Usability Testing: Testing the Functionality of Library Research Tutorials
by Brianne Briggmann and Emma Medina

We are two library research instruction interns who were directed with creating two tutorials. Emma was in charge of creating the Citation Tutorial which allows students to gain a better understanding of different citation styles as well as places they can go to find help. Brianne was in charge of creating the IDS Tutorial which allows students to gain a better understanding of searching through IDS as well as being able to order a resource through it. Once the tutorials were created and finished, it was necessary for us to find out whether or not they work—a.k.a. start usability testing. We tested around 8 different students from different grade levels in order to find out whatever we did wrong and whatever we did right. From the results, it seems that the tutorials were relatively effective in teaching their respective subject material and there were only minor troubleshooting glitches that needed to be fixed.

**Citation Tutorial**
by Emma Medina

**IDS Tutorial**
by Brianne Briggmann

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**Results: Major Takeaways**

- **Quantitative**
  - Confidence in ability to cite increased—going from 25% of respondents at confidence level 5 to a whopping 62.5% and 0% of respondents were at a confidence level 1 after testing.
  - Confidence in ability to locate sources through IDS increased dramatically as well—after testing, 100% of respondents were at level 4 and 5 whereas before only 25% of respondents were at level 4 and 37.5% at level 5.
  - Confidence in ability to order sources did increase, but not significantly—the only difference being that after the testing 0% of respondents were at a level 1 or 2.
  - Confidence in ability to find help for citations remained the same: level 3–12.5%, level 4–25%, and level 5–62.5%
  - 100% of respondents were aware of MLA, 75% knew APA, but only 25% knew Turabian. After the testing, 100% of respondents knew MLA and APA, and 50% knew Turabian.

- **Qualitative**
  - “I found this [Citation] tutorial to be helpful, it taught me some new styles of citing and refreshed my memory on one’s that I already know.”
  - “Videos would not load.”
  - “Q4 asks for learners to record their citations on a separate sheet of paper, but I feel as though you’re better off including an input field for these attempts.”
  - “It’s [IDS Tutorial] finicky about the links.”
  - “This [IDS] tutorial was a little more confusing but still helpful.”
  - “I really liked that it got me to go to the actual IDS page and familiarize myself with it and how it works.”