User Experience Working Group

_Charge:_

The User Experience Working Group works with the Libraries’ community to gather, analyze, and interpret data in order to improve our users’ experience with our products and services. The User Experience Working Group provides data and expertise to aid in informed decision making regarding the Libraries’ website, catalog, discovery services, document delivery, interlibrary loan, mobile products, and other areas as needed. The Working Group also offers consultations for library employees who wish to conduct independent usability research, by facilitating discussion related to user research approaches, strategies, and methodologies. The Working Group’s ultimate goal is to assist the Libraries in providing high-quality, user-driven websites and interfaces for the University of Colorado Boulder community.

This Working Group reports to the Virtual Presence Advisory Group (VPAG).

_Membership:_

Members on the WG will serve staggered 3-year terms (with optional renewal). An effort should be made to rotate members from departments, and to select members from both faculty and staff. WG members should not be part of the Management Team. The WG will also assign one of its members to liaise with the VPAG. The working group should invite members of other departments or working groups as needed. Members will be selected/volunteer based on interest in usability projects, instead of specific departmental representation. In addition, membership should include at least:

- One branch representative
- one LIT liaison
- 8-10 members total

Initial membership will include current members of the Usability Task Force.

_Leadership Model:_

The WG Coordinator will be elected by the standing membership, in keeping with the Libraries’ Working Group model, and will serve a 4 year renewable term

_Examples of Decisions and/or Responsibilities:_

- Conduct usability testing of Find Articles & More, analyze results, and make pursuant recommendations to VPAG.
- Provide support and guidance for a branch webmaster who wishes to conduct usability studies on the branch website.

Approved by Management Team October 2012
• Work with ILS Discovery Group (IDG) to conduct usability testing on Encore, make joint recommendations to VPAG.