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| Close-up image showing the leaf-sides of two oversized books side-by-side on a bookshelf, with additional books in soft focus background |
| Library Books Recommendation System  CS2003 Usability Engineering |
| |  |  |  | | --- | --- | --- | | **Group 27** |  | **Franco, Phuthi, Anas, Romi, Anathany, Philipe, Cameron** | |

## Evaluation Method

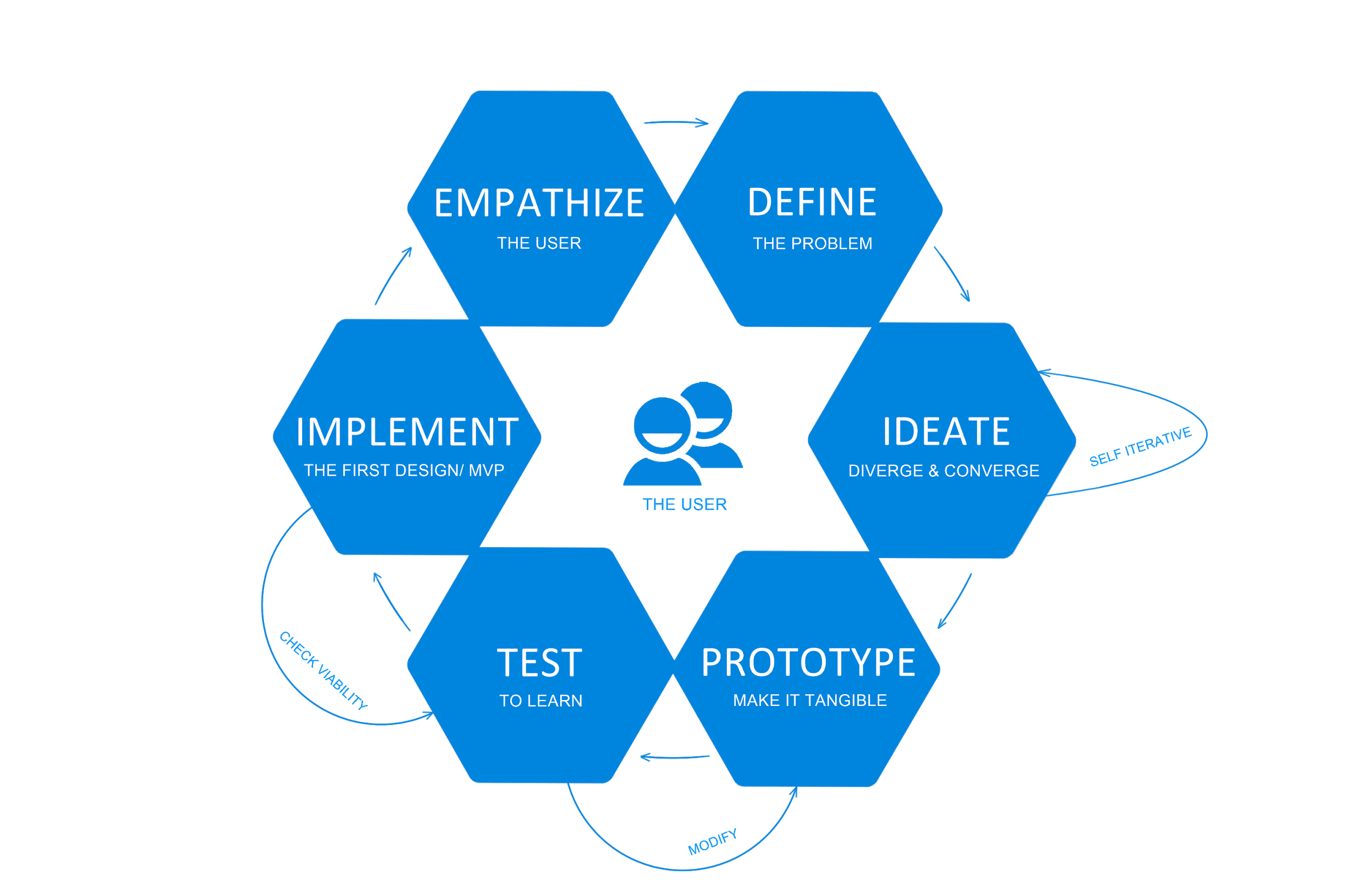
Usability evaluation does not answer the question “Does the software achieve its task?”, but it focuses on how well and in what way, the software assists the user in achieving his or her task.

Before starting to analyze what evaluation method best suits the software that we are developing, here are some useful definitions:

**Evaluation:** a process through which information about the usability of a system is gathered in order to improve the system or to assess a completed interface.

**Evaluation method:** a procedure for collecting relevant data about the operation and usability of a computer system.

Group 27 is developing an application to help users find the book they want, getting rid of the old traditional way of physically going to the library and enquire about the book, but instead with a simple click getting direction to the exact location of the book. Also, through a review system the user will be able to read reviews and thoughts about the product of previous readers. We are therefore assessing:

* Users of all ages with access to a smartphone and strong interest in reading.
* Everyday users who read for pleasure, for studies or for research but constantly.
* Users in a university environment who deal with looking for the same book all at once
* As studies demonstrate most applications related to books and reading focus on transferring the activity from paper to digital, however this application will focus on guiding the user digitally to get the physical paper. Therefore, there is no similar software to relate to.

Start Methodology Lifecycle

### Star Method

The star life cycle is a method that focuses on evaluation, being the center of the whole method. After completing a step of the software development cycle the work done is evaluated, if successful meaning that evaluation and the purpose of serving the user to help him achieve its goal easier, then we can move on to the next step, otherwise the work has to be done again until it meets the criteria stated by the evaluation. This is done for each step in the software development life cycle.

### Why Star Method?

Being group 27 composed by 7 members each one will have a weekly task to complete in order to work all as a whole and reach the goal faster and more effectively. Every Thursday from 11 am to 13 pm there will be scrum meetings, these will serve as Evaluation just like the star in the middle of all processes, where all the members reunite to discuss together the work done and evaluate it, unanimously choosing whether to accept it or not if it does not fit the scope of the software.

## Heuristic Evaluation

|  |  |  |
| --- | --- | --- |
|  | Current System | New System |
| Visibility of System Status | Current system is very confusing. Upon surveying, we found that users usually get confused when they see the homepage of our current library system. | New system showed positive results, as users found the new system very easy to use. System clearly indicated what’s the current status by highlighting the button on the menu bar. |
| Match between the system and the real world. | System takes the user to the home base of the webapp first, then asks them to login, which is very illogical. | New system follows real-world conventions. If you are supposed to walk in a library, you are required to tap your ID first, then enter. Same method is implemented, where it is mandatory to login first then browse the app. |
| Consistency and Standards | It is common understanding that once pressed on the logo of any app, it takes you back to the homepage of the system. However, the current system doesn’t do that. This breaks the external consistency.  Furthermore, two different dropdown designs are used on websites, this breaks the internal consistency. | New system has resolved this issue and will void adding anything to user cognitive load.  New system also uses shade of color to highlight actionable elements, i.e. current page they are on. |
| Error Prevention | Overdue; System automatically renews the books that users have borrowed up to 3/4 months. This could cover into error in future, as users might forget to return the book over ¾ month duration and will end up with overdue fee charges. | To prevent this error; system will give out notification to users and ask them to manually renew it or return the book. By adding this way, users will get a reminder of what the status of the book they borrowed. |
| Recognition and Recall | We found from a survey that the method of searching books in the current system is very confusing. Users are provided with 5 search options/buttons. This requires the user to recall before deciding which method to use for searching a book. | New system has brought down the search option to 3. However, all are named properly so users can quickly recognize the method they want to use. |
| Aesthetic and Minimalist Design | Twitter bar: Current system provides twitter bar on app. Yes, it adds to the aesthetics but not many users take full advantage of it. It also diverts the user mind from the core principle of the app. | Something opposite ?? |
| Help and Documentation | Current system doesn’t provide any help with locating books apart from telling the shelf name/number and area the book is in, i.e. Computer Science, Law, etc. | New system provides users with a map of the library and calculates the route from current location to book’s location. Locating books will be easy as we are providing visual prominent steps (map) for the user to follow, rather than reading the documentation. |

**ONLY FOR CS2003 SENDCOND YEAR STUDENTS. 2019/2020**

**YOUR IDENTITY WILL REMAIN ANONYMOUS.**

**COLLECTED DATA WILL NOT BE SHARED OR USED, OTHER THAN INTENDED PURPOSE.**

* Do you use the library?

Yes No

* How often do you use the library?

Every Day Every Week Every Month Never

* How easy is it to find a book in the library?

1 2 3 4 5 6 7 8 9 10

* Describe your experience locating boos in the library?

“ “

* Would you look at recommendations for books?

Yes No

* How do you leave reviews for the books you have read?

“ “

* Rate a current accessing/downloading online books system you use and name it?

1 2 3 4 5 6 7 8 9 10

* Rate overall library experience?

1 2 3 4 5 6 7 8 9 10

* Any suggestion to improve library website?