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 However, this guide is now outdated, difficult to navigate, and time-consuming to use.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.

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

OUTCOMES

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!

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.

THANK YOU UW LIBRARIES:
- ROBIN CHIN ROEMER
- CHRISTINE TAWATAO
- ONLINE LEARNING SUBCOMMITTEE