

UX Café Report

Conducted on September 28, 2023

Goal & Methodology

The goal of this study was to choose a prototype for how to go about presenting basic information about types of study space available in a given library space. This study used guerilla task analysis and comparative qualitative analysis as the methodology. Users were asked to complete a basic task on a prototype version of a study space website for Taylor, and then were shown a different prototype and asked to compare the two.

Prototypes

Home > Section > Page Heading

Taylor Library

Services

Finding Us

Contact Taylor Library

Research Help

Hours

Taylor 9am - 8pm



Study Spaces

Taylor Library offers 1000 individual and group study spaces in a variety of arrangements. These spaces can be found on all levels of the floors and stacks.

Main Floor



The main floor offers a mix of study tables, casual seating, and booths, as well as computer stations. Some of these study spaces have access to some natural light, but the room is brightly lit with overhead lights.

Ground and Lower Ground



The ground floors are silent study areas filled with many study carrels and a few tables. All carrels have nearby power outlet access and built-in lamps, and most of the tables are close to windows

Stacks



All floors of the stacks provide quiet study tables, with most floors having access to natural light via nearby windows. Stacks 1, 5, & 6 have reading nooks.

Prototype 1: The distinct features that set this prototype apart are:

- The use of multiple different images of each study area to help show off more of the types of seating available
- Categorizing study spaces based on where they are located in the building.

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Study Spaces

Conversation Friendly Zones



The main floor of Taylor Library offers a number of tables, comfy chairs, and booths for you to talk with friends and classmates; cellphone use and music with headphones is allowed.

Collaborative Learning Centre



This is a conversation friendly space located on Ground that offers five [bookable media tables](#) and many individual seats to allow users to collaborate with others on group work.

Quiet Study Zones



All of the Stacks are quiet zones that offer tables, with most of them having access to natural light. Stacks 1, 5, and 6 offer a little reading nook. Quiet group study in small groups is allowed; cellphones are to be set to vibrate and music with headphones is allowed.

Silent Study Zones



Ground and Lower Ground offer silent study zones – no talking allowed, cell phones are to be set on vibrate, and only music with headphones allowed. All cubicles have access to outlets and built-in lamps. Perfect for focused study.

Prototype 2: The distinct features of this prototype are:

- A single image per type of study space to improve visual clarity
- Categorizing study spaces by the purpose or type of space, rather than the location within the library.

Task & Post-task questions

The task we asked users to complete was, “Imagine it’s exam time and you’re looking for a quiet place to study.”

After completing the task, users were shown the other prototype, and asked:

- “Which version of the page do you like better and why?”
- “Is there anything about the other page that you would like to see incorporated into the one you liked better?”

Results

We recruited a total of 12 users. Of those 12, 5 were shown Prototype 1 first and 7 were shown Prototype 2 first. Of the 12 users, **11 indicated a preference for prototype 2, while 1 was undecided.**

Feedback

Feedback expressed in bold indicates multiple users provided the same feedback.

Prototype 1:

- Positive feedback
 - **images were more visually distinct in terms of colour**
 - **it's clear where study spaces were located in the building**
 - more pictures of study spaces available to see
- Negative feedback
 - Too many pictures / "cluttered"

Prototype 2:

- Positive feedback
 - **liked the images being bigger**
 - **"more clear" or easier to understand layout**
 - Only one picture per section
 - **focus on type of space, rather than on location**
 - symmetrical / visually pleasing layout
- Negative feedback
 - **Users struggled to notice where the study space was located / wanted it to be more obvious**

Next Steps

Given the overwhelmingly consistent response from users, we feel confident moving forward with moving forward with the creation of space study guides for every library space following the format of Prototype 2, with the following changes:

- If possible, replacing the photos with slideshow gallery widgets (like the one pictured below); users liked having a smaller number of larger pictures, but wished they could see more examples of different study spaces, so this should help meet both needs



- Aim for pictures for each study space that have more visual differentiation to help each area stand apart
- Make the references to which floor each space is on in the space description bold or otherwise more noticeable.