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 ENGL 5181  
 User Test Summary  
 March 29, 2023

| Tester                  | Persona       | Device  | Preliminary Data<br>(see below for question text) | Pain Points  |
|-------------------------|---------------|---|---|--|
| J.L.: Female, early 20s | Undergraduate | iOS phone   | 5 / yes / 5                                       | None mentioned   |
| D.O.: Male, mid 40s     | Undergraduate | Both Android phone and iOS phone (downloaded app on his own Android phone, used an iOS phone to test functionality) | 5 / yes / 1                                       | Multiple logins, hard to find materials search button            |
| P.Z.: Male, late 20s    | Graduate      | iOS phone   | 2 / yes / 3                                       | Multiple logins, Home button                                     |
| B.C.: Male, mid 70s     | Guest         | Android phone   | 4 / yes / 1                                       | Hard to find search button, app not tailored to guest experience |
| K.C.: Female, early 40s | Guest         | Android phone   | 5 / no / 1  | Hard to find search button, app not tailored to guest experience |

Preliminary data questions:

- How would you rate your skill with finding/downloading/installing apps, with a 1 being not skilled at all and a 5 being extremely skilled?
  - Have you used any other library's app before? Maybe at another university, or a public library?
  - On a scale of 1-5, how familiar are you with the UNCC library outside the app? This includes the website and the physical library.
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## Downloading/Installing the App

- Tester J.L.:
  - Had already installed the app.
- Tester D.O.:
  - Had to be coached to find the app for download, as the Ex Libris name looked like a generic app, not a UNCC one.
  - Noted that the app description says it contains ads, which was “not a red flag ... maybe an orange or yellow flag.”
  - App description has no reviews, which he found disquieting: “An app that’s been downloaded 10K plus times and has no reviews - that’s a little weird.”
  - When installing the app on an Android phone, noted that it asked for permission to view media files, but he did not necessarily find this concerning: “Android is very particular about permissions.”
- Tester P.Z.:
  - When logging in on the app, tried searching for “University of North Carolina” but did not get results until he added “Charlotte” to the search bar. University only came up under “UNC Charlotte.”
- Tester B.C.:
  - No issues.
- Tester K.C.:
  - No issues.
- **Overall: Simple enough to install the app, but the app description did not make it clear that the app was for UNCC students; when logging in, “University of North Carolina Charlotte” could be added as another keyword.**

## User Interface

- Tester J.L.:
  - Noted that there could be an easier way to keep track of Favorites.
- Tester D.O.:
  - Wanted an easier way to search for books: “Why is there a button that takes me to the architecture search but not the general search.”
  - Liked that the buttons for hours, maps and study rooms were at the top of the grid: “Having the hours and the maps and the ability to reserve a study room right at the top is good ... right after that you would want to be able to search the library for books.”
  - Thought social media button was unnecessary.
  - Thought Area 49 button could be removed to add a button for collection search: “That could be a book search instead.”
- Tester P.Z.:
  - Liked that he could customize the home screen. However, the tiles in the app behave differently than expected – he has an iPhone, and when you move app icons around on the phone home screen, they “shiver” a little bit to show that you

- can move them. The tiles in the app did not do that, so it was hard to tell if the customizing was still active.
  - Found it difficult to get back to the home screen when done with a task. The “Done” button was not intuitive and the “Back” button only progressed a page at a time, so it was very slow. There is a “Home” button at the bottom of the app’s home screen, but that whole bar goes away when accessing most parts of the app; it would be helpful to have that there on all pages.
  - Thought information in the Hours button could be delivered another way: “I’m skeptical about what “Hours” provides that’s not available in other features.”
  - Thought most student users would not use the architecture or archives/rare books buttons.
  - Contrary to tester D.O. above, thought social media button was worth including.
- Tester B.C.:
  - Wanted an easier way to search the collection. As a guest, he didn’t have access to the PrimoVE tile. The search option at the bottom of the app home screen searches the app content, not the library collection. “The word ‘search’ is not on this page at all. And then the thing that might hint at a search is not a search at all.”
  - Did notice that the library is not open to guests at all hours, but it took a few minutes to see the notice. “For the impatient community member who doesn’t want to scroll, you would miss it.
  - Chat tile: “They might clarify the icon on that a little bit” - it’s unclear who you are chatting with - librarians, other patrons??
  - Architecture tile: Isn’t clear it refers to the architecture program - could indicate the campus’ interesting architecture instead. “As long as you’re going to have an icon on the page, add another word.”
- Tester K.C.:
  - Similar to B.C., wanted an easier way to search the collection.
- **Overall: Testers wanted a more obvious/easier way to search the library collection; they said that feature would be far more important than some of the features on the grid currently.**

## Technical Issues

- Tester J.L.:
  - No issues
- Tester D.O.:
  - Tester was not able to log in to Primo VE (to see account details, reserve materials, etc.) after multiple attempts. <<48 sec clip showing difficulty logging in>>
- Tester P.Z.:
  - Windows were slow to load; in this test, a “Loading Home” box floated over the app window and remained there for some time, making it difficult to complete tasks.

- Had to log in multiple times - perhaps the difference between the app itself and pages that were pulled over from the website? Found this frustrating: “I feel like if I log in once, that should be enough.”
- Tester B.C.:
  - No issues
- Tester K.C.:
  - No issues
- **Overall: App seems slow at times, and being required to log in multiple times (sometimes unsuccessfully) hampers user experience.**

## User Tasks

- Tester J.L.:
  - No issues
- Tester D.O.:
  - Events: Tried to register for an event, but it didn't seem that the registration went through; later on, still got notifications about the event, so it was unclear whether the registration actually happened.
- Tester P.Z.:
  - Reserving study rooms: When using filters to search for a specific room capacity, the date reset to the current day – so, for example, if you are searching for a room on May 1 and then realize you need one that accommodates 10 people, the date resets to today, so you have to restart the whole thing. Also, filters were not always accurate when displaying rooms with certain capacities/features.
  - Reserving study rooms: App doesn't tell you if you were successful when reserving a room; in this case, the button blinked but there was no other indication that anything had happened; had to backtrack to check the reservation and then found it was not successful. Would be helpful to have a confirmation pop up, or for the button to change color or something.
  - Events: Found categories confusing. There's a category for “Information Session,” one for “Lectures & Presentations” and one for “Lectures & Presentations, Information Sessions” – what's the difference between those?
  - Events: Hard to tell what events are open to the public vs. university-only.
  - Events: When you try to register for an event, it doesn't always go through and isn't always successful.
- Tester B.C.:
  - Events: Similar issues re registering for an event - hard to tell if the registration was successful.
- Tester K.C.:
  - Events: While registration is difficult in the app itself, users who click through to the library website can log in via Facebook or Google and register for events that way, even as a guest.

- **Overall: When reserving rooms or registering for events, the app is not very good about confirming success; the filtering options for both of these sections could use improvement.**

## General Impressions

- Tester J.L.: Would use the app because “phone is easier” than a website.
  - Tester D.O.: Does not find the app appealing at this point, but it might be more useful as it evolves: “It seems cut out for the job it’s trying to do - it just needs to put more focus on delivering the things that someone would want the app for.”
  - Tester P.Z.: Tries to limit app use on his phone, so would likely not use the app: “I feel better at navigating things on a computer.”
  - Tester B.C.: Search feature should be highlighted more. On the guest profile, not all features will appeal to guests; can it be tailored?
  - Tester K.C.: Might use the app. As a guest, it has limited appeal. Would use it if it gave her notifications for interesting events, but probably not if she had to search the app for events.
  - **Overall: Testers felt that the app needs a lot of revision but has potential to be useful.**
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## Takeaways

- Testers wanted an easier way to search the library catalog.
- Testers were frustrated at having to log in multiple times.
- User experience could be improved if more features were native to the app (versus mirroring pages on the library website).
- If there is a unique guest experience, maybe tailor the guest log-in so guests see content specific to them (hours they can get to the library, events open to the public, etc.)