

Luni

PHASE 1 REPORT – USER AND TASK ANALYSIS

G01 – 3LEIC09

António Oliveira Santos – up202008004

Fábio Martins – up202008052

José Osório – up202004653

Description

LUNI is a mobile and web application gathering all the information and activities necessary to efficiently and comfortably use all of the library's resources. To do so, it gathers multiple functionalities in three domains: the book domain, the space domain, and the event domain.

Book domain

A page promoting all the events that will take place in the library as well as online registrations.

But there is also an innovative system of book recommendations based on the courses the user is assigned and integrates direct interaction with teachers.

Space domain

Access to a map of the library with indications for available seats. It's also possible to filter these seats based on their characteristics and book them.

Event domain

Consulting the status of a book, making reservations, and an online shop.

Related apps/services/systems

FEUP's library website: a simple website for the SDI services.

- Pros:
 - Access to a very big database filled with resources provided directly by the university;
- Cons:
 - Outdated interface which is hard for new users to get to grips with;
 - Lack of real-time information, mainly the number of vacant places;
 - Difficulty in finding physically available books and papers;

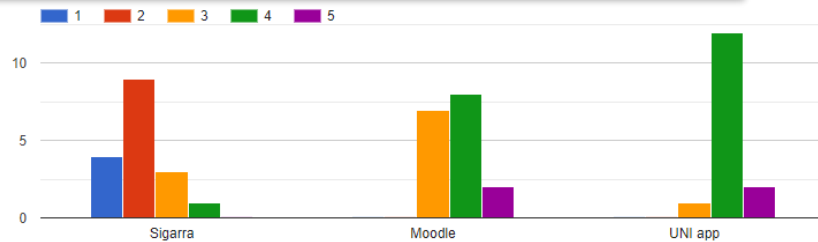
UNI: an app developed by NIAEFEUP with the goal of providing easy mobile access to some of FEUP's services.

- Pros:
 - Very big user base within FEUP;
 - Already uniting multiple facets of the services necessary for the students in a single place;
- Cons:
 - Sometimes inconsistent interface among its multiple pages;

Questionnaire

A 16 answer long questionnaire was built in order to assess the opinion of potential users on the library and its services, as well as about the LEUP project itself. These were the more compelling questions/answers

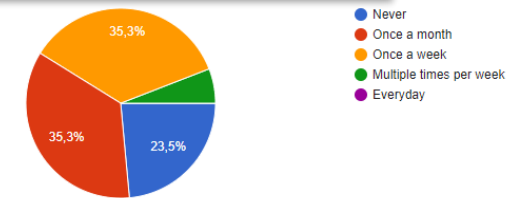
How would you rate your experience with the following information platforms? (rate those you've used before)



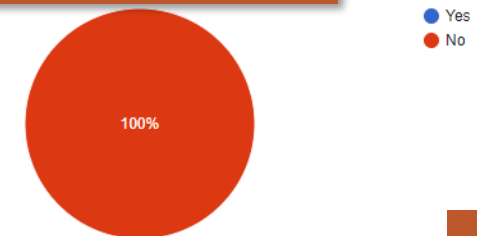
Please rate this library related information, according to its relevance.



How often do you use the library?




Do you usually attend events that take place in the library?



Sample size of 17 answers

Personas

Ellis Santos



AGE	20
EDUCATION	2nd year bachelor's
FAMILY	Girlfriend, parents
OCCUPATION	Full-time Student
LOCATION	Lisbon, Benfica
TECH LITERATE	Professional
ARCHETYPE	The "Out of Town Student"

“ Despite my shortcomings and circumstances I'll do my best and beat the challenges that stagger of me!

Personality

Introverted Responsible

Perfectionist Anxious

Platform

Website Smartphone Other

Bio

After getting into their desired course in 2020, amidst the global pandemic, and spending the better part of the past years locked at home or partaking in oline classes, Ellis has finally had the opportunity to be living and studying full-time in Porto. While they are happy and eager to explore the new world of possibilities that has just opened up for them these changes also come with a lot of stress and challenges related to the distance and separation that has been created between Ellis and their parents and girlfriend which are still in Lisbon. The present situation has left Ellis with overwhelmed, which in turn has made focusing on studying for exams and other schoolwork extremely hard, especially when taking in consideration their anxiety. Furthermore, Ellis really wants to start to take on their own self-found independence to the next step, as such they want to start their work life and establish themselves in the city.

Core needs

Always hungry for more knowledge and to adopt new technologies, they are interested in integrating new apps in their daily lives.

Since Ellis' knowledge of the city, and more specifically the cities' libraries, is limited it is important fort them that the most important bibliographic references of their units are readily and hastily available to them.

Ellis aims to always feel comfortable in public spaces as such the

- app should allow them to monitor the library's occupancy accurately,

Frustrations


Ellis' distance to their family makes it hard to find the solace and

- comfort for the challenges being faced, both in their studies and in their adulthood.

They would be pleased to avoid contact with strangers as they

- do not always feel comfortable interacting with people in positions of power in relation to them.

Maria Joana



AGE	18
EDUCATION	Highschool
FAMILY	Parents
OCCUPATION	Full-time Student
LOCATION	Bragança, Samil
TECH LITERATE	Average
ARCHETYPE	The "New Learner"

“ It's time to become a new person!

Personality

Extroverted Clumsy

Cheerful Kind

Platform

Website Smartphone

Bio

Maria has just enrolled on her first year of university, and is looking forward to not only learn all about her course but also about her new environment. As she is from a small rural town in the interior of the country, contact with new people her own age was scarce and her current situation has presented her with the possibility to get in touch with more people and make new connections. Perhaps stemming from the isolation inherent to her situation in her highschool years, Maria has developed a reasonable level of understanding of technology and is quite comfortable with any means of interacting with it.

Core needs

Since Maria is a freshman in university, the desire to meet new people and explore new relationships burns in her this means

- that it is important that Maria is able to meet with her friends in order to study efficiently and communication such information is also of her interest.

With a very active life comes a diminishing amount of time to do

- certain activities such as reading and she will be happy to be able to prioritize the most important aspects of her library usage.


Frustrations

Despite being quite comfortable with technology, some things

- do not come to her intuitively. She will need to be able to quickly learn her way around the application.

- With many eyes on her at some times she will avoid spending a lot of time on her devices consulting the app.

Lucas Mendes



AGE	23
EDUCATION	1st year master's
FAMILY	Parents
OCCUPATION	Part-time Student
LOCATION	Maia, Águas Santas
TECH LITERATE	Below Average
ARCHETYPE	The "First Job"

“ I don't have time for a quote...

Personality

Impatient Hard working

Cautious Competitive

Platform

Smartphone

Bio

After studying for 4 years Lucas has finally landed a job and intends to hold onto it with his whole might. Getting here however was not easy and he went through many hardships right from the start. In his first year of university he was held back due to medical complications he could not have foreseen. After recovering in the hospital for the better part of a year Mendes returned to his studies and gave it his all, unfortunately a security vulnerability in the universities mobile payment method meant he lost 300€ to a scammer, only being able to receive a refund recently. Now with new goals and a job to cater to Lucas won't take "no" for an answer and will try his hardest to overcome the hardships he faced in the past years and finally finish his degree and establish himself as a valuable and integral part of his work team!

Core needs

Being that time is limited as he has to juggle both his job and his education, Lucas needs to be aware of available studying spots at a moments' notice.

Given his past unfortunate experiences with online transactions,

- he must feel comfortable and confident about his information on the app.

- Without much time to adapt and comfortably use his computer, Lucas must have access to the app on his phone.

Frustrations

As Lucas' experience with technology is quite limited and not pleasant he might feel frustrated to have to use an application instead of simply asking for information in person, whether to classmates or faculty workers.

- He is frustrated with his situation and stagnation when compared to his peers, this fact makes him easily irritable, which in tandem with his already impatience grants him a short fuse in stressful or time sensitive situations.

Activity scenarios

Ellis has just returned from a weekend with their family in Lisbon. For the past 2 days Ellis had been going around their home city visiting their extended family and hanging out with their girlfriend, for what was certainly for them not enough time.

Upon returning to Porto and to their accommodation in the city Ellis is struck with the realization that an upcoming delivery has been brought forward a couple days and their work has just been thrown completely off schedule. With this in mind they contact their friends from their group who are also unaware of the occurrence and quickly try to hatch a plan to be able to deliver everything they must on time. However as this plan requires a few physical deliverables to be made the group can't simply hop on an online call and work away.

Ellis quickly searches on their computer for LUNI's page and navigates to the "Availability" section. There they are able to check on the currently occupied rooms and tables as well as check on a prevision of the changes in occupancy in the upcoming hours. Upon figuring out that their favorite room is available they quickly book it for a time period in that afternoon and let the rest of their group know about it from within LUNI's interface. They are then able to meet up, finish up their project in a comfortable environment and even have some time left to hang out afterwards, which always helps Ellis cool down from a very busy weekend and day.

Simplified conceptual model

Objects (attributes)

- User (name, photo, courses)
- Book (title, cover, summary, status, courses, sellable, price);
- Seat (location, status);
- Location (floor, characteristics);
- Events (date, title, description, registration fee, capacity)

Actions

- Consult book status;
- Reserve, buy books;
- Recommend, get recommendation;
- Find available seat and book it;
- See events;
- Register in event;

Relations

- Book has associated status;
- Books on sale have price;
- User is enrolled in courses;
- Books have courses associated;
- User have book recommendations;
- Seat has location;
- Rooms are a group of seats;
- Location has characteristics;
- Users can register in multiple events;

Functionalities and tasks

Functionalities

Search for a seat

Buy a book

Register in an event



Tasks

Search for an available seat with computer access on the third floor

Buy a book from a course I'm enrolled that has a price below 20€

Register in the spelling contest that will take place next week

Usability requirements

Task

“Search for an available seat with computer access on the third floor”

Efficacy

80% of the users reached an available seat in their first try

Efficiency

Average time of finding a seat with that criteria below 1 minute

Selecting third floor and computer access in 4 or less clicks

Satisfaction

Less than 15% user unsatisfied with map display

THE END

Thank you for your time!

A solid orange horizontal bar spanning the width of the slide at the bottom.