**Espresso Book Machine Review**

*Just right – submission accepted*

* Could there be a link back to epl.ca/makerspace on the confirmation page? **DONE!**

*Too big block*

* Revise error message:
  + The width of your book block is X.XX inches. Book blocks must be between 4.50 and 8.00 inches to print. **DONE!**

*Too small block*

* My block was 0.01” too small. This actually worked when I sent it in. The cover was the same size and it didn’t register the error. Not sure what is going on there.
* Revise error message: **DONE!**
  + “The width of your book block is X.XX”. Book blocks must be between 4.50 and 8.00 inches wide to print.
  + The height of your book block is X.XX”. Book blocks must be between 5.50 and 10.50 inches high to print.

*Haven’t answered all the required questions*

* Please revise error messages to say: **DONE!**
  + Please include your name
  + Please include your email address
  + Please type your email twice
  + Please include your telephone number
  + Please let us know how you would like to be contacted
  + Please choose a cover finish
  + Please choose a book paper colour
  + Please upload a book block
  + Please upload a book cover

*Wrong filetype*

* Please revise error messages to say:
  + Please select a PDF file for upload. **DONE!**

*Customer attempts to edit their print job when print is in progress:*

* Please revise the error message to say:
  + Your book is being processed right now. We are unable to accept changes to your print job at this time. We will contact you as soon as your book is available for review or pickup.  
      
    If you have any questions, please contact Makerspace staff at [makerspace@epl.ca](mailto:makerspace@epl.ca) or 780-944-5342 or in person at the Stanley A Milner Library, 7 Sir Winston Churchill Square, Edmonton. **DONE!**

*Book Proof Completed Email*

* Please revise the message following “…the rest of your order.” To say:
  + Where to find us:   
    Stanley A Milner Library  
    7 Sir Winston Churchill Square  
    Map (link to <http://www.epl.ca/about-epl/branches-and-hours/stanley-a-milner-library>)

Hours:  
Monday – Friday 9 AM – 9 PM  
Saturday 9 AM – 6 PM

Sunday 1 PM – 5 PM

Please feel free to contact us with any questions you might have. **DONE!**

*Book Order Ready for Pick Up Email*

* Did not include the cost estimate
* Can you edit the first line to end with an exclamation point?
  + “Your book order has been printed and is ready for pick up from the EPL Makerspace!” **DONE!**

*General edits*

* Can error message text appear in EPL pink? R228 G13 B98 or hex e40e62 **DONE!**
* Can you put the error message rectangle around the part of the form with the error?
* All the information at the top of the screen is not necessary in an error message, if we can put the specific information in the error message.
* Can there be a link to the “are you ready to print checklist” at the top of the screen under the title and maybe a link to contacting staff if the customer needs help.
* Can the emails be in Arial font **DONE!**
* Can the form include a small note above the upload tools that says:
  + The Espresso Book Machine prints PDF files with PDF/X-1a:2001 or PDF/A export settings. **DONE!**

<http://uxmovement.com/forms/how-to-make-your-form-error-messages-more-reassuring/>

*Admin side*

* When I tried to open the files both at the same time, the 2nd file I opened took the place of the first side. Could you make it so that both files can be open at once? **DONE!**
* Staff should be able to add new files from admin side
* I didn’t have the opportunity to make edits to the On Hold, Proof Copy Completed, Ready for Pickup emails before they sent. Instead I was taken to a white page with breadcrumbs in the top corner.
* The On Hold email did not include a unique link to where the customer could edit their content, but there was space set aside for the link. **DONE!**
* Can the edit page have a back button so that it is easy to return to the customer’s page? **DONE!**
* Can there be an indication that an email has been sent? Maybe text in red that says “email sent [date]” can appear beside the link? The option to send an email should remain open in case they want to follow up a second time. **DONE!**
* Can completed orders be moved to a list below the open requests list? **DONE!**
* Is it possible to allow staff to generate an invoice in the “Ready” stage that they can print out?

**Great Stuff:**

* I like that the form is still mostly filled out when you receive the error message!
* Good confirmation message when print job submitted!
* Revision process was super easy!! Nice!
* I like the way that the error messages look when people have forgotten to fill out part of the form. I am imagining that the other error messages could have the same look.

**I didn’t have a chance to test:**

Cover too big

Cover too small

Too many prints

Too many pages

Too few pages