

You've Got Questions, We've Got Answers



Since 2006, the University of Washington (UW) Libraries has used an online guide called "How Do I" to help support user needs with available research tools and services. However, this guide is now outdated, difficult to navigate, and time-consuming to use.

The UW Libraries Online Learning Subcommittee desired to revamp this guide into an FAQ, targeting the most frequently asked questions of UW Libraries users.

Our Capstone Team collaborated with the Online Learning Subcommittee to research, draft, and style these FAQs; building a sustainable guide for librarians to quickly and easily update as needed.

Building a Sustainable FAQ for UW Libraries

METHODS

Online Learning Subcommittee members and Capstone Team members were assigned the following group tasks:

RESEARCHERS

Identified the most frequently asked questions:

Utilized a Google Moderator Poll and Catalyst Survey to rank a preliminary list of FAQs identified by the Online Learning Subcommittee

Subsequently ranked respondent-submitted questions to determine final FAQ list

WRITERS

Drafted FAQs from Researchers Group:

Utilized preliminary best practices and guiding principles to determine text-to-image content

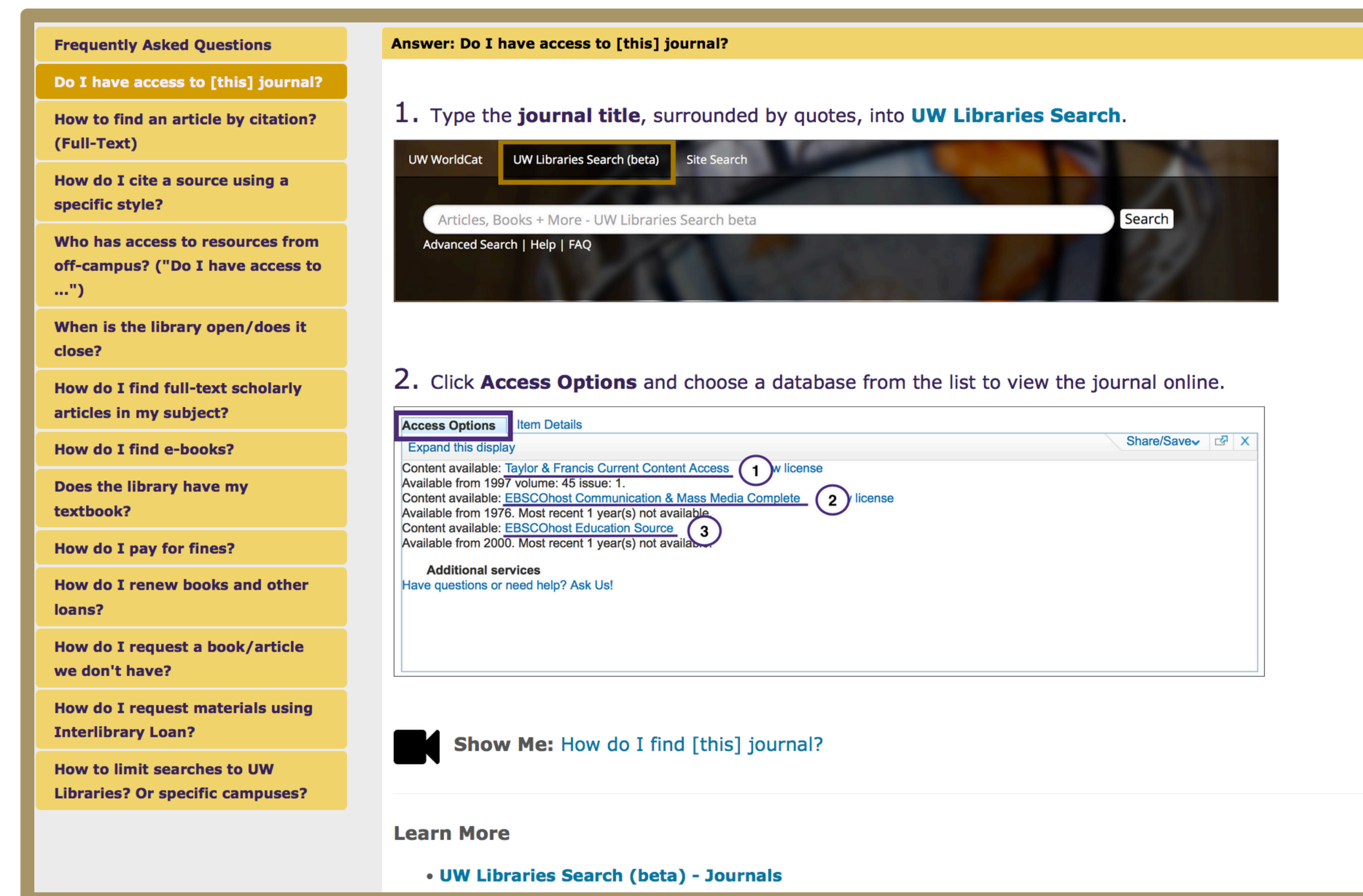
Subsequently standardized language and stylistic preferences across all FAQs

EDITORS & DESIGNERS

Implemented FAQs into LibApps:

Utilized FAQ content from Writer's Group to determine overall styling preference and display

Subsequently standardized styling methods across all FAQs based on feedback provided by the Online Learning Subcommittee



FAQ Prototype

NEXT STEPS



USABILITY STUDIES

In conjunction with the UW Libraries User Experience (UX) Engineer, the Online Learning Subcommittee will conduct a series of usability studies to assess FAQ prototype efficacy. UW undergraduate student volunteers will be recruited for these studies.



SHOW ME TUTORIALS

Further development and testing of accompanying FAQ tutorials is needed. These tutorials are meant to meet different learning style preferences and to offer users a demonstration of FAQ capabilities.



OUTCOMES

AN FAQ PROTOTYPE

1. BUILT 13 FAQs
2. SIMPLE TEXT-TO-IMAGE DISPLAY
3. USE OF EFFECTIVE WEB DESIGN
4. EXTENDED LEARNING OPPORTUNITIES
5. CREATED USING SPRINGSHARE, LIBAPPS

FAQ DOCUMENTATION

1. ESTABLISHED BEST PRACTICES
2. STANDARDIZED GUIDING PRINCIPLES

LEARN MORE – ASK US!

THANK YOU UW LIBRARIES:

ROBIN CHIN ROEMER

CHRISTINE TAWATAO

ONLINE LEARNING SUBCOMMITTEE