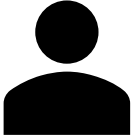# Study Space Webpage Redesign – Phase 2

Study conducted during July 2023 by the TTU Library UX Unit

15 students participated in this study.

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

Overall, the students had some level of agreement on which options we should choose within a range.

Initial question:
We have different terms, which ones should we use? And features to filter by, how should we group them?

- Users preferred the term "Quiet" not "Silent" for the quietest areas in the library.
- Users did not like "noisy" and "loud" to describe the loudest areas since it reminded them of football games.
- Users were split on listing spaces by floor or by type of space, since they could see them beneficial to different groups of users.
- Users wanted non-textual indicators to differentiate between reservable and non-reservable spaces.
- Users were splits on how to group features for filtering.

As a result of testing, we recommended the following solutions:

- Use best judgement to pick working for noise levels.
- Pick a group of users to design the webpage for (new or returning users).
- Group features based on association and best judgement.
- Use both textual and non-textual indicators to differentiate between reservable and non-reservable spaces.

Bottom line:
Some decisions were clear, but most required some level of best judgement.

We want library patrons to be able to use our study space webpage to find spaces that fit their needs. Given how many options there are for wording on these kinds of webpages, we want to make the redesign easy for users to learn and use.