A decorative graphic on the left side of the slide consisting of two overlapping parallelograms. The front one is blue and the back one is a light greenish-blue. They are positioned diagonally, with the blue one partially covering the green one.

# User Experience Audit | Community Partner



# Community Organizer User Experience

Korean woman, mid-20s, queer. Works at multiracial organizing center. Organizes events. Uses email, phone, text to do outreach. Issue she cares about: U.S. imperialism. Hasn't used Library to conduct research but has used Library materials in her meetings. Is on our list serv and comes to book sales. Very busy. Works long hours, plus hikes, goes to spa, does Korean drumming. Rides a bike, doesn't drive. A lot of friends, chats, socializes.

- Key Words
  - Committed to her work, interest in content related to her work
  - Busy with work
  - Active with hobbies/outside interests
  - High level of comfort using technology
  - Less knowledge about library procedures
  - Not a frequent Library user

A decorative graphic on the left side of the slide. It consists of a blue parallelogram and a light green parallelogram, both tilted at an angle. The blue shape is in the foreground, and the green shape is partially behind it. They are set against a dark blue background with faint, lighter blue diagonal stripes.

# Scenario 1 | Looking Up Events



Scholastic BookFlix

~~Read, watch and listen to~~  
books and book videos!

**Hot Titles:** | **Fiction** | **Non-Fiction** | **YA** | **Children's**

## Latest Blog Posts

Lo nuevo en español  
para niños  
Dinorah Pinelo, Librarian



Los libros en español para niños más esperados este mes ya están disponibles en nuestro catálogo...

Continued

**The Great Library War of 1905, Part 1: Have you met Miss Jones?**  
Nicholas Bevelia, *Librarian*



This blog post series looks at the history of the 1905 firing of Mary Jones as Los Angeles...

Continued

**Scenario 1** | User is interested in the current events taking place at the library so User navigates to “What’s On.” When “What’s On” is hovered over, there is a drop down menu which splits into different selections

Visual | Orange seems to be “their” color but page does not really reflect a common color theme.

Functionality | A lot of items are being thrown at the user all at once. A bit overwhelming. Two sidebars with a menu and content kind of congest the middle content.

LOS ANGELES PUBLIC LIBRARY

MY LIBRARY ACCOUNT

Search LAPL for: Library Catalog Keyword

Collections & Resources | Locations & Hours | What's On? | Get Involved | About LAPL | Library Store

### What's On?

- ☐ Overview
- ☐ Calendar of Events
- ☒ Exhibits
- ☐ ALOUD Lecture Series
- ☐ Teen Events
- ☐ For Kids
- ☐ Preschool Events
- ☐ LA Made
- ☐ Celebrations
- ☐ STEAM

Español

Get Your Diploma

Kids & Parents

Teens


Teachers

Job Seekers


Adult Literacy

## What's On at the LA Public Library


Events | Exhibits



Every Friday 10 a.m. - 11:30 a.m., Will & Ariel Durant Branch Library  
**Poetry Workshop**  
 Adults, Seniors, Teens  
 The Center At Blessed Sacrament presents a poetry workshop moderated by Nathan Sheets. Participants write to a prompt inspired by a classic...



March 23, 2018 10:00AM, Hyde Park Miriam Matthews Branch Library  
**Yoga for Seniors**  
 Adults, Seniors  
 Come improve your health and well-being at our weekly yoga class for seniors taught by our own local teacher, Analyn Revilla. (those who...



March 23, 2018 10:00AM to May 13, 2018 4:30PM, Sunland - Tujunga Branch Library  
**AFRICAN & AFRICAN-AMERICAN ART DISPLAY**  
 Adults, Kids, Pre-School, Seniors, Teens

### Event Calendar

THURSDAY MARCH 1

| S  | M  | T  | W  | T  | F  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

### Event Series

- [ALoud] Lecture Series
- Fun for Kids
- Teen Events
- Preschool Events

- Scenario 1 | "Overview" title shows What's On at the La Public Library. Unsure if I was on the right page because title didn't match

- Visual | Events are clearly displayed with descriptions and dates.
- Visual | Sidebar shows Calendar, looks outdated design wise. Useful to clarify days.
- Functionality | Overview turns orange when the page is clicked on, clear indication. Boxes slightly confusing.

LOS ANGELES PUBLIC LIBRARY

GET A LIBRARY CARD | MY LIBRARY ACCOUNT

Search LAPL for: Library Catalog Keyword

All library facilities will be closed Monday, March 26, for César Chávez Day.


Collections & Resources | Locations & Hours | What's On? | Get Involved | About LAPL | Library Store

**What's On?**

- ☐ Overview
- ☐ Calendar of Events
- ☒ **Exhibits**
  - For All the World to See: Visual Culture and the Struggle for Civil Rights
  - Going Gray in LA: Stories of Aging Along Broadway
  - Treasures of Los Angeles
  - Women's Language: Oaxaca in L.A.
- ☐ ALoud Lecture Series
- ☐ Teen Events
- ☐ For Kids
- ☐ Preschool Events
- ☐ LA Made
- ☐ Celebrations
- ☐ STEAM

**Exhibits**

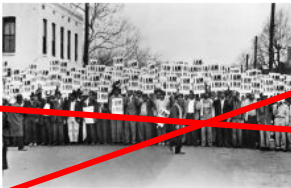
Current and Upcoming Exhibits



**Take None/Give None: Gusmano Cesaretti Photographs The Chosen Few Motorcycle Club**

February 15, 2018 to May 27, 2018  
Central Library, First Floor Gallery


Take None/Give None evolved from a long-term relationship between photographer Gusmano Cesaretti and the Chosen Few Motorcycle Club, the...



**For All the World to See: Visual Culture and the Struggle for Civil Rights**

February 01, 2018 to May 25, 2018  
Central Library, Getty Gallery

For All the World to See: Visual Culture and the Struggle for Civil Rights examines the major role imagery played in the fight...



**The Industry in Our Backyard: Television Production in Los Angeles 1940s-1980s**

January 18, 2018 to July 15, 2018  
Central Library, History and Genealogy Department, LL4

From Lucy to ALF, from game shows to talk shows, from local news to the made-for-TV movie, *The Industry In Our Backyard: Television...*

Print this page

Past Exhibits

- Scenario 1 | "Exhibits" clicked on from What's On? Menu Bar Dropdown. Shows current and upcoming events in columns.
- Visual | The events are split up into categories. Title in blue, date in orange and description in black. Helps clear.
- Visual | Sidebar Menu shows orange Exhibit text on this page. Provides some text to summarize the page content.
- Functionality | Sidebar slightly confusing with empty boxes. Scroll down for Past exhibits while main content is Current Exhibits

A decorative graphic on the left side of the slide. It consists of a blue parallelogram and a light green parallelogram, both tilted at an angle. The blue shape is in the foreground, and the green shape is partially behind it. They are set against a dark blue background with subtle diagonal lines.

## Scenario 2 | Looking at Calendar



Home **LOS ANGELES PUBLIC LIBRARY** MY LIBRARY ACCOUNT

Search LAPL for: Library Catalog Keyword

Collections & Resources | Locations & Hours | What's On? | Get Involved | About LAPL | Library Store

### What's On

#### Calendar Search

Search the Calendar for:

2018-03-28

All Regions

All Branches

All Audiences

All Categories

Show 25 Results

RESET FIND IT

Like Tweet G+

Email this page

### Calendar

Print this page

BROWSE UPCOMING EVENTS BROWSE PAST EVENTS

Page: 1 2 3 4 5 6 7 8 9 ...

#### Wednesday, March 28, 2018

|   |  |  |  |                       |
|---|--|--|--|-----------------------|
| Wed, Mar 28, 2018<br>10:00am to 11:30am | <b>English Conversation Class / Clase de Conversación...</b>   | Exposition Park - Dr. Mary McLeod Bethune Regional Library | Adults, Seniors, Spanish Speakers, Teens | Adult Literacy, Class |
| Wed, Mar 28, 2018<br>10:00am to 10:30am | <b>Toddler Storytime</b><br>Join us for stories, fingerplays, songs and more! This storytime is perfect... | Sherman Oaks Martin Pollard Branch Library                 | Pre-School                               | Storytime             |
| Wed, Mar 28, 2018<br>10:00am to 11:00am | <b>Toddler / Preschool Storytime</b><br>Enjoy stories, songs and fingerplays for children ages...          | West Los Angeles Regional Library                          | Pre-School                               | Storytime             |
| Wed, Mar 28, 2018<br>10:00am to 3:00pm  | <b>Free Income Tax Preparation and Filing</b><br>Free income tax preparation by...                         | West Valley Regional Branch Library                        | Adults, Seniors                          | Taxes                 |
| Wed, Mar 28, 2018<br>10:00am to 2:00pm  | <b>QUILTING CLUB</b><br>QUILTING CLUB! Learn hand or machine piecing (you must...                          | Sunland - Tujunga Branch Library                           | Adults, Seniors, Spanish                 | Arts and Crafts, Kids |

- Scenario 2 | Calendar Search can be filtered into multiple categories. Can browse upcoming or past events
- Visual | Side bar aqua blue, does not fit theme colors but helps it stand out. Browse upcoming/past events are in dark blue and gray to clarify the page.
- Visual | Categorize by date, title, location, and audience. Clear lines and differentiates between each with white space.

Search LAPL for:

Library Catalog

Keyword



The library's main website will be unavailable for approximately 1 hour starting at 11 a.m. (PDT) on Wednesday, March 28 for maintenance. Access to the catalog, e-media, and online learning resources will be available during the maintenance period.

Collections &amp; Resources

Locations &amp; Hours

What's On?

Get Involved

About LAPL

Library Store

## What's On?

☐ Overview☐ Calendar of Events

English Conversation Class / Clase de Conversación...

☐ Exhibits☐ ALOUD Lecture Series☐ Teen Events☐ For Kids☐ Preschool Events☐ LA Made☐ Celebrations☐ STEAM

## Español

Get Your Diploma

Kids &amp; Parents

Teens

Teachers

Job Seekers

Adult Literacy

New Americans

## English Conversation Class / Clase de Conversación en Inglés

Print this page

Like 0

Share

Tweet

0 Comments

email



Date(s):

- Wednesday, December 20, 2017
- Wednesday, January 03, 2018
- Wednesday, January 10, 2018
- Wednesday, January 17, 2018
- Saturday, January 20, 2018
- Wednesday, January 24, 2018
- Saturday, January 27, 2018
- Wednesday, January 31, 2018
- Saturday, February 03, 2018
- Wednesday, February 07, 2018

## Related Events

Thursday, Mar 29, 2018  
1:00pm

**Beginning Writing Class**  
Exposition Park - Dr. Mary McLeod  
Bethune Regional Library

Saturday, Apr 07, 2018  
11:00am

**Creative Writing Class**  
Exposition Park - Dr. Mary McLeod  
Bethune Regional Library

Tuesday, Mar 27, 2018  
6:00pm

**English Conversation Class**  
Mid-Valley Regional Library

Wednesday, Mar 28, 2018  
10:00am

**Watts Adult Walk-In Tutoring -  
Tutoría Gratis Para Adultos**  
Alma Reaves Woods - Watts Branch  
Library

- Scenario 2 | Clicked on an event and title shows clearly as well as on the menu car.

- Visual | Related Events on the side to help offer suggestions or other related events.
- Visual | List of dates for the event, both past and upcoming. Picture helps to show what event is being portrayed.

A decorative graphic on the left side of the slide. It consists of a blue parallelogram and a light green parallelogram, both tilted at an angle. The blue shape is in the foreground, and the green shape is partially behind it. They are set against a dark blue background with subtle diagonal lines.

# Scenario 3 | Looking for Location

## ADA Services

How Do I? >

My Library Account >

Reserve a Computer >

Ask a Librarian >

Book a Librarian >

Find A Library ▾

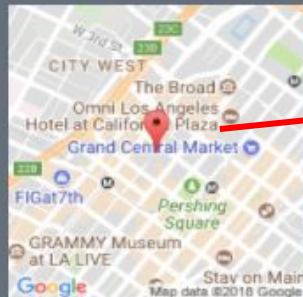
Branch

Central Library ▾

or enter  
zip code:



**Central Library**  
630 W. 5th Street  
Los Angeles, CA 90071  
(213) 228-7000



Wednesday, March 07, 2018  
Saturday, March 10, 2018  
Wednesday, March 14, 2018  
Saturday, March 17, 2018  
Wednesday, March 21, 2018  
Saturday, March 24, 2018  
Wednesday, March 28, 2018  
Saturday, March 31, 2018

### Time:

10:00am to 11:30am

### Location:

Exposition Park - Dr. Mary McLeod Bethune Regional Library

### Audience:

Adults, Seniors, Spanish Speakers, Teens

### Category:

Adult Literacy, Class

### Description:

This free class is for anyone who wants to improve his or her spoken English. Improve your comprehension, expand your vocabulary, and make new friends. All ages welcome. If you have any questions about the class, please call (213) 228-7037, ext. 70619, or visit us at the Exposition Park Branch Library.

Este clase gratuito es para toda persona que quiera mejorar en el Inglés. Mejora tu comprensión, expande tu vocabulario, y haz nuevo amigos. Para todas las edades. Si tiene preguntas sobre la clase, favor de llamar al (213) 228-7037 x 70619 o visita el Ce Biblioteca Exposition Park.

- Scenario 3 | Drop down menu to choose suggested Branches or enter zip code to show location.
- Visual | Results of locations show up without going to a new page. Slightly confusing at first because user may think the page didn't load
- Visual | Shows google maps with a pin of the location and is clickable. Very convenient and clear.

## Locations & Hours

- ☐ Locations & Hours
- ☐ Holiday Closures
- ☐ Facility Rentals

### ☒ Central Library

- Art And Architecture
- Departments and Services
- Directions
- Parking

- ☐ Docent Tours (Central)

## Español

## Get Your Diploma

## Kids & Parents

## Teens

## Teachers

## Job Seekers

## Adult Literacy

## New Americans

## Veterans Resources

## Health Matters

## Money Matter\$

## Online Learning

## Stable Living

## ADA Services

## How Do I?

## Central Library



**Address:** 630 W. 5th Street  
Los Angeles, CA 90071  
**Phone:** (213) 228-7000  
**Fax:** (213) 228-7069  
**Email:** [Contact form](#)  
**Librarian:** [Kren Malone, Director](#)

## Services

- ▶ [Computer Center](#)
- ▶ [InfoNow](#)
- ▶ [Depository Library for Government Documents](#)
- ▶ [Low-Vision Service Centers](#)
- ▶ [S. Mark Taper Foundation Digital Commons](#)

- Scenario 3 | Clicked map and entered a page of the selected library

Visual | Shows information about library with the image to help clarify.

Visual | Services help describe the services offered at this specific location, very clear.



The screenshot shows a web interface for the LAPL (Los Angeles Public Library) website. The top navigation bar includes links for Collections & Resources, Locations & Hours, What's On?, Get Involved, About LAPL, and Library Store. A left sidebar lists various services like Spanish, Your Diploma, and Library Account. The main content area features a 'CONTACT' tab and a 'Contact InfoNow Department' form. The form is enclosed in a red rectangular border and contains the following elements:

- Contact InfoNow Department**: A blue header bar.
- Your name \***: A text input field.
- Your e-mail address \***: A text input field.
- Subject \***: A text input field.
- Message \***: A large text area for the user's message.
- Send message**: A blue button at the bottom right of the form.

- Scenario 3 | Contact is very basic where user can submit questions or comments to the library
- Visual | Boxes are clearly shown with each label corresponding. Very simple design works well for the contact page.