

# **The User Experience: Creating a Culture of Self-Evaluation through Usability Testing**

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**Abstract:** In the summer of 2012, the University Archives at the University of Illinois at Urbana Champaign Library launched a new website. The new design was created with the intent of improving the user experience for both researchers and archives staff. In an effort to create a culture of self-evaluation and continuous improvement, the University Archives conducted a series of usability tests with the goal of improving the user experience of its website. Employing small-scale usability testing based on the methods of Steven Krug and informed by an anthropological approach; the Archives sought to learn if the redesign led to increased user satisfaction in the search, discovery, and use of archival information. The Archives also sought to learn if introducing a culture of self-evaluation and continuous improvement led to an overall better user experience for both researchers and archives staff. This poster presentation focuses on the evaluation processes taken to determine if the website redesign was a success in improving the user experience.

## **About the author:**

In the summer of 2012, *Jameatris Yvette Rimkus* became the Archivist for Reference and User Engagement at the University of Illinois at Urbana-Champaign, University Archives. Her research interests include the arrangement and description of culturally sensitive archives; policy issues on providing access to culturally sensitive records, and usability/user interactions with finding aids of culturally sensitive records. Most recently, her interests have expanded to include programs for student life and culture archives in institutions of higher education with a focus on clubs, fraternal & sororal organizations and societies.