Tachiyomi UX Audit

Results of 3 user tests and general design observations
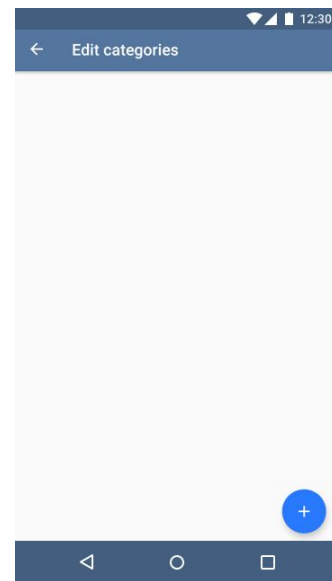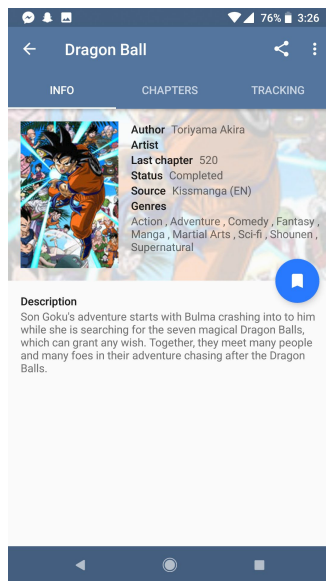
Tasks for User Testing

Each user had a list of tasks to complete on a fresh install of Tachiyomi. No user had any previous experience with the app.

1. Find a manga that you enjoy and add it to your library
2. Filter to add a SciFi manga to your library
3. Change your reading direction to your preference
4. See if you can download a manga chapter for offline access
5. Create a category for your library and add a manga to it
6. Delete the chapter
7. Connect a Batoto account
8. Sync a series to your MAL
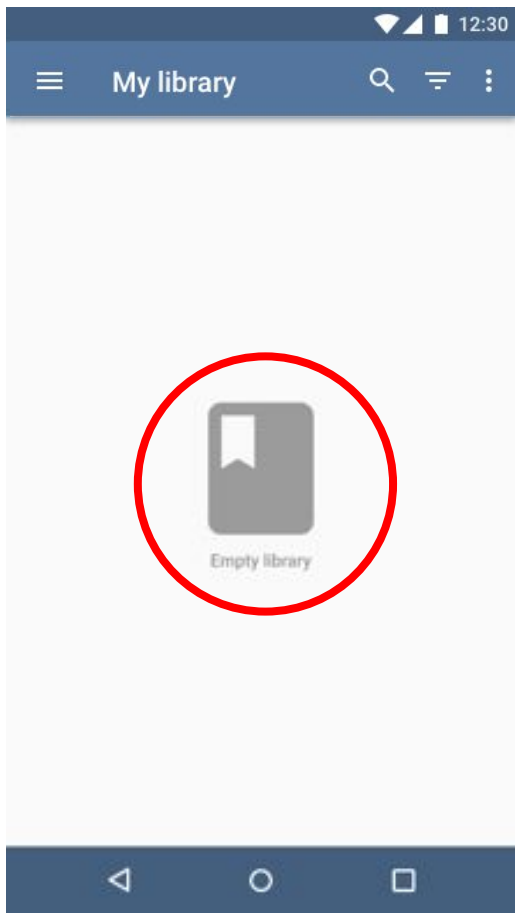9. Create a backup for your library

Results

Each user was able to accomplish the tasks, but some did require help from the moderator to finish. The highest stumbling blocks encountered were navigating out of My Library to Catalogues, adding a manga to My Library, managing categories for manga, and adding a manga to a MAL account

My Library Empty

Currently, the empty My Library state is not very informative to new users of how the application works.

"Empty library" doesn't exactly tell a user how they can start adding manga to read. Some thought they could directly search within their library to find manga.
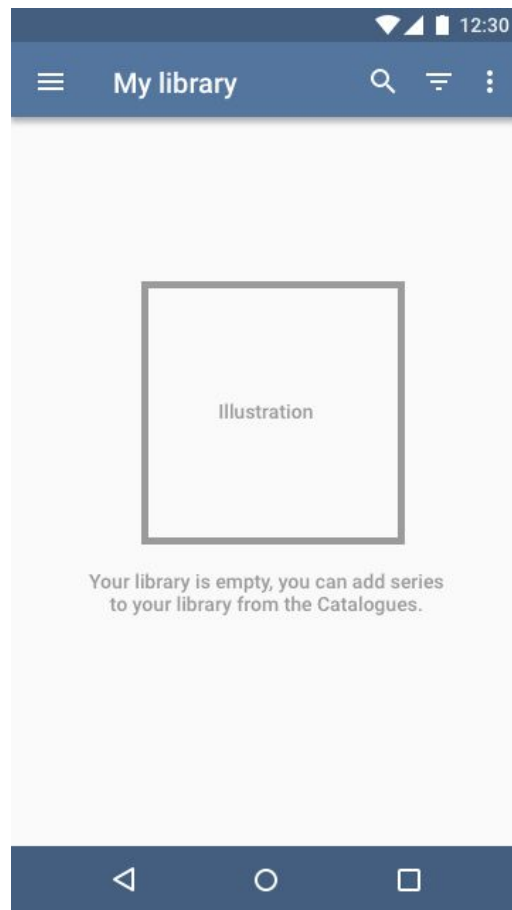
My Library Empty - Solution

We can alleviate this problem fairly easily by having better copy and perhaps an illustration to drive the differentiation home.

By clarifying the copy, we make it clear that your library is separate from the manga available in the app.

In addition, I'd like to start adding illustration to the app to make the empty states clearer and also more fun. I already have an illustrator on board willing to help me out.
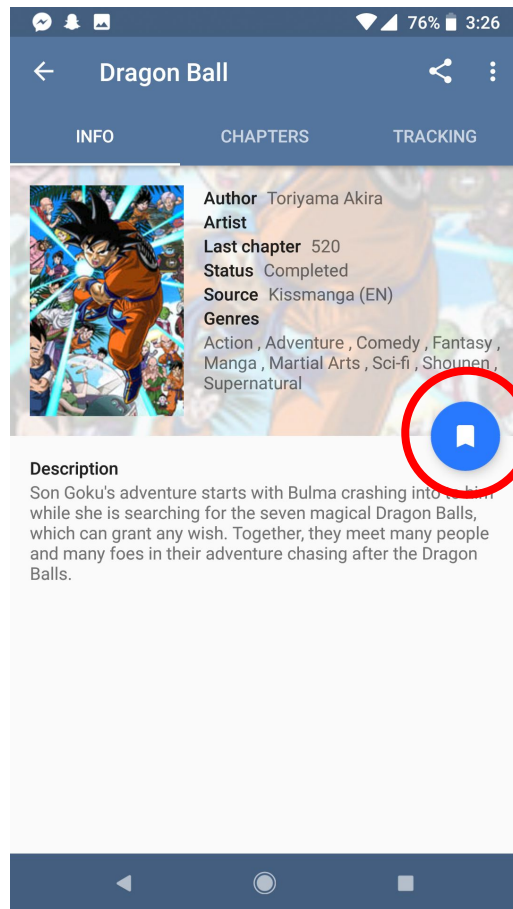
Adding to Library

Another major pain point after discovering the catalogue was adding to the library.

The icon proves confusing, and with no real feedback on what happens after you click, users were not users if they were bookmarking it to read later or bookmarking a certain chapter to read.
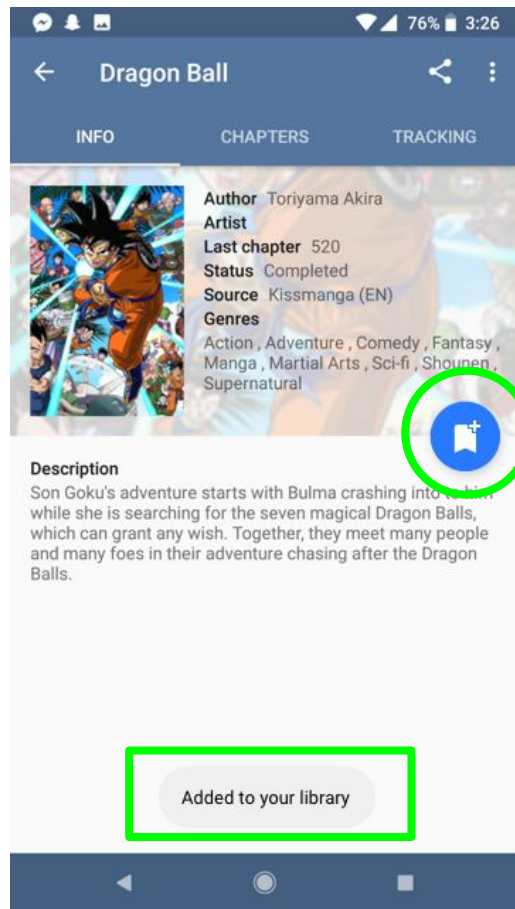
Some users even went into the overflow and selected "Add to home screen" as thought of adding to their library.

Adding to Library - Solution

Adding a toast message would be great here, so the user gets instant feedback on what happened when they clicked the button.

I also think a change to the icon is prudent, with a more implicit meaning of "add" rather than bookmark. Here are some possible options:

My Library Default

Another issue that arose was the issue of the Default category. Users were confused when they added a manga to a category (e.g. Complete) and it didn't also show up in Default.

My Library ~~Default~~ All

The suggestion here is to rename Default to All, and have it be a display of all manga in a user's Library, which CarlosEsco has done in this PR which I suggest we merge when we can:

https://github.com/inorichi/tachiyomi/pull/960

Categories Empty

Categories also suffers from this same empty state problem, where the user goes to edit them.
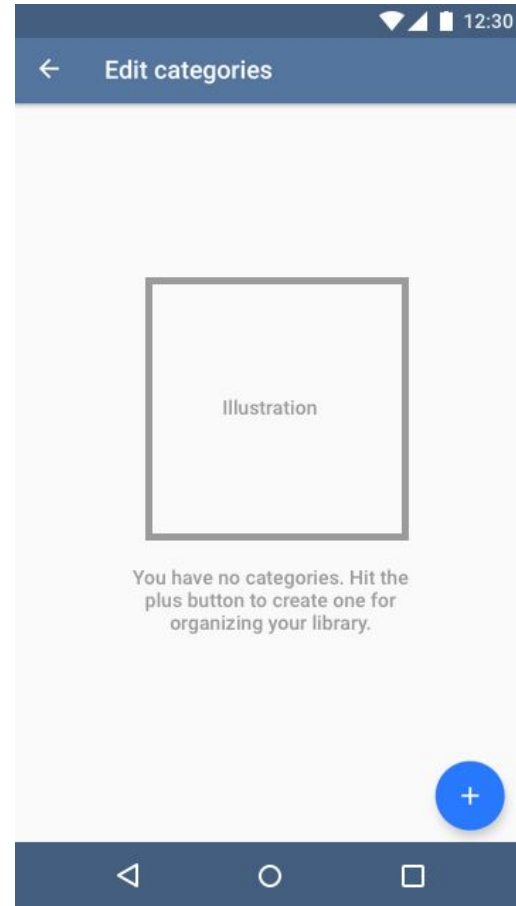
Users were confused why there weren't already pre-made categories, like "Romance" or "Shonen", and were wondering what exactly the plus button would do.

Categories Empty - Solution

Again, the suggestion here is very similar to what we just did with My Library.

By adding some copy and an illustration we can better convey what exactly categories are for, that the user currently has none, and how they can make their own.
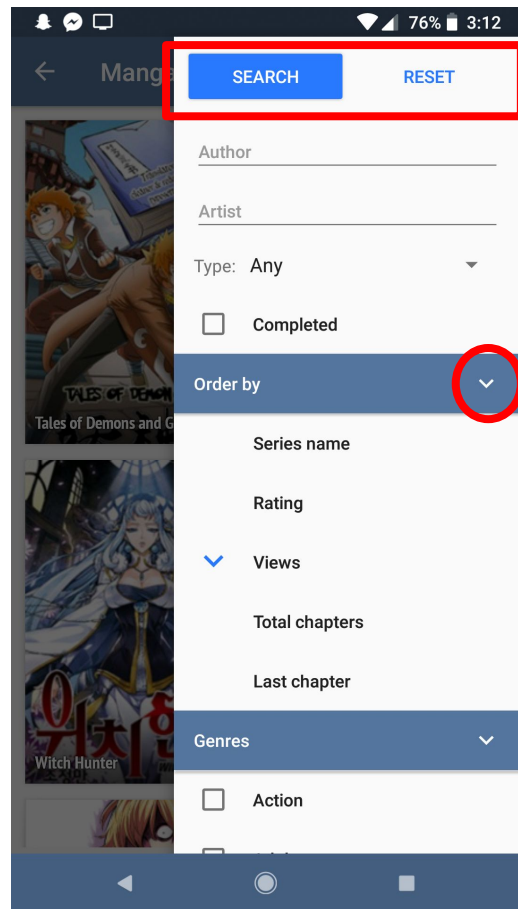
Catalogue Search

Catalogue search suffered due to breaking some expected or common usage patterns when using a filter system like this.

Some of the notable comments by users included the surprise that the search button was at the top instead of the bottom, and that hitting the search button didn't make drawer disappear, they manually had to dismiss it.

The dropdown arrows are also not collapsable, despite the paradigm that tapping should minimize them.

In addition you can swipe right to dismiss the filters, but swiping left does not make it come back up.
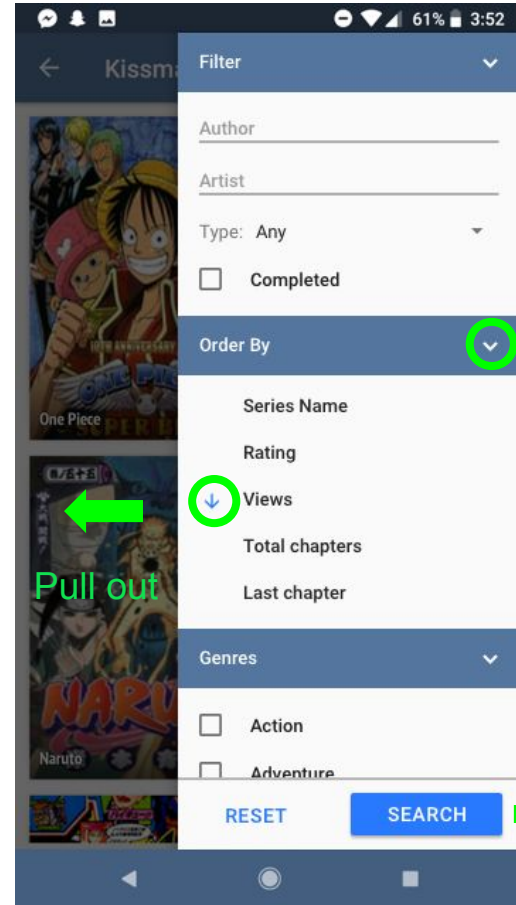
Catalogue Search - Solutions

My suggestions to alleviate these usability issues include moving Search and Reset to the bottom to make them more accessible to the user's thumb and more in-line with standard design principles.

Giving each section of filter a category, and making the dropdowns functional will allow the user to more quickly filter by what they want. Also changing the order icon according to Material examples.

In addition, tapping Search should slide the filter overlay to the right, and it should be able to be opened by swiping left.
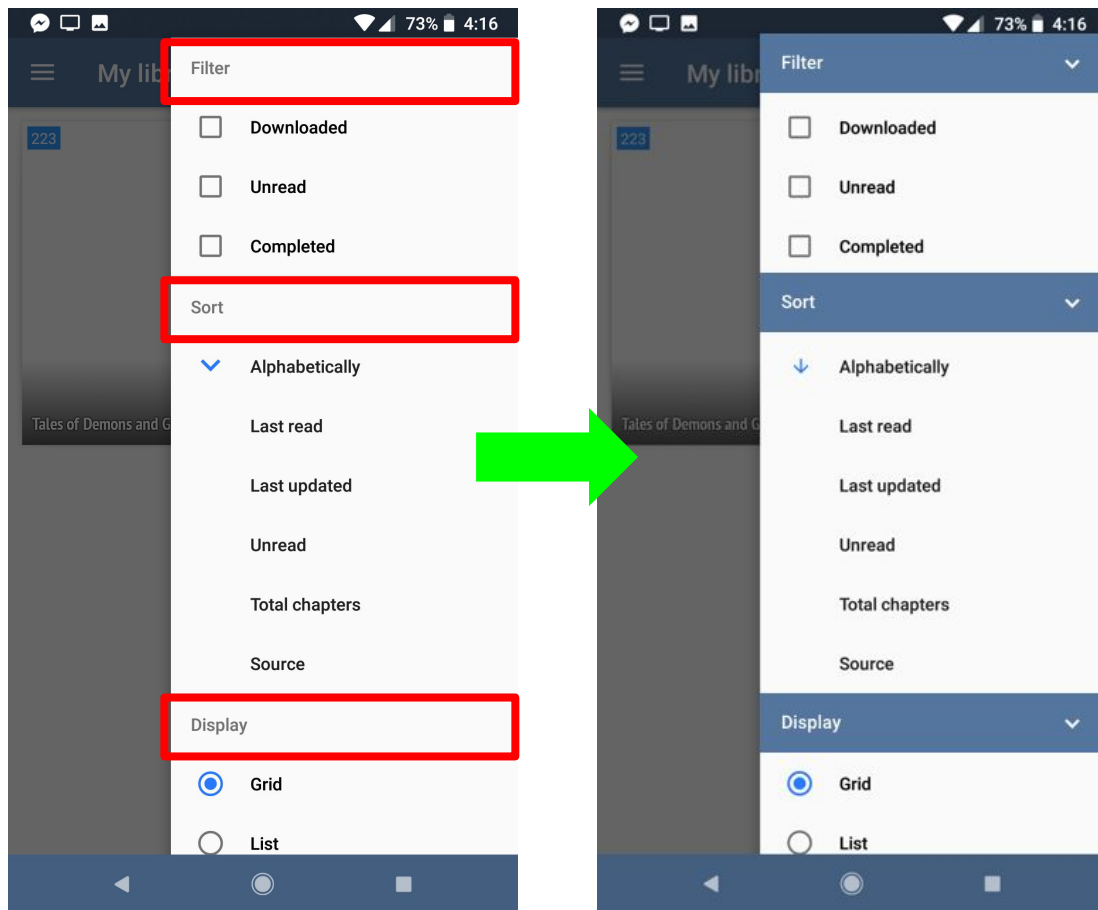

Collapse /open

Pull out

Dismiss on press

Filter Library

In addition currently the Filters on your Library have a different style than the Catalogues.

Instead in order to have a unified visual style they should both use the same heading dropdown bars.
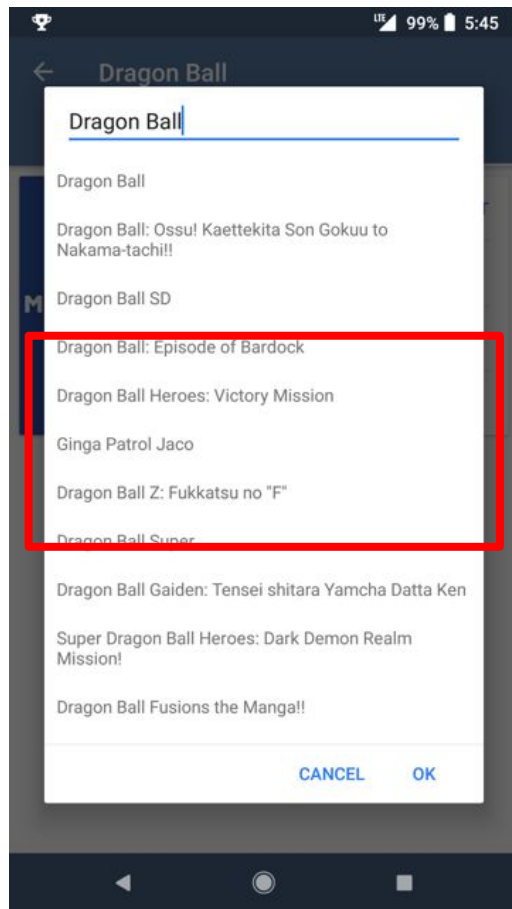
MAL Search

Right now adding to MAL is pretty bad pain point, which is pretty much my fault as I didn't think it all through when we first added it.
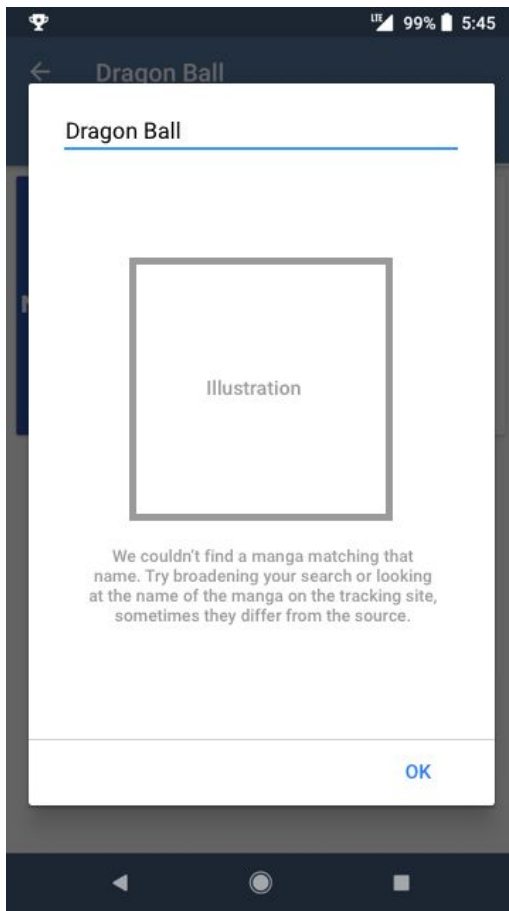
Some Github issues have been raised regarding it, including no empty states, finicky search behavior (like sometimes deleting characters will make the manga pop up), and not knowing the correct manga in the case of multiple results.

Some of these bugs are due to the MAL api/search not being amazing, but let's address what we can.
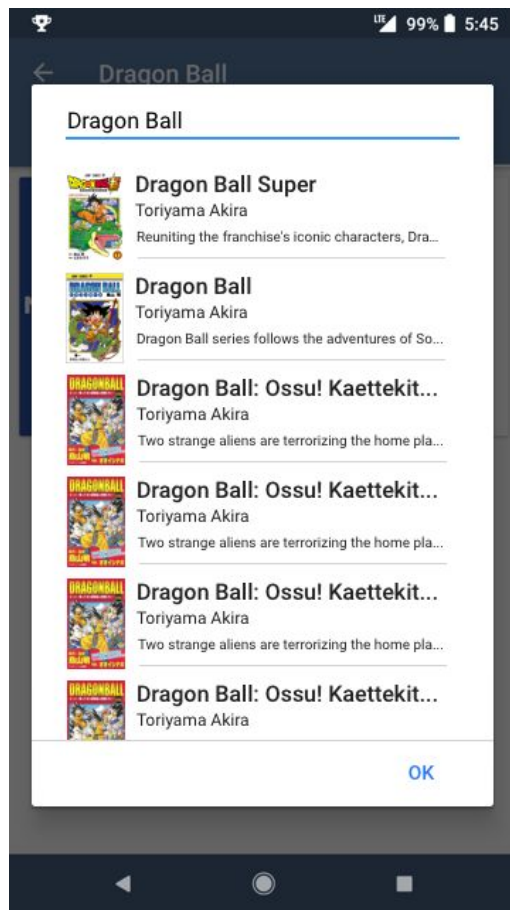
MAL Search - Solution

For starters one of the easiest things we can do is provide a state for when there are no results that can give hints for the user to find the manga they are looking for.

MAL Search - Solution

Another thing we should change is how we display the results from the tracking sites, just text is often not enough with ever complicated manga names based on LNs or manga who share a name with their oneshots, etc.
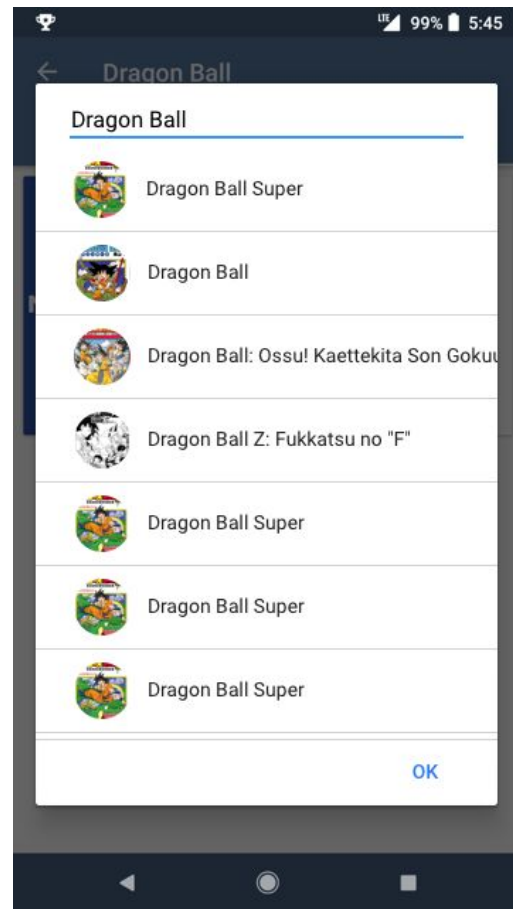
This solution seeks to address this problem by adding more context to the results, like the cover art, author, and the first line of the description so users can better understand which manga they want to track.

MAL Search - Solution

A different, likely more quickly implementable idea would be to reuse the gallery or list views from the catalogues to show search results.

This would at least show readers an image which they can match the cover art or what they've read to make a more informed choice.

Next To Be Done

Here's what next on my list of things.

1. Create an onboarding sequence to better acclimate new users (will work on once extentions are added to take into account)
2. Rewrite README to make it easier to discover download link and provide images of the app and features (in-progress)
3. Work on the sources management depending on what the final code / settings we can display are