**Usability quick fact sheet: Library Committee Meeting 11/03/2016**

**LEARNABILITY: How easy it is for a new user – ease of tasks on first time using**

**MEMORABILITY: How easy it is for someone to come back and use after a period of time**

**EFFICIENCY: How quickly users can complete tasks on your site after they are familiar with use**

**SATISFACTION: Users enjoyment of using site; the design**

**ERRORS: The number of errors users make when they use your site and how easy they recover\**

**Tips:**

**User: please think aloud; use mouse to show where you are looking**

**Staff: Ask what they are looking for; prompt them by asking questions; take notes**