

Marian Cowhig Owen
ENGL 5181
March 15, 2023
Tester tasks - draft 1

Tester Demographics

My goal is to have at least one tester from each grouping:

- Student (undergraduate or graduate)
- Faculty/staff (faculty strongly preferred)
- Guest

Tester Tasks

Students, faculty and staff:

1. Download and install the app, and log in w/ NinerNet credentials
 2. Check account status - loans, what's due, fines
 3. Check library hours and reserve a study room.**
 4. Search for a resource and -
 - a. Put in a reservation request **
 - b. Save some items on a list for later (or a search) - then find the saved list
 - c. Download a journal article
 5. Search for an event and register.**
 6. Ask a librarian for help via the chat function.
- Are there any features of the app that seem unnecessary?
 - Are there features you wish the app had?
 - Would you use this app in place of the website interface and/or visiting the library in person?

Guests:

1. Download and install the app, proceeding as "Guest."
2. Check library hours. (MCO note: Guests are only allowed to visit during the library during certain times. I do not think this is made clear, but I will watch testers to see what they think.)
3. Imagine you are doing research through Atkins Library. Can you find what you need through the app, or will you need to go in person? Collect the information you would need – where to go in the library, who you would need to meet, what you can or can't find. (MCO note: Guest users can access some databases, etc., through the Useful

Links tile > Research Guides > Subject Guides. My guess is that they will not intuit that, but we'll see what testing reveals.)

4. Search for an event and register.** (MCO note: Some events are marked only for the university community, but you don't see that until you click into the event listing. I would recommend that there be a filter added so guests can see what they can attend – will watch to see if testers make the same recommendation.)
 5. Ask a librarian for help via the chat function.
- Are there any features of the app that seem unnecessary?
 - Are there features you wish the app had?
 - Based on your experience with this app, would you use Atkins Library for research?

*** Have users cancel these requests afterward, and/or alert Shelly/Curtis that these requests are fake. I will compile a list of email addresses or IDs used for testers who submit requests.*