Summary

The NYPL website utilizes good color contrast to distinguish features within the page. The landing page had lots of visuals and information about materials and exhibits. The site is easy to navigate through regardless of age, even if you're not tech-savvy, because of the accessible tabs/sections within the online site. The sidebar within pages has helpful information to other sites within the category and is also reflective of the page layout. Their utilization of Google Maps for locations is effective and it is easy to search through multiple locations. It was clear how to search through locations and select pins which showed the respective address. Additionally, the video viewing experience was very good because the format was similar to the format of familiar Youtube videos.

It was difficult to access some features within the library such as the space rental forms. Although the rental page contained valuable information, getting to that page was a struggle since the only link to get to that page was at the footer menu. The search function had limited filtering options which made it hard to look for specific types of material such as videos. Although some external sites that the library took the user to had some nice layouts, there were too many external sites with varying formats which was confusing to the users. Additionally, some buttons, images, and functionalities within the website were not showing or working. There were many important articles (e.g. different library card types) that were too lengthy, wordy, and had no visuals with poorly structured which made it tiresome to read. Many pages required a lot of scrolling to reach the content. The block header that describes the section the user is on is also unnecessarily big with too much useless information.