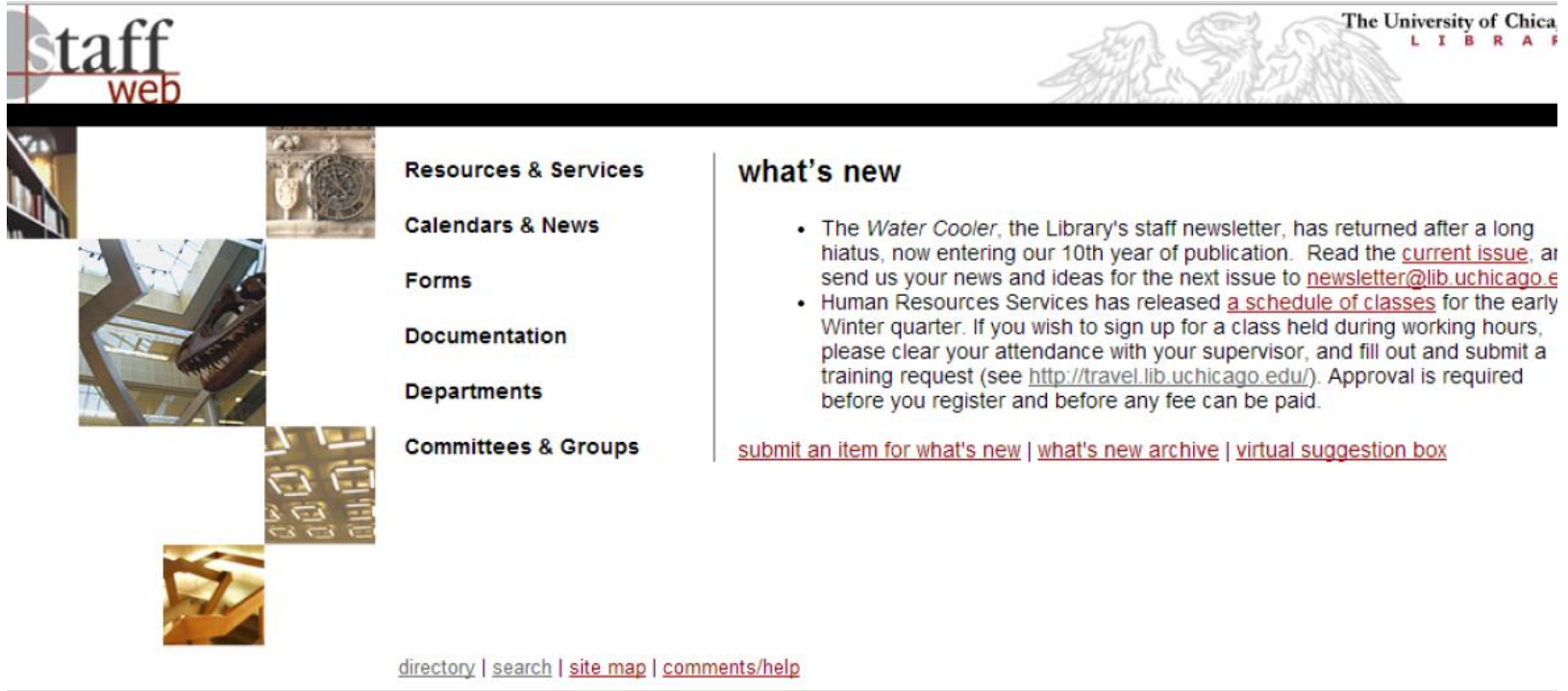

# Assessment as User Engagement

*Using User Testing and Assessment to  
Build Investment in the Library's Intranet*

Elizabeth Edwards

Assessment Librarian

# The Problem



The screenshot shows the 'staff web' page of the University of Chicago Library. The page features a navigation menu on the left with links to Resources & Services, Calendars & News, Forms, Documentation, Departments, and Committees & Groups. A 'what's new' section on the right contains two bullet points about the 'Water Cooler' newsletter and a schedule of classes. At the bottom of the page, there are links for a directory, search, site map, and comments/help, along with a copyright notice and a date of generation.

staff web

The University of Chicago LIBRARY

Resources & Services

Calendars & News

Forms

Documentation

Departments

Committees & Groups

what's new

- The *Water Cooler*, the Library's staff newsletter, has returned after a long hiatus, now entering our 10th year of publication. Read the [current issue](#), or send us your news and ideas for the next issue to [newsletter@lib.uchicago.edu](mailto:newsletter@lib.uchicago.edu)
- Human Resources Services has released [a schedule of classes](#) for the early Winter quarter. If you wish to sign up for a class held during working hours, please clear your attendance with your supervisor, and fill out and submit a training request (see <http://travel.lib.uchicago.edu/>). Approval is required before you register and before any fee can be paid.

[submit an item for what's new](#) | [what's new archive](#) | [virtual suggestion box](#)

[directory](#) | [search](#) | [site map](#) | [comments/help](#)

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# Applying User Experience Methods



# Applying User Experience Methods

## Method

- Interviews with Library staff

## Engagement Outcome

- Focusing staff attention
- Creation of a governance group
- Diversity of representation



# Applying User Experience Methods

## Method

- Heuristic analysis

## Engagement Outcome

- Engaged discussion
- Collaborative brainstorming



# Applying User Experience Methods

## Method

- Pop-up survey

## Engagement Outcome

- Authentic feedback from users and non-users
- Understanding non-use



# Applying User Experience Methods

## Method

- Paper prototyping
- A/B testing

## Engagement Outcome

- Shared discovery
- Broad enthusiasm



# Applying User Experience Methods

Method

- Task-based testing

Engagement  
Outcome

- Encouraging exploration and content creation



# Loop is the new Staffweb

[Human Resources](#)[Departments](#)[Committees & Groups](#)[Documents & Policies](#)[Forms](#)[Technical Support](#)

Loop

## News

May 16th

### Library Strategic Directions, 2016-2019

By [Brenda Johnson](#)

I am pleased to share with you the final, formatted version of [Library Strategic Directions, 2016-2019: Inquiry, Innovation, and Impact](#). I appreciate everyone's participation in the discussions we have had about this document in staff meetings earlier this year and look forward to working with Library staff on...

[Read more >>](#)



May 16th

### The Privilege of Innovation - Panel and Reception

By [Hannah Landsman](#)

Panelists Demond Drummer from [CoderSpace](#), Alex Niemczewski from [BallotReady](#), and Katherine Darnstadt from [Latent Design](#) will be in conversation with Shaz Rasul, the Director of Community Programs at the [UChicago Office of Civic Engagement](#), about systemic barriers to risk taking and entrepreneurship for women and people

[Read more >>](#)

## Campus Conversations

May 19, 2016



May 11th

### Campus Conversations: UChicago Police Department Transparency Initiatives

By [Hannah Landsman](#)

Campus Conversations reflects the Diversity Leadership Council's mission to advance diversity initiatives on campus with the goal of building a strong, diverse, and inclusive community. Campus Conversations features facilitated discussions on relevant matters with elements of diversity and inclusion. This session will focus on the UCPD's transparency initiatives.

[Read more >>](#)

## Quicklinks

[WorkDay](#) | [UChicago Time](#) | [Benefits](#)

[Email Aliases](#) | [Staff](#) | [xMail](#) | [OLE](#)

## Report a Computer Problem

[Bugzilla](#)

## Our Community

[Director's Page](#)

[All Staff Meeting](#)

## Community Links

### On Campus Food Options

[Campus Dining: locations & hours](#)

[Hyde Park Food Trucks Twitter](#)

[ExLibris Toaster](#)

### On Campus Interests

[Campus Camera Feeds](#)

[Campus Events](#)

[Campus Gyms](#)

[Childcare Facilities](#)

[Meditation on Campus](#)

[Rockefeller Chapel Instagram](#)

[UChicago Arts](#)

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# Questions?

Elizabeth Edwards

[eee@uchicago.edu](mailto:eee@uchicago.edu)