

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



Somers Library

Route 139 & Reis Park, Somers, NY 10589 914-232-5717



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Museum Passes

Through a generous grant by Senator Terrence Murphy we are able to offer museum passes. Families will be able to check out passes to one museum at a time, and can reserve the passes for the future. These passes are for Somers residents only, and you will need a valid Library Card to check them out. If you need a Library Card please stop by the Library and get a card at no cost. Click [here](#) for more information.

Tax Forms

Tax forms will be available as they are received. The IRS no longer sends instruction booklets to libraries.

Programs and Events

Click [here](#) to view our monthly calendar of events for adults, children and teens. Registration is required for most programs.

Tutorials



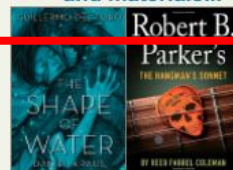
RBdigital – Audiobooks, eBooks, and Magazines

View Tutorial

Go to OneClickdigital

Digital Collections

Check out some of our newest books and materials...



[Click here for a closer look...](#)

Library Hours

Monday	10am - 5pm
Tuesday	10am - 5pm
Wednesday	10am - 5pm
Thursday	11am - 8pm
Friday	10am - 5pm
Saturday	10am - 5pm
Sunday	CLOSED

[Click here to see our closings](#)

Library Value Calculator

Scenario 1 | User is interested in the current events taking place at the library so User navigates to "Programs/Events"

Visual | Blue header seems old, text are not same font, social media boxes are congested and old icons. Navigation bar highlights the current page and the text when hovered over.

Functionality | Columns make it feel congested. Catalog search on the left, means its an important aspect to this library, and important library hours are on the right. Events are in the middle.



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Calendar of Events

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Activities / Events

Navigate throughout this section using the menu on the left.



Use menu on the left to see available Activities / Events pages

Click Here to
Join Our
Email
List



Check the
Event
Calendar

www.librarywebsites.com

- 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 | Title in green with some instructions on how to navigate the menu on the left.
- Visual | Three boxes suggest different items such as instructions, joining email list, and event calendar.
- Functionality | Large white footer is unnecessary and makes the website not optimized. Adds to the “old” theme

Somers Library Schedule of Events

Text Size

T T T

The events that require sign up are designated by the underlined event titles. Click on the underlined event title to sign up for the event. Click on "Display Your Personal Schedule" to see the events for which you are currently signed up.

Filter by types of events or change display formats by clicking here: [Search](#)

[Search](#) [Slider](#) [Display Personal Schedule](#) [View: Calendar View](#) [List View](#) [Print View](#) [RSS Feed](#) [Home](#)

<< Prev Year Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Next Year >>

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Click to view Ongoing Events

Click to view Ongoing Events

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Week 14	1	2 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ <u>Cancelled Workshop</u> ◦ THERE IS NO KINDERGARTEN CLUB TODAY ◦ <u>April Afternoon Activities! Elephants</u> Time: 3:30 PM - 4:15 PM Location: Conference Room Status: Closed	3 ◦ Sidewalk Chalk Poetry ◦ <u>April Afternoon Activities! Elephants</u> Time: 3:30 PM - 4:15 PM Location: Conference Room Status: Closed ◦ PRESCHOOL STORY TIME TODAY. ◦ Bridge for Beginners ◦ April Afternoon Activities!	4 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ THERE IS NO 2ND GRADE BOOK CLUB TODAY. ◦ Anime Club ◦ <u>April Afternoon Activities!</u>	5 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ THERE IS NO TODDLERTIME TODAY. ◦ Poetry Workshop for Adults ◦ 2018 TED Talks at the Somers Library ◦ Writers Workshop, Session I ◦ Writers Workshop, Session II ◦ 3rd Grade Book Club ◦ Westchester Writers	6 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ THERE IS NO TODDLERTIME TODAY. ◦ Alan Siklar Reads Two Stories by Neil Gaiman	7 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ Scratch Art Stained Glass Winter Scene ◦ VoiceScapes Audio Theatre
Week 15	8 ◦ Performance of Shakespeare's Hamlet	9 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ Spring Into Art ◦ Writer's Workshop ◦ THERE IS NO KINDERGARTEN BOOK CLUB TODAY.	10 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ THERE IS NO 1ST GRADE BOOK CLUB TODAY. ◦ THERE IS NO PRESCHOOL STORY TIME TODAY. ◦ Baby time for children up to 2 years old ◦ Bridge for Beginners	11 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ THERE IS NO 2ND GRADE BOOK CLUB TODAY. ◦ CANCELLED TODAY - Anime Club ◦ Teen Fashion Design & Illustration Workshop ◦ Web Design for Beginners	12 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ Toddler Story Time for 2 and 3 year olds ◦ Poetry Workshop for Adults ◦ Managing Your Career In Changing Times ◦ Writers Workshop, Session I ◦ Writers Workshop, Session II ◦ Teen Conversational Spanish Workshop ◦ How to Pay For College Without Going Broke!	13 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ Toddler Story Time for 2 and 3 year olds ◦ CANCELLED TODAY - Pokemon Club ◦ RESCHEDULED FOR 4/27 - Anime Nights!	14 ◦ Sidewalk Chalk Poetry ◦ StoryWalk Returns! ◦ Psychic Medium Robin Mueller

- Scenario 1 | Calendar clicked, brings to Schedule of Events.

- Visual | If you hover over a date, it will show time and description. Red and blue text makes it unclear and confusing at first.

- Visual | Design of calendar is very bland and a lot of use of white and light blue. Colors do not match theme colors.

Event Registration

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Fill out the information below and click on **Complete Registration** at the bottom of the page to register for this event.

Cancelled: Writer's Workshop at 11am Today

 Email a friend  Notify me  Print  Download to calendar  Like 0

Event Type: Adult Program

Date: 4/2/2018, 4/9/2018, 4/16/2018, 4/23/2018, 4/30/2018, 5/7/2018, 5/14/2018, 5/21/2018, 5/28/2018, 6/4/2018, 6/11/2018, 6/18/2018, 6/25/2018

Start Time: 10:30 AM

End Time: 12:00 PM

Description: This Monday workshop was added due to the popularity of this Workshop. If there is a book in you, a memoir, a fictional recounting of a time in your life or an historical tome, there is no greater time to preserve your written words in a class with other students who are exploring an idea, a work in progress, or a chapter in their life. Bring your ideas, pen and paper (or laptop) so that within a few short weeks you will have developed the strategies to become a lifelong writer. People of all skill levels are welcome. Space is limited, so register early!

Location: Conference Room

Presenter: Linda Spear

Please Note

Attendee MUST Give 24 HOUR Cancellation Notice to Allow Others on the Waiting List to Attend.

Registration

*Attendee First Name:

*Attendee Last Name:

*Attendee Phone Number:

 - Ext.

Alternate Phone Number:

 - Ext.

Your email address must be verified before receiving any subsequent emails from the system. [Learn more](#) Email:


* = Required Field

[Complete Registration](#)[Back](#)

- Scenario 1 | Calendar item is clicked on and use is brought to registration page.
- Visual | Shows Event Description/Date, Time, and Location. Special Notes are also included. Might be unnecessary to include a separate section for a Please Not.
- Visual | Registration requires name, phone number, and email address to complete registration. Boxes bland and not designed very thematically.







Scenario 2 | Looking at Location & Contact Info



Somers Library

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Driving Directions to Somers Library



Somers Library is located in Reis Park on Route 139. **GPS users can use the following: 82 Primrose St, Katonah, NY.**

From I-84 / I-684
 Take Interstate 684 to exit 6 (Katonah/Cross River exit).
 Head west onto Route 35.
 Drive about two miles until you come to the traffic light at the intersection of Routes 35 & 100. Turn right (north) onto Route 100 and continue for approximately 1/2 mile.
 Turn left onto Route 139, heading toward Lincoln Dale.
 Continue for about one mile; see road sign for Reis Park on the right.
 Turn right into Reis Park. Somers Library is the first building on the left.

From Jefferson Valley / Mahopac (Route 6)
 Take Route 6 to Route 118 in Baldwin Place.
 Continue on Route 118 until you come to a traffic light.
 Turn left onto Route 202.
 Continue on Route 202 around the reservoir for two traffic lights.
 Bear right at the 2nd traffic light onto Route 139.
 Continue for about one mile; see road sign for Reis Park on the left.
 Turn left into Reis Park. Somers Library is the first building on the left.

From Brewster / Croton Falls (Route 202)
 Turn right at the corner of Routes 202 and 100, continuing on Route 202 for about one mile.
 Turn left onto Brick Hill Road, and continue until reaching the traffic light.
 Turn left onto Route 139.
 Continue on Route 139 for about one mile; see road sign for Reis Park on the left. Turn left into Reis Park. Somers Library is the first building on the left.

- Scenario 2 | Looking up Directions on how to get to the Library.

- Visual | Side bar highlights Directions/GPS when hovered and clicked on.
- Visual | Directions to Somers does not include a map. Suggests some routes based on which direction/location the user is coming from.



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Contact Us

Contact Us. Don't know where to get started? Call the Library at 914-232-5717.
Ask questions about your library card/account. Get research help.



Mailing address:
Somers Library
P.O. Box 443
Somers, NY 10589

email: somers@wlsmail.org

www.librarywebsites.com

- Scenario 2 | About Us, Contact Us for information.
- Visual | Contact Us is highlighted because it is clicked on.
- Visual | Contact Us information below title. Includes mailing address and email address.



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Holiday Closings

2018 Holiday Schedule

January 1	New Year's	Closed
January 15	Martin Luther King Day	Closed
February 19	President's Day	Closed
May 26	Memorial Day Weekend	Close at 1pm
May 28	Memorial Day	Closed
June 23	Town's July 4 Celebration	Close at 1pm
July 4	Independence Day	Closed
September 1	Labor Day Weekend	Close at 1pm
September 3	Labor Day	Closed
October 8	Columbus Day	Closed
October 13 or 20 (raindate)	Soccerfest	Closed
November 12	Veteran's Day	Closed
November 21	Thanksgiving	Close at 1pm
November 22	Thanksgiving	Closed
November 23	Thanksgiving	Closed
December 24	Christmas Eve	Close at 1pm
December 25	Christmas Day	Closed
December 26	Day After Christmas	Closed
December 31	New Year's Eve	Close at 1pm

- Scenario 2 | Holiday Closing information, highlighted in orange on the sidebar menu
- Visual | List of days in the left column, name of holiday in middle column, and status in right column.
- Visual | Columns are not separated in any way so at first glance, the list of dates/holiday name/status seem to be confusing.