

Committee Charge Worksheet

Name

FLITE Web Services Usability Committee

Description/Purpose

The Web Services Usability Committee will identify and test issues relating to the FLITE website and other web services provided by FLITE and coordinate with other appropriate committees.

Sponsor(s) (i.e. to whom the group reports)

Dean of the Library

Leader(s)

A member of the Web Services Usability Committee will be selected by the membership for a one-year term as the chair.

Membership

The Web Services Usability Committee will consist of 3-6 FLITE personnel at a time. The Emerging Technologies Librarian and the Web Services Librarian will be permanent members. Others shall be volunteers.

Membership Rotation Schedule

Members will be asked to serve a one-year term and will be eligible to serve a second term. If there is a resignation on the committee outside of term rotations, and no one has expressed interest in serving during previous rotations, an email will be sent to all librarians soliciting a volunteer. The current committee will select the new member from any volunteers, and that member will serve until the next rotation.

Membership Term Limits

Members are eligible to serve two consecutive terms.

Resource People (i.e., those who are crucial to the success of the committee, but may not be expected to attend every meeting. Could be external to FLITE, as well.)

Dean/Dean's Office (Incentives)

All FLITE employees – staff, students, and librarians to give input for testing

Ferris students, faculty and staff

Goals

The FLITE website and web services will be based on a continuous improvement model with a user-centered approach, driven largely by data from usability testing.

Measures of Success

Committee initiates usability studies, follows through with changes, and confirms improved usability through further testing.

Connections to Strategic Plan (cite specific initiative[s])

Initiative 1 – Library collections and services are in strong demand, are based on data and best practices, and demonstrate value to current users (1.1, 1.5)

1.1 – Determine what we are currently doing well and how to expand/enhance that

1.5 – Report data/results to university community as part of telling the library's story

Initiative 2 – The library is an affirmative, attractive, responsive, safe “21st century” environment for users (2.4)

2.4 – Refresh online system user interfaces in ways that meet user needs and are consistent with common university standards, for an enhanced user experience

Initiative 3 – Library policies, procedures, signage and communication are user-focused (3.4)

3.4 – Implement new ways to tell the library's story and share news

Resources (e.g. new/existing data, literature, etc.)

Blakiston, R. (2014). *Usability testing: A practical guide for librarians*. Lanham, MD: Rowman & Littlefield.

Krug, S. (2010). *Rocket surgery made easy: The do-it-yourself guide to finding and fixing usability problems*. Berkeley, CA: New Riders.

Krug, S., Bayle, E., Straiger, A., & Matcho, M. (2014). *Don't make me think, revisited : A common sense approach to web usability* (3rd ed.). San Francisco, CA: New Riders.

Usability.gov. (2018). *Improving the user experience*. Retrieved from <https://www.usability.gov/>

Timeline (i.e., duration or when the committee should end its work)

Ongoing

Assessment Plan/Review Cycle

Review Charge every three years

Guiding Questions

How intuitive is it for users to find what they need using our website and other web services provided by FLITE?

What methods can we use to gather appropriate insight/comments from those who use the FLITE website and FLITE web services, not just those who build and maintain them?