# **UX** Audit

Somers Library - Undergrad Student

## **Undergrad Student**

USC student, late teens/early 20s. Mobility and time are issues in getting to the Library. Not at the Library as frequently. Not sure about topics for research, less directed than grad students. Often here on class assignment, often in a group. Not so familiar with archival research. Comfortable using Internet for searches.

### KEY WORDS

- Mid education level
- High level of comfort with technology
- Not familiar w/ library procedures
- Not a frequent Library user but potential big user of a Library website with content and functionality that meet his needs

### Scenario

- USC undergrad student is writing a paper on black activists in Los Angeles. Because he does not live in New York, he cannot physically obtain the materials so he wishes to access them online or request copies to be sent. Although he is comfortable with using the internet, he is not familiar with using online libraries for research. With the paper due soon, he wants to be able to quickly gather information.

- Red are comments about what the user may be thinking or doing
- Blue are comments about the site format

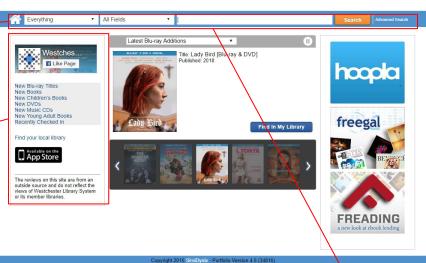
Most of the slides from the graduate student carries over, so I won't include them. Going to include slides about the catalog that the student might use.



Kind of stands out awkwardly.

Able to limit search to certain material (children's book, movies, etc), and limit the results to finding the searched phrase in different areas (title, author).

A little bit of social media. Can see new items if a user has been to the library often and doesn't want material they've seen before. Also has an app for the library.



Lot simpler header compared to the main website's header (easier to find what you want) and not too many links to the top.

Catalog seems to be on another site as well with a layout that's also pretty different. It's still similar with the empty space on the left and right side with the information only in the center.

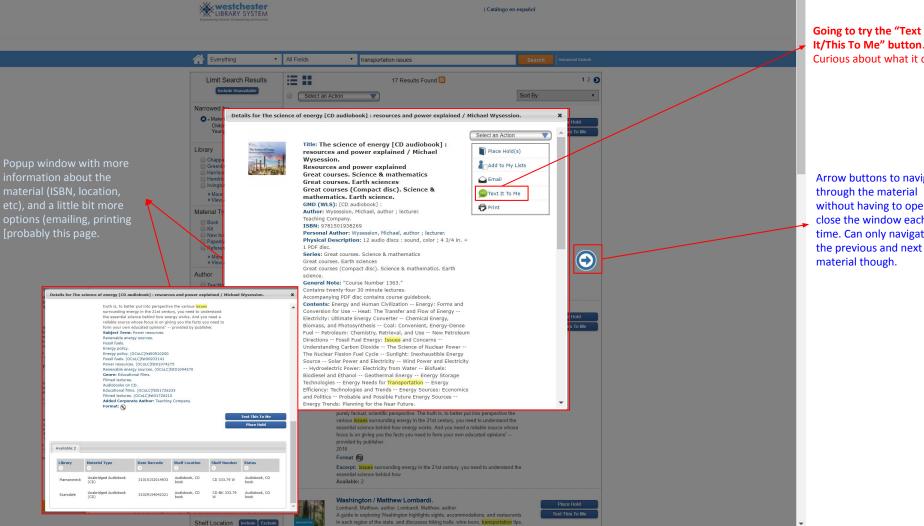
Going to search for my topic here.

Log In | My Account | My Lists | Library Information | Select Language | 👆 | 🔞

Catálogo en español

"Children's Book" and "Young Adult Book" just to check it out. Pop up window on the page asking for library card

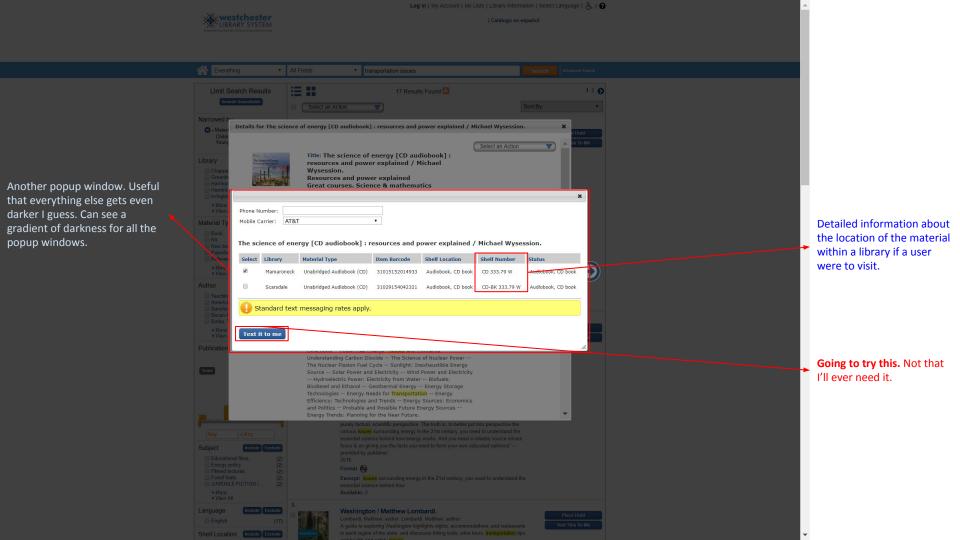
having it go to a new page and load it; can quickly close the log in window and go immediately back to the search results without having to reload it.

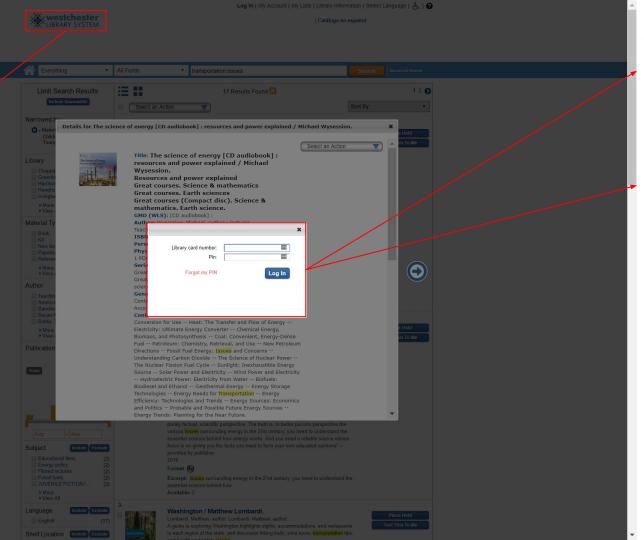


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It/This To Me" button. Curious about what it does.

Arrow buttons to navigate through the material without having to open and close the window each time. Can only navigate to the previous and next material though.





Going to close all the

goes.

popup windows and click

on this logo to see where it

Turns out you need to log in to text information to yourself. This prevents server overload from outside parties I guess.

Nothing new, this login window has appeared before. Its look is consistent though.





Notice: The latest update to the Total Boox for Libraries app on Android causes the app to crash when trying to read a book. We have reached out to Total Boox and appreciate your patience while the issue is addressed.



#### Senior Benefits Information Centers

Get answers to your questions about Medicare and other benefits available to those 60+. Learn more about the Senior Benefits Information Centers.



When shopping on Amazon, why not support Westchester Library System? Amazon Smile lets you do your normal Amazon shopping while donating a percentage of the price of eligible purchases to WLS.



Our calendar provider, Burbio.com, allows you to follow this calendar as well as sync our events to your personal digital calendar. Just click on "View on Burbio" to add, sync or follow events.



WLS Catalog Now Searchable on Popular Search Engines

The Westchester Library System is pleased to announce that patrons can now view the library catalog records via

WEBS Spring Career Workshops Have been scheduled. You can find the schedule here. Register for Free 8-Week Career Seminars now! Call WEBS at 914-674-3612

#### Upcoming WLS Board Activities:

(Unless otherwise noted, all meetings will take place at the WIS Headquarters, 570 Taxter Road-Suite 400, Elmsford, NYJ There will be no February Board Meeting due to a conflict with Library Advocacy Day WIS Executive Board Meeting: February 15, 2018 at 6 pm WIS Board Meeting: March 27, 2018 at 6 pm Board Meeting Meeting: March 27, 2018 at 6 pm

Westchester Library System | 570 Taxter Road | Suite 400 Elmsford, NY 10523 | 914-674-3600

SUPPORT WLS HERE CONTACT WLS HERE I reached this site which is the same as the site users get directed to when they click "Research" on the main site (look at grad student UX audit). Not really anything else to do research-wise here.