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.

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

[LOG IN](#) ▾[LOCATIONS](#)[GET A LIBRARY CARD](#)[GET EMAIL UPDATES](#) ▾[DONATE](#)[SHOP](#)[Books/Music/Movies](#)[Research](#)[Education](#)[Events](#)[Connect](#)[Give](#)[Get Help](#)[Search](#) 

wise and
sics.

[EXHIBITIONS](#)[AUTHOR TALKS &
CONVERSATIONS](#)[PERFORMING
ARTS & FILMS](#)[OTHER EVENTS](#)

- Scenario 1 | User is interested in the current events taking place at the library so User navigates to “Events.” When “Events” is hovered over, the text turns red and has a red underline.
- Visual | Red color matches coloring theme of the entire website.
- Functionality | Clear title, easily accessible, appropriate menu placement, quick and easy click.

Events

The New York Public Library offers 93,000 free programs a year across its 92 locations, from author talks and performances to exhibitions. Meet your favorite author, hear a live concert, or find something new at the Library.



HOME

EVENTS

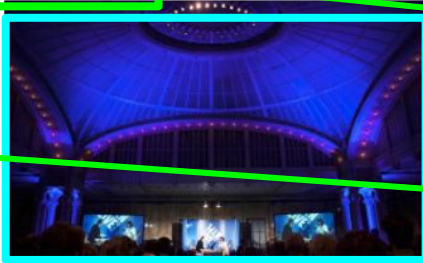
Upcoming Events

Exhibitions

Author Talks & Conversations

Performing Arts & Films

Upcoming Events



All Events

Search the Library's full calendar of events across the Bronx, Manhattan, and Staten Island.



Stephen A. Schwarzman Building



Library for the Performing Arts



Schomburg Center for Research in Black Culture



Mid-Manhattan Library

Exhibitions



On Now



Coming Up

SEE MORE

- Scenario 1 | User is interested in other community events and wants to click on the Events to learn more about them and how she can host her own event here.
- Visual | Red lines separate categories of events with Upcoming Events being at the top.
- Visual | Sidebar Menu helps navigate the different events and directs the User to a new page when clicked on.
- Functionality | Red Text emphasizes Titles and "See More." Separating different Events with the sidebar navigation enhances clarification.

Scenario 1 (continued)

Events

Like 412

RECOMMEND

Twitter

EMAIL

PRINT

SHARE

The New York Public Library offers more than 93,000 programs annually, serving everyone from toddlers to teens to seniors. Use any or all of the filters below to find an event that interests you. All events are free unless otherwise noted.

SEARCH EVENTS:

AUDIENCE: ☒ Adults ☒ Teens/Young Adults ☒ Children

BOROUGH: ☒ Bronx ☒ Manhattan ☒ Staten Island

Narrow Your Search

DATE:

LOCATION:

EVENT TYPE:

TOPICS:

AUDIENCE:

SERIES:

SEARCH

7,329 events found.

Page 1 of 184

[NEXT](#)

DATE/TIME	TITLE/DESCRIPTION	LOCATION	AUDIENCE
Today @ 7 p.m.	Join The Ottendorfer Branch for our free 'Open Mic'. 6:30 Sign up, 7:00 Start Time. If you arrive after 7:00, please ring bell for entry.	Ottendorfer Library	Teens/Young Adults (13-18 years) Young Adults/Pre GED (16-24 years)

TECHCONNECT

Scenario 1 | User searches for specific events or her own event with the option to narrow search for quicker results.

Visual | Simple catalog page with the search background beige, separating it from the results section. Results have columns of Date/Time, Title, Location, and Audience for clarification.

Functionality | Clear catalog system, no confusing terms, detailed search function, description/title clarifies each event.

End Scenario 1

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 2 | Space Information & Rental

... SEE MORE

Get Email Updates

Stay connected with the latest happenings at the Library. There's something for everyone.



Plan Your Visit

Discover the flagship building
New York Public Library.

... SEE MORE

Accessibility

Press

Careers

Space Rental

Privacy Policy

Other Policies

Terms & Conditions

Governance

Rules & Regulations

About NYPL

Language

- Scenario 2 | User wants to organize and plan an event at this location. She navigates to the bottom of the page and clicks on “Space Rental.”
- Visual | Footer background is gray, separating it from the content of the page, making it clear that this is the footer menu. White also helps to bring the text out clearer.
- Functionality | Clear footer menu, clear and concise titles, separation of footer/content.

Space Rental

Event Spaces

Your Event

Rental Information

Press & Praise

Contact Us

Space Rental

Like 0

RECOMMEND

G+


Twitter

EMAIL

PRINT

SHARE

Stephen A. Schwarzman Building



Library for the Performing Arts

Schomburg Center for Research in Black Culture

- Scenario 2 | User wants to know the different spaces available at the library so she knows which one to reserve for her event.
- Visual | Sidebar Menu helps navigate the different and essential information needed to rent out a space. These include space information, rental information, and a contact page. These are depicted very clearly.
- Functionality | Sidebar Menu provides the information needed to the Community Organizer to appropriately plan her event. Clear title, necessary pages are in the side menu

Space Rental

Event Spaces

Your Event

Rental Information

Press & Praise

Contact Us

Event Spaces at the Stephen A. Schwarzman Building

Like 0

RECOMMEND

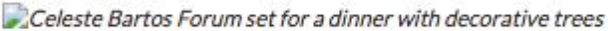
G+

Tweet

EMAIL

PRINT

SHARE



Brian Dorsey Studios

The Library's landmark Stephen A. Schwarzman Building is a quintessential New York City icon. Located in the heart of Manhattan, this magnificent Beaux-Arts building caters to intimate gatherings and lavish extravaganzas, lending a sense of grandeur and distinction to any occasion.

Hosting your event at the Library provides unique access to our most exquisite spaces, while helping support one of the world's premier non-profit institutions. All event fees support the Library's indispensable collections, services and programs.

Bartos Forum

Reception / Auditorium: 500 guests
Seated Dinner: 425 guests

Photos

Floor Plan

Virtual Tour

Astor Hall

Reception: 750 guests
Seated Dinner: 250 guests

Photos

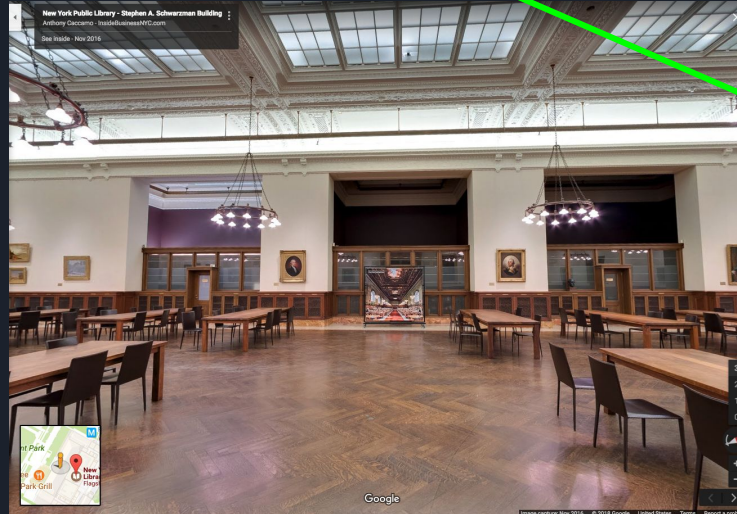
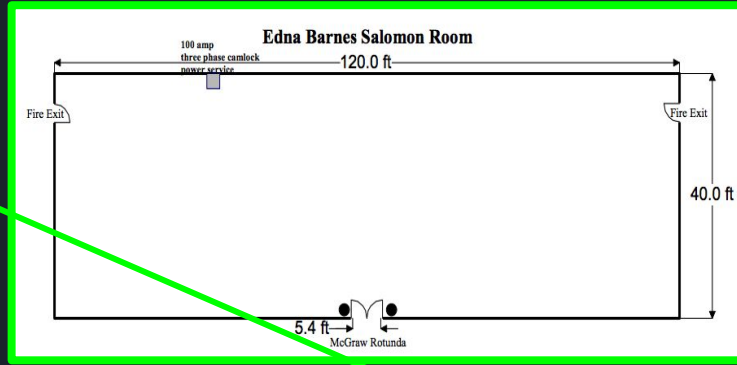
Floor Plan

Virtual Tour

- Scenario 2 | User wants a more detailed look at the photos & layout of the different spaces.
- Visual | Sidebar Menu mentioned previously. Includes a brief summary of the Building with the spaces.
- Functionality | Sidebar Menu enlarges current page for clarification. Spaces are split into two columns, with abundant spacing between. Virtual tour helps User get a better idea of the layout

Scenario 2 (continued)

Edna Barnes Salomon Room



- Scenario 2 | User wants a more detailed look at the photos & layout of the different spaces.
- Visual | Floor Plan lays out the detailed numbers and dimensions of the room for clarity.
- Visual | Pictures & Virtual Tour add to the overall understanding of the layout. The name of the Space is at the Top of Photos

Space Rental
Event Spaces
Your Event
Rental Information
Press & Praise

Contact Us

Contact Us



RECOMMEND



Tweet



EMAIL



PRINT



SHARE



Christian Oth Studio

The New York Public Library Office of Special Events

Stephen A. Schwarzman Building
212.930.0730
spev@nypl.org

Please include a brief description of the type of event you're planning. Please reference the type of event, preferred date and time, preferred space, and estimated number of guests.

All filming and photography requests must be submitted in writing at least three weeks prior to filming. The NYPL reserves the right to decline involvement, and to approve any scene in which the Library is featured. A project MUST be submitted in writing to be considered.

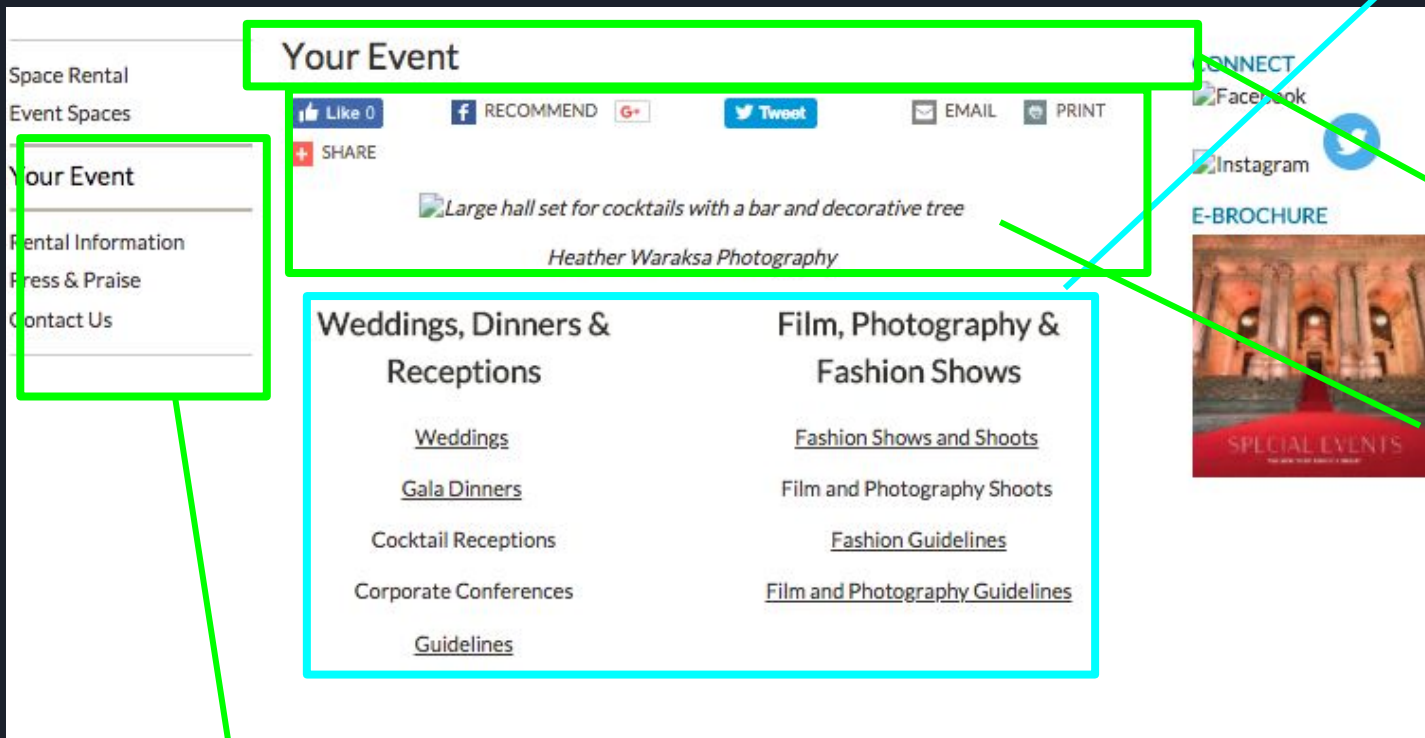
Scenario 2 | User emails the suggested email with the information suggested below.

Visual | Visual banner at the top of the page to be visually inviting.

Visual | Contact Us is enlarged in Sidebar Menu

Functionality | Clear description of what to include in the email. Any special circumstances for filming is also clarified. Short and concise list of items to reference in the email.

Scenario 2 (continued)



- Sidebar bolds the current page and has lines which help to separate the current page from the others. Visually helpful

• Scenario 2 | Two columns in order to help categorize and make it easier to search.

• Visual | Title clear and bold, ensures clarity of what the user is looking at.

• Visual | Social Sharing is bolded and very clear. Images should work and made sure they can be seen

Space Rental
Event Spaces
Your Event
Rental Information
Press & Praise

Press & Praise

Like 0



RECOMMEND



Tweet



EMAIL



PRINT

SHARE



Ronnie Andren

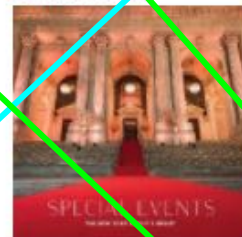
Photography

CONNECT

Facebook

Instagram

E-BROCHURE



Contact Us

Press

[Bette Midler, Michael Kors and Lucas Hedges Celebrate After 'Hello, Dolly!' Opening](#) (*The New York Times*)

[The Hudson Theatre Celebrates Sunday in the Park With George](#) (*Vogue*)

[Montblanc Launches Campaign To Support UNICEF Literacy Projects](#) (*Forbes*)

[The New York Public Library Sparkles During Chanel Fine Jewelry Dinner](#) (*WWD*)

[Chanel Dazzles With Diamonds at The New York Public Library](#) (*Vogue*)

[Books and Baubles at Chanel's Dinner at the Library](#) (*WSJ*)

[Rose Byrne, Dakota Fanning Fete Chanel Fine Jewelry's Dinner at The New York Public Library](#) (*Hollywood Reporter*)

[Amanda Peet and Rose Byrne Dazzle at Chanel's Glitzy Dinner in Honor of The New York Public Library](#) (*InStyle*)

[A Peek at Visionaire's Virtual Reality Experience at The New York Public Library](#) (*Vogue*)

[A Selection Themed Wedding Celebration at The New York Public Library](#) (*Vogue*)

Sidebar bolds the current page and has lines which help to separate the current page from the others. Visually helpful

- Scenario 2 | Links to Press & Features in other articles. No sort or search function available. Manually look through each title.
- Visual | Title clear and bold, ensures clarity of what the user is looking at.
- Visual | Social Sharing is bolded and very clear. Images should work and made sure they can be seen



Scenario 3 | Location LookUp



New York
Public
Library

LOG IN ▾

LOCATIONS

GET A LIBRARY CARD

GET EMAIL UPDATES ▾

DONATE

SHOP

Books/Music/Movies Research Education Events Connect Give Get Help [Search Q](#)

NYPL RECOMMENDS

Spring 2018 Staff Picks

Browse our librarians' favorite books for every age and sort by genre, writing style, and more to find your favorite read this spring

AUTHOR TALKS &
CONVERSATIONS

EXHIBITIONS

PERFORMING
ARTS & FILMS

OTHER EVENTS

What's
Happening



Fear City: Kim Phillips-Fein and Alexander Burns

THU, APR 19 | 7 PM

Schwarzman Building



Isabella Rossellini with Menno Schilthuizen: Chickens

8 PM

Scenario 3 | Navigation bar helps user to navigate easily to the main pages of the page that the library wants to present.

Visual | Header show important features that the library thinks are important and necessary for their users

Type a Library name, or enter an address or landmark to search nearby.



Find a library!

Just show me: **libraries near me** or **research libraries**

List View Map View



125th Street Library

224 East 125th Street
New York, NY, 10035
Phone: (212) 534-5050

Partially Accessible

- Computers for public use
- Wireless internet access (Wi-Fi)
- Photocopiers (black/white)
- Scanners
- Printers (black/white)

Today's Hours: 11 AM–7 PM

[View on Map](#)

[Get Directions](#)

53rd Street Library

18 West 53rd Street
New York, NY, 10019
Phone: (212) 714-8400

- Scenario 3 | Search bar helps to simplify the searching process and makes it quicker. It also auto completes.
- Sort features help to different libraries near or research library. Makes it convenient to use and find libraries.
- Visual | Map View shows pointers of all the possible locations. When hovered over, the address and name of the library will show up.
- Visual | Second column is scrollable so that you can scroll down to see the other library available.


125th Street Library

224 East 125th Street
New York, NY, 10035
(212) 534-5050
Library Manager: Velma Morton

 Partially Accessible

 [Get Directions](#)



 Open tomorrow 11 AM-7 PM






UPCOMING HOURS

Mar 25	SUN	Closed
Mar 26	MON	11 AM-7 PM
Mar 20	TUES	11 AM-7 PM
Mar 21	WED	Closed *
Mar 22	THURS	11 AM-7 PM
Mar 23	FRI	10 AM-5 PM
Mar 24	SAT	10 AM-5 PM

* Indicates change to regular hours

[Regular hours](#)

[Holiday closing information](#)

Highlighted Amenities:  [Computers for public use](#)  [Wireless internet access \(Wi-Fi\)](#)
 [Photocopiers \(black/white\)](#)  [Scanners](#)  [Printers \(black/white\)](#)

[See all amenities](#) →

- Scenario 3 | Navigation bar helps user to navigate easily to the main pages of the page that the library wants to present.

Visual | Showing upcoming hours and availability. Top emphasize the time for the following day.

- Visual | Highlighted features and amenities of the library. Helps to clarify each library