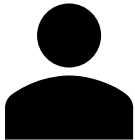# User-Friendliness of the Library Proxy Bookmarklet Installation Instructions

Study conducted on September 26th, 2019 by the TTU Library UX Unit

6 patrons participated in this study.

Participants completed a short task and a brief interview in return for a cup of coffee and a snack.

Initial question:
How understandable are our current installation instructions for this browser application?

Overall the students liked the process describing it as "unbelievably easy" but they thought the instructions on how to use it were confusing.

- Users overall liked the written installation instructions.
- Users liked how the video explained how to use the application.
- Users thought the application had not installed because it did nothing when they initially clicked on it (see note).
- Users did not like that instructions for how to use the application were 'hidden' in the video and not written on the page.

As a result of testing, we recommended the following:

- Include written instructions for how to use the application on the page.

The web master also added headers to the webpage to clarify the difference between pieces of content and help users know what information the video would contain.

Changes in the library:
We've updated the instructions to clarify how to use the application.

Note: the library proxy bookmarklet is a browser application that lets you bypass paywalls on journals and articles that the library has purchased subscriptions to. However, the application only functions *when* you run into a paywall and not before then. Visit this link to see the application: www.depts.ttu.edu/library/research-support/bookmarklet.php

We want library patrons to be able to access the materials that we have purchased subscriptions to. Given that the initial installation instructions were clear, but the instructions for use were not clear, we worked with our other library units to clarify how to use this browser application. Those changes went live in Fall 2019, so drop us a line at libraries.ux@ttu.edu to let us know what you think about them!